

OWNER'S MANUAL | ASSEMBLY INSTRUCTIONS FOR OUTDOOR GAS GRILL

# 17" GRIDDLE WITH HOOD

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### IMPORTANT:

Use outdoors only.

Read the instructions before using the appliance.

Retain this manual for future reference.

If you have any questions concerning assembly or operation, consult your dealer or LPG Gas Company.

### 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

ENGLISH

FOR YOUR SAFETY
If you smell gas:
1. Turn off gas supply at gas cylinder.
2. Extinguish all naked flames; do not operate any electrical appliances.
3. Ventilate the area.
4. Check for leaks as detailed in this manual.
5. If odour persists, contact your dealer or gas supplier immediately.

PRECAUTIONS
1. Leak test all connections after each tank refill.
2. Never check for leaks with a naked flame, always use a soapy water solution.
3. DO NOT store or use gasoline or other flammable vapours and liquids in the vicinity of this appliance.
4. Any gas cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.



**HAZARDOUS FIRE OR EXPLOSION MAY RESULT IF INSTRUCTIONS ARE IGNORED.**

It is the consumer's responsibility to see that the appliance is properly assembled, installed, and taken care of. Failure to follow instructions in this manual could result in injury and/or property damage.

<b>MODEL/TYPE NO.</b>	2143EU			<b>CE</b>
<b>TOTAL HEAT INPUT:</b>	3.6 Kw (264 g/h)			
<b>GAS CATEGORY:</b>	I3+(28~30/37)	I3B/P(30)	I3B/P(50)	
<b>TYPES OF GAS:</b>	Butane (G30)	Propane (G31)	G30, G31 or their mixtures	
<b>GAS PRESSURE:</b>	(28-30) mbar	37mbar	(28-30) mbar	50 mbar
<b>P.I.N CODE:</b>	2531DN-0117			
<b>I3+(28~30/37)</b>	BE, FR, IT, LU, IE, GB, GR, PT, ES, CY, CZ, LT, CH, SI, LV, TR			
<b>I3b/p(30)</b>	LU, NL, DK, FI, SE, CY, CZ, EE, LT, MT, SK, SI, BG, IS, NO, HR, RO, IT, HU, LV, GR			
<b>I3b/p(50)</b>	DE, AT, CH, SK			
<b>Use outdoors only.</b>				
<b>Read the instructions before using the appliance.</b>				
<b>⚠ WARNING: Accessible parts may be very hot. Keep young children away.</b>				
<b>This appliance must be kept away from flammable materials during use.</b>				
<b>DO NOT move the appliance during use.</b>				
<b>Turn off the gas supply at the gas cylinder after use.</b>				
<b>DO NOT modify the appliance.</b>				

**⚠ WARNING**

The use of the wrong regulator or hose is unsafe; always check that you have the correct items before operating the appliance.

This appliance is only suitable for use with low-pressure butane or propane gas or LPG mixtures, fitted with the appropriate low-pressure regulator via a flexible hose.

The life expectancy of the regulator and hose is estimated as 2 years.

## REGULATOR AND HOSE REQUIREMENTS

- Use only regulators and hose approved for LP Gas at the above pressures. The hose used must conform to the relevant standard for the country of use.
- Use a suitable regulator that is certified to BSEN 12864 or EN 16129. Make sure the regulator and flexible hose comply with local code.
- The length of flexible hose shall not exceed 1.5m. In Finland, the length shall not exceed 1.2m. The hose should be certified according to applicable EN Standard and comply with local code.

Please consult your LPG dealer for information regarding a suitable regulator for the gas cylinder.



# ACTIVATE YOUR WARRANTY

## WARRANTY OVERVIEW

North Atlantic Imports, the manufacturer, will warranty for two years from purchase all parts, workmanship, and finishes. It will be the manufacturer's option as to whether to repair or replace any of the above items. All warranties are limited to the original purchaser only. This warranty does not cover any liability on the part of North Atlantic Imports, its agents or employees, for any indirect or consequential damages for breach of warranty. The purchaser must follow the manufacturer's usage instructions.

Under no circumstances is the manufacturer responsible for damages from the failure to operate the cooking station properly. It is the responsibility of the purchaser to establish the warranty period by verifying the original purchase date with original sales receipt.

