

Emergencies	Possible cause	Prevention/Solution
Gas leaking from cracked/cut/burned hose	Damaged hose	Turn off gas at LP cylinder, if hose is cut or cracked, replace hose. Conduct LP cylinder leak test and check regulator connection to the LP cylinder.
Gas leaking from LP cylinder	Mechanical failure due to aging or mishandling	Turn off LP cylinder valve. Contact your LP dealer or call 911.
Gas leaking from LP cylinder valve	Failure of cylinder valve due to mishandling or mechanical failure	Turn off LP cylinder valve. Return LP cylinder to gas supplier.
Gas leaking between LP cylinder and regulator connection	Improper installation, loose connection, failure of rubber seal	Turn off LP cylinder valve, remove regulator from cylinder and visually inspect the rubber seal for damage. Conduct LP cylinder leak test and check regulator connection to the LP cylinder.
Fire coming through control panel	Fire in burner tube section of the burner due to partial blockage	Turn off control knobs and LP cylinder valve. After the fire is out and griddle is cold, remove the burner and inspect for spider nests or rust. See natural hazards and cleaning the burner assembly pages.

Troubleshooting: Problem	Possible cause	Prevention/Solution
Grease fire or continuous excessive flame above cooking surface	Too much grease buildup in burner area	Turn off LP cylinder. After cooling, clean food particles and excess grease from inside the firebox area, grease cup/pan/tray, and other surfaces.
Burner will not light when using the ignitor	Gas issues: <ol style="list-style-type: none"> Trying to light wrong burner Burner not engaged with control valve Obstruction in burner No gas flow Vapor lock at coupling nut to LP cylinder Coupling nut and LP cylinder valve not fully connected 	<ol style="list-style-type: none"> See instructions on control panel. Make sure valve are positioned inside the burner tubes. Ensure burner tubes are not obstructed with spider webs or other material; see cleaning section in Cleaning and Maintenance. Make sure LP cylinder is not empty. If LP cylinder is not empty, check sudden drop in gas flow. Turn off knobs and disconnect coupling nut from LP cylinder. Reconnect and retry. Turn the coupling nut approximately one-half to three-quarters.
	Electrical issues: <ol style="list-style-type: none"> Electrode cracked or broken; sparks at crack Electrode tip not in proper position Wire and/or electrode covered with cooking residue Wires are loose or disconnected Wires are short-circuited between ignitor and electrode. Push button sticks at bottom sparking between ignitor and electrode. 	<ol style="list-style-type: none"> Replace electrode. Tip of electrode should be pointing toward the port hole in the burner. The distance should be 1/8" to 3/16". Adjust if necessary. Clean wire and or electrode with rubbing alcohol and clean swab. Reconnect wires or replace electrode/wire assembly. Replace ignitor wire. Replace ignitor. Inspect wire insulation and proper connection. Replace wires if insulation is broken.
	Ignitor issues: <ol style="list-style-type: none"> Dead ignitor battery Battery/ignitor cap not installed correctly <p>NOTE: Try manually lighting burner with a match. If burner lights successfully, it is an ignitor issue.</p>	<ol style="list-style-type: none"> Replace battery. Make sure 2 ends of the battery are oriented properly. The "+" end should be toward the ignitor cap. Rescrew the ignitor cap and make sure threads are aligned fully.

Troubleshooting: Problem	Possible cause	Prevention/Solution
Burner will not light with matchstick	1. See "gas issues" on previous page. 2. Improper method of lighting using a matchstick	See "MANUALLY LIGHTING THE BURNERS WITH MATCH STICK" section in Operation Instructions.
Sudden drop in gas flow or low flame	1. Grease buildup 2. Excessive fat in meat 3. Excessive cooking temperature	1. Clean burners and inside of griddle/firebox. 2. Trim fat from meat before grilling.
Flame blows out	High or gusting winds/Low LP gas/Excess flow valve tripped	Turn front of griddle to face wind or increase flame height. Refill LP cylinder.
Persistent grease fire	Grease trapped by food buildup around the burner system	Turn knobs to OFF. Turn gas off at the LP cylinder. After the griddle cools, remove and clean all parts.
Flashback... (fire in burner tube(s))	Burner and burner tubes are blocked.	Turn knobs to OFF. Clean burner and/or burner tubes. See burner cleaning section in Cleaning and Maintenance.
Flare-up	1. Grease buildup 2. Excessive fat in meat 3. Excessive cooking temperature	1. Clean burners and inside of griddle/firebox. 2. Trim fat from meat before grilling. 3. Adjust (lower) temperature.
Unable to fill LP cylinder	Some dealers have older fill nozzles with worn threads.	When turning worn nozzles, they don't have enough "bite" to engage the valve. Try a different LP dealer.
One burner does not light from other burner(s)	Grease buildup or food particles in end of carryover tube	Clean carry-over tube with wire brush.

If your problem is not resolved using the troubleshooting information above, please contact your local gas dealer.

CAUTION: If the burners go out during use, close the gas supply at cylinder, and turn off all gas valves. Wait for five minutes before attempting to re-light (this allows accumulated gas fumes to clear).

CAUTION: In case of a grease fire, close the gas supply at cylinder, turn off all burners until the fire is out.

CAUTION: DO NOT attempt to disconnect any gas fitting while the griddle is being used. As with all appliances, proper care and maintenance will ensure your griddle is in top operating condition and will prolong its life.