




GAS GRILL

TROUBLESHOOTING GUIDE

Table of contents

General Performance Problem	2
Flame Is Low/Uneven	2
Control Knobs Are Damaged	2
Not Igniting	3
Makes Noise	3

GENERAL PERFORMANCE PROBLEM

 [Click here for related products and accessories.](#)

FLAME IS LOW/UNEVEN

- Is the gas tank properly connected to the grill? → See your owner's manual for instructions for connecting the tank to the grill. [You can download your owner's manual here.](#)
-
- Are the burners clogged or corroded? → See your owner's manual for instructions for clearing clogs from the burner. [You can download your owner's manual here.](#)
- If burner corrosion is severe or the ports are completely rusted, call for service to have the burner replaced.
-
- Is the burner aligned correctly? → See your owner's manual for instructions for aligning the burner tube with the opening to the gas valve. [You can download your owner's manual here.](#)
-
- Did you turn on the gas too fast or at too high a level? → Turning on the gas at the tank too high or fast triggers a safety mechanism that restricts gas flow. See your owner's manual for instructions for resetting the regulator and for the proper lighting techniques. [You can download your owner's manual here.](#)
-
- Is the hose or regulator leaking? → See your owner's manual for instructions for determining the source of the leak. Either replace the leaking part or call for service to have the part replaced. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

CONTROL KNOBS ARE DAMAGED

- Is the control knob cracked, split, or stripped? → Replace the knob.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

[Click here](#) to book an appointment for service.

GENERAL PERFORMANCE PROBLEM

 [Click here for related products and accessories.](#)

NOT IGNITING

Is the ignitor battery installed correctly? → Install the battery with the positive end facing out of the grill toward the contact and the spring inside the rubber ignitor button.

Is the spring inside the ignitor wrapped around the metal contact? → Remove the spring and contact from the battery compartment. Gently push and turn the spring against the contact until they are connected. Put the assembly into the battery compartment with the larger end of the spring facing the battery and the end attached to the contact facing the rubber ignitor button.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.

MAKES NOISE

Does it make a low humming sound? → No action is required. The gas flowing from the tank to the grill makes a low humming noise.

Does it make a loud humming sound? → Purge air from the gas line. See the instructions in your owner's manual. [You can download a copy of your owner's manual here.](#)

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
[Click here](#) to book an appointment for service.