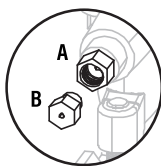
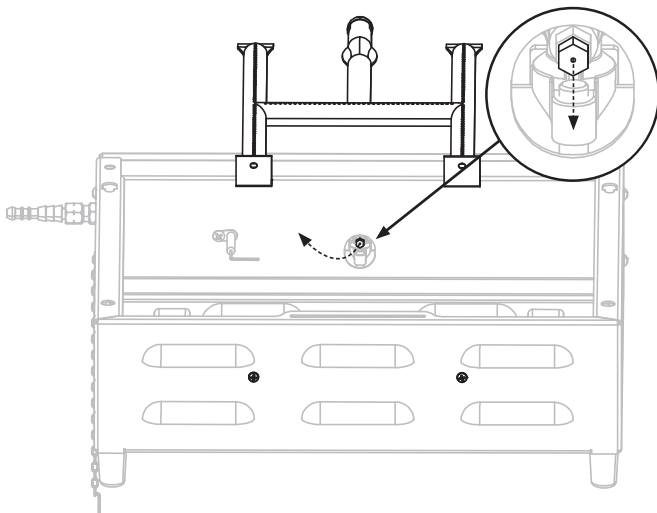
## ACCEPTABLE PRESSURE MODIFICATION

- Parts sealed by the manufacturer or his agent must not be altered by the user.
- No modifications should be made to any part of this appliance.
- Repairs and maintenance should only be carried out by a registered service engineer.

Have a professional make these alterations.

**STEP 01** Remove the screws to detach the burners.

**STEP 02** Remove the fuel nozzles (B) for low pressure countries. (28-30mbar) (Nozzle is left hand thread.)



### SIZE OF NOZZLE (ORIFICE)

(A) 29mbar (.94 mm)

(B) 50mbar (.88 mm)

## DETAILED EXPLANATION OF THE WARRANTY

North Atlantic Imports LLC warrants to the owner that the product covered by this agreement is free from defects in material and workmanship under normal use and service for which it was intended if, but only if, it has been operated in accordance with North Atlantic Imports LLC instructions exclusively for domestic use, and not for private or public club, institutional or commercial purposes.

North Atlantic Imports LLC's obligation under this warranty is limited to replacing or repairing, free of charge, any part or parts that may prove, to the satisfaction of North Atlantic Imports LLC, to be defective under normal home use and service within the following stated periods of time from the date of purchase; for two years from purchase, all parts, finish, and workmanship. Should any failure to conform to this warranty become apparent during applicable warranty periods stated above, the original purchaser must notify North Atlantic Imports LLC of breach of warranty within the applicable warranty period.

North Atlantic Imports LLC shall upon notice and compliance by the original purchaser with such instructions, correct such nonconformity by repair or replacement of the defective part or parts.

Correction in the manner provided above shall constitute a fulfillment of all obligations of North Atlantic Imports LLC with respect to the quality of the product.

North Atlantic Imports LLC does not warrant this equipment to meet the requirement of any safety code of any state, municipality or other jurisdiction, and the original purchaser assumes all risk and liability whatsoever resulting from the use thereof, whether used in accordance with North Atlantic Imports LLC instructions or otherwise.

