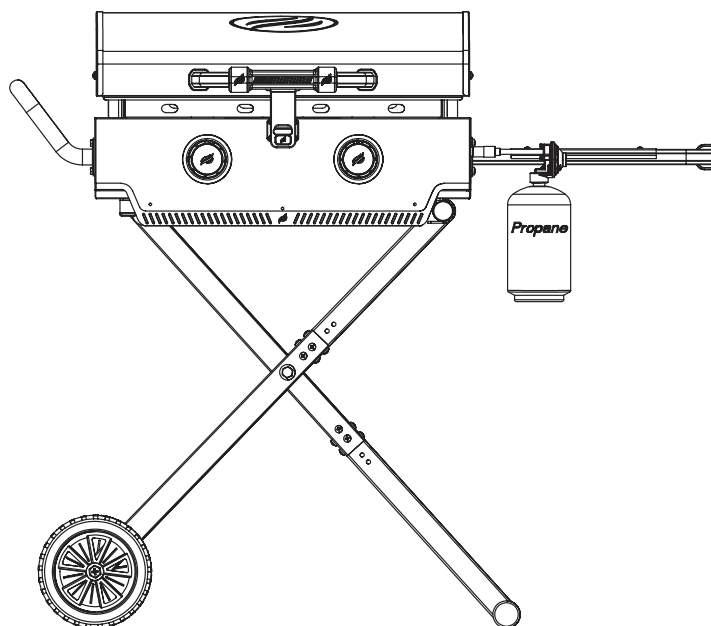




**MODELS: 2356 - 2385 - 2386** v03



ENGLISH



OWNER'S MANUAL

# 22" GRIDDLE WITH HOOD & FLEXFOLD LEGS

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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.

#### **⚠ WARNING**

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

#### **⚠ CAUTION**

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

- **DO NOT store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.**
- **An LPG cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.**

### 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.**
- **NEVER operate this appliance within 25 ft (7.5 m) of any flammable liquid.**

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

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 injury or property damage. Refer to this manual.

- 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.
- For outdoor domestic use only, not for commercial use.
- DO NOT use this appliance as a heater.



## SETTING UP YOUR OUTDOOR SPACE

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

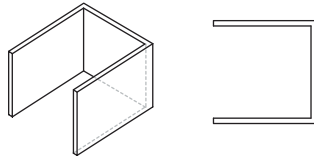
- DO NOT use this appliance inside buildings, garages, or any other enclosed area.
- DO NOT install this appliance in or on a boat.
- DO NOT install this appliance in or on a recreational vehicle.

### SHELTERED OUTDOOR AREAS:

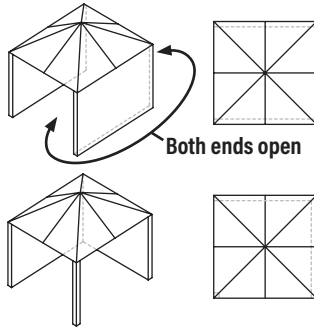
All openings must be permanently open; sliding doors, garage doors, windows or screened openings are not considered as permanent openings.

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

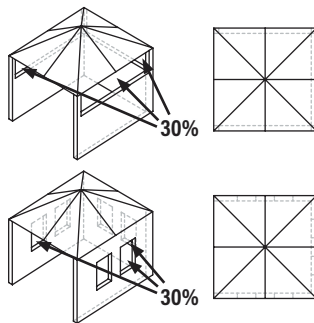
- a. With walls on three sides, but with no overhead cover.



- 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.

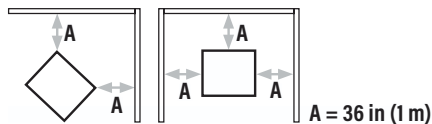


- c. Within a partial enclosure that includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.



### MAINTAIN PROPER CLEARANCES FROM COMBUSTIBLE MATERIAL.

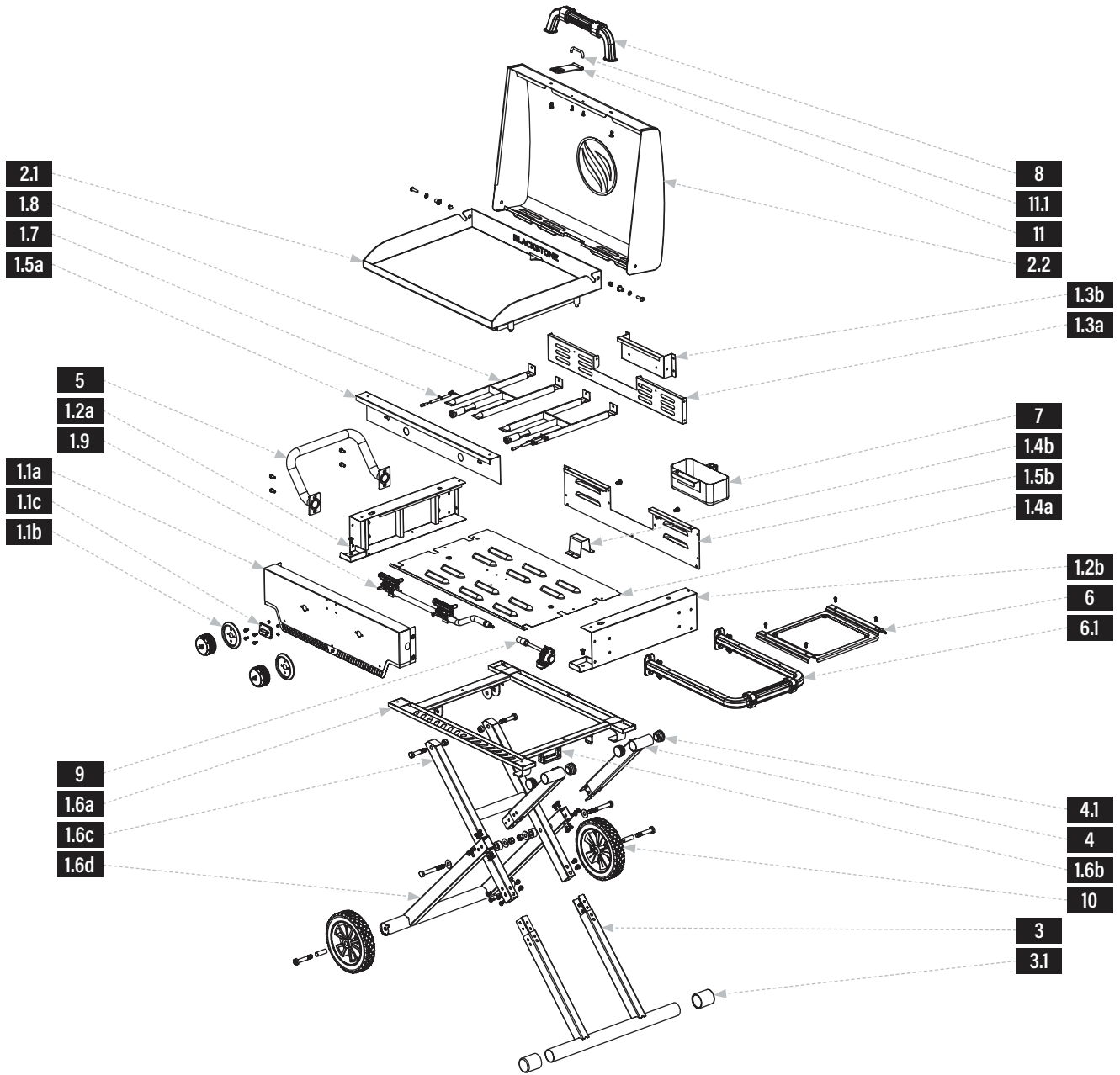
- DO NOT use this appliance on or under any apartment or condominium balcony or deck.
- DO NOT obstruct the flow of combustion and ventilation air.
- DO NOT operate this appliance any closer than 36 in (1 m) from the sides and back of the appliance to combustible construction.



