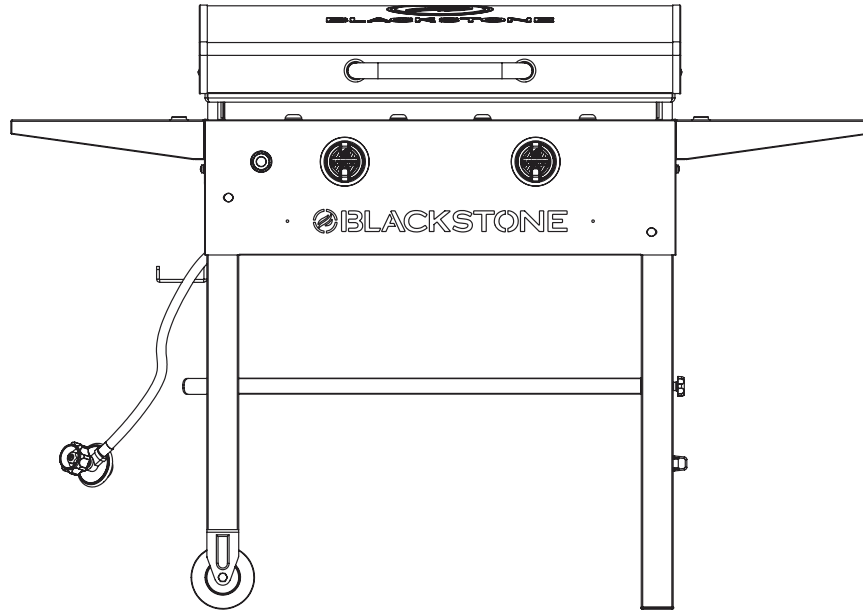




**MODEL(S): 1883AZ** v05



ENGLISH



OWNER'S MANUAL

# 28" GRIDDLE WITH HOOD

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Latest version of the manual:  
[BlackstoneProducts.com/support](http://BlackstoneProducts.com/support)

### IMPORTANT:

This instruction manual contains important information necessary for the proper assembly and safe use of the appliance.

Read and follow all warnings and instructions before assembling and using the appliance.

Follow all warnings and instructions when using the appliance.

Keep this manual for future reference.

Installer/Assembler: Leave these instructions with the consumer.

### SAFETY ALERT KEY

**⚠ DANGER**

Indicates a hazardous situation that, if not avoided, will result in death or serious injury.

**⚠ CAUTION**

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

**⚠ WARNING**

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

**NOTICE**

Indicates information considered important, but not hazard-related (e.g. messages related to property damage).

# IMPORTANT SAFETY INFORMATION

## GAS APPLIANCE SAFETY

### ⚠ DANGER

If you smell gas:

- Shut off gas to the appliance.
- Extinguish any open flame.
- Open hood (if applicable).
- If odor continues, keep away from the appliance and immediately call your gas supplier or your fire department.

Failure to follow these instructions could result in fire or property damage, personal injury or death.

### ⚠ WARNING

An LPG cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

LPG cylinders are not to be stored in any compartments on the appliance that are not intended for cylinder storage. Such unauthorized storage could lead to an explosion, fire, or personal injury.

### INSTALLATION MUST CONFORM WITH LOCAL CODES.

In the absence of local codes, installation must conform with either ANSI Z223.1/NFPA 54, CSA B149.1, or CSA B149.2.

### ⚠ DANGER

- NEVER operate this appliance unattended.
- If a fire should occur, keep away from the appliance and immediately call your fire department. DO NOT attempt to extinguish an oil or a grease fire with water.

Failure to follow these instructions could result in fire or property damage, personal injury or death.

### ⚠ DANGER



### CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which is poisonous and has no odor. Using it in an enclosed space can kill you.

NEVER use this appliance in an enclosed space such as a camper, tent, car or home.

### ⚠ DANGER

### FOR YOUR SAFETY

DO NOT store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.

Flammable items can combust if placed near the appliance. Keep the appliance area clear and free from combustible materials, aerosol containers, gasoline and other flammable vapors and liquids.

### ⚠ WARNING

Improper installation, use, adjustment, alteration, service, modification, or maintenance can cause property damage, serious injury, or death. Read the installation, operating and maintenance instructions thoroughly (refer to this manual) before installing or servicing this equipment.

- The use of alcohol, prescription, or non-prescription drugs may impair the consumer's ability to properly assemble or safely operate the appliance.
- Keep children and pets away from the appliance at all times.
- Have a type BC or ABC fire extinguisher readily available.
- DO NOT use for purposes other than intended.
- DO NOT use this appliance as a heater.
- For outdoor domestic use only, not for commercial use.



## SETTING UP YOUR OUTDOOR SPACE

### THIS APPLIANCE MUST ONLY BE USED OUTDOORS ON A LEVEL SURFACE.

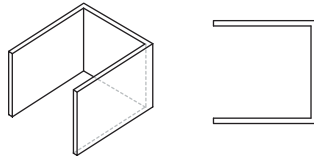
- DO NOT use this appliance inside buildings, garages, or any other enclosed area.
- DO NOT install this appliance in or on a boat.
- DO NOT install this appliance in or on a recreational vehicle.

### SHELTERED OUTDOOR AREAS:

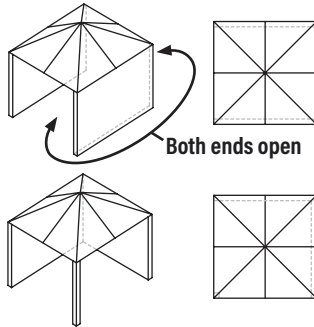
All openings must be permanently open; sliding doors, garage doors, windows or screened openings are not considered as permanent openings.

An appliance is considered to be outdoors if installed with shelter no more inclusive than:

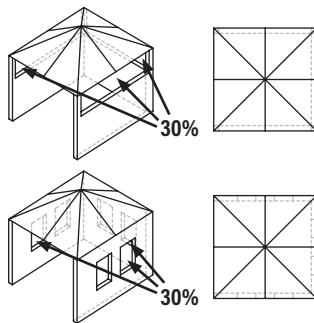
- a. With walls on three sides, but with no overhead cover.



- b. Within a partial enclosure that includes an overhead cover and no more than two side-walls. The sidewalls may be parallel, as in a breezeway, or at right angles to each other.



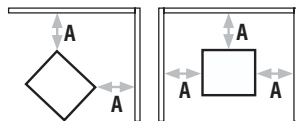
- c. Within a partial enclosure that includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.



The minimum ambient operating temperature is 0°F (-18°C).

### MAINTAIN PROPER CLEARANCES FROM COMBUSTIBLE MATERIAL.

- DO NOT use this appliance on or under any apartment or condominium balcony or deck.
- DO NOT obstruct the flow of combustion and ventilation air.



DO NOT operate this appliance any closer than 36 in (1 m) from the sides and back of the appliance to combustible construction.