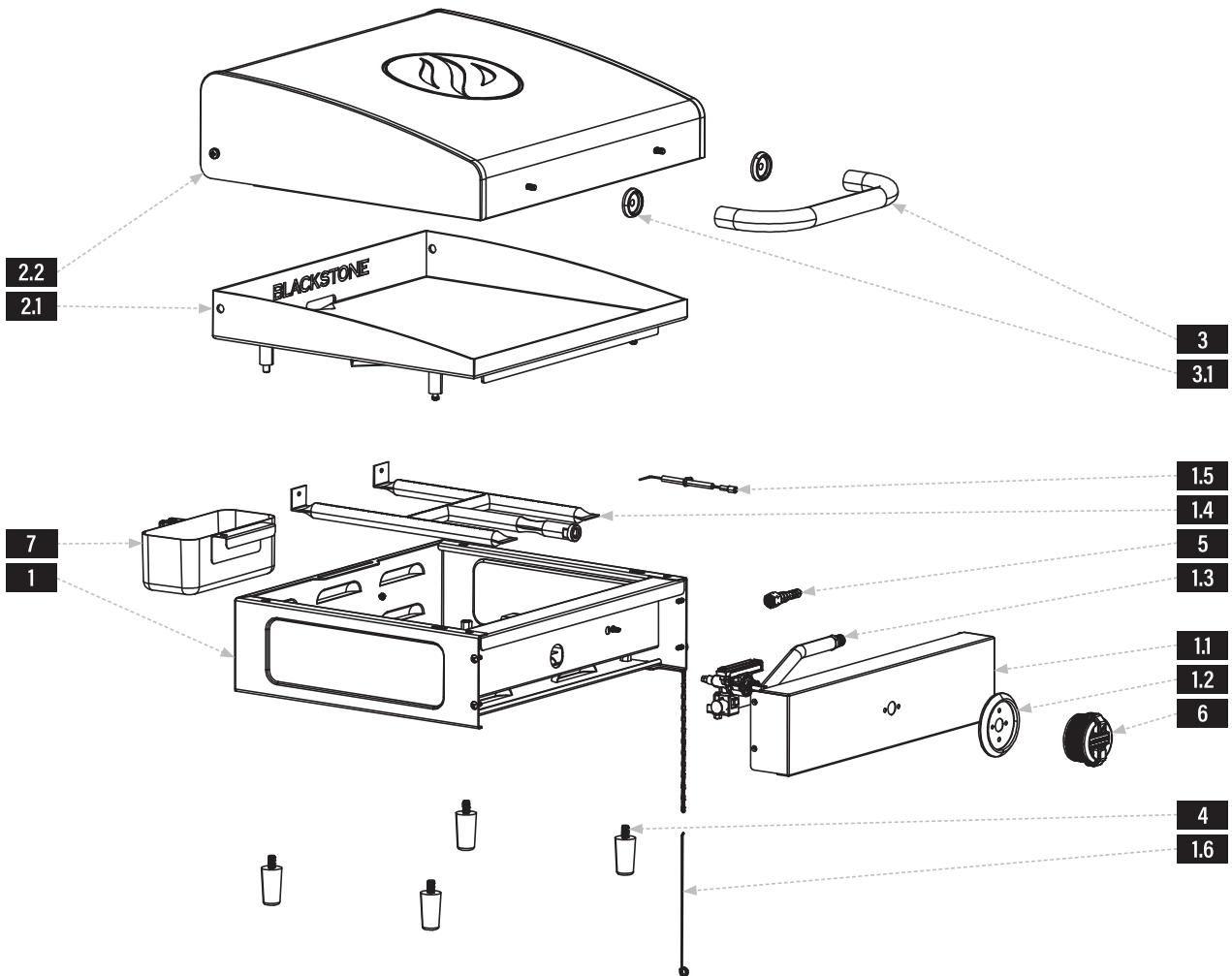
This warranty does not cover and is intended to exclude any liability on the part of North Atlantic its agents, servants or employees whether under this warranty or implied by law for any indirect or consequential damages for breach on any warranty. The purchaser must establish all applicable warranty periods pursuant to this warranty by verifying the original purchase date by producing the dated sales receipt. This warranty shall not apply to this product or any other part thereof which has been subject to accident, negligence, alteration, abuse, or misuse or which has been repaired or altered without North Atlantic written consent, outside of North Atlantic Imports LLC factory. The full manufacturer warranty is not valid for griddles purchased from unlicensed, third-party resellers, purchased at a discount due to missing or damaged parts, or purchased as a floor model; at the discretion of North Atlantic Imports.

North Atlantic Imports LLC makes no warranty whatsoever in respect to accessories or parts not supplied with it. This warranty shall apply only within the boundaries of Europe. This warranty gives the original purchaser specific rights, and the original purchaser may also have other rights, which vary from state to state.

# ASSEMBLY GUIDE

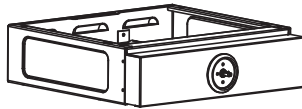


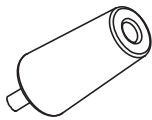
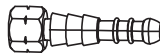

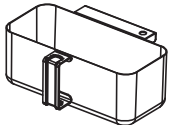
## EXPLODED VIEW

ENGLISH



## PARTS LIST

PARTS	QTY
1.1 Control panel	1
1.2 Control knob bezels	2
1.3 Gas rail	1
1.4 H burners	2
1.5 Ignition needles	2
1.6 Match stick holder	1
2.1 Griddle top	1
2.2 Hood	1
3.1 Hood handle bezels	2

<b>1</b> Body (1 piece) 	<b>2</b> Griddle top & Hood (1 piece) 	<b>3</b> Hood handle (1 piece) 
<b>4</b> Feet (4 pieces) 	<b>5</b> Hose barb (1 piece) 	<b>6</b> Control knobs (1 piece) 
		<b>7</b> Grease cup (1 piece) 



# ASSEMBLY INSTRUCTIONS

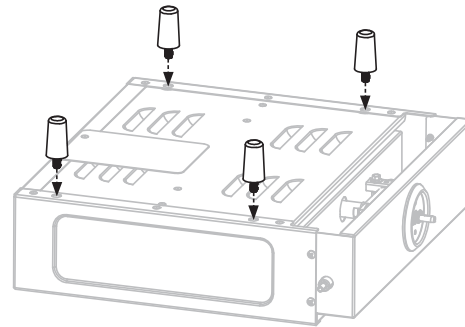
Find a large, clean area to assemble your appliance.  
Remove all packing material before assembling.