- DO NOT use this appliance under overhead combustible construction.

# ASSEMBLY GUIDE

## EXPLODED VIEW

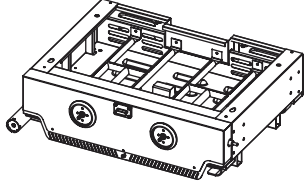

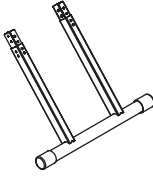
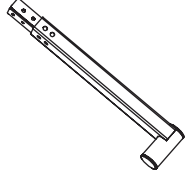
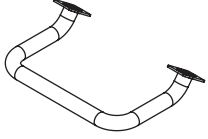
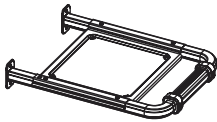
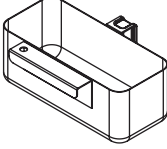
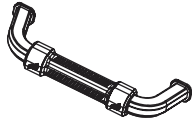
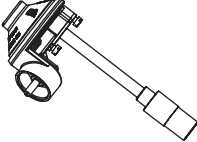
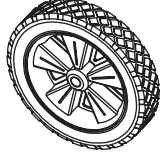
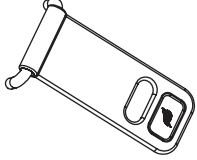
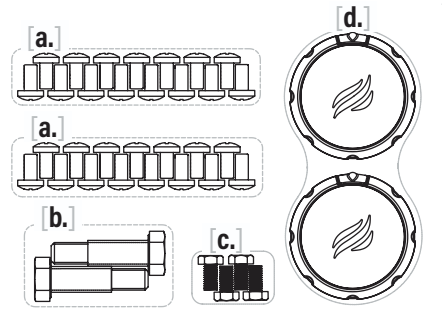


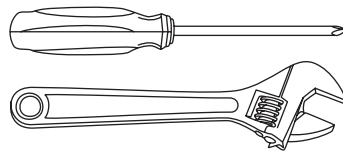
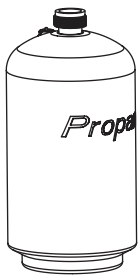
### PARTS LIST

| PARTS                           | QTY | PARTS  | QTY | PARTS                             | QTY | PARTS                       | QTY |
|---------------------------------|-----|--|-----|-----------------------------------|-----|-----------------------------|-----|
| <b>1.1a</b> Control panel       | 1   | <b>1.4a</b> Bottom panel                     | 1   | <b>1.6c</b> Pivoting leg assembly | 1   | <b>2.2</b> Hood             | 1   |
| <b>1.1b</b> Control knob bezels | 2   | <b>1.4b</b> Hat channel                      | 1   | <b>1.6d</b> Wheeled leg assembly  | 1   | <b>3.1</b> Lower leg caps   | 2   |
| <b>1.1d</b> Buckle hasp         | 1   | <b>1.5a</b> Front baffle panel               | 1   | <b>1.7</b> Ignition needles       | 2   | <b>4.1</b> Upper leg caps   | 4   |
| <b>1.2a</b> Left side panel     | 1   | <b>1.5b</b> Rear baffle panel                | 1   | <b>1.8</b> H burners              | 2   | <b>6.1</b> Side shelf frame | 1   |
| <b>1.2b</b> Right side panel    | 1   | <b>1.6a</b> Griddle body reinforcement panel | 1   | <b>1.9</b> Gas rail               | 1   | <b>11.1</b> Buckle hinge    | 1   |
| <b>1.3a</b> Rear panel          | 1   | <b>1.6b</b> Latch assembly                   | 1   | <b>2.1</b> Griddle top            | 1   |                             |     |

ENGLISH



|   |  |   |   |   |  |
|---|--|---|---|---|--|
| <p><b>1</b> Body (1 piece)</p>   | <p><b>2</b> Griddle top &amp; Hood (1 piece)</p>  | <p><b>3</b> Lower leg assembly (1 piece)</p>  | <p><b>4</b> Upper legs (2 pieces)</p>  | <p><b>5</b> Side handle (1 piece)</p>  |  |
| <p><b>6</b> Side shelf (1 piece)</p>   | <p><b>7</b> Grease cup (1 piece)</p>              | <p><b>8</b> Hood handle (1 piece)</p>          | <p><b>9</b> Regulator (1 piece)</p>     | <p><b>10</b> Wheels (2 pieces)</p>     | <p><b>11</b> Hood buckle (1 piece)</p>  |
| <p><b>12</b> Hardware pack (1 piece)</p> <p><b>a.</b> M6x12 bolts (15 pieces) (15 pieces)</p> <p><b>b.</b> M10x17 step bolts (2 pieces)<br/>Bolt sleeves (2 pieces)</p> <p><b>c.</b> M6x12 hexagon bolts (4 pieces)</p> <p><b>d.</b> Control knobs (2 pieces)</p> |  |   |   |                                       |  |



**NOT INCLUDED:**  
LPG cylinder  
Size: 4 x 8 in (10 x 20 cm), 1 lb (453 g)

**TOOLS NEEDED:**  
#3 Phillips head screwdriver &  
Adjustable wrench

## ASSEMBLY INSTRUCTIONS

Find a large, clean area to assemble your appliance.

