

Trouble Shooting Guide

PROBLEM

SOLUTIONS

Barbecue not hot enough

Common problem with new QCC1 tank/regulator system. The new right hand thread QCC1 system is designed to shut down the flow of gas to a minimal amount should it detect a cut or leak in the gas hose. It can also be triggered by turning on the cylinder valve too quickly. **To re-set:** Turn cylinder valve off. Turn all burner knobs off. Remove regulator from tank. (It is now re-set) Connect regulator to tank. Always turn cylinder valve on **very slowly for the first 1/2 turn.** Turning cylinder valve on too quickly releases an initial burst of pressure that can be detected by the system as a leak and therefore activating the flow control device.

Other Solutions. Are you leaving burner knobs "On" before opening cylinder valve? Follow proper lighting sequence. Is there a leak in the system causing the flow control device to activate. Check for and repair any leaks. To "re-set", see paragraph above. Check venturi(s), orifice(s) and burner port holes for obstructions and alignment. Make sure burners and rocks are clean and that the rocks are spread evenly.

Burners will not light

Out of propane? Is the burner sitting flat and level in the barbecue and are the venturi tubes from the burner properly seated over the orifice(s) on the valve? Has the burner been thoroughly cleaned? **VERY IMPORTANT** - Are the venturi tubes absolutely clear and clean? Check for insects. Are the orifice(s) on the valve clear and clean? Check for insects. Is the ignitor working? Is the cylinder valve turned on? Is the regulator assembly fully tightened to the cylinder valve?

Flame burns out

Has the barbecue been sufficiently preheated before turning to "Low". Are the venturi tubes from the burner on "Low" properly seated over the orifice(s) on the valve? Are the venturi tubes absolutely clear and clean? Check for insects. Are the orifice(s) on the valve clear and clean? Check for insects.

Black smoke on food

Venturi tubes partially blocked causing incorrect gas / air mixture and therefore improper burn. Check and clean venturi tubes. Check air shutters on venturi tubes for proper setting (gas / air mixture). Note: Many are now pre-set at factory and are not adjustable) Check condition of burner port holes.

Flame too yellow

Venturi tubes partially blocked causing incorrect gas / air mixture and therefore improper burn. Check and clean venturi tubes. Check air shutters on venturi tubes for proper setting (gas / air mixture). Note: Many are now pre-set at factory and are not adjustable) Check condition of burner port holes.

Flashback (Flame burning at venturi, valve, console or knobs)

Immediately shut off the gas supply at cylinder valve for propane or at gas shut off valve for natural gas. Let barbecue cool.

Remove burner and check venturi tubes and orifice(s) for obstructions.

SEE LITERATURE FOR "BEWARE OF SPIDERS"

Regulator Humming

This is not a defect or hazard. The noise is internal and caused by cold propane passing through a restricted passage. Usually occurs with a full tank in hot weather. Will subside as the weather cools and/or the level of the propane in the tank goes down. Check to make sure there are no leaks.

Burner lights with match, but not with ignitor

Is the push button broken or wet? Is the wire broken or frayed? Is the ceramic on the electrode broken? Is the electrode on the ceramic broken, blocked or out of alignment? **Do batteries need replacing?** Check for obstruction in venturi tubes.

Too much heat

Excessive grease build-up ("Grease fire"). Damaged or missing orifice. Faulty regulator. Too many rocks or rocks are too close together.

Excessive flare-up

Excessive grease build-up. Clogged grease drain. Too much fatty food. Drain excess marinade off food before putting on grill.

Incomplete burner flame

Obstructed venturi tubes. Obstructed, leaking or rusted burner.