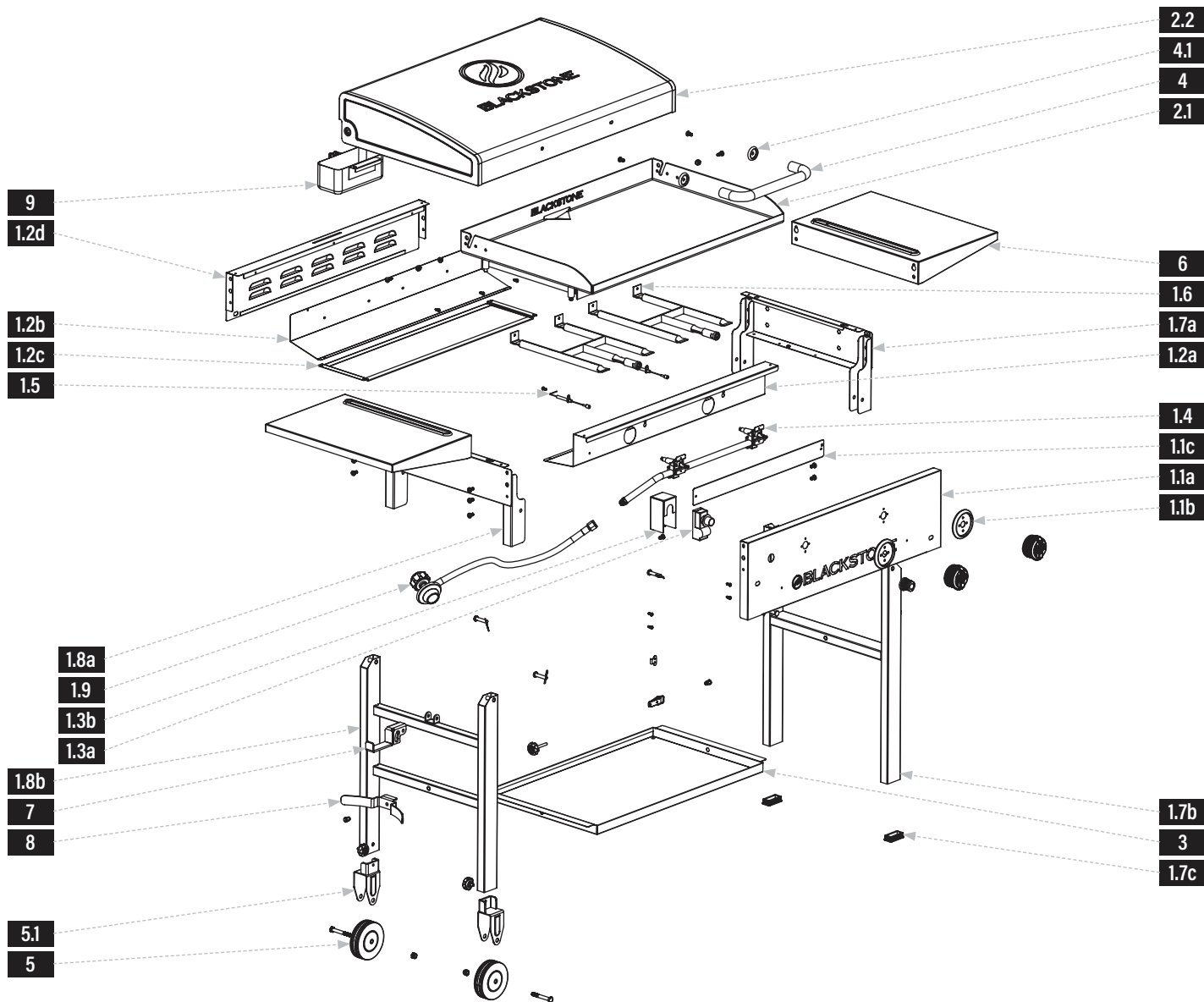
A = 36 in (1 m)

- DO NOT use this appliance under overhead combustible construction.

# ASSEMBLY GUIDE

## EXPLODED VIEW

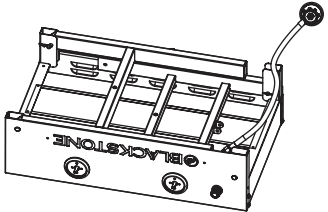

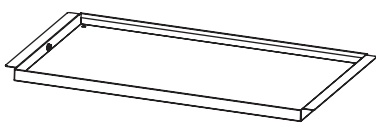

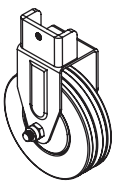
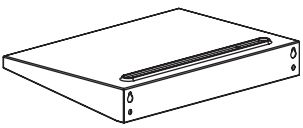
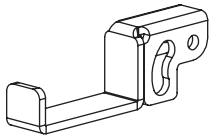
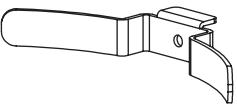
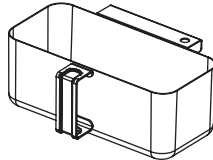
ENGLISH



### PARTS LIST

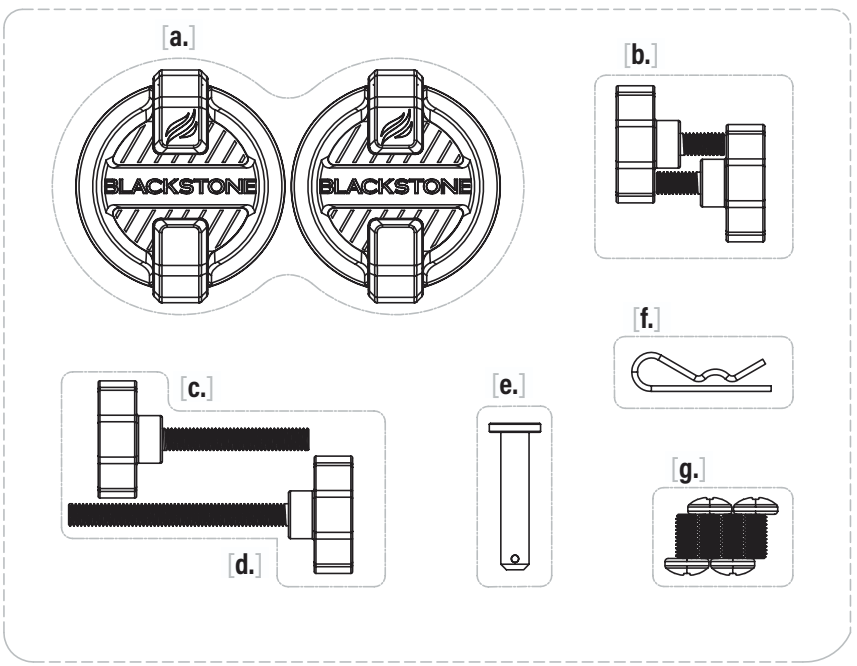
PARTS	QTY	PARTS	QTY	PARTS	QTY	PARTS	QTY
1.1a Control panel	1	1.2d Rear panel assembly	1	1.7a Left side panel assembly	1	1.9 Regulator	1
1.1b Control knob bezels	2	1.3a Ignitor	1	1.7b Left leg assembly	1	2.1 Griddle top	1
1.1c Background panel	1	1.3b Ignition heat shield	1	1.7c Leg caps	2	2.2 Hood	1
1.2a Baffle panel	1	1.3c Ignition button	1	1.8a Right side panel assembly	1	4.1 Hood handle bezels	2
1.2b Rear connection plate	1	1.4 Gas rail	1	1.8b Right leg assembly	1	5.1 Wheel brackets	2
1.2c LPG heat shield	1	1.5 Ignition needles	2				
		1.6 H Burners	2				



<p><b>1</b> Body (1 piece)</p> 	<p><b>2</b> Griddle top &amp; Hood (1 piece)</p> 	<p><b>3</b> Stabilizing shelf (1 piece)</p> 
<p><b>4</b> Hood handle (1 piece)</p> 	<p><b>5</b> Wheels (2 pieces)</p> 	<p><b>6</b> Side shelves (2 pieces)</p> 
<p><b>7</b> LPG hook (1 piece)</p> 	<p><b>8</b> LPG support (1 piece)</p> 	<p><b>9</b> Grease cup (1 piece)</p> 

**10** Hardware pack (1 piece)

- a. Control knobs (2 pieces)
- b. Small thumb screws (2 pieces)
- c. Medium thumb screw (1 piece)
- d. Large thumb screw (1 piece)
- e. Shear pin (1 piece)
- f. Cotter pin (1 piece)
- g. M6x12 screws (4 pieces)



# ASSEMBLY INSTRUCTIONS

Find a large, clean area to assemble your appliance.