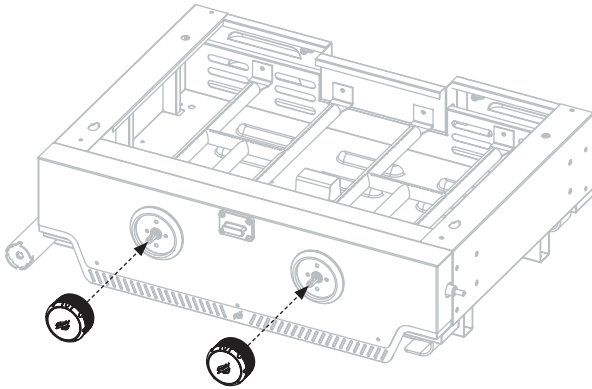
Remove all packing material before assembling.

### ⚠ CAUTION

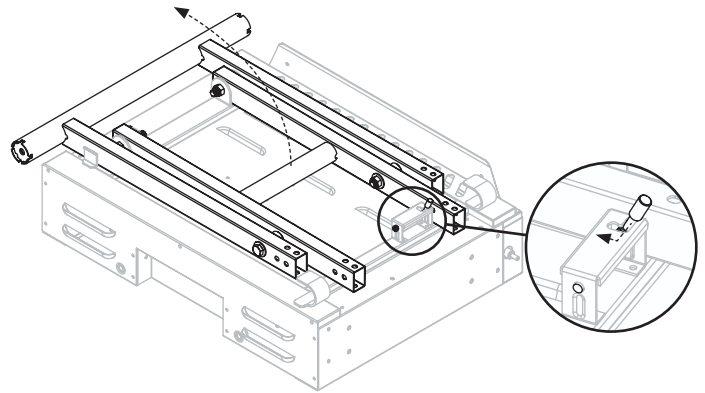
Sharp edges. Wear gloves while assembling.

**STEP 01** Remove the griddle body from the packaging and place it on a flat, smooth surface.

Install the two (2) control knobs [d.] by pushing them into place in the OFF position.

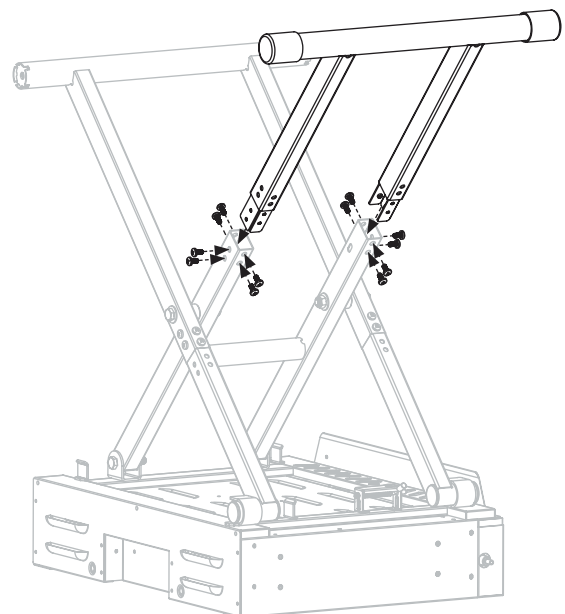
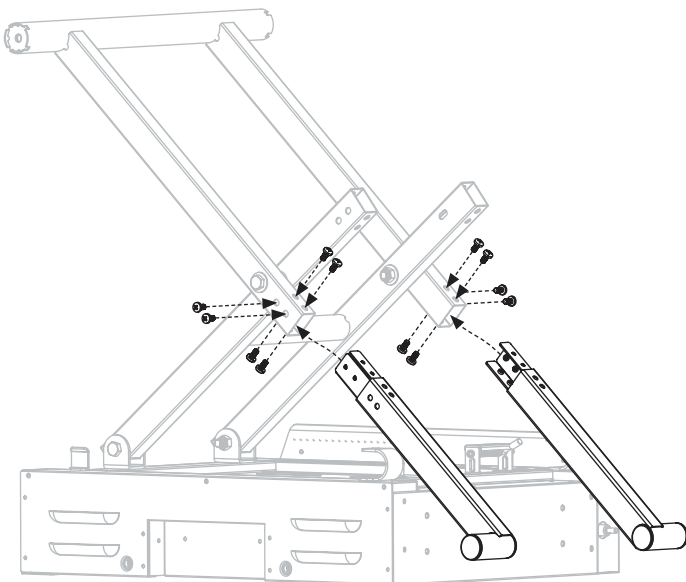


**STEP 02** Turn the griddle body upside down, and pull the locking pin to unlock the legs.



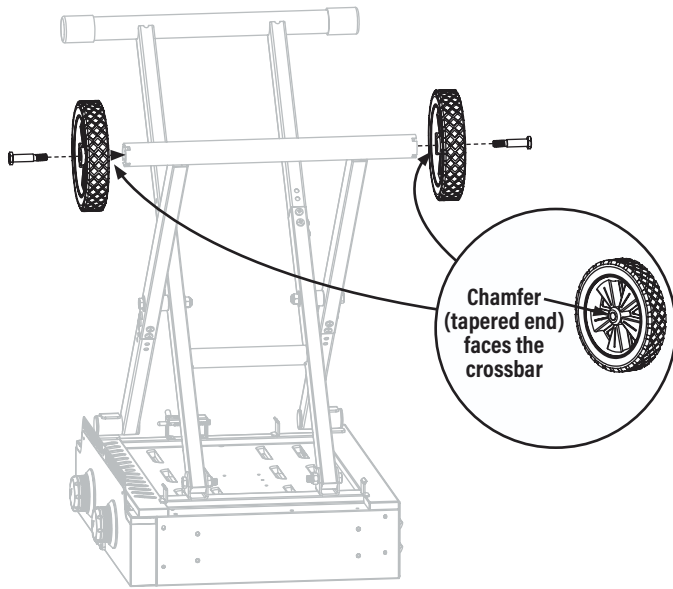
**STEP 03** Raise the legs. Use twelve (12) M6x12 bolts [a.] to install the upper legs onto the wheeled leg assembly.

**STEP 04** Set the upper legs in the C clamps. Use twelve (12) M6x12 bolts [a.] to install the lower leg assembly onto the pivoting leg assembly.