<b>⚠ CAUTION</b>
Sharp edges. Wear gloves while assembling.

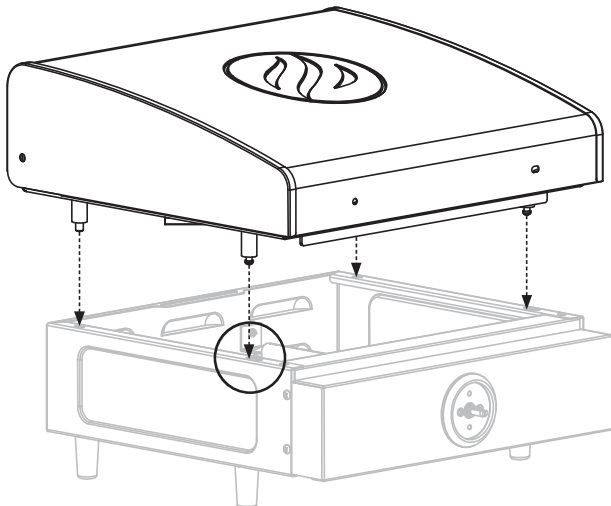


**TOOL NEEDED:**  
Phillips head screwdriver

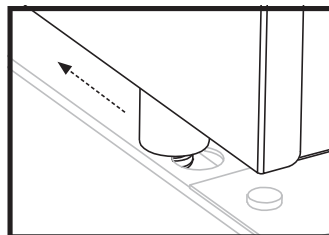
**STEP 01** Place the griddle body upside down on a smooth flat surface. Thread the four (4) griddle feet into the bottom of the griddle.



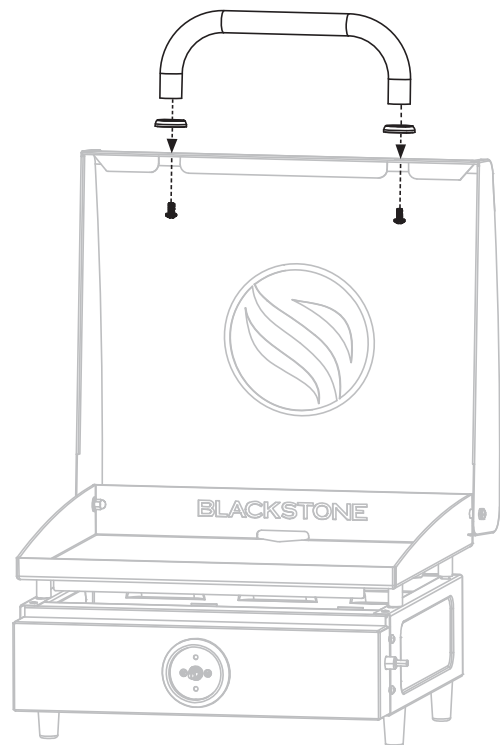
**STEP 02** Set the griddle on its feet. Place the griddle top and hood on the griddle body by aligning the four (4) pins to the holes of the body.



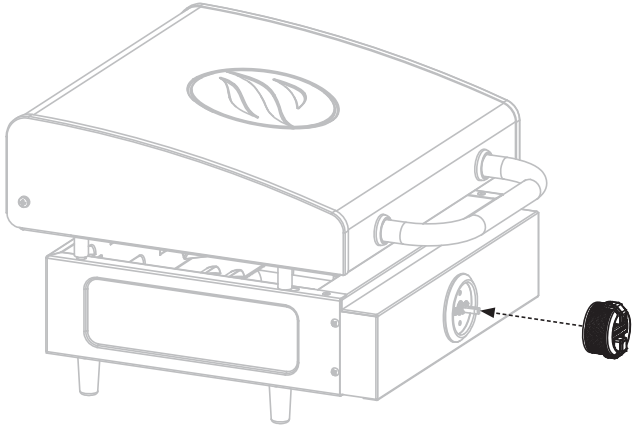
Make sure the front pins are fully seated in the holes, then push the griddle top back to lock the griddle in place.



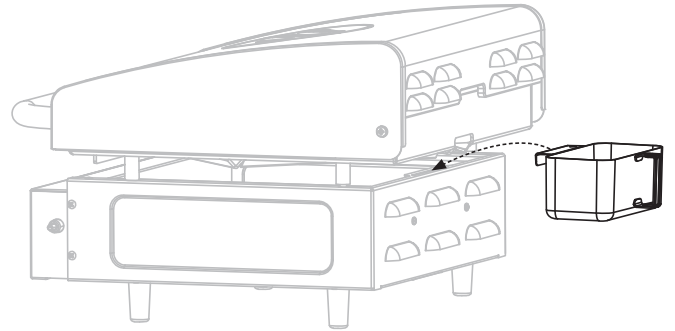
**STEP 03** Use the two (2) M6x16 screws pre-installed in the hood handle to attach the hood handle grommets and the hood handle to the front of the hood.



