

【TROUBLESHOOTING DECISION TREE】 20190227

Problem ①

Is there a tick tick tick sound when the ignition switch is on?

There is a

Do you see a flame?

(Does the flame ignite on the main burner?)

● **Flame is visible**

The nozzle hole on the side of the burner inlet may be clogged. Use a dedicated nozzle cleaning rod to pierce the clogged nozzle hole.

※ Note 1

● **The flame is not visible**

It is possible that the safety device in the gas valve is locked. Turn the gas valve to "OFF" and slowly open it again to "ON".

Not resolved

Please contact SHINPO AMERICA
TEL : + 1 (925) 223-8673

There is no

- The power plug may not be plugged in.

➔ Plug in the power outlet.

- The circuit breaker may be "OFF"

➔ Turn on the circuit breaker to "ON" position.

※ Note 2