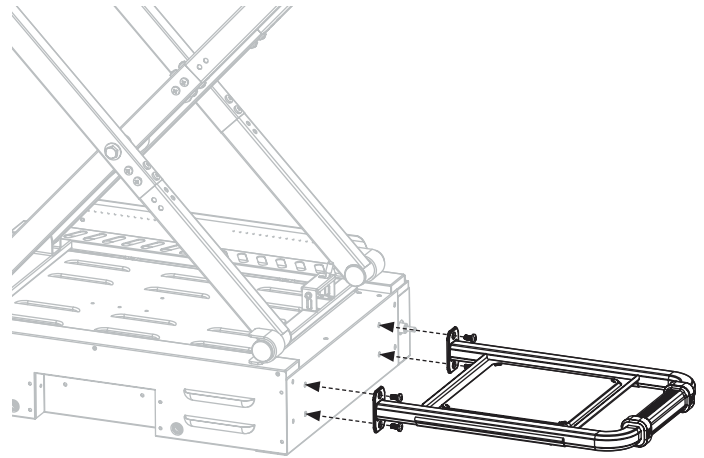




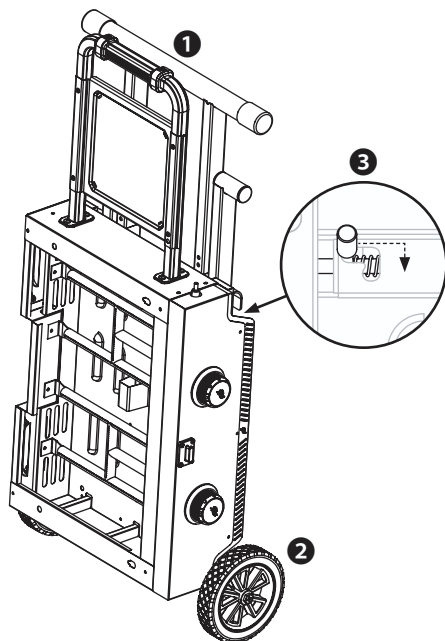
**STEP 05** Use two (2) M10x17 step bolts and bolt sleeves [b.] to install the two (2) wheels to the wheeled leg assembly crossbar.



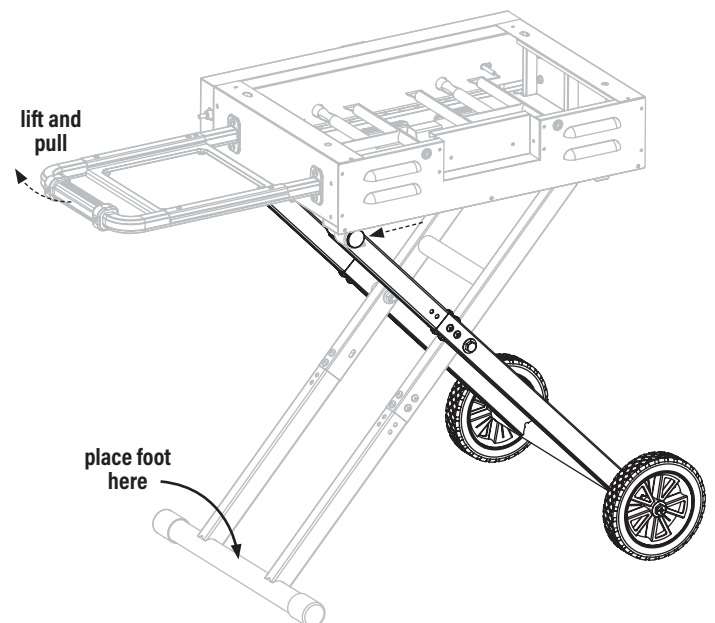
**STEP 06** Use four (4) M6x12 bolts [a.] to install the side shelf to the right side of the griddle body.



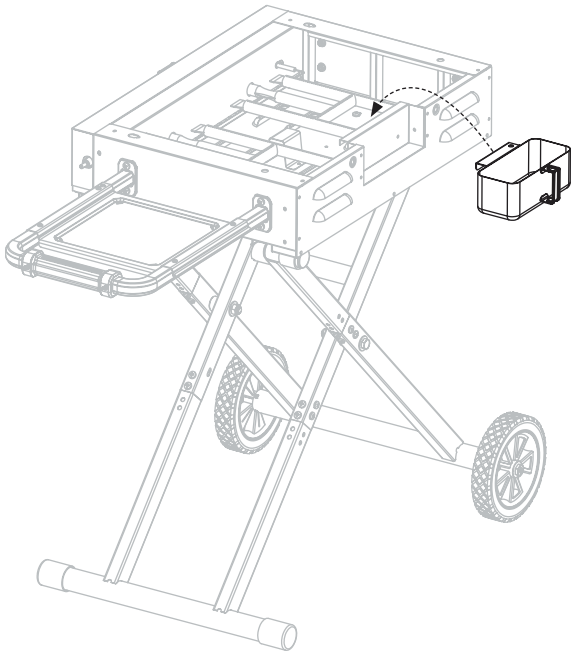
**STEP 07** ① Lift the griddle by the lower leg assembly and the side shelf handle. (Note: Be sure to keep a hold on the lower leg assembly crossbar while unlocking the legs). ② Brace your foot against the wheel. ③ Pull the locking pin to unlock the legs.



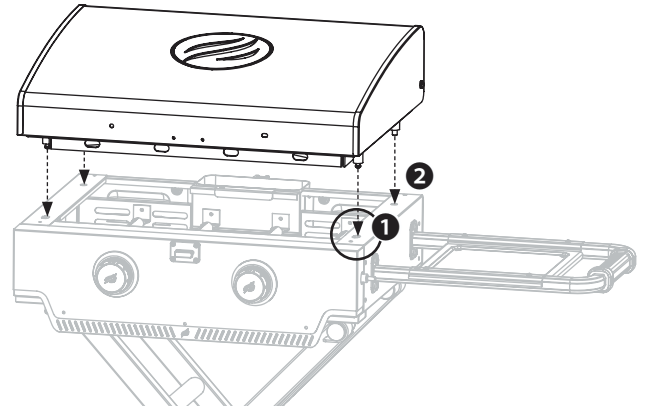
**STEP 08** Lift the side shelf handle and, while putting weight on the lower leg assembly crossbar, pull the griddle up and toward you until the top of the wheeled leg assembly aligns with the C clamps.



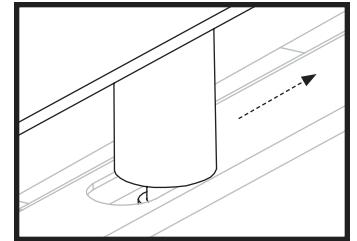
**STEP 09** Hang the grease cup on the back of the griddle body.