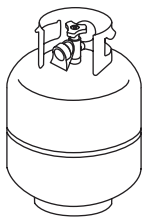
Remove all packing material before assembling. (You may have additional or spare hardware after assembly.)

**CAUTION**

Sharp edges and possible pinch points while unboxing. Wear gloves during assembly.

**CAUTION**

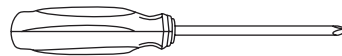
Heavy pieces. Two people should assemble this appliance.



**REQUIRED FOR USE (NOT INCLUDED):**  
20 lb (9 kg) LPG cylinder



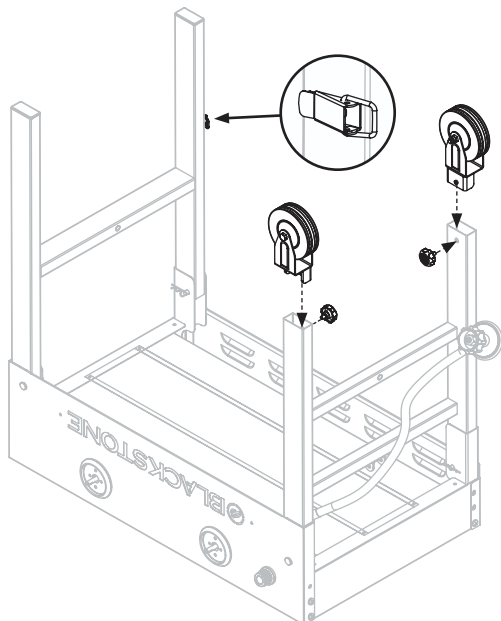
**REQUIRED FOR USE (NOT INCLUDED):**  
One (1) AA battery (for ignition)



**REQUIRED FOR ASSEMBLY (NOT INCLUDED):**  
#3 Phillips head screwdriver

**STEP 01** With the help of another person, remove the griddle body from the packaging and lay it upside down on a smooth, flat surface.

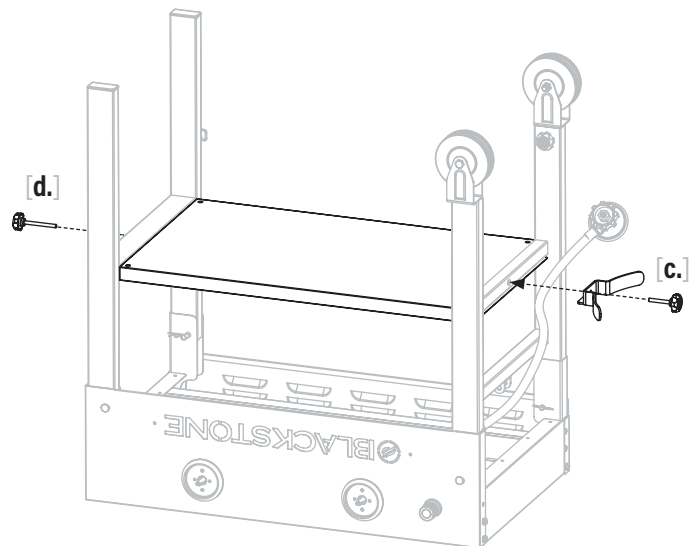
Unlatch and unfold the legs to their vertical position, then use two (2) small thumb screws [b.] to attach the two (2) wheels onto the ends of the left leg assembly.



**STEP 02** Use one (1) large thumb screw [d.] to attach the stabilizing shelf to the right leg assembly.

Use one (1) medium thumb screw [c.] to attach the LPG support and the stabilizing shelf to the left leg assembly.

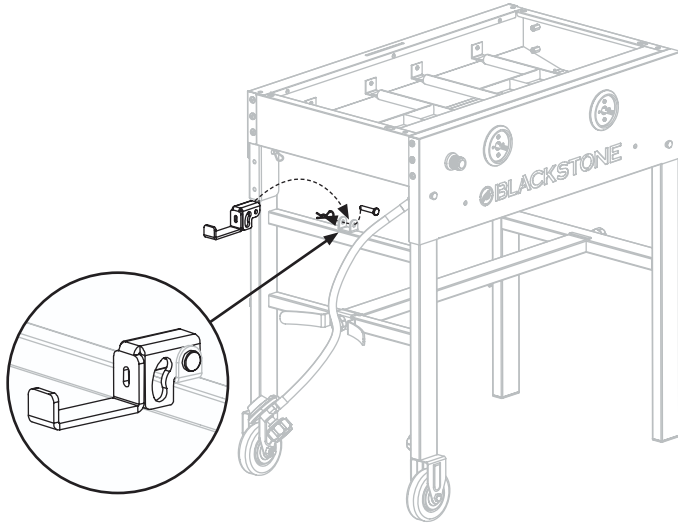
**Note:** This shelf is integral to the stability of the appliance while in use.



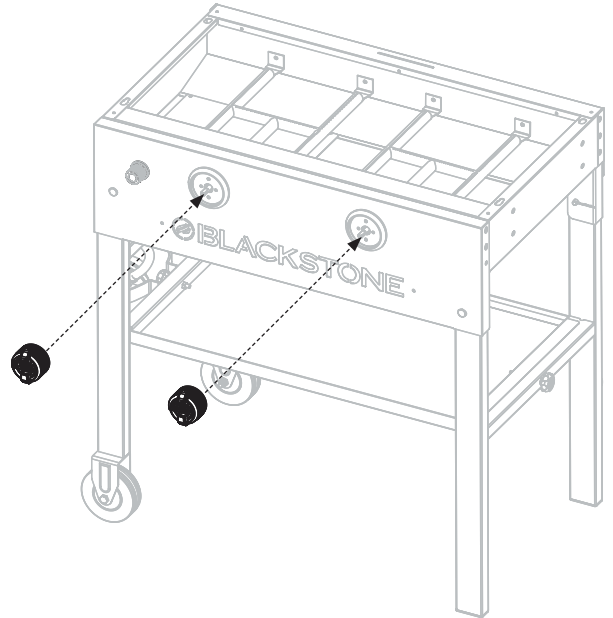


**STEP 03** With the help of another person, pick up the griddle body and set it on its wheels.

Use one (1) shear pin [e.] and one (1) cotter pin [f.] to attach the LPG hook to the upper bar of the left leg assembly.



