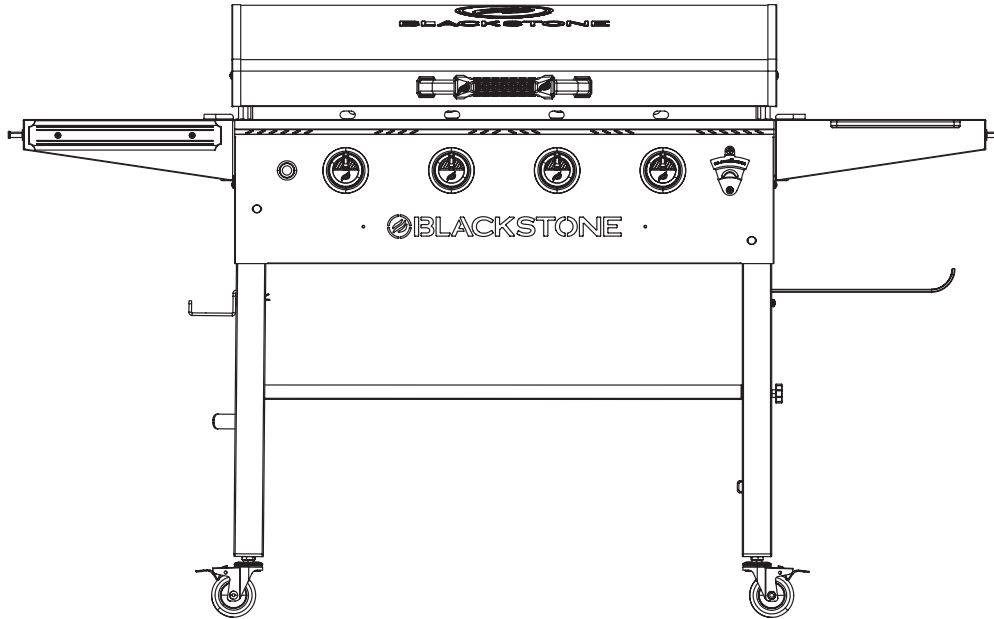




MODEL(S): 2420NG v02

OMNIVORE
GRIDDLE PLATE

ENGLISH



OWNER'S MANUAL

36" GRIDDLE WITH HOOD AND FOLDING SHELVES

TABLE OF CONTENTS

IMPORTANT SAFETY INFORMATION	02
ASSEMBLY GUIDE	04
OPERATION INSTRUCTIONS	10
TROUBLESHOOTING	15
CUSTOMER SUPPORT	16



Latest version of the manual:
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

- **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.**

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 property damage, serious injury, or death. 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.

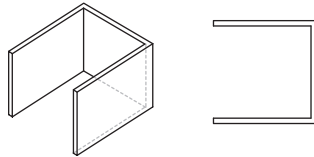
- DO NOT use this appliance inside buildings, garages, or any other enclosed area.
- DO NOT install this appliance in or on a boat.
- DO NOT install this appliance in or on a recreational vehicle.

SHELTERED OUTDOOR AREAS:

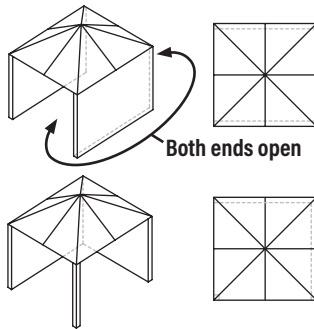
All openings must be permanently open; sliding doors, garage doors, windows or screened openings are not considered as permanent openings.

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

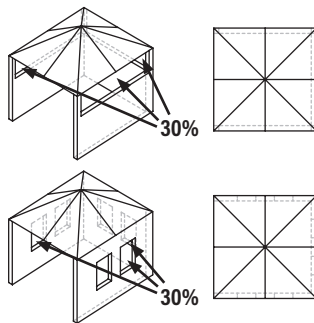
a. With walls on three sides, but with no overhead cover.



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.



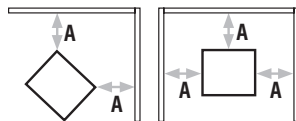
c. Within a partial enclosure that includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.



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.

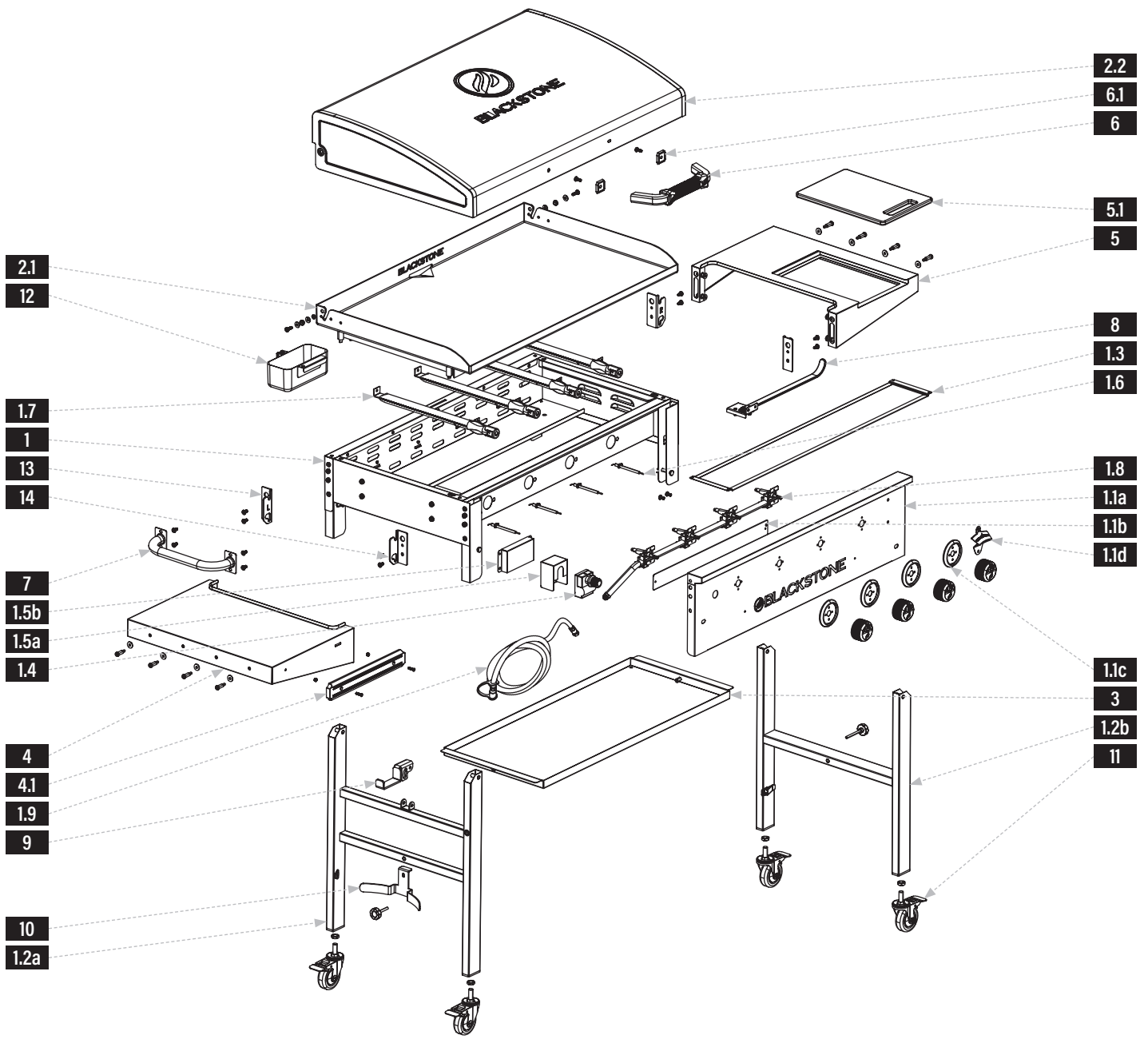
A = 36 in (1 m)

- DO NOT use this appliance under overhead combustible construction.

ASSEMBLY GUIDE

EXPLODED VIEW

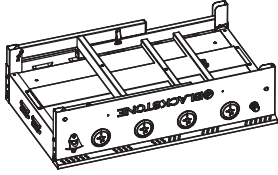
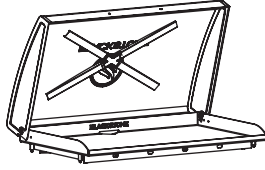
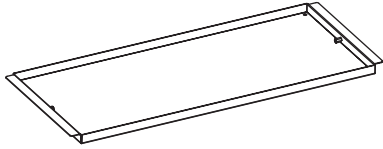
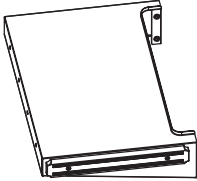
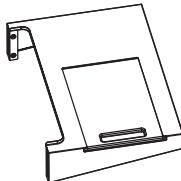
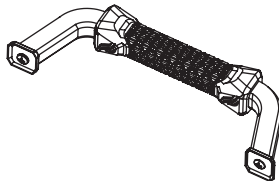
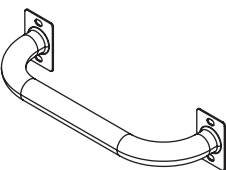

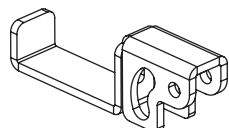
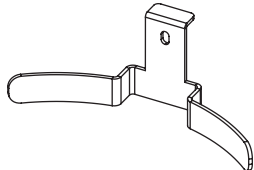
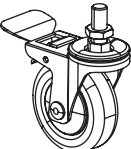

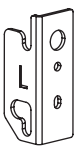
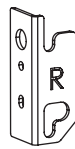
ENGLISH



PARTS LIST

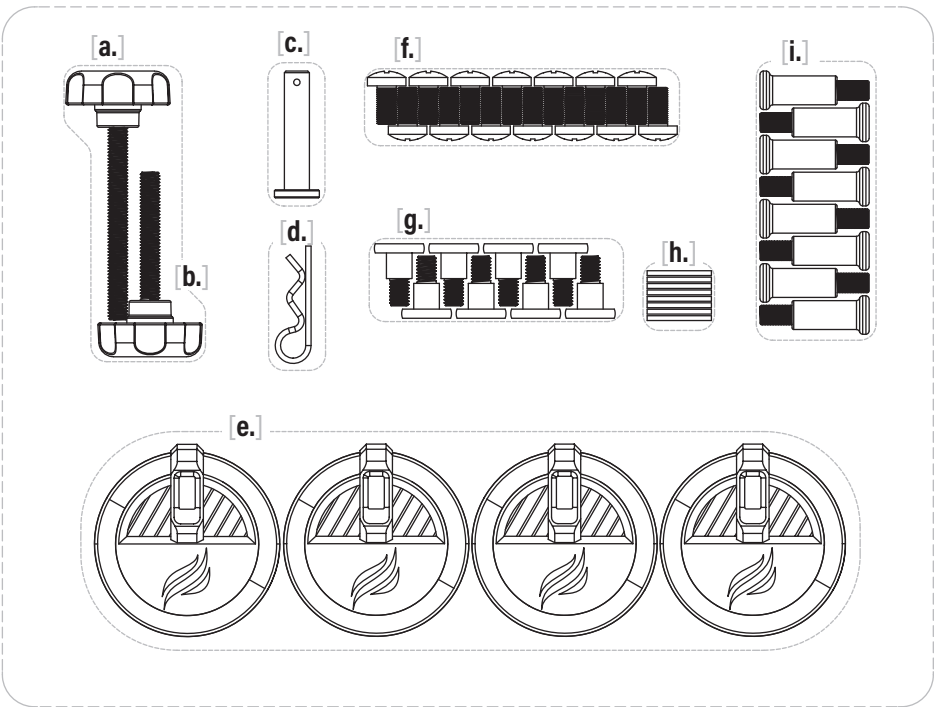
PARTS	QTY	PARTS	QTY	PARTS	QTY	PARTS	QTY	
1.1a	Control panel	1	1.2b	Right leg assembly	1	1.6	Ignition needles	4
1.1b	Background panel	1	1.3	LPG shield	1	1.7	Tubular burners	4
1.1c	Control knob bezels	4	1.4	Ignitor	1	1.8	Gas rail & Valves	1
1.1d	Bottle opener	1	1.5a	Heat shield	1	1.9	Gas hose	1
1.2a	Left leg assembly	1	1.5b	Thermal baffle	1	4.1	Magnetic strip	1
2.1	Griddle top	1						
2.2	Hood	1						
5.1	Cutting board	1						
6.1	Handle bezels	2						



<p>1 Griddle body (1 piece)</p> 	<p>2 Griddle top & hood (1 piece)</p> 	<p>3 Stabilizing shelf (1 piece)</p> 		
<p>4 Left side shelf (1 piece)</p> 	<p>5 Right side shelf (1 piece)</p> 	<p>6 Hood handle (1 piece)</p> 		
<p>7 Side handle (1 piece)</p> 	<p>8 Paper towel holder (1 piece)</p> 	<p>9 LPG hook (1 piece)</p> 		
<p>10 LPG support (1 piece)</p> 	<p>11 Caster wheels (4 pieces)</p> 	<p>12 Grease cup with grease cup liner (1 piece)</p> 	<p>13 Side shelf bracket (L) (2 pieces)</p> 	<p>14 Side shelf bracket (R) (2 pieces)</p> 

15 Hardware pack (1 piece)

- a. Large thumb screw (1 piece)
- b. Medium thumb screw (1 piece)
- c. Shear pin (1 piece)
- d. Cotter pin (1 piece)
- e. Control knobs (4 pieces)
- f. M6x12 screws (14 pieces)
- g. M6 step bolts (8 pieces)
- h. Shelf peg washers (8 pieces)
- i. Shelf pegs (8 pieces)



The hardware pack diagram shows the following items:

- a.** A large black thumb screw with a hexagonal base.
- b.** A medium black thumb screw with a hexagonal base.
- c.** A long, thin metal shear pin.
- d.** A metal cotter pin.
- e.** Four circular control knobs, each with a flame icon and a central screw.
- f.** A tray containing 14 black M6x12 screws.
- g.** A tray containing 8 black M6 step bolts.
- h.** A tray containing 8 black shelf peg washers.
- i.** A tray containing 8 black shelf pegs.

ASSEMBLY INSTRUCTIONS

Find a large, clean area to assemble your appliance.

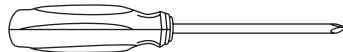
Remove all packing material before assembling. (You may have additional or spare hardware after assembly.)

CAUTION

Sharp edges. Wear gloves while assembling.

CAUTION

Heavy pieces. Two people should assemble this appliance.



**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.

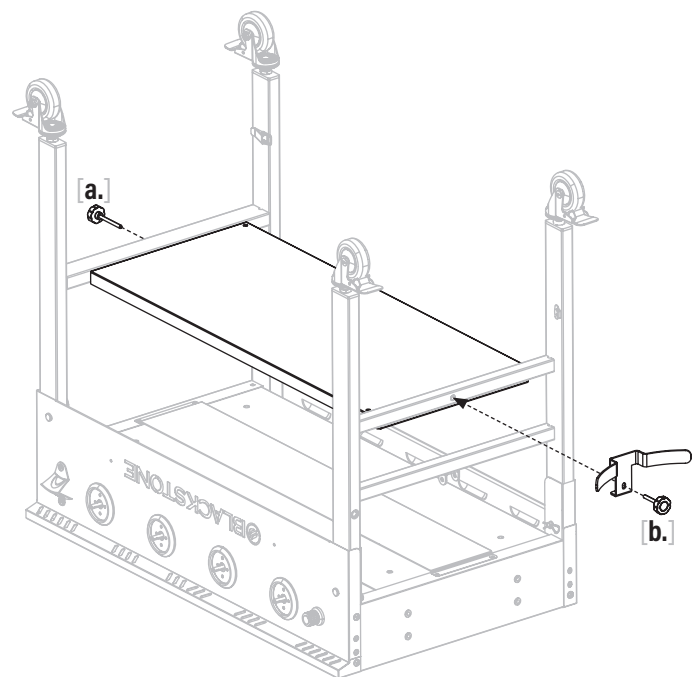
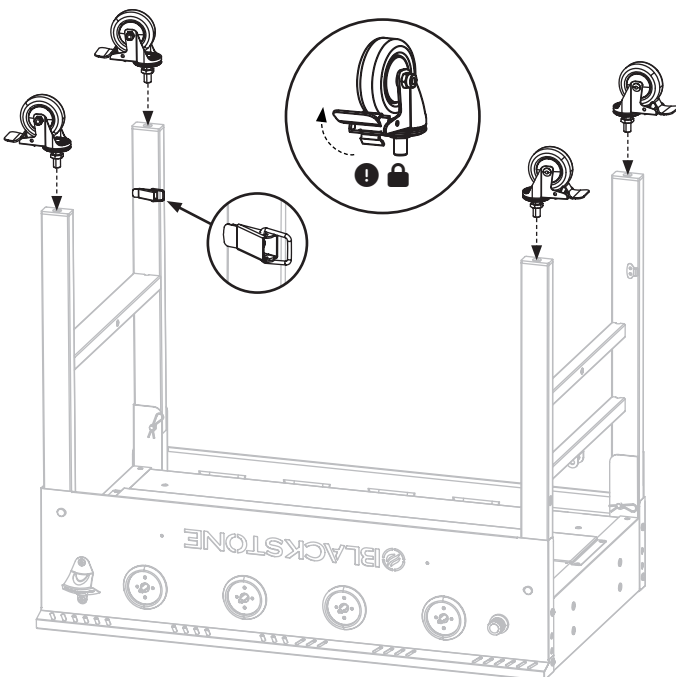
Screw the four (4) caster wheels onto the leg assemblies. (Ensure that the caster wheels are locked.)

STEP 02 Place the stabilizing shelf between the leg assemblies.

Use one (1) large thumb screw [a.] to secure the stabilizing shelf to the right leg assembly.

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

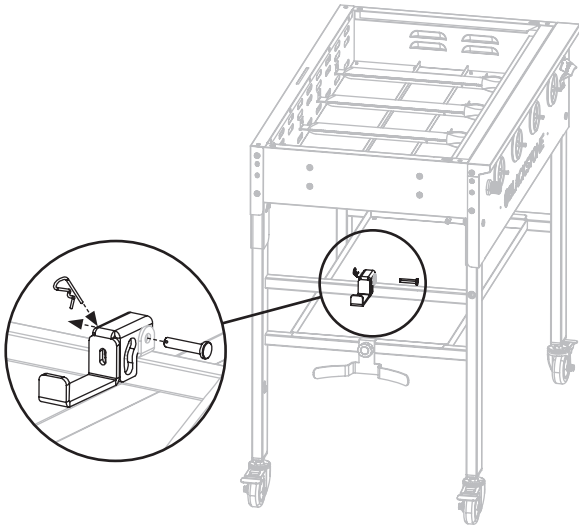
Note: This shelf is integral to the stability of the appliance while in use.



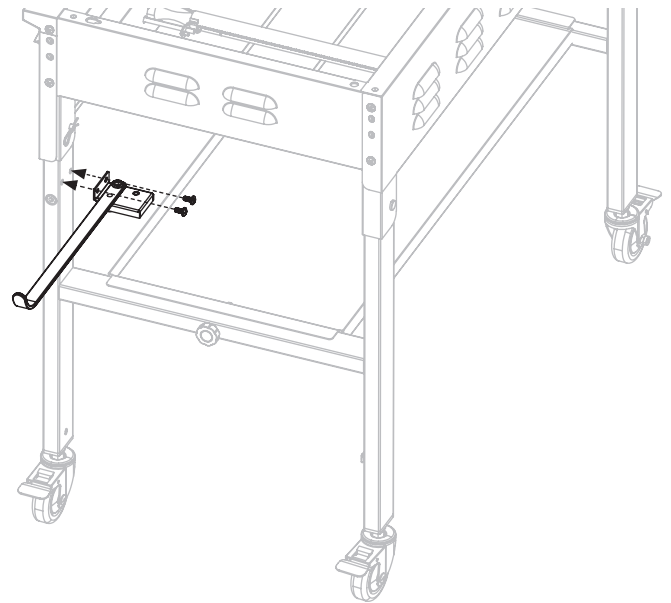


STEP 03 With the help of another person, set the griddle body on its feet.

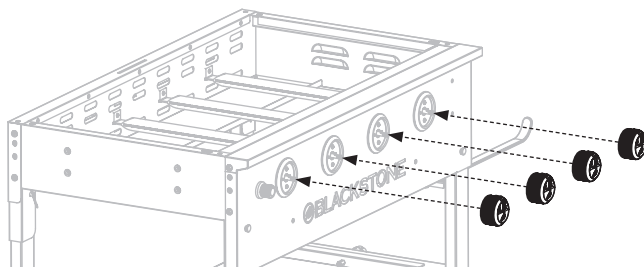
Use one (1) shear pin [c.] and one (1) cotter pin [d.] to attach the propane tank hanger to the upper bar of the left leg assembly.



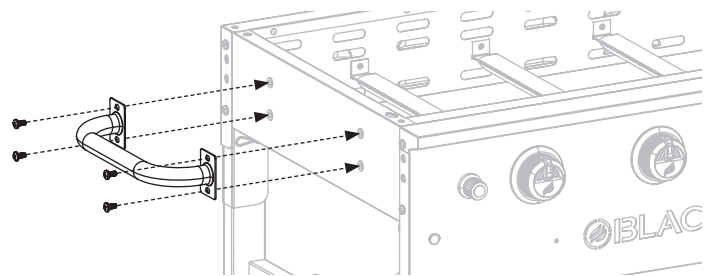
STEP 04 Slide the front basket U panel onto the front right leg. Use two (2) M6x12 screws [f.] to attach the paper towel holder to the leg.



STEP 05 Install the four (4) control knobs [e.] by pushing them into place in the OFF position.

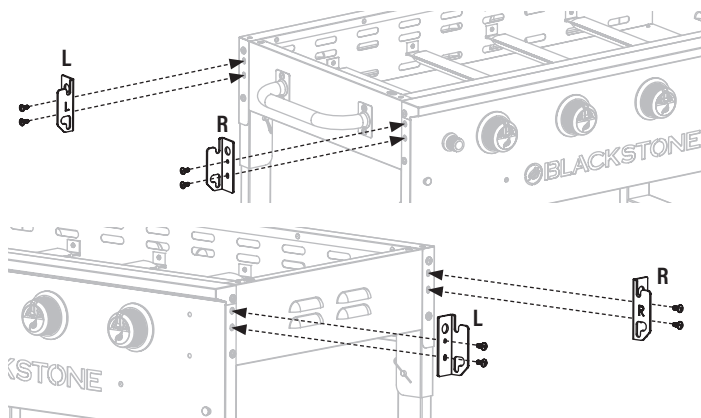


STEP 06 Use four (4) M6x12 screws [f.] to install the side handle to the left side of the griddle body.

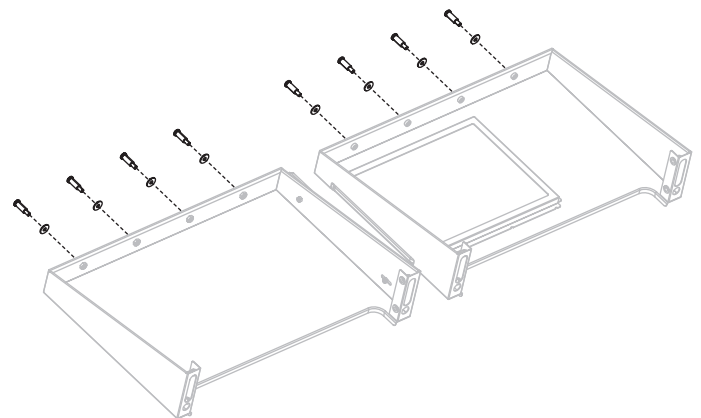


STEP 07 Use four (4) M6x12 screws [f.] to attach one (1) side shelf bracket (L), and one (1) side shelf bracket (R) to the left side of the griddle body.

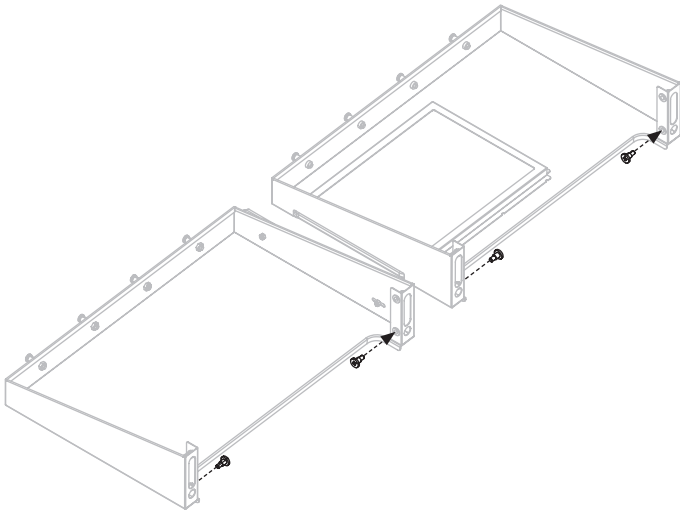
Repeat this step with the right side of the griddle body.



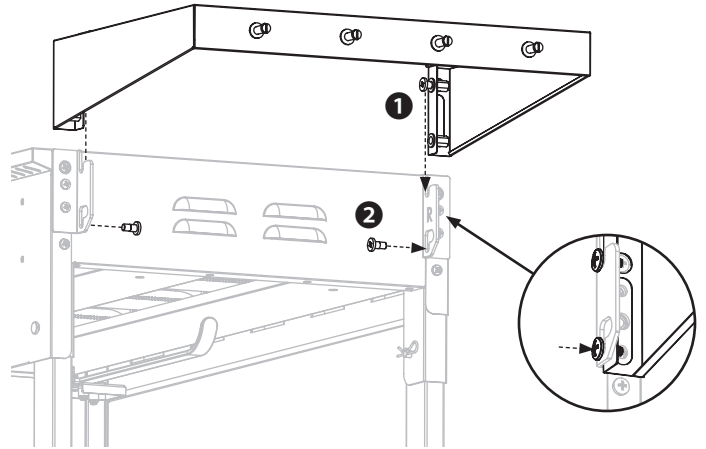
STEP 08 Thread four (4) shelf pegs through four (4) side shelf washers and into the left side shelf. Repeat with the right side shelf.



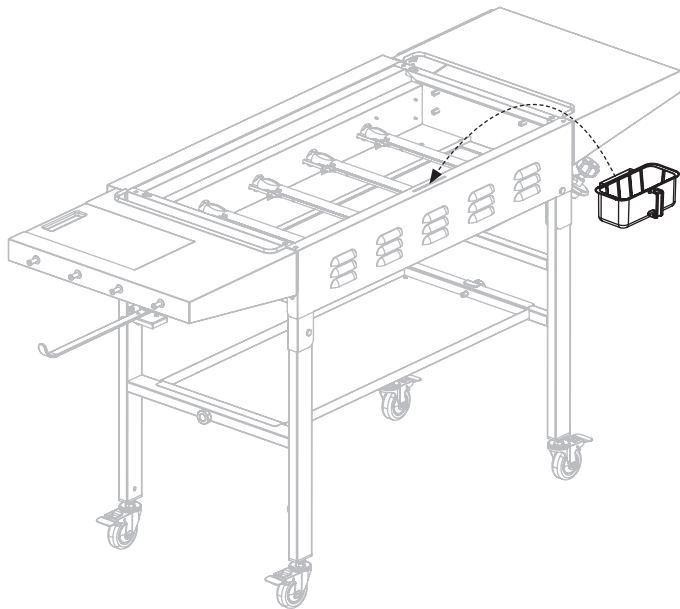
STEP 09 Thread two (2) M6 step bolts [g.] into the upper holes of the left side shelf.
Repeat with the right side shelf.



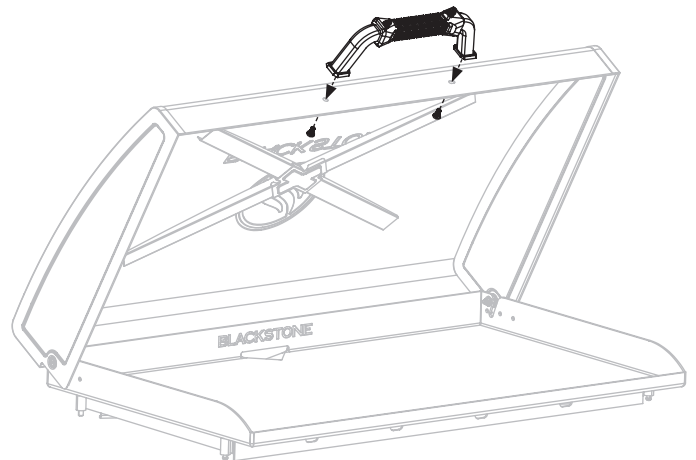
STEP 10 ① Slide the right side shelf onto the side shelf brackets. (The threaded M6 step bolts will hook and hold the shelf.)
② Use two (2) M6 step bolts [g.] to secure the side shelf to the side shelf brackets.
Repeat with the left side shelf.



STEP 11 Hang the grease cup in the slot on the back of the griddle body.

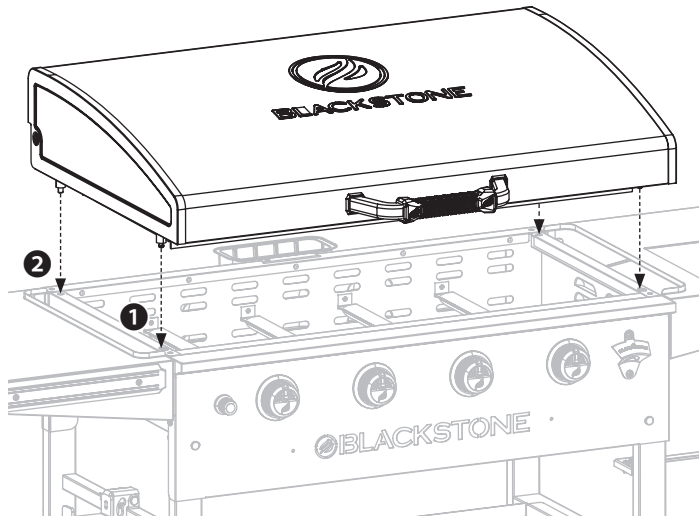


STEP 12 Use the two (2) pre-installed screws in the hood handle to attach the handle to the front of the hood.

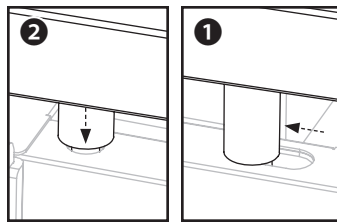




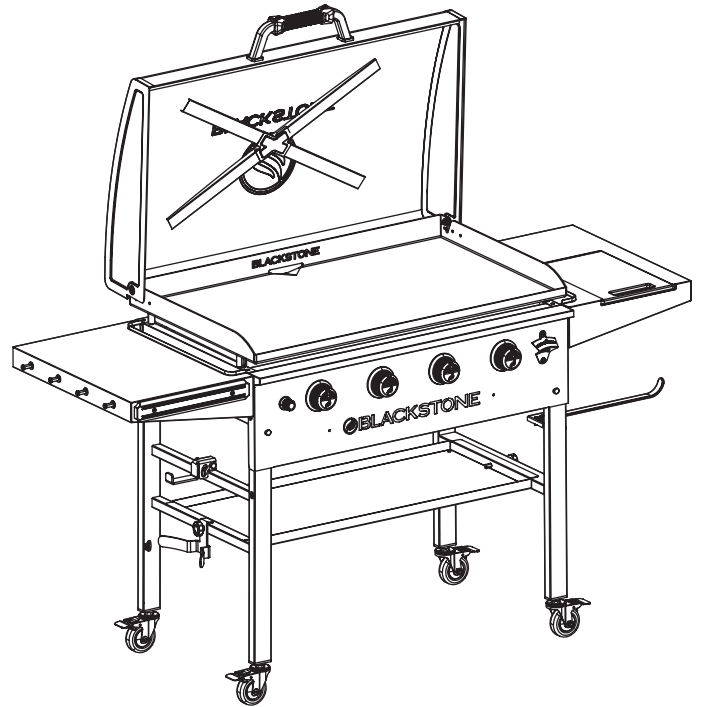
STEP 13 With the help of another person, place the griddle top onto the griddle body by aligning the four foot pins to the holes on the body.



- 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 14 Proceed to the **OPERATION INSTRUCTIONS**.

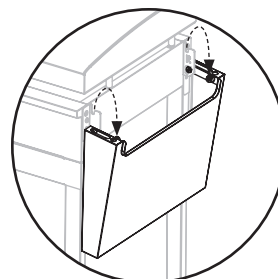


NOTICE
DO NOT place items on stabilizing shelf during use.

NOTICE
The paper towel holder arm must be in the open position while the appliance is in use.

NOTICE

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



Lift and fold the side shelf when moving or storing, as applicable. (Shelf design may vary.)

OPERATION INSTRUCTIONS

NATURAL GAS REQUIREMENTS

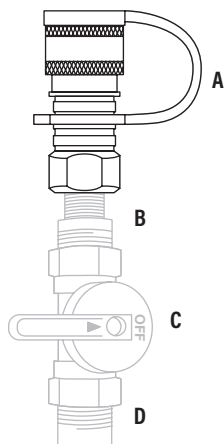
- The fixed fuel piping system must use a rigid pipe, semi-rigid tubing and/or a connector that complies with the Standard for Connectors for Outdoor Gas Appliances and Manufactured Homes, ANSI Z21.75 - CSA 6.27.
- This appliance has been designed and built to utilize natural gas only. DO NOT attempt to operate this appliance using gases other than natural gas at the indicated pressure.
- This appliance has been provided with a hose that must be used for proper function. DO NOT replace the hose. If the hose becomes worn or damaged, contact customer support for a replacement.
- The hose should be checked for cracks, cuts and wear each time you cook.
- DO NOT route the gas supply hose directly underneath the appliance. DO NOT route the hose underneath or through permanent structures.
- The outdoor cooking gas appliance and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psi (3.5 kPa);
- The outdoor cooking gas appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psi (3.5 kPa).
- If the cooking gas appliance is not in use, the gas must be turned off at the supply.

CONNECTING TO THE NATURAL GAS SUPPLY

STEP 01 If your natural gas supply line is not already set up with the correct size Quick Connect/Disconnect fitting, the correct one is included.

Note: Use thread sealant if attaching the provided Quick Connect/Disconnect fitting. Thread sealant should be rated to 400° F (204°C) and be compatible with natural gas. (Permatex #59214 or Loctite 592)

Note: To have the proper fitting added to your natural gas source, have this done by a licensed and insured professional.

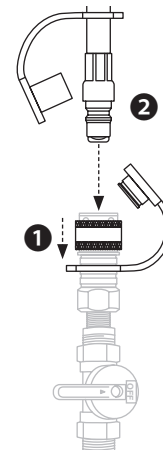


- A:** 3/8" Quick Connect fitting (included)
- B:** Thread reducer (if required)
- C:** Shutoff valve
- D:** NG supply (from house) 1/2" water column

STEP 02 Connect your appliance to the natural gas supply from the source by removing the dust covers and making sure both fittings are free from any debris.

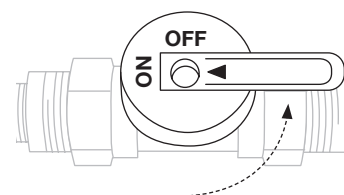
1 Pull the locking collar back on the fitting and 2 push the male Quick Connect fitting all the way inside and then release the locking collar.

Pull the hose and fitting in opposite directions to verify they are connected.



STEP 03 Turn on the natural gas supply.

Prior to turning on your appliance, perform a leak test.



- Use a clean paintbrush to brush a 10% mild soap and water solution onto all the hose connections that you have completed.
- Bubbles will appear in the soapy water if any leaks are present.
- If you have any leaks, turn off your natural gas supply immediately and fix any leaks before use.

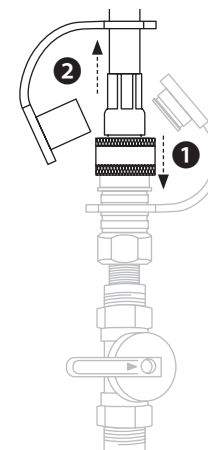
Note: If you are unable to fix the leaks, call a qualified professional who is licensed and insured.

DISCONNECTING FROM THE NATURAL GAS SUPPLY

STEP 01 To disconnect your appliance for cleaning or storage, be sure all of the control knobs are in the OFF position and the natural gas supply at the Quick Connect valve is OFF.

STEP 02 1 Pull the locking collar back and remove the natural gas hose and release the locking collar. 2 Pull apart the hose and fitting.

STEP 03 Reinstall the dust covers on the supply line as well as the natural gas hose on the appliance.





IGNITION INSTRUCTIONS

1. CHECK VALVES

⚠ Ensure gas is OFF before checking appliance valves.

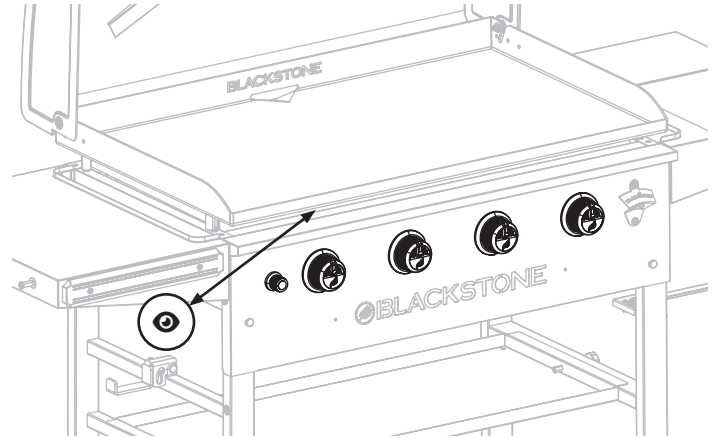
STEP 01 Turn all knobs to the ❶ OFF position.

STEP 02 Open hood/ lid prior to lighting, as applicable.

STEP 03 Push in knob(s) and release. Knob(s) should spring back. If knob(s) DO NOT spring back, replace valve assembly before using appliance.

STEP 04 Rotate knob(s) to LOW then turn back to OFF. Knob(s) should turn smoothly.

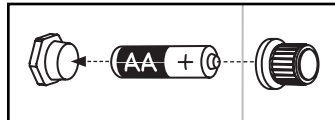
STEP 05 Connect and turn ON the gas, as applicable.



2. BATTERY POWERED IGNITION

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

Screw the button into place over the positive terminal.



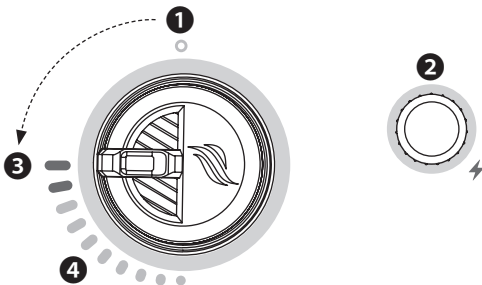
Clean the battery and appliance contacts prior to battery installation.

STEP 02

❷ Push and hold the ignitor button.

❸ Push and turn the control knob counter-clockwise to HIGH. (Release the ignitor button when the burner lights.)

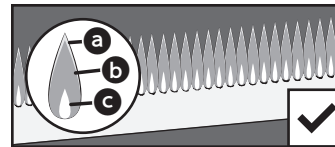
❹ Adjust the temperature to desired level.



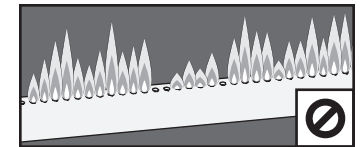
3. Ⓞ ALWAYS CHECK THE BURNER FLAME BEFORE USE

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

HEALTHY FLAME PATTERN



YELLOW OR IRREGULAR



ⓐ Flickers of yellow. ⓑ Dark blue. ⓒ Vibrant blue.

- When the temperature is set to HIGH, flames should be larger than when the temperature is set to LOW.
- If flames are yellow, irregular, or in an unexpected location, 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:

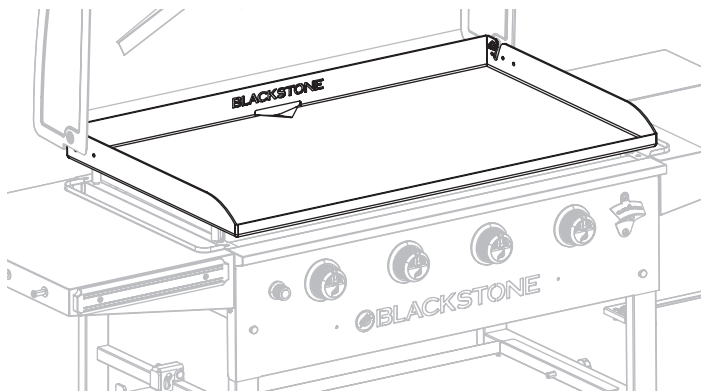
1. Turn the appliance OFF.
2. Wait 5 minutes.
3. Repeat the lighting procedure.

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

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.

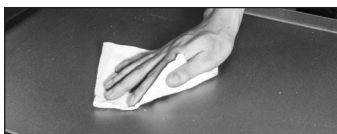
GRIDDLE SEASONING INSTRUCTIONS



VIDEO TUTORIAL

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

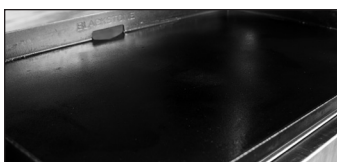


STEP 03 Use tongs to hold a paper towel or cotton cloth and spread 2-3 tablespoons of your seasoning oil across the entire griddle top.

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.



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.



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 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.

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://www.youtube.com/watch?v=thPE2lgnSil)



CAUTION

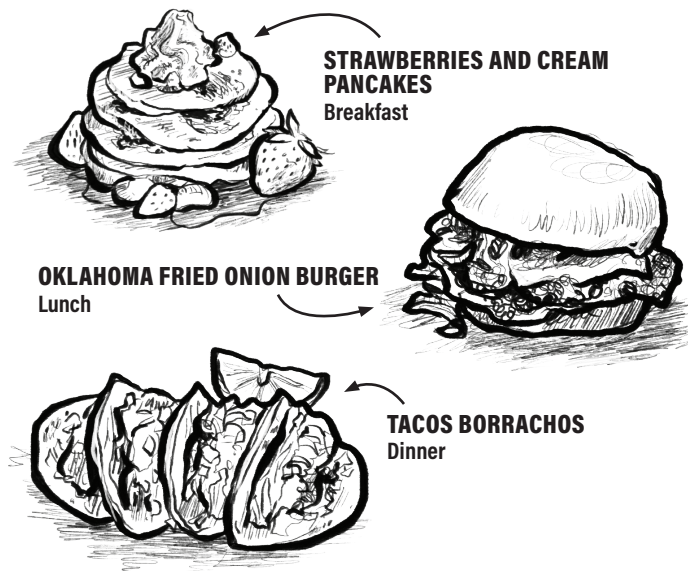
This appliance will be hot during and after use. Use long-handled utensils and oven mitts/ protective gloves when handling potentially hot parts, including handles close to the appliance body, to protect against burns and splatters.

RECIPES AND COOKING TIPS

BlackstoneProducts.com/recipes

youtube.com/BlackstoneGriddles

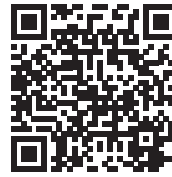
[f](https://facebook.com/blackstoneproducts) [p](https://pinterest.com/blackstoneproducts) [@blackstoneproducts](https://instagram.com/blackstoneproducts)



CLEANING YOUR GRIDDLE

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

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



STEP 02 Wipe down griddle top with a paper towel or a Blackstone Scrub Pad.



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

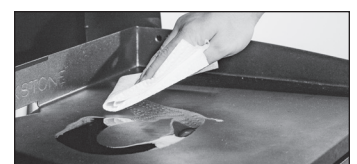
(For stuck-on food residue, use a bit of coarse salt.)



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.

⚠ 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 your appliance with a hard or soft cover or carry bag (as applicable) when stored outdoors. DO NOT store where water will pool.



FIND MY COVER

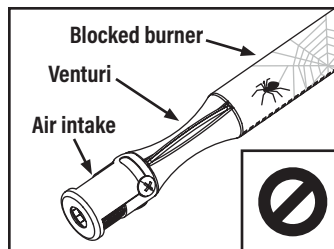
BlackstoneProducts.com

- Covers
- Carry bags

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.



VIDEO TUTORIAL

How to Clean Your Burner Tube

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

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

- Remove griddle top.
- 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:

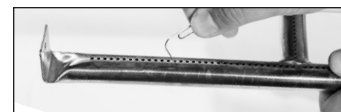
- Run a narrow bottle brush through the burner several times. (DO NOT use wire brushes)
- Use compressed air to blow out the burner. (Wear eye protection)



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

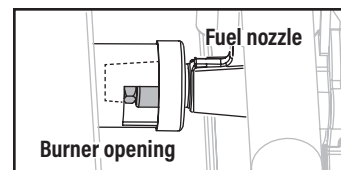


STEP 05 Clean any blocked ports with stiff wire such as an open paper clip.



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.





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.

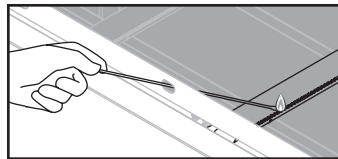
MATCH LIGHTING INSTRUCTIONS

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.



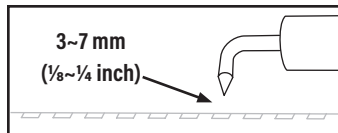
STEP 04 Turn controls to ON to start gas flowing. Ensure burner lights and stays lit.

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:

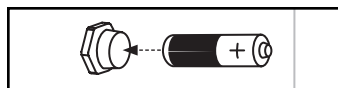
POSSIBLE CAUSES	SOLUTION
Ignitor wire misaligned.	Ensure that the ignitor needle is positioned 3~7 mm (1/8~1/4 inch) away from the burner, and aligned with the burner holes.



Damage to the ignition system.	Contact customer support for replacement parts.
--------------------------------	---

Dead / improperly installed battery.	Replace with new battery.
--------------------------------------	---------------------------

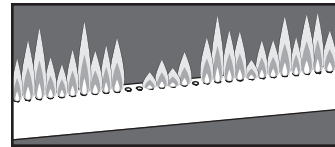
For recycling and disposal of batteries to protect the environment, please check the internet or your local phone directory for local recycling centers and/ or follow local government regulations.



- 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
-----------------	----------

Gas cylinder is empty or low. (Not applicable if connected to natural gas)	Refill or replace the gas cylinder.
--	-------------------------------------

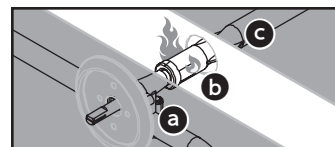
The regulator's flow limiting device was triggered. (Not applicable for appliances that DO NOT have a permanently affixed regulator)	Reset the safety system: STEP 01 Turn OFF the appliance, close the gas cylinder valve, and disconnect the regulator from the gas cylinder.
--	--

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.
-----------------------------	--

FLAME IN AN UNEXPECTED LOCATION



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

POSSIBLE CAUSES	SOLUTION
-----------------	----------

Something is blocking the venturi in the burner.	Contact customer support to prevent damage to the appliance.
--	--

CUSTOMER SUPPORT

CONTACT US

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

BLACKSTONE PRODUCTS USA

🌐 BlackstoneProducts.com/support

- Please contact us before returning this appliance to your retailer.
- Check BlackstoneProducts.com for hours and languages spoken.

BLACKSTONE PRODUCTS CANADA

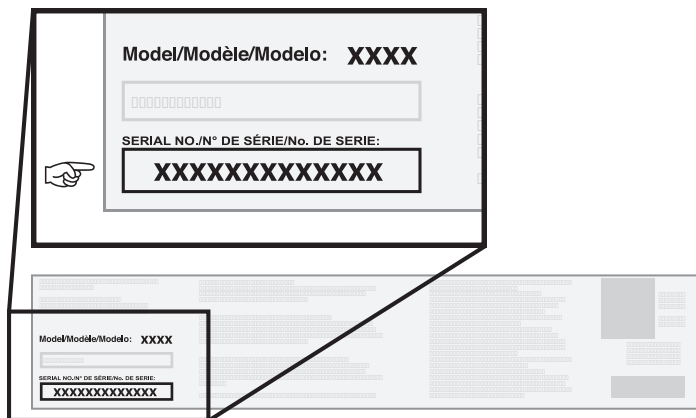
🌐 BlackstoneGriddles.ca

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

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

Blackstone is a registered trademark of North Atlantic Imports, LLC

©2025 North Atlantic Imports. All rights reserved.

Distributed by North Atlantic Imports, LLC 1073 W 1700 N Logan, UT 84321 USA



This page intentionally left blank

This page intentionally left blank



This page intentionally left blank