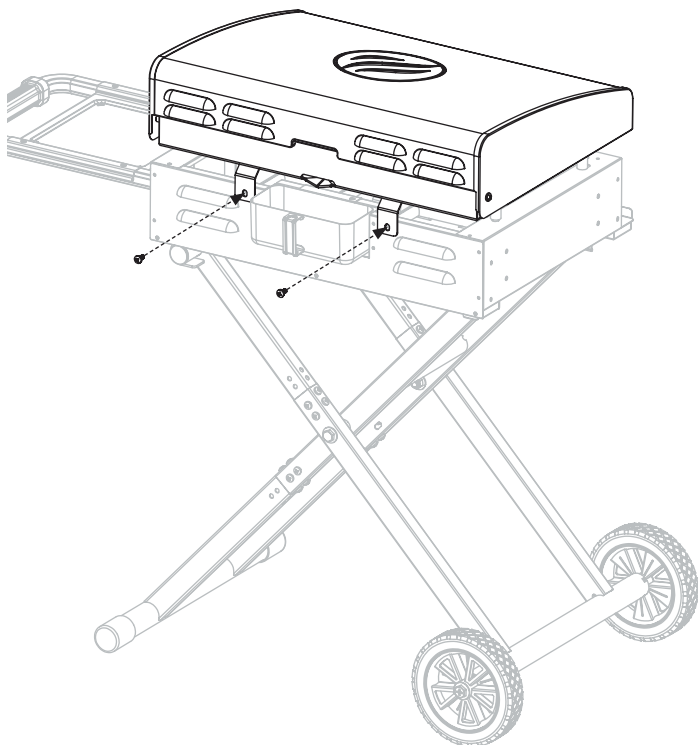
**STEP 10** Place the griddle top and hood onto the griddle body by aligning the four pins to the holes of the body.



- 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.

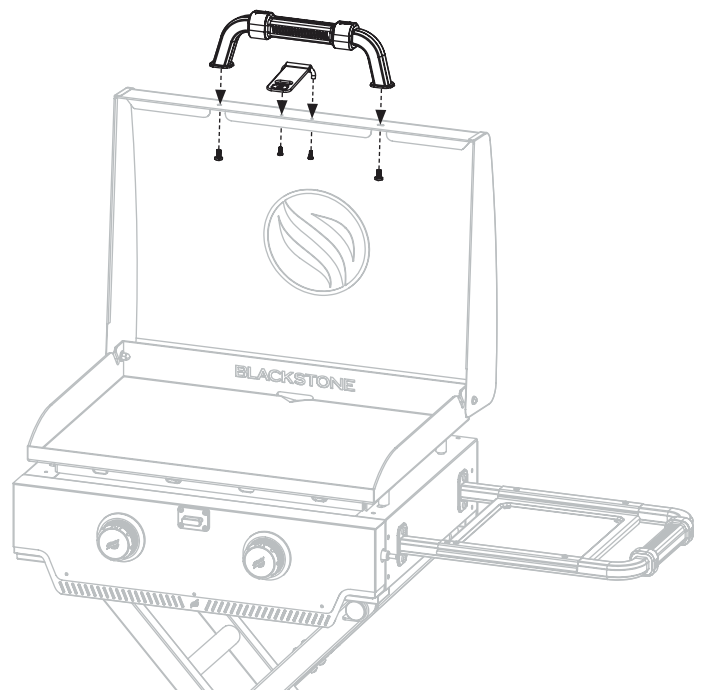


**STEP 11** Use two (2) M6x12 bolts [a.] to secure the back of the griddle top and hood to the back of the griddle body.



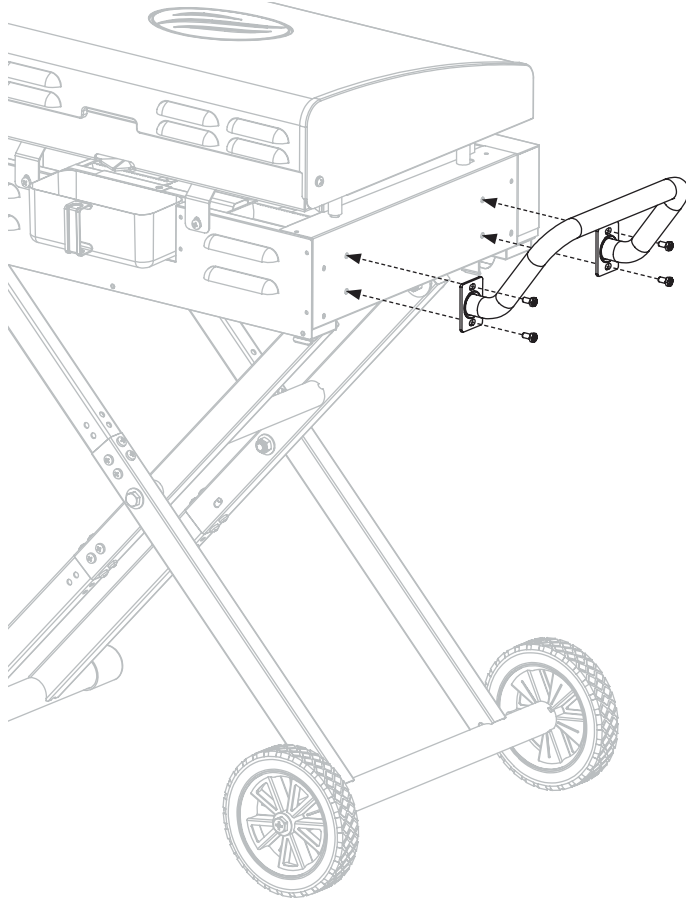
**STEP 12** Use two (2) M6x16 screws (found within the hood handle) to attach the hood handle to the hood.

Use the two (2) screws (found within the hood buckle) to attach the hood buckle to the hood.

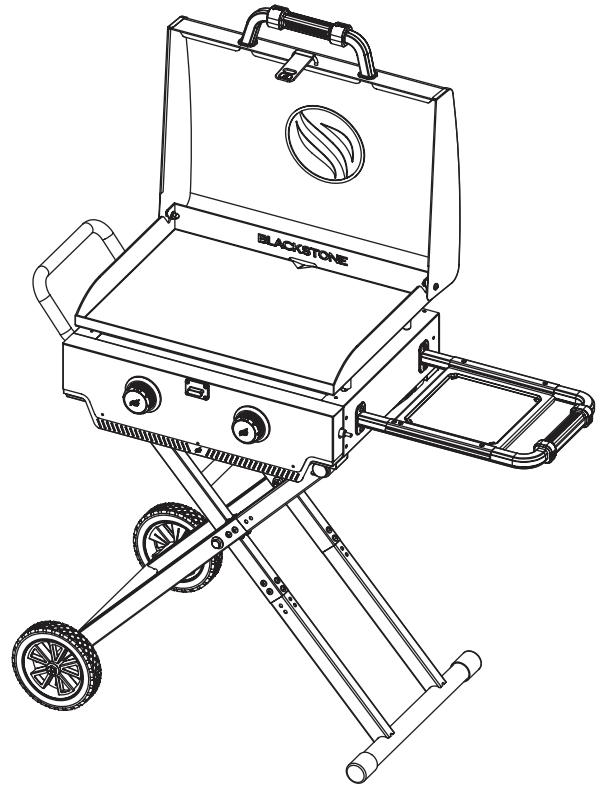




**STEP 13** Use four (4) M6x12 hexagon bolts [c.] to install the side handle to the left side of the griddle body.



**STEP 14** Proceed to **USING YOUR BLACKSTONE.**



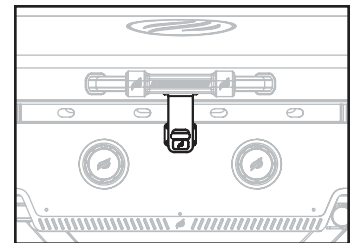
**NOTICE**

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

**CAUTION**

Hot appliance. The cover/lid/hood **MUST** be open when the appliance is in use.

