

# Broil King®

## Best Care Guide



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Congratulations on being the proud owner of a Broil King barbecue! We trust you will enjoy many, many years of mouth-watering barbecue food on your grill. To ensure optimal performance, safety and prolonged lifetime we advise to care for and maintain your grill as follows to get fantastic results every time you cook.

## Looking after your Grill

- 1 **Seasoning the grids on your Broil King:** Just like a cast iron frying pan it is necessary to season, and re-season, cast iron cooking grids. The oil will help protect the porcelain coating, decrease sticking, and protect damaged or worn grids from rusting. Seasoning your cooking grids is quick and simple to do.

**Seasoning cooking grids**

1. Before cooking on your barbecue grill for the first time, wash the grids using a light detergent and water. Rinse, then dry with a towel. Never air-dry grids or wash them in a dishwasher.
2. Spread a thin coating of cooking oil over the entire surface of the cast iron grids with a basting brush or oil mister. Be certain the entire surface, including all corners, has been coated thoroughly.  
  
We recommend using a HIGH SMOKE POINT OIL like one of these cold pressed cooking oils:
  - Avocado Oil – smoke point (260C / 500F)
  - Rice Bran Oil – smoke point (255C / 500F)
  - Canola Oil – smoke point (204C / 400F)
 Do not use salted fat such as margarine or butter. Non-stick cooking sprays are less effective as they burn off at low heat.
3. Now that you have applied oil to your new cast iron grids, light the grill and operate on Med/Low (400F or 200C) for 30 minutes. The oil bakes on and creates a non-stick protective layer. Turn the control knobs OFF. After the grids have cooled, they are seasoned and ready to use.
4. After cooking on your grill, it is important to re-season the grill after burning it off (*see below*).

- 2 **Burning off the barbecue after use:** A burn off removes fats and marinades left on your grill after cooking. Before burning off your grill it is important to remove the hot plate (*grids can remain on barbecue*). If you regularly burn off your barbecue with the hot plate on this may cause damage such as warping to the cookbox.

To 'burn off' your barbecue, use a grill brush to scrub any excess off the grids. Turn all burners to 'high' and operate the grill with the lid closed for a maximum of 10 minutes.

- 3 **Maintaining the exterior of your barbecue:** Food spots if left on the grill can corrode the surface of the barbecue. To prevent this from happening we advise all grills are wiped down (use a mild soap and water solution) after each use and then covered.

Using products such as Bar Keepers Friend periodically will further maintain the exterior of the grill and remove any tea staining or rust spots on your grill. We suggest to not leave condiments on the grill or on the shelves.

- 4 **General cleaning of components:** The following components should be inspected and cleaned at least once a year or after any period of storage over 30 days to ensure optimal performance, safety and efficiency.

<b>Burners</b>	Remove burner and inspect for cracks and deterioration. Clean the venturi using a pipe cleaner or venturi brush to eliminate any blockages caused by spiders or insects.
<b>Cooking Grids</b>	Use a grill brush to remove excess food / contaminants and then oil grids. After long periods of storage wash grids using a mild detergent and water, then rinse and dry with a paper towel; never air dry grids or use a dishwasher.
<b>Flav-R-Wave™</b>	Using a stainless steel brush scrape off any residue that has accumulated on the Flav-R-Wave™.
<b>Cookbox / Oven</b>	With the burner(s) and Flav-R-Wave™ removed, scrape the inside of the oven using a sturdy bristle brush and then use an industrial vacuum cleaner to remove any ash and debris. Then, using a barbecue cleaner scrub the inside and outside of the oven and then rinse with water. Never use an oven cleaner on your barbecue, it is corrosive and can damage the other components.
<b>Grease Tray</b>	The grease tray is located immediately below the hole through which grease will drain and is accessible from the rear of the barbecue. The grease tray should be checked and cleaned or replaced regularly to prevent grease from overflowing onto your patio.

- 5 **Looking after your grill in the off season:** When your grill is not in use for long periods of time (*longer than 30 days*) it is important to thoroughly clean and store your grill. Remove and clean the internal components of your grill. The grids should be removed, seasoned and stored in a dry place. If your grill is stored outdoors it is important to remove accessories from the grill. Wipe the exterior of the grill, cover and store indoors.

When you begin using your grill after a long period of time, burn it off and re-season (as per above instructions).

# Troubleshooting

1 **Grill is not reaching temperature or flame is low:** This is an easy fix, this can happen when the gas bottle has been opened too quickly, triggering the safety feature on the QCC1 regulator. Reset this by:

- Turning all burners off and closing the gas bottle.
- Disconnecting the regulator from the gas bottle completely and then reconnecting.
- Once the regulator is reconnected to the gas, slowly turn the gas on. Turn a burner on, the flame should now be full.