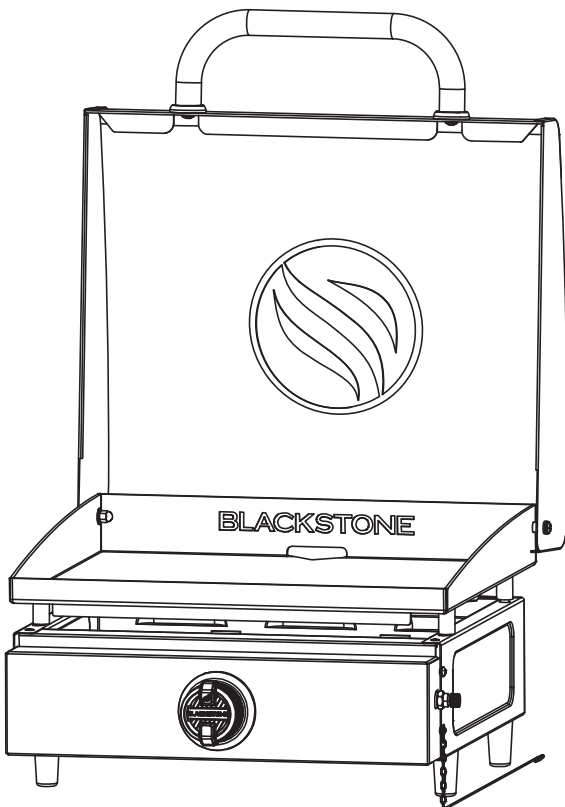
**STEP 04** Install the control knob by pushing it into place in the OFF position.



**STEP 05** Hang the grease cup in the slot on the back of the griddle body.



**STEP 06** Proceed to **USING YOUR BLACKSTONE.**



**NOTICE**

Place appliance on a heat-resistant and flame-resistant surface while in use.

**NOTICE**

DO NOT leave the hood closed for more than 10 minutes while cooking.



# USING YOUR BLACKSTONE

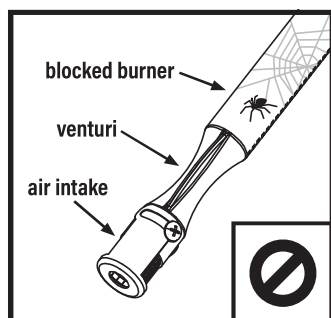
## PREPARING TO COOK

### CHECK BURNERS

Before connection, ensure that there is no debris caught in the head of the gas cylinder, regulator, burner and burner ports.

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

Please reference the Troubleshooting chapter for burner cleaning instructions.



**⚠ WARNING**  
A clogged burner can lead to a fire beneath the appliance.  
Burner should be removed and cleaned annually or whenever heavy build-up or insects/arachnid nests are found.

**⚠ 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.

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

### 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.

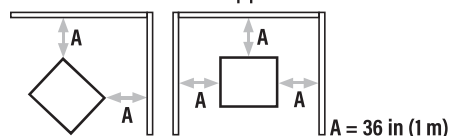
### SETTING UP YOUR OUTDOOR SPACE

**THIS APPLIANCE MUST ONLY BE USED OUTDOORS.**

- 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.

**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 use this appliance under overhead combustible construction.
- DO NOT operate this appliance any closer than 36 in (1 m) from the sides and back of the appliance.

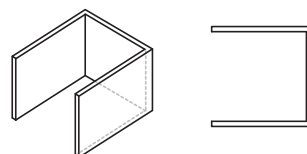


### SHELTERED OUTDOOR AREAS:

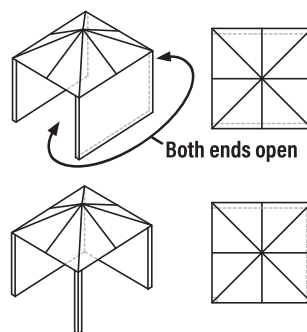
All openings must be permanently open; sliding doors, garage doors, windows or screened openings are not considered as permanent openings.

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

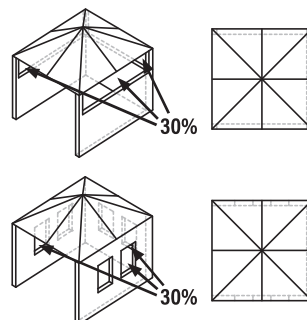
a. With walls on three sides, but with no overhead cover.