Be sure to latch the hood closed before transporting.



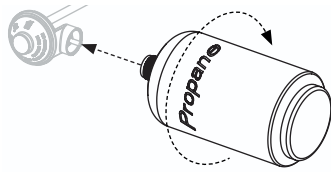
# USING YOUR BLACKSTONE

## CONNECT THE LPG CYLINDER

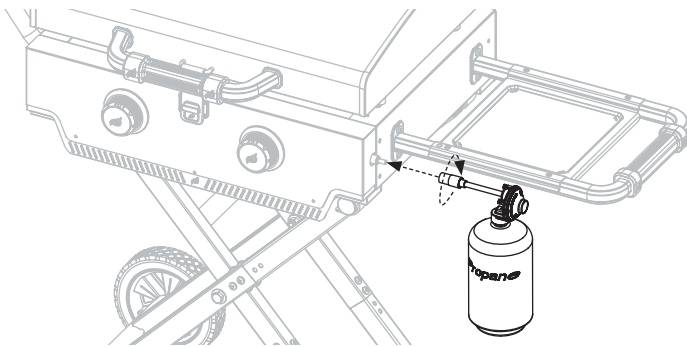
### ONLY USE A 1 LB (453 G) CYLINDER

**STEP 01** Screw in the LPG cylinder into the gas regulator, turning the cylinder clockwise.

The regulator may make a humming or whistling noise during operation. This will not affect safety or use of the appliance.



**STEP 02** Insert the regulator and LPG cylinder into the gas line of the appliance. Turn the collar of the regulator clockwise to secure it to the gas line.



### LPG CYLINDER SAFETY

- The LPG supply cylinder to be used must be constructed and marked in accordance with the specifications for LP gas cylinders, U.S. Department of Transportation (DOT) or the Standard for Cylinders, Spheres and Tubes for the Transportation of Dangerous Goods, CAN/CSA-B339.
- Only LPG cylinders marked "propane" shall be used.
- The cylinder used, if in excess of 2.2 lb (1.00 kg) propane capacity, must include a collar to protect the cylinder valve.
- The LPG cylinder supply system must be arranged for vapor withdrawal.

Always keep new LPG cylinders in upright position during use, transit or storage.

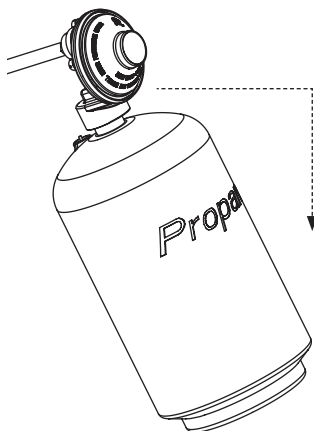
Ensure that the LPG cylinder is positioned below the regulator.

(If the liquid level of the propane is above the regulator, the regulator will frost.)

#### IF FROSTING PERSISTS AFTER CYLINDER IS ANGLED CORRECTLY:

**STEP 01** Turn off the appliance and disconnect LPG cylinder immediately. This indicates a problem with the LPG cylinder and it should not be used on any product.

**STEP 02** Return LPG cylinder to supplier.



### 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.
- 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.

### LEAK TEST INSTRUCTIONS

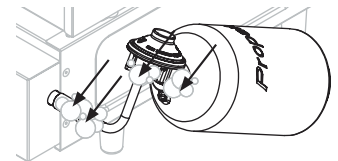
**STEP 01** Turn the control knobs to OFF.

**STEP 02** Connect the LPG cylinder to the regulator. Connect the regulator to the appliance.

**STEP 03** Use a clean paintbrush to brush a 1% mild soap and water solution onto joint areas of valves and regulator.

Leaks are indicated by growing bubbles.

**STEP 04** If growing bubbles appear, 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.

### 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 control knob(s) are turned to OFF.

**STEP 02** Once the appliance has cooled, disconnect the regulator from the gas line by unscrewing the collar.

**STEP 03** Unscrew the LPG cylinder from the regulator.

**STEP 04** Place dust cap on LPG cylinder valve outlet whenever cylinder is not in use.

Only install the type of dust cap on cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.

### 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 disconnected when the appliance is not in use.

# IGNITION INSTRUCTIONS

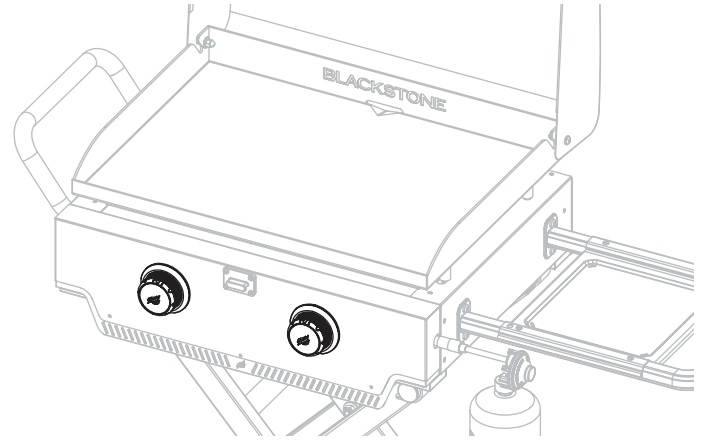
## 1. CHECK VALVES

**▲** Ensure gas is off at the supply shut off valve before checking appliance valves.

**STEP 01** Turn all knobs to the **1** OFF position.

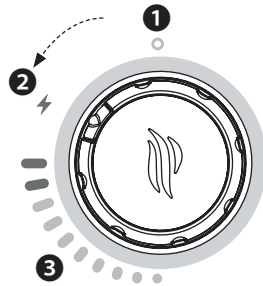
**STEP 02** Push in knob and release. Knob should spring back. If knobs **DO NOT** spring back, replace valve assembly before using appliance.

**STEP 03** Rotate knob to LOW then turn back to OFF. Knob should turn smoothly.



## 2. PIEZO-ELECTRIC GRIDDLE IGNITION

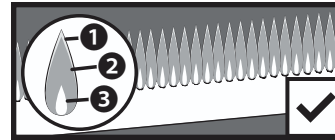
- 1** Push the control knob in to start gas flowing.
- 2** Turn the control knob counter-clockwise to activate the starter.
- 3** Adjust the temperature to desired level.