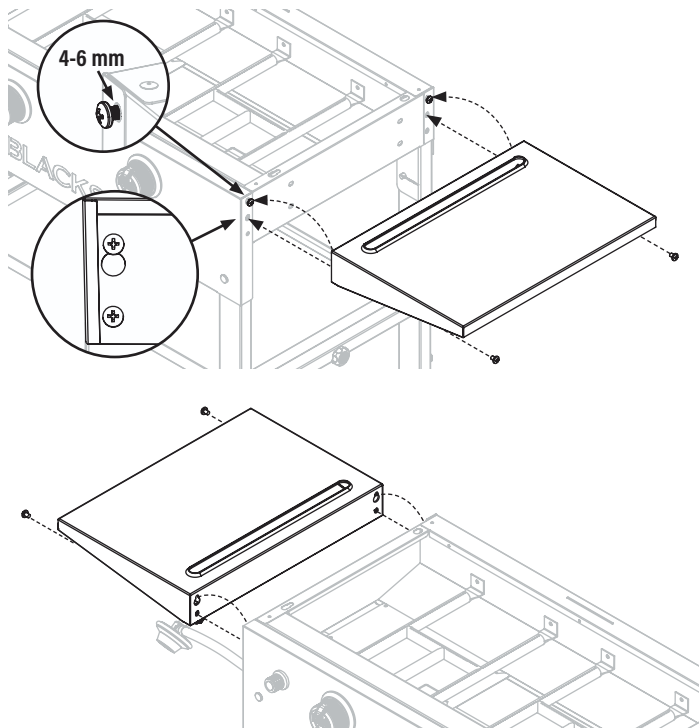
**STEP 04** Install the two (2) control knobs [a.] by pushing them into place in the OFF position.



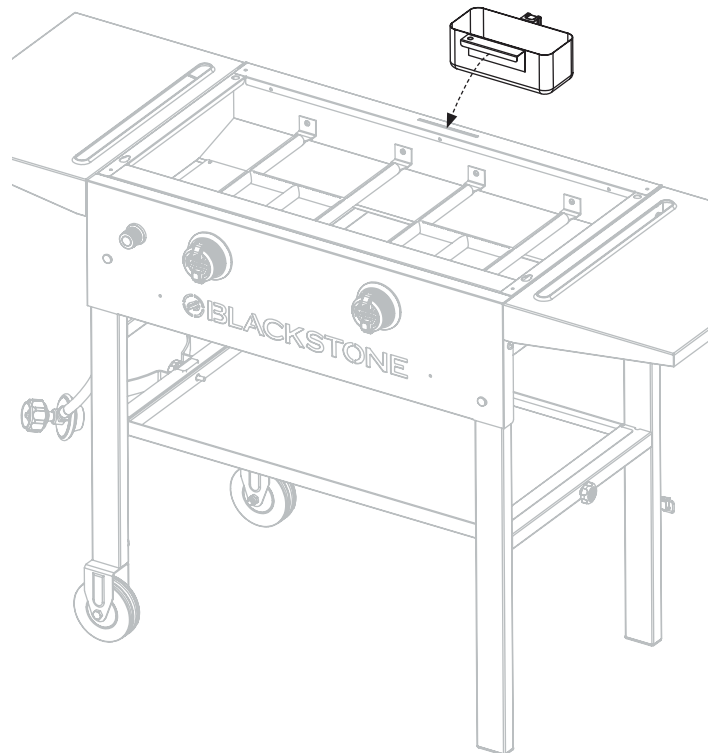
**STEP 05** Loosen the two (2) M6x12 screws on the right side of the griddle body.

Hook one (1) side shelf on these screws and use two (2) M6x12 screws [g.] to secure the side shelf to the right side of the griddle body. Tighten all four screws.

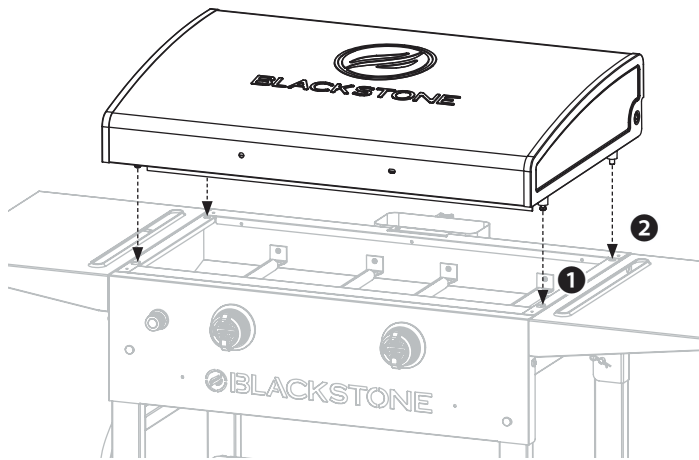
Repeat with the left side of the griddle body.



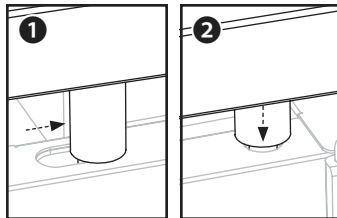
**STEP 06** Hang the grease cup in the slot at the back of the griddle body.



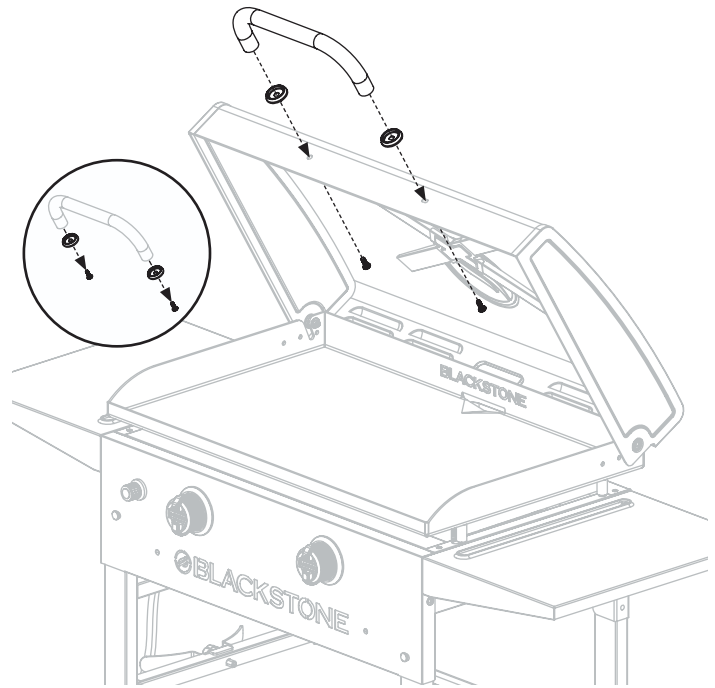
**STEP 07** With the help of another person, place the griddle top and hood on the main body by aligning the 4 pins to the holes of the body.



