

Troubleshooting your StraubelStone grill

Following are some frequently asked questions and methods to identify and correct problems that may arise with your StraubelStone grill. This troubleshooting checklist is a quick-reference guide only. For detailed instructions, refer to your User Manual. (Copies are available for download from our website at: <http://www.straubelstone.com/usermanuals.asp>) To receive assistance, you may also email us for fastest response at support@straubelstone.com or phone us at 800-640-7687 customer/ technical service.

Problem	Possible causes and solutions
<p>1. Electronic igniter does not work</p>	<ul style="list-style-type: none"> • Check to see there is spark that jumps to the burner from the electrode wire. If no spark is seen, gently bend the electrode wire closer to the burner until a spark is seen to jump from the igniter to the burner when you press the starter button. • Check the battery located inside the button. Press and turn counter clockwise. • Check to ensure electrode wires are connected to the igniter. • Ensure the electrode is 1/8"-3/16" above the top of the burner and directed over a hole. • Ensure the electrode wire and burner are clean.
<p>2. Piezo igniter does not work (Note: the piezo requires one to five pushes to ignite.)</p>	<ul style="list-style-type: none"> • Check to see there is spark that jumps to the burner from the electrode wire. If no spark is seen, gently bend the electrode wire closer to the burner until a spark is seen to jump from the igniter to the burner when you press the starter button. • Ensure the igniter is securely attached to the control panel. It is self-grounded. • Ensure the electrode is 1/8"-3/16" above the burner and directed over a hole. • Ensure the electrode wire is securely attached to the igniter. • Ensure the electrode and burner are clean.
<p>3. "When i light the grill it doesn't flame immediately. Sometimes it makes a 'whoosh' sound."</p>	<ul style="list-style-type: none"> • Gas has not filled the burner. Follow this procedure: <ol style="list-style-type: none"> 1. Ensure all gas controls are closed. 2. Open the propane tank valve all the way. 3. Turn the left burner control knob to ignite. 4. Count five seconds, then press the igniter. 5. To light additional burners turn knob to ignite, count five, press the igniter. <p>The 'whoosh' is delayed ignition. To eliminate this occurring, follow the procedure above. Do not turn the control knobs to ignite at the same time.</p>
<p>4. Regulator makes noise</p>	<ul style="list-style-type: none"> • Vent hole on the regulator may be plugged, or regulator may be faulty. • Ensure the vent hole on the regulator is not obstructed. Clear the hole; close the LP tank and gas control valves. Wait ten minutes and re-start. • When turning the LP tank valve on, do not cover vent hole on the regulator. • Check your flames for proper performance (see grill performance) if the flames are not correct replace regulator.
<p>5. Full size cover does not fit the grill</p>	<ul style="list-style-type: none"> • Cover may be incorrect for your grill. It may be a tight fit. • Ensure the cover is the correct length for your grill. Measure it left to right. Compare to the grill's measurement. • Compare the location and size of the hood portion of the cover to your grill.

	<ul style="list-style-type: none"> • Spread the cover and allow it to relax, preferably in warm sunlight or in a warm room. • For grills with a side shelf; bunch the cover like a sock, put on left to right.
6. Rotisserie labors or will not turn.	<ul style="list-style-type: none"> • Check the voltage at the outlet. • If an extension cord is required, ensure it is a 16 gauge grounded cord. • Ensure the on/off switch is on. • Ensure the load does not exceed the 12 pounds operational capacity. • Ensure the spit is fully inserted in the motor. • Ensure there is no encumbrance or drag.
7. Regulator hose will not reach my tank	<ul style="list-style-type: none"> • Some tanks are more difficult to position for attachment. • Position the tank valve fitting at 4 or 5 o'clock position. Attach the regulator hose assembly. • Position the tank as instructed above, but do not attach the tank hook. Connect the regulator assembly.
Grill Performance Issues	
8. Grill flame	<ul style="list-style-type: none"> • Flames on the high setting should be $\frac{3}{4}$"-1" high, bright blue with yellow flickers at the tip. To observe the flames, remove the cooking grates and the burner cover. For an accurate visual, provide deep shade for the basin, or do this at night.
9. Grill only heats to 200-300 degrees.	<ul style="list-style-type: none"> • Ensure the temperature gauge is functioning properly. Hold a flame to the probe or compare the grill gauge to an oven thermometer place in the grill. • Ensure correct start procedure. Prior to lighting grill, the gas control knobs should be off. The propane bottle should be off. If not, wait 15 minutes. Turn tank all the way on. Turn left burner to ignite, wait 5 seconds; ignite. Repeat for additional burners. • Check all gas connections for leaks with bubble test. If leaks are found, replace the part or tighten the fitting. • If it is a natural gas grill, ensure there is proper pressure to the grill. Refer to the user manual. <i>Example: gas line stubbed off a pool heater may exhibit differences in pressure.</i>
10. Grill takes a long time to preheat	<ul style="list-style-type: none"> • Normal preheat, 500-650 degrees, takes about 10-15 min. • Cold weather and wind may effect your preheat time. • If you are using volcanic rock or briquettes they can increase the preheat time and maximum temperature.
11. Burner flames are not light blue	<ul style="list-style-type: none"> • Too much or not enough air mixes for the flame. • Elevation is the principal cause, however cold weather can affect the mixture. Burner adjustment may be required. Refer to manual for adjustment procedures (pg 18) • Grill is in a windy location.