## 3. ALWAYS CHECK BURNER FLAME BEFORE USE.

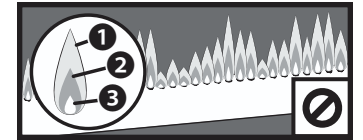
Light burners and look below the cooking surface to view burners. When knob is at HIGH, flames should be larger than when knob is at LOW.

### HEALTHY FLAME PATTERN



- 1** Flickers of yellow.
- 2** Dark blue.
- 3** Vibrant blue.

### YELLOW OR IRREGULAR



If flames are yellow or irregular, please reference the Troubleshooting chapter.

### **▲** WARNING

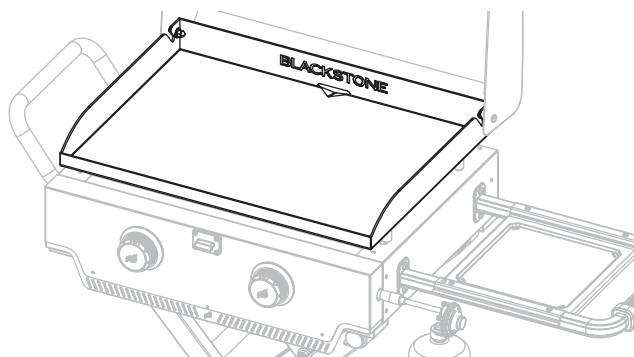
If burner does not ignite with open gas supply valve, gas will continue to flow out of burner and could accidentally/inadvertently ignite with risk of injury.

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

- 1. Turn the burner control knob OFF.
- 2. Wait 5 minutes.
- 3. Repeat the lighting procedure.

If burner does not ignite, please reference the Troubleshooting chapter.

# GRIDDLE SEASONING INSTRUCTIONS



**NOTICE**

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

- WHAT OIL IS BEST TO USE?**
- Blackstone Seasoning and Cast Iron Conditioner.
  - Any plant-based cooking oil.
  - Rendered animal fat with no additives.



## WASHING YOUR GRIDDLE TOP BEFORE FIRST USE

**NOTICE**

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.

**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.

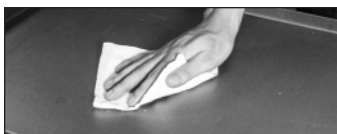
Under the right conditions, residual oil on rags or towels can oxidize long after being removed from a heat source. The oxidation process itself produces heat which, if not dissipated, can build up and may cause the rags/towels and surrounding material to ignite.

## SEASONING YOUR GRIDDLE

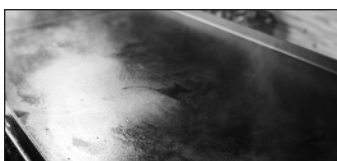


**VIDEO TUTORIAL**  
How to Season a New Blackstone Griddle  
▶ [youtube.com/watch?v=VspmDVnj2pl&t=3s](https://youtube.com/watch?v=VspmDVnj2pl&t=3s)

**STEP 01** Wipe any debris off griddle top.



**STEP 02** Set your griddle to high heat until your griddle top changes color. (~10 min)



**STEP 03** Use tongs to hold a paper towel or cotton cloth and spread 2-3 tablespoons of your seasoning oil across the entire griddle top.

When seasoning your griddle top, remember to use a thin and even layer of oil—the thinner the layer of oil, the easier it will be to burn it off.



**STEP 04** The griddle top is ready for another layer of oil when it stops smoking. Repeat **STEP 03** 3-4 times, or until the griddle surface is black.



## SEASONING TROUBLESHOOTING

### THERE IS A BROWNISH RESIDUE ON THE GRIDDLE SURFACE:

| POSSIBLE CAUSES                     | SOLUTION  |
|-------------------------------------|---|
| • Too much oil was used.            | <b>STEP 01</b> Turn your griddle on high and let it heat for 10-15 minutes.             |
| • You turned off the heat too soon. | <b>STEP 02</b> Scrape off as much of the thickened and partially cooked oil as you can. |
|                                     | <b>STEP 03</b> Re-season with a very thin layer of oil.                                 |

### THE EDGES OF THE GRIDDLE SURFACE ARE NOT BLACK:

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

## PREVENTING RUST

Use your griddle frequently. Every time you cook, you are adding to the seasoning, which makes rust less likely.

**NOTICE**

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

If rust appears on the griddle surface, rub it off with steel wool, low grit sandpaper or the **Blackstone Pumice Stone** and re-season the surface.



**VIDEO TUTORIAL**  
Recovering your Blackstone Griddle Top  
▶ [youtube.com/watch?v=thPE2lgnSil](https://youtube.com/watch?v=thPE2lgnSil)

# COOKING ON YOUR BLACKSTONE

## ⚠ CAUTION

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

**THE MINIMUM AMBIENT OPERATING TEMPERATURE IS 0°F (-18°C).**

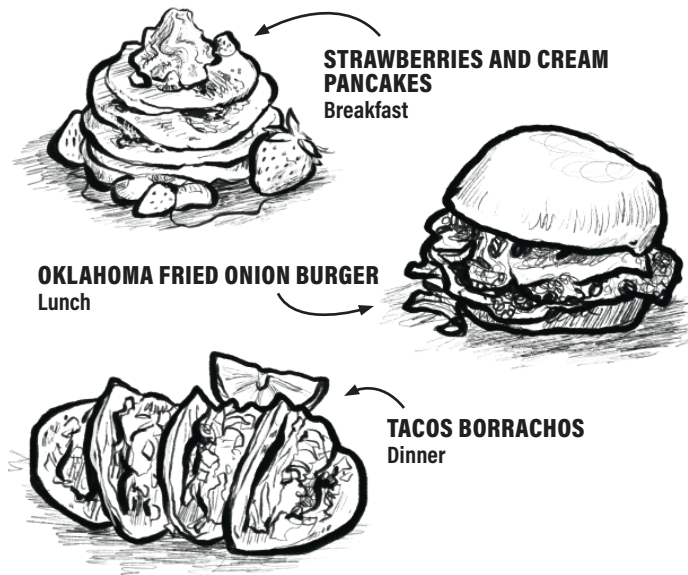
## VIDEO RECIPES

Find recipes and cooking tips at:

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

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

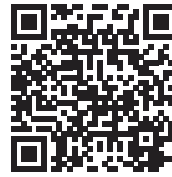
   @blackstoneproducts



## CLEANING YOUR GRIDDLE TOP

Clean griddle top after each use, while still warm.

- DO NOT use soap on the griddle top. This will destroy the griddle's seasoning.