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.

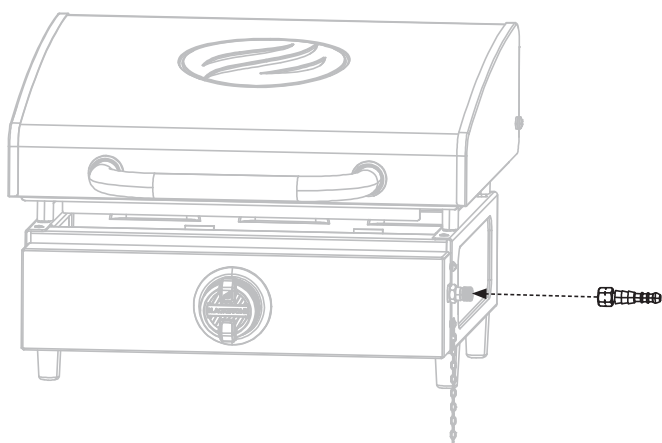


## ATTACHING THE FUEL CYLINDER

### ATTACHING THE REGULATOR

**STEP 01** The regulator and hose must be connected correctly to the appliance. A spanner must be used to tighten the nut onto the connection thread.

If using a fuel clamp, attach the hose barb to the gas rail.  
(Barb is left hand thread.)



**STEP 02** If the hose is replaced it must be secured to the appliance and regulator connections with hose clips.

### AVOID TWISTING THE FLEXIBLE TUBE WHEN THE APPLIANCE IS IN USE.

- Ensure that the hose is not obstructed, kinked, or in contact with any part of the appliance other than at its connection.
- Worn or damaged hose must be replaced.
- Check the rubber O-ring on the regulator end of the hose assembly at least once a year. If it appears worn or cracked, have it replaced.
- Disconnect the regulator from the cylinder (according to the directions supplied with the regulator) when the appliance is not in use.

### LEAK TEST INSTRUCTIONS

**STEP 01** Make 2-3 fluid ounces of leak detecting solution by mixing one part washing up liquid with 3 parts water.

**STEP 02** Turn off the gas supply at the gas cylinder valve.

**STEP 03** Ensure the control valve is "OFF".

**STEP 04** Connect the regulator to the cylinder and ON/OFF valve to the burner, ensure the connections are secure then turn ON the gas.

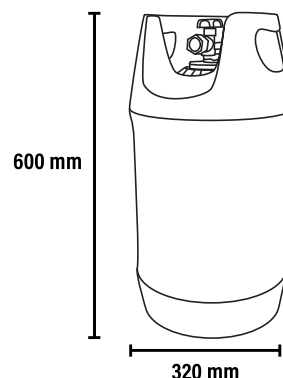
**STEP 05** Brush the soapy water onto the hose and all joints. If bubbles appear you have a leak, which must be rectified before use. Retest after fixing the fault.

**STEP 06** Turn off the gas supply at the gas container after use.

If leakage is detected again and cannot be rectified, DO NOT attempt to cure leakage but consult your gas dealer.

### LPG CYLINDER REQUIREMENTS

- Your appliance can be used with gas cylinders between 11 kg and 15 kg.
- The maximum size of the gas cylinder should be: Dia. 320mm, Height: 600 mm (regulator included).
- Follow the technical information as stated in the instruction manual and check with your local gas supplier to have a suitable gas cylinder for your appliance.



### GAS CYLINDER SAFETY

- The gas cylinder should not be dropped or handled roughly.
- If the appliance is not in use, the cylinder must be disconnected.
- Replace the protective cap on the cylinder after disconnecting the cylinder from the appliance.
- The gas cylinder must be sited outside the body of the appliance.
- Always connect or replace the cylinder in a well-ventilated area and away from any source of ignition, never in the presence of a flame, spark or heat source.
- Cylinders must be stored outdoors in an upright position and out of the reach of children. The cylinder must never be stored where temperatures can reach over 50°C. DO NOT store the cylinder near flames, pilot lights or other sources of ignition. DO NOT SMOKE.
- Make sure that the gas cylinder compartment (if any) is not obstructed, keep it ventilated and clean.
- You will need to have the cylinder serviced or replaced every ten years. The date of the last service should be stamped on the neck of the bottle.
- When used on the ground always place the appliance and cylinder on flat level ground.