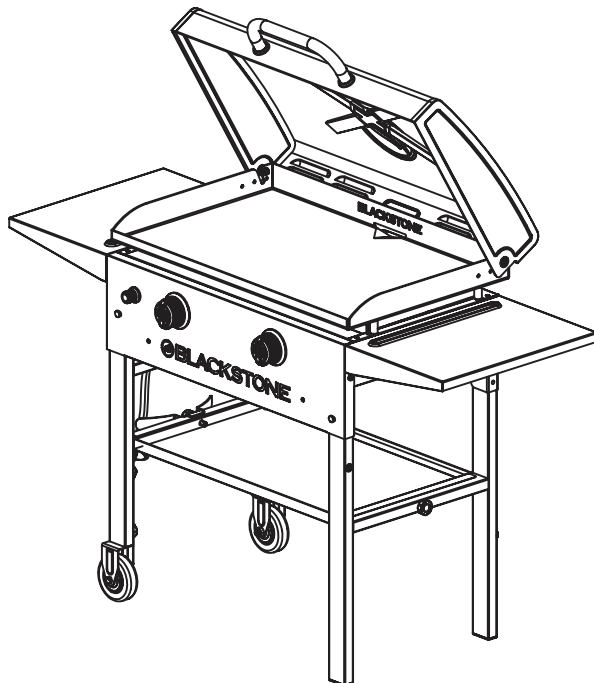
- 1 Place the two front pins into the front locking holes and push the griddle top back.
- 2 Then, set the two rear pins into the rear holes.



**STEP 08** Use the two (2) M6x16 screws pre-installed in the hood handle to install the handle and handle bezels to the griddle hood.



**STEP 09** Proceed to the **OPERATION INSTRUCTIONS**.



**NOTICE**

- Maximum weight on the side shelf is 10 lbs (4.5 kg).
- The side shelf may get hot while appliance is in use.

**NOTICE**

DO NOT place items on stabilizing shelf during use.



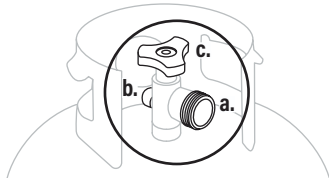


# OPERATION INSTRUCTIONS

## THE GAS SYSTEM

### LPG CYLINDER REQUIREMENTS

- The LPG cylinder supply system must be arranged for vapor withdrawal.
- Always keep new LPG cylinders in upright position during use, transit or storage.
- Always keep the ventilation opening(s) of the cylinder enclosure free and clear from debris.
- The LP gas supply cylinder to be used must be constructed and marked in accordance with the Specifications for LP gas Cylinders of the U.S. Department of Transportation (DOT) or CSA B339, as applicable.
- Only LPG cylinders marked "propane" shall be used.
- LPG cylinder must include collar to protect LPG cylinder valve.
- Only use a 20 lb (9 kg) cylinder. (18 x 12 in (45 x 30 cm))



#### THE LPG CYLINDER VALVE MUST HAVE:

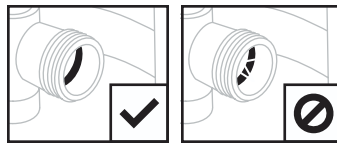
- Type 1 valve outlet (thread on the outside).
- Safety relief valve.
- UL listed Overfill Protection Device (OPD). This OPD safety feature is identified by a unique triangular hand wheel.

Exchange cylinder only for an OPD safety feature-equipped cylinder.

### FITTINGS & HOSES

Prior to connection and use, ensure that there is no debris caught in, or damage to, the head of the gas cylinder, regulator, hose, burner and burner ports. (Worn or damaged hose/ regulator must be replaced with a Blackstone approved model before using appliance.)

- Annual checking and tightening of metal fittings is recommended.
- Ensure that the hose is not obstructed, kinked, or in contact with any part of the appliance other than at its connection.



#### CHECK SEAL BEFORE USE

The seal on the valve outlet could, over time, show marked and visible damage or deterioration that might cause a leak even with the connection tightened.

- A visual inspection for the seal must be carried out every time a LPG cylinder is replaced or refilled.
- Any LPG cylinder showing signs of damage or deterioration as those illustrated including visible cracks and pitting, must be returned unused to the seller.

### REGULATOR SAFETY

- Use this appliance, as purchased, only with gas and regulator/ valve assembly supplied. DO NOT use quick connect fittings or other add-ons other than those designed and authorized for use by Blackstone.
- DO NOT cross thread (force at an improper angle) the connection between your LPG cylinder and regulator.
- If you can not connect the regulator, DO NOT use the regulator.

Regulator must be replaced with a Blackstone approved model by a professionally licensed, authorized dealer.

## CONNECT THE LPG CYLINDER

**STEP 01** Ensure that the control knobs are turned OFF.

Ensure that the LPG cylinder is OFF by turning the hand wheel clockwise to a full stop.

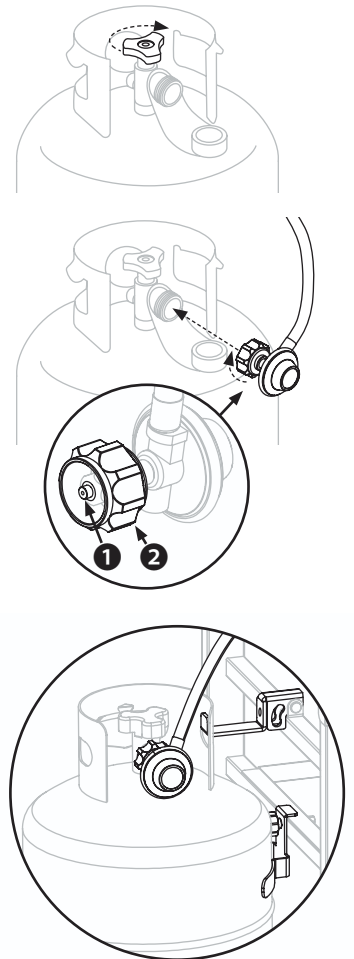
**STEP 02** Hold the regulator in a straight line with the valve outlet so as not to cross thread the connection.

- Center and insert the regulator nipple into the valve outlet.
- Hand-tighten the coupling nut in a clockwise direction. (DO NOT use tools to connect.)

If connection cannot be completed, disconnect regulator and repeat this step.

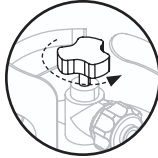
**STEP 03** The safety relief valve must face away from the user while the appliance is in use.

Secure the LPG cylinder to the appliance by hanging it on the LPG hook so that it nestles against the LPG support.



**HOW TO TURN ON THE GAS:**

Turn the hand wheel counter-clockwise 1 to 3 turns.

**⚠ WARNING**

A frosty regulator indicates a problem. Immediately close LPG cylinder valve and call local LPG dealer for assistance.

**LEAK TEST INSTRUCTIONS**

- Leak test new and exchanged LPG cylinders BEFORE connecting to appliance.
- DO NOT smoke during leak test.
- DO NOT use an open flame to check for gas leaks.
- Appliance must be leak tested outdoors in a well-ventilated area, away from ignition sources such as gas fired or electrical appliances.
- During leak test, keep appliance away from open flames or sparks.

**STEP 01** Turn OFF the gas supply at the gas cylinder valve. Ensure that the controls are OFF.

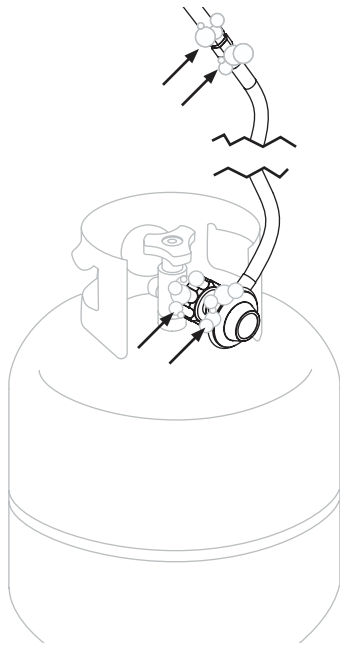
Connect the regulator to the LPG cylinder and turn ON the gas.