If resetting the regulator does not resolve the issue we suggest checking the following:

Are all burners on at once and is the hood down? In order to achieve heat efficiency all burners should be on when the grill is in use and you should always cook with the lid down to achieve even heat and mouthwatering flavour created by the Flav-R-System. Hot tip: 250 degrees is the perfect grilling temperature, anything hotter than that and you're going to burn your food.

Are your burners intact, clean and in place? If the above does not resolve the issue, check that the burners are not blocked and are sitting correctly in the barbecue. If you have owned your barbecue for a long time, check that the burners are intact and have not burnt through. If you are unsure if the burners are connected or functioning, contact your local gas technician to inspect for you.

2 **Inside of the lid appears to be 'peeling':** The inside of the lid is not painted. Over time smoke creates a carbon buildup inside the oven lid. The carbon may peel off and can look like paint. To clean, simply remove the lid, lightly scrape with a putty knife or barbecue brush wash with warm, soapy water. For best performance, clean the inside of your lid occasionally throughout the year before carbon buildup can peel off.

3 **Flame flashbacks or hot spots on cooking surface:** Flare-ups are caused when drippings from food come into contact with the flames. Occasional flare-ups are normal but excessive flare-ups are most often caused by a buildup of grease. To resolve this, when the barbecue is cool remove the Flav-R-Wave™ and brush it with a stainless steel grill brush then place it back into position. Ensure that the bottom of the barbecue grill oven is kept clean of any grease or cooking debris, including your drip can/pan. Scrape the sides and base of your cook box with a barbecue brush then use a vacuum cleaner to remove any ash and debris.

Hot spots on your grill can indicate that there is a blockage in the burner. To resolve, follow the previous burner maintenance steps to resolve.

4 **The burner is not lighting:** Try lighting your grill with a match, if the burner lights successfully it is an ignitor issue. You will then need to either replace the batteries or the ignitor. If your barbecue grill doesn't light with a match, here are some possible causes:

Possible cause	Solution.
<b>Out of gas</b>	Refill the LPG bottle.
<b>Regulator is not fully connected to the cylinder valve</b>	Tighten the regulator handwheel that connects to the gas bottle.
<b>Burner is blocked or misaligned with valve orifice</b>	Remove burner, clean venturi and realign with valve orifice.
<b>Hose is twisted</b>	Straighten the hose and keep away from bottom casting.
<b>A leak in the system causing the excess flow device to activate</b>	<p>Tighten the fitting and perform the following leak test:</p> <ul style="list-style-type: none"> <li>• Ensure there is no open flame in the area and confirm the gas supply is off.</li> <li>• Prepare a soap solution of one part water and one part soap.</li> <li>• Open the gas supply slowly and brush the soap solution on each connection (including the tank).</li> <li>• A leak will show if there is a flow of bubbles from the area.</li> <li>• Do not operate grill if there is a leak - contact our Customer Success team on +64 3 547 0770 or email support@broilking.co.nz with details of where the leak is for solutions.</li> </ul>
<b>Burner valve left open while cylinder valve was opened causing excess flow device to activate</b>	Close burner and cylinder valves. Open cylinder valve slowly, then open burner valve to light.

# Warranty Coverage

If you experience any issue with your Broil King or if you have a technical inquiry, our Customer Success team is here to help. Please refer to your Owner's Manual for a detailed description of the warranty coverage for your model.

## 1 What is covered?

- Repair or replacement of faulty parts that are within the warranty terms and coverage period.
- Consumers may have additional rights as per the New Zealand Consumer Guarantees Act 1993.

## 2 What is NOT covered?

- Any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service.
- Failure to perform normal and routine maintenance, including but not limited to damage caused by insects within the burner tubes, as specified in the owner's manual.
- Deterioration or damage due to severe weather conditions such as hail, hurricanes, earthquakes or tornadoes, discoloration due to exposure to chemicals either directly or in the atmosphere.
- Broil King is not responsible for any consequential damage (eg. smoke damage or fire) by a failure or defect covered in this guarantee.
- Broil King is not liable for freight or transportation costs.
- Removal or re-installation costs, service calls and labour costs for installation/repair are not covered under this warranty.
- Broil King grills are designed for use with a Flav-R-Wave™ vaporization systems, use of any other product will void the warranty.
- Scratching, peeling and rusting to the exterior and interior finishings is not covered under this manufacturer guarantee.

## 3 How to qualify for warranty service?

- A proof of purchase containing the date, price and place of purchase is supplied.
- A full description of fault with correlating evidence (e.g. images/videos) is supplied.
- A warranty claim is lodged via place of purchase (please note a distributor is not authorized to approve claims on Broil King's behalf) or at [broilking.co.nz/warranties](http://broilking.co.nz/warranties).

# Happy grilling!