## IGNITION INSTRUCTIONS

### 1. CHECK VALVES

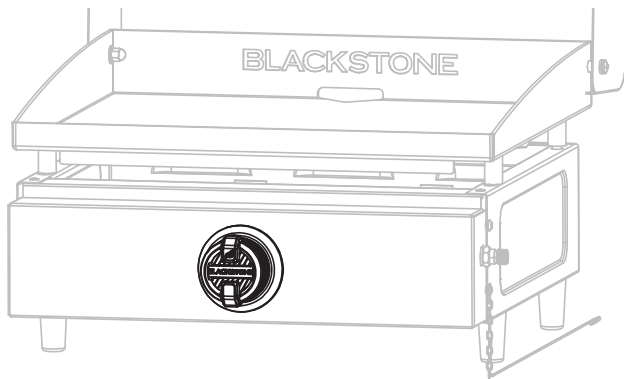
**STEP 01** Turn knob to OFF position.

**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.

#### ⚠ WARNING

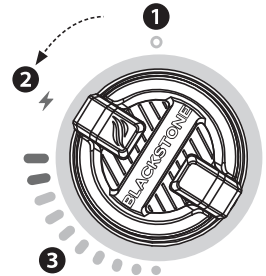
If burner does not ignite with open LPG cylinder valve, gas will continue to flow out of burner and could accidentally/inadvertently ignite with risk of injury. Ensure gas is off at the supply shut off valve before checking appliance valves.



### 2. PIEZO-ELECTRIC GRIDDLE IGNITION

⚠ DO NOT lean over the appliance while lighting.

- 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.



#### ⚠ WARNING

If the burner fails to ignite, turn the control knob off (clockwise) and also turn the cylinder valve off. Wait five minutes before attempting to relight with ignition sequence.

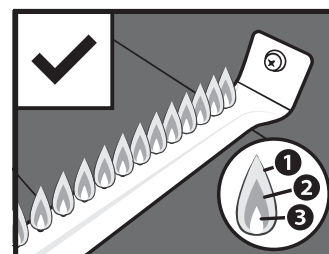
### 3. CHECK BURNER FLAME

Always check burner flame before use.

**STEP 01** Light burners and rotate knobs from HIGH to LOW.

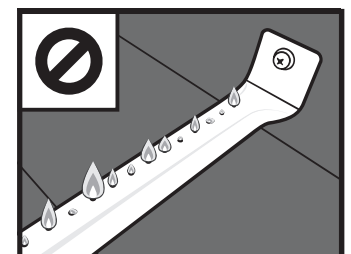
**STEP 02** Look below the cooking top to view burners. When knob is at HIGH, flames should be larger than when knob is at LOW.

#### HEALTHY BURNER FLAME PATTERN



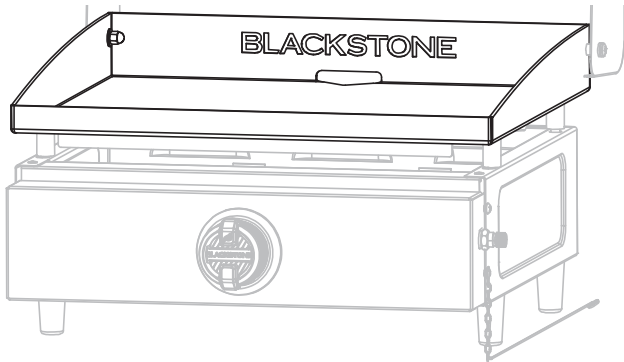
- 1 Flickers of yellow color.
- 2 Dark blue color.
- 3 Vibrant blue.

#### BURNER FLAMES ARE YELLOW OR IRREGULAR



If there is a sudden drop or low flame issue, please reference the Troubleshooting chapter.

# GRIDDLE SEASONING INSTRUCTIONS



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



**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.



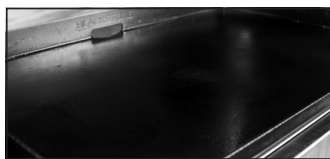
**STEP 02** Set your griddle to high heat until your griddle top changes color. (~10 min)



**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

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



## COOKING ON YOUR BLACKSTONE

### ⚠ DANGER

Flammable items can spontaneously combust if placed near the appliance.

DO NOT place flammable items such as aerosol containers, oily or greasy towels near the cooking surface.