If you hear a rushing sound, turn gas off immediately. There is a major leak at the connection.

**STEP 02** Make a 9%<sup>o</sup> leak detecting solution by mixing 1 ½ tbsp (20 mL) of hand/dish soap with 1 cup (235 mL) of water.

**STEP 03** Use a clean paintbrush to brush the leak detecting solution onto joint areas of valves and regulator.

**STEP 04** If leaks are detected (indicated by growing bubbles), immediately turn OFF the gas and re-tighten connections.

**⚠ WARNING**

If leaks cannot be stopped, DO NOT try to repair. Regulator must be replaced with a Blackstone approved model by a professionally licensed, authorized dealer.

If grease or other hot material drips onto valve, hose or regulator:

1. Turn off gas supply immediately.
2. Determine the cause and correct it.
3. Clean and inspect valve, hose and regulator.
4. Perform a leak test.

**STORING LPG CYLINDERS****⚠ WARNING**

- DO NOT store a spare LPG cylinder under, near, or in this appliance.
  - DO NOT fill an LPG cylinder beyond 80% full.
- If the information above is not followed exactly, a fire causing death or serious injury may occur.

- The LPG cylinder must be turned OFF when the appliance is not in use.
- LPG cylinders must be stored outdoors and out of the reach of children.
- DO NOT store an LPG cylinder inside a building, garage, or in any other enclosed area.
- DO NOT store an LPG cylinder where temperatures can reach over 122°F (50°C).

**DISCONNECTING THE LPG CYLINDER**

Storage of the appliance indoors is only permissible if the LPG cylinder is disconnected and removed from the appliance.

**STEP 01** Ensure that the appliance controls are turned to OFF.

**STEP 02** Ensure that the LPG cylinder is OFF by turning the hand wheel clockwise to a full stop.

**STEP 03** Turn the coupling nut counter-clockwise by hand to remove the regulator. (DO NOT use tools to disconnect.)

Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.

**OBTAINING AND FILLING THE GAS CYLINDER**

- Use only those reputable companies that inspect, precision fill, test and certify their cylinders. LPG dealer must purge new cylinder before filling.
- To remove gas from LPG cylinder, contact a certified LPG dealer or local fire department for assistance.
- DO NOT release liquid petroleum gas (LPG) into the atmosphere.
- Filling shall be carried out away from any source of ignition.
- Your retailer can help you match a replacement LPG cylinder to your appliance.
- Volume of propane in cylinder will vary by temperature.



# IGNITION INSTRUCTIONS

## 1. CHECK VALVES

⚠ Ensure gas is OFF before checking appliance valves. Connect/ turn on the gas after checking the valves.

Open hood/ lid prior to lighting, as applicable.

**STEP 01** Turn all control knobs to the ❶ OFF position.

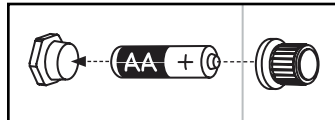
**STEP 02** Push in the control knobs and release.

**STEP 03** Rotate the control knobs to LOW then turn back to OFF.  
(If the control knobs DO NOT spring back or turn smoothly, contact customer support.)

## 2. BATTERY POWERED IGNITION

**STEP 01** Insert one (1) AA battery under the ignitor button.

Screw the button into place over the positive terminal.



Clean the battery and appliance contacts prior to battery installation.

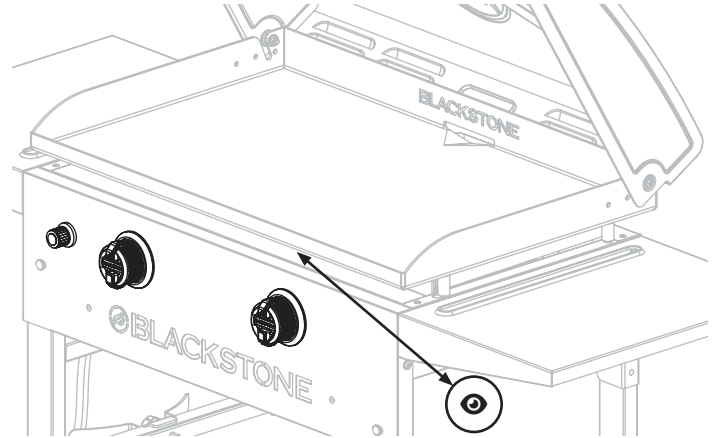
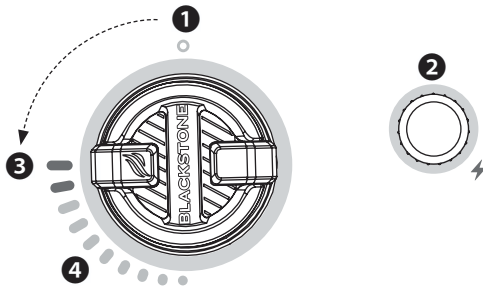
### STEP 02

❷ Push and hold the ignitor button.

❸ Push in and turn the control knob to HIGH.

(Ignite each burner one at a time. Release the ignitor button when all burners are lit.)

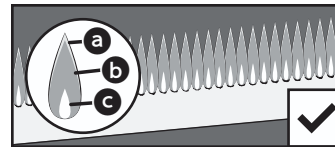
❹ Adjust the temperature to desired level.



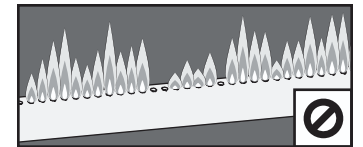
## 3. Ⓞ ALWAYS CHECK THE BURNER FLAME BEFORE USE

↔ Viewing distance: no closer than 18 in (46 cm).

### HEALTHY FLAME PATTERN



### YELLOW OR IRREGULAR



❶ Flickers of yellow. ❷ Dark blue. ❸ Vibrant blue.

- When the temperature is set to HIGH, flames should be larger than when the temperature is set to LOW.

- If the flames are yellow, irregular, in an unexpected location, or suddenly go out, turn the appliance OFF and turn to the Troubleshooting chapter.

### ⚠ WARNING

If burner does not ignite with open gas supply valve, gas will continue to flow out of burner and could accidentally/ inadvertently ignite with risk of injury.

**If ignition does not occur in 5 seconds:**

1. Turn the appliance OFF.
2. Wait 5 minutes.
3. Repeat the lighting procedure.

If burner does not ignite, turn the appliance OFF and turn to the Troubleshooting chapter.

### ⚠ CAUTION

If your appliance has a hood/ lid, leaving it closed with the burners at a low setting for more than 10 minutes may cause over-heating and burns. The cover/ lid/ hood **MUST** be open when the appliance is in use.

# HOW TO USE YOUR GRIDDLE

## WASHING YOUR GRIDDLE TOP BEFORE FIRST USE

**Note:** Soap will ruin a seasoned griddle. This is the only time you should use soap on the griddle cooking surface.

**STEP 01** Wash the griddle cooking surface with hot, soapy water.

**STEP 02** Rinse and dry completely.

## GRIDDLE SEASONING INSTRUCTIONS



**Note:** After using your griddle for multiple cooks, the seasoning will even out and improve.

**STEP 01** Set your griddle to high heat until your griddle top changes color. (~10 min)

**STEP 02** Use tongs to hold a paper towel or cotton cloth and spread a thin layer (2-3 tbsp) of seasoning oil across the entire cooking surface.

