

Problem	Possible Cause	Prevention/Solution
Grill will NOT Start	Power	Ensure unit is plugged in. Verify there is power at the electrical outlet. Check and reset the Ground Fault Interrupter, if necessary. If igniter not working, check 5 amp fuse found on the back of the control. Replace if necessary.
	Temperature Dial	Ensure Temperature Dial is in "STAND BY" position. Turn Temperature Dial to SMOKE. LCD SCREEN will light up
	Igniter	Remove Cooking Grids and Flavor/Grease Tray. Turn unit on and visually inspect the igniter. START UNIT USING MANUAL START INSTRUCTIONS. Call Customer Service for replacement part.
	Auger Motor	Remove Cooking Grids and Flavor/Grease Tray. Turn unit on and visually inspect the auger feed. Remove Control Board and inspect the wires and connections. If not working, Call Customer Service for replacement Auger motor.
	Control Board	Remove Control Board and inspect the wires and connections. If not working, Call Customer Service for replacement RGC Control Board.
Grill Temperature when set at SMOKE is too high	"P" Setting is too LOW	Turn Temperature Dial to SMOKE, Pushing the "P" SETTING Button to INCREASE the "P" setting.
Unexpected Grill Temperature is Displayed	Grill is exposed to high ambient temperature and direct sun.	The interior temperature has reach or gone over 130°F. It will not harm the unit. Place unit in shaded area. Prop the lid open to reduce inside temperature.
Grill will not achieve or maintain stable temperature	Insufficient air flow through burn pot	Check the burn pot for ash build-up or obstructions. Check the fan for proper operation; that it is working, that the air intake is not blocked and that there is no blockage in the auger tube. Perform a quick test. Remove cooking grids and flavor / grease plate. Ensure all the above has been done, start the grill, set temperature to pre-heat and wait for 10 minutes. Check that the flame produced is bright and vibrant.
	Insufficient or poor fuel	Check the hopper for sufficient fuel. Check fuel for size, dampness and amount of sawdust.
	Grill Temperature Probe	Check and clean the temperature probe.
	Control Settings	Ensure "P" setting is correct.
Grill produces excess or discolored smoke	Excess grease build-up or general cleaning	Check and clean the interior grilling area. It is a good practice to clean and do a controlled burn off of the hidden excess grease after each large cooking of tasty greasy foods.
	Wood pellet quality	Check and clear the hopper and burn pot of moist pellets, replacing them with fresh dry pellets.
	Burn Pot	Check for build-up of fuel in the burn pot.
Frequent Flare-ups	Cooking temperature	Slow and Low is the way to go. Grease does have a flash point, keep the temperature under 350° F when cooking highly greasy food.

Digital Control Wiring Diagram

The Digital Temperature Control system is an intricate and valuable piece of technology.

For protection from power surges and electrical shorts, the control utilizes a 5 amp, 120 Volt Fast—Blow Fuse.

It is recommended to unplug your grill from any electrical connection, when not in use. This will help to protect from electrical surges and storms.