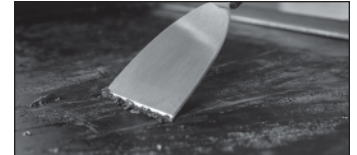


### VIDEO TUTORIAL

How to Clean your Blackstone Griddle

 [youtube.com/watch?v=-ledu9z6NPY](https://youtube.com/watch?v=-ledu9z6NPY)

**STEP 01** Push loose food debris into the grease cup with spatula or straight metal scraper.



**STEP 02** Wipe down griddle top with paper towel.



**STEP 03** Apply a few tablespoons of water to the griddle surface, then scrape the water and debris into the grease cup.

(For stuck-on food residue, use a bit of coarse salt.)



**STEP 04** Wipe again with a paper towel and dry completely.



**STEP 05** Apply thin coat of cooking oil to maintain 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

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

# CARE AND MAINTENANCE

## ⚠ 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.

### 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.)

## 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 STORAGE

## ⚠ WARNING

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

### COVER FIT GUIDE

Always cover your appliance when stored outdoors.

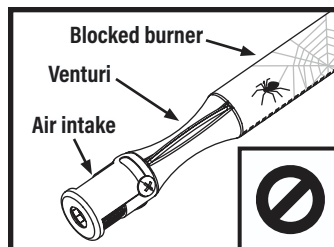


To find a cover that will fit your appliance, visit [BlackstoneProducts.com/support](https://BlackstoneProducts.com/support).

## CLEANING THE BURNER ASSEMBLY

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

To reduce chance of “flash-back” 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.



### VIDEO TUTORIAL

How to Clean Your Burner Tube

[youtube.com/watch?v=xKQTCrFCzf8](https://youtube.com/watch?v=xKQTCrFCzf8)

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

**STEP 02** Carefully detach and remove the burner.



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

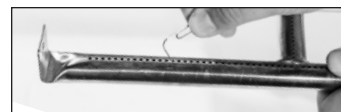
- Run a narrow bottle brush through the burner several times. (DO NOT use wire brushes)
- Use compressed air to blow out the burner. (Wear eye protection)



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

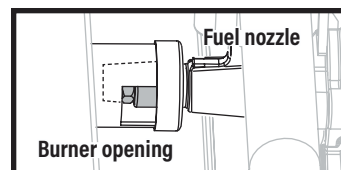


**STEP 05** Clean any blocked ports with stiff wire such as an open paper clip.



**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.



# TROUBLESHOOTING

## IGNITION TROUBLESHOOTING

### BURNER WILL NOT IGNITE:

If ignition does not occur in 5 seconds:

**STEP 01** Turn the burner control knob OFF.

**STEP 02** Wait 5 minutes.

**STEP 03** Repeat the lighting procedure.

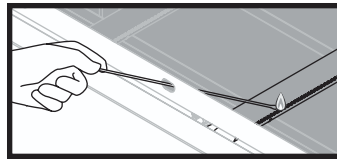
If this does not work, to determine the cause, please try to ignite your appliance with a match.

### MATCH LIGHTING INSTRUCTIONS

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

**STEP 01** Turn control knob to OFF position.

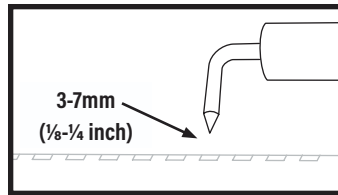
**STEP 02** Light a match (or long lighter) no shorter than 11 inches long.



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

**STEP 04** Push in and turn the control knob to start gas flowing. Ensure burner lights and stays lit.

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

| POSSIBLE CAUSES                | SOLUTION   |
|--------------------------------|--|
| Ignitor wire misaligned.       | Ensure that the ignitor needle is positioned 3-7mm (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.  |

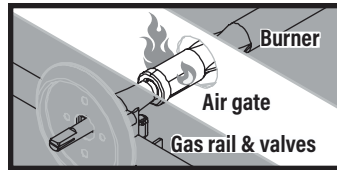
### IF YOU CAN NOT IGNITE YOUR APPLIANCE WITH A MATCH:

| POSSIBLE CAUSES                      | SOLUTION   |
|--------------------------------------|--|
| Burner tubes are not receiving fuel. | Clean the burner assembly to remove the obstruction. |

## GAS FLOW TROUBLESHOOTING

### APPLIANCE WILL NOT ACHIEVE A HIGH HEAT OR HEATS UNEVENLY:

- Burner flames are yellow or irregular.
- Burner flames start strong, then immediately drop to low even when burner is set to high position.
- Flame height drops when a second burner is lit.
- Flames DO NOT extend the full length of the burner, or only run on one side of the burner.
- Burner flames are inconsistent.

| POSSIBLE CAUSES                                     | SOLUTION   |
|---|--|
| Obstructions in the burner, gas jets, or fuel rail. | Clean the burner, jets, and gas hose.  |
| Gas cylinder is empty or low.                       | Refill or replace the gas cylinder.  |
| The regulator's flow limiting device was triggered. | Reset the safety system:<br><b>STEP 01</b> Turn OFF the appliance, close the gas cylinder valve, and disconnect the regulator from the gas cylinder.<br><b>STEP 02</b> 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.<br><b>STEP 03</b> Ignite your appliance. |
| Regulator stuck in safety position.                 | Contact customer support for replacement parts.  |
|   |   |
| - A flame is coming out of the air gate.            |  |
| POSSIBLE CAUSES                                     | SOLUTION   |
| Something is blocking the venturi in the burner.    | Clean the burner assembly to remove the obstruction.   |

# CUSTOMER SUPPORT

## CONTACT US

For assistance concerning appliance use, replacement parts, or your warranty:

### USA & CANADA

[BlackstoneProducts.com/support](https://www.blackstoneproducts.com/support)

- Monday - Friday | 7:00 am - 5:00 pm (MST/MDT)
- English and Spanish

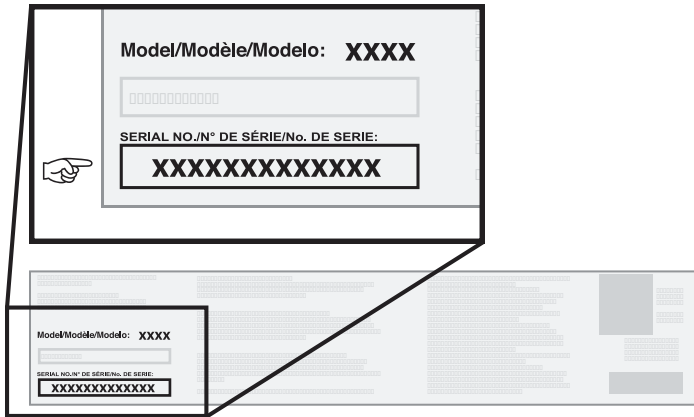
Please contact us before returning this appliance to your retailer.

## 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.)



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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://www.blackstoneproducts.com/register)

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

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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)