**STEP 03** When the oil stops smoking, repeat **STEP 02** 3-4 times or until the griddle surface is black.



### WHAT OIL IS BEST TO USE?

- Blackstone Seasoning and Cast Iron Conditioner.
- Any plant-based cooking oil.
- Rendered animal fat with no additives.



## SEASONING TROUBLESHOOTING

There is a brownish residue on the griddle surface:

### POSSIBLE CAUSES

- Too much oil was used.
- You turned off the heat too soon.

### SOLUTION

**STEP 01** Turn your griddle on high and let it heat for 10-15 minutes.

**STEP 02** Scrape off as much of the thickened and partially cooked oil as you can.

**STEP 03** Re-season with a very thin layer of oil.

### CAUTION

Properly dispose of the rags/ towels used to spread oil on your griddle top to prevent fires that might occur due to spontaneous combustion.

Under the right conditions, residual oil on rags or towels can oxidize long after being removed from a heat source. The oxidation process itself produces heat which, if not dissipated, can build up and may cause the rags/towels and surrounding material to ignite.

### CAUTION

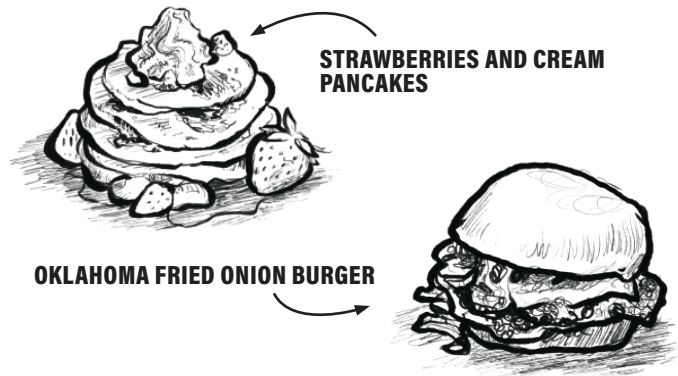
This appliance will be hot during and after use. Use long-handled utensils and oven mitts/ protective gloves when handling potentially hot parts to protect against burns and splatters.

## RECIPES AND COOKING TIPS

[BlackstoneProducts.com/recipes](http://BlackstoneProducts.com/recipes)

[youtube.com/BlackstoneGriddles](https://www.youtube.com/BlackstoneGriddles)

[@blackstoneproducts](https://www.facebook.com/blackstoneproducts)

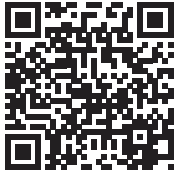


Use your griddle frequently. Every time you cook, you are adding to the seasoning, which makes rust less likely and improves the non-stick properties of the griddle plate.

**Note:** If you live in a humid or coastal climate, your griddle may require more frequent seasonings between uses.

### NOTICE

DO NOT store any items within 3 in (8 cm) of the griddle top while in use.



## CLEANING YOUR GRIDDLE

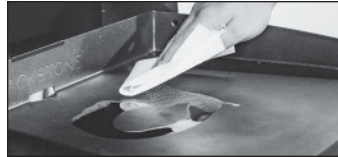
Clean griddle top after each use, while still warm.

**Note:** DO NOT use soap on the griddle top. This will destroy the griddle's seasoning.

**STEP 01** Apply a few tablespoons of water to the griddle surface, then scrape the water and debris into the grease cup.



**STEP 02** Allow to cool before applying a thin coat of cooking oil to maintain the seasoning and protect the griddle top.



### EMPTY YOUR GREASE CUP

The grease cup must be removed and emptied after each use.

**Note:** Making sure your griddle is on level ground will allow grease and water to drain towards the rear grease cutout.

#### ⚠ CAUTION

The grease cup will be hot during and after use. DO NOT remove the grease cup until the griddle has completely cooled.

#### ⚠ WARNING

Grease build up can cause a fire. Clean any part of the appliance that gets hot and experiences grease build up after each use.

#### ⚠ CAUTION

All cleaning and maintenance should be carried out when the appliance is cool and everything is turned OFF.

- DO NOT use abrasive pad on areas with graphics.
- If a bristle brush is used to clean any of the cooking surfaces, ensure no loose bristles remain on cooking surfaces prior to cooking.

### STORAGE

#### ⚠ WARNING

DO NOT move the appliance when in use. Allow the appliance to cool to 115°F (45°C) before moving or storing.



### COMPATIBLE COVERS

Cover your appliance when stored outdoors. DO NOT store where water will pool.

## DEEP CLEANING

#### NOTICE

DO NOT use Citrisol, abrasive cleaners, or a concentrated cleaner on the appliance. This may result in damage to and failure of parts.

### APPLIANCE BODY

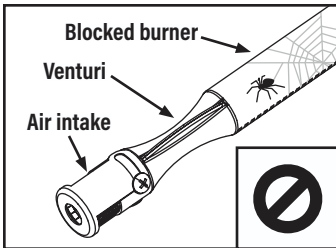
Wash with warm soapy water and immediately wipe dry with a non-abrasive cloth. (DO NOT allow cleaning agents to rest on any porous surface for a prolonged amount of time.)



## CLEANING THE BURNER ASSEMBLY

Spiders and insects can nest within and clog the burner/venturi tube at the orifice.

To reduce chance of a flashback fire, the procedure below should be followed at least once a month when spiders are most active or when your appliance has not been used for a period of time.



### ⚠ WARNING

A clogged burner can lead to a fire beneath the appliance.  
Burner should be removed and cleaned whenever blockages are found.

**STEP 01** Ensure that the gas is turned OFF at control knobs and gas supply.

- Remove griddle top (hold from the sides).
- Detach the burner.

**STEP 02** Carefully lift the burner up and away from the gas valve orifice.

**STEP 03** Clean the inside of the burner:

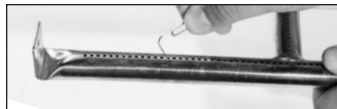
- Run a narrow bottle brush through the burner several times. (DO NOT use wire brushes)
- Use compressed air to blow out the burner. (Wear eye protection)



**STEP 04** Brush entire outer surface of burner to remove grime.

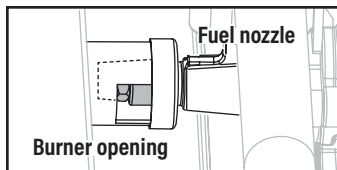


**STEP 05** Clean any blocked ports with stiff wire such as an open paper clip.



**STEP 06** Carefully replace burners and reattach, with attention to the location of the ignition needle.

⚠ The gas rail fuel nozzle must be reengaged within the burner opening.



## RUST REMOVAL

If rust starts to appear on the griddle surface, rub it off with steel wool, low grit sandpaper or a pumice stone and re-season the affected surface.



# TROUBLESHOOTING

## BURNER WILL NOT IGNITE

If ignition does not occur in 5 seconds:

**STEP 01** Turn the appliance OFF.

**STEP 02** Wait 5 minutes.

**STEP 03** Repeat the lighting procedure.

If this does not work, attempt to ignite your appliance with a match to determine the cause.