Keep the outdoor cooking gas appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

### NOTICE

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

### IF GREASE OR OTHER HOT MATERIAL DRIPS ONTO VALVE, HOSE OR REGULATOR:

**STEP 01** Turn off gas supply immediately.

**STEP 02** Determine the cause and correct it.

**STEP 03** Clean and inspect valve, hose and regulator.

**STEP 04** Perform a leak test. (Please reference the Leak Test Instructions in **USING YOUR BLACKSTONE.**)

## VIDEO RECIPES

Find recipes and cooking tips at:

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

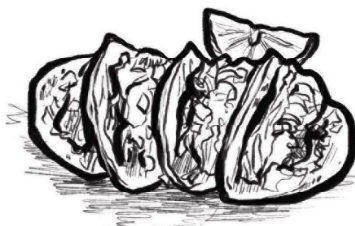
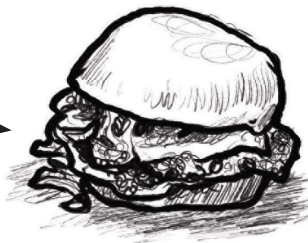
[youtube.com/c/BlackstoneGriddles](https://www.youtube.com/c/BlackstoneGriddles)

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



**STRAWBERRIES AND CREAM PANCAKES**  
Breakfast

**OKLAHOMA FRIED ONION BURGER**  
Lunch



**TACOS BORRACHOS**  
Dinner

## CLEANING YOUR APPLIANCE

### ⚠ 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 with the fuel supply turned OFF at the LPG cylinder.

- 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.

### PLASTIC PARTS & PAINTED SURFACES:

Wash with warm soapy water and wipe dry with a non-abrasive cloth.

### NOTICE

DO NOT use Citrisol, abrasive cleaners, or a concentrated cleaner on plastic parts. 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.

Storage of an appliance indoors is only permissible if the gas supply is disconnected and removed from the appliance.

### COVER FIT GUIDE

Always cover your appliance when stored outdoors.



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

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

### ⚠ CAUTION

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



### VIDEO TUTORIAL

How to Clean your Blackstone Griddle

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

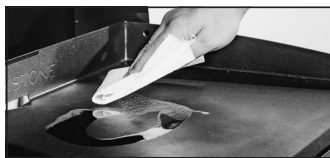
(For stuck-on food residue, use a bit of coarse salt.)



**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.





# 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.

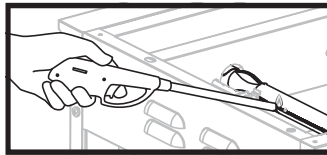
If this does not work, to determine the cause, please try to ignite your appliance with a match.

### 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.

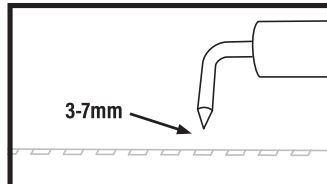


**STEP 03** Place the flame next to the burner.

**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 ignition needle is positioned 3-7mm away from the burner tube, and above a burner hole.



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

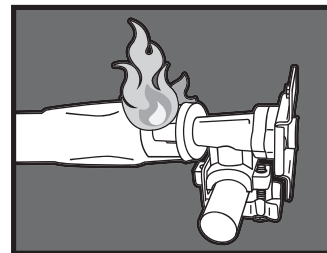
## GAS FLOW TROUBLESHOOTING

### BURNER FLAMES ARE YELLOW OR IRREGULAR:

- Appliance will not achieve a high heat or heats unevenly.
- 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.
LPG cylinder is empty or low.	Refill or replace the LPG cylinder.
The regulator's flow limiting device was triggered.	Reset the safety system: <b>STEP 01</b> Turn OFF the appliance, close the LPG cylinder valve, and disconnect the regulator from the LPG cylinder. <b>STEP 02</b> Wait five minutes to allow the pressure to dissipate, then reconnect the regulator to the LPG cylinder and slowly open the OPD hand wheel one half turn. <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.

## CLEANING THE BURNER ASSEMBLY

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.



### VIDEO TUTORIAL

How to Clean Your Burner Tube

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

**STEP 01** Detach the regulator assembly from the LPG cylinder by turning the quick Coupling Nut clockwise.

- Remove griddle top.
- Remove the burner by pulling the burner clip. Use a screwdriver or needle nose pliers.

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

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

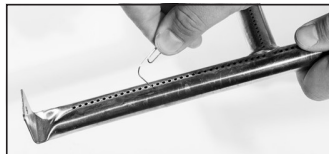
- Run a narrow bottle brush through each burner tube several times. (DO NOT use wire brushes)
- Run a stiff wire bent into a small hook through each burner tube several times.
- Use compressed air to blow through the burner tube and out the burner ports. Check that air blows through each hole. (Wear eye protection)



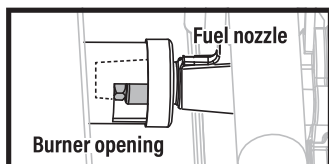
**STEP 04** Brush entire outer surface of burner to remove grime.



**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.

## CUSTOMER SUPPORT

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

**Griddle Masters Europe ApS**  
**Blackstone Europe**  
 Tel. +45 2424 7709  
 Nordre Strandvej 119, 3150 Hellebæk  
 Denmark  
[www.blackstone-europe.com](http://www.blackstone-europe.com)



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