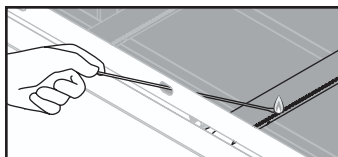
### MATCH LIGHTING INSTRUCTIONS

Before beginning, check for gas leaks. Open hood (if applicable).

**STEP 01** Turn controls to OFF.

**STEP 02** Light a match (or long lighter) no shorter than 28 cm (11 inches) long.

**STEP 03** Place the flame next to the burner.



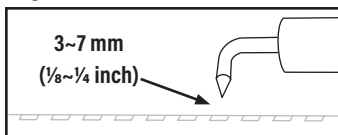
**STEP 04** Turn controls to ON to start gas flowing. Ensure burner lights and stays lit.

#### IF A MATCH CAN NOT IGNITE YOUR APPLIANCE:

POSSIBLE CAUSES	SOLUTION
Gas is not reaching the burners.	Reference the "Gas Is Not Reaching the Burners" section.

#### IF A MATCH CAN IGNITE YOUR APPLIANCE:

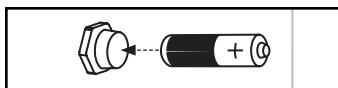
POSSIBLE CAUSES	SOLUTION
Ignitor wire misaligned.	Ensure that the ignitor needle is positioned 3~7 mm (1/8~1/4 inch) away from the burner, and aligned with the burner holes.



Damage to the ignition system.	Contact customer support for replacement parts.
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Dead / improperly installed battery.	Replace with new battery.
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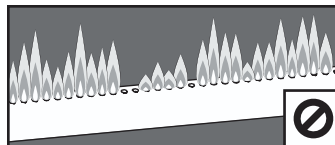
For recycling and disposal of batteries to protect the environment, please check the internet or your local phone directory for local recycling centers and/ or follow local government regulations.



- Ensure the battery is installed correctly with regard to polarity (+ and -).
- Remove batteries from equipment that is not to be used for an extended period of time.
- Remove used batteries promptly.

## GAS IS NOT REACHING THE BURNERS

### FLAMES ARE YELLOW OR IRREGULAR



- Burner flames are inconsistent.
- Flame height drops when a second burner is lit.
- Appliance will not achieve a high heat or heats unevenly.

POSSIBLE CAUSES	SOLUTION
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Gas cylinder is empty or low. (Not applicable if connected to natural gas)	Refill or replace the gas cylinder.
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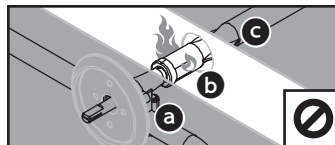
The regulator's flow limiting device was triggered. (Not applicable for appliances that DO NOT have a permanently affixed regulator)	Reset the safety system: <b>STEP 01</b> Turn OFF the appliance, close the gas cylinder valve, and disconnect the regulator from the gas cylinder.
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**STEP 02** Wait five minutes to allow the pressure to dissipate, then reconnect the regulator to the gas cylinder and slowly open the gas cylinder hand wheel one to three turns.

**STEP 03** Ignite your appliance. If this does not work, the regulator may be stuck in the safety position. Contact customer support for replacement parts.

Obstructions in the burner.	Clean the burner assembly to remove the obstruction.
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### FLAME IN AN UNEXPECTED LOCATION



- a** Gas rail & valves.
- b** Air gate/ intake.
- c** Burner.

POSSIBLE CAUSES	SOLUTION
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Something is blocking the venturi in the burner.	Contact customer support to prevent damage to the appliance.
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# CUSTOMER SUPPORT

## CONTACT US

For all questions, inquiries, or customer support, please contact us at:

### BLACKSTONE PRODUCTS USA

🌐 [BlackstoneProducts.com/support](https://BlackstoneProducts.com/support)

- Please contact us before returning this appliance to your retailer.
- Check [BlackstoneProducts.com](https://BlackstoneProducts.com) for hours and languages spoken.

### BLACKSTONE PRODUCTS CANADA

🌐 [BlackstoneGriddles.ca](https://BlackstoneGriddles.ca)

### BLACKSTONE PRODUCTS GLOBAL SUPPORT

☎ 52 5571000322

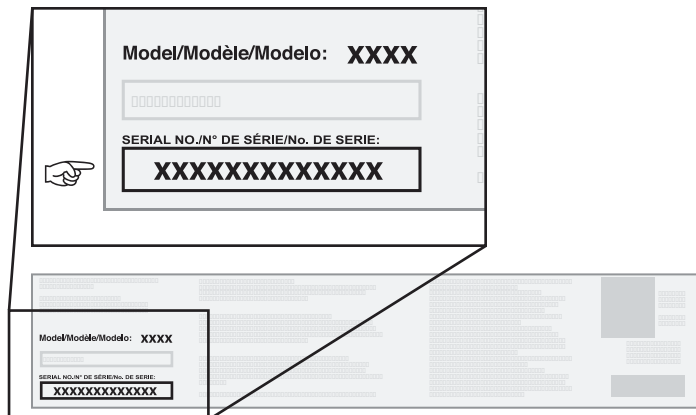
✉ [globalsupport@blackstoneproducts.com](mailto:globalsupport@blackstoneproducts.com)

## SERIAL NUMBER LOCATION

To enable your warranty, you will need to provide your appliance's Serial Number.

The Serial Number can be found on your appliance's Manufacturer Label.

(The Manufacturer Label is a large silver sticker found on the body of your appliance.)



📄 **FREE E-COOKBOOK WHEN YOU REGISTER**



## ONE YEAR WARRANTY

North Atlantic Imports, LLC warrants this product against defects in materials and workmanship for a period of one (1) year from the original date of purchase under normal use. To the extent any such defects occur, North Atlantic Imports, LLC, in its discretion, will provide the appropriate replacement part(s) at no charge.

In no event shall North Atlantic Imports, LLC be liable for consequential, indirect or incidental damages resulting from the installation, use or failure of the product.

This warranty DOES NOT cover:

- Inspection costs or labor for replacement of any defective part(s);
- Cosmetic defects which DO NOT affect product performance or integrity;
- Normal wear and tear;
- Damage due to vandalism; acts of nature, including but not limited to wind, storms, hail, floods;
- Improper assembly, installation, or use;
- Discoloration or fading of the finish as a result of exposure to chemicals, spills, pool or salt water;
- Corrosion/ rust.

This product has been designed for safety and quality. Any modifications made to the original product could compromise its structural integrity or function and could lead to product failure or personal injury. As such, modifying this product voids all warranties.

This product is for RESIDENTIAL USE ONLY, and is not for commercial, contract or other non-residential purposes. North Atlantic Imports, LLC disclaims all other representations and warranties of any kind, express or implied.

The warranty applies to the original purchaser and is non-transferable. It does not apply to accessories or parts not supplied with the product, to purchases of display models, or to product that is sold on clearance or "as is". You may, however, have other specific legal rights based on the laws of your specific state or country of residence.

To activate your warranty, register your product at [BlackstoneProducts.com/register](https://BlackstoneProducts.com/register)

North Atlantic Imports, LLC reserves the right to change or modify this warranty at any time.

This product may be covered by one or more issued U.S. and/or international patents and may include patent applications pending.

For more information, please visit: [BlackstoneProducts.com/patents](https://BlackstoneProducts.com/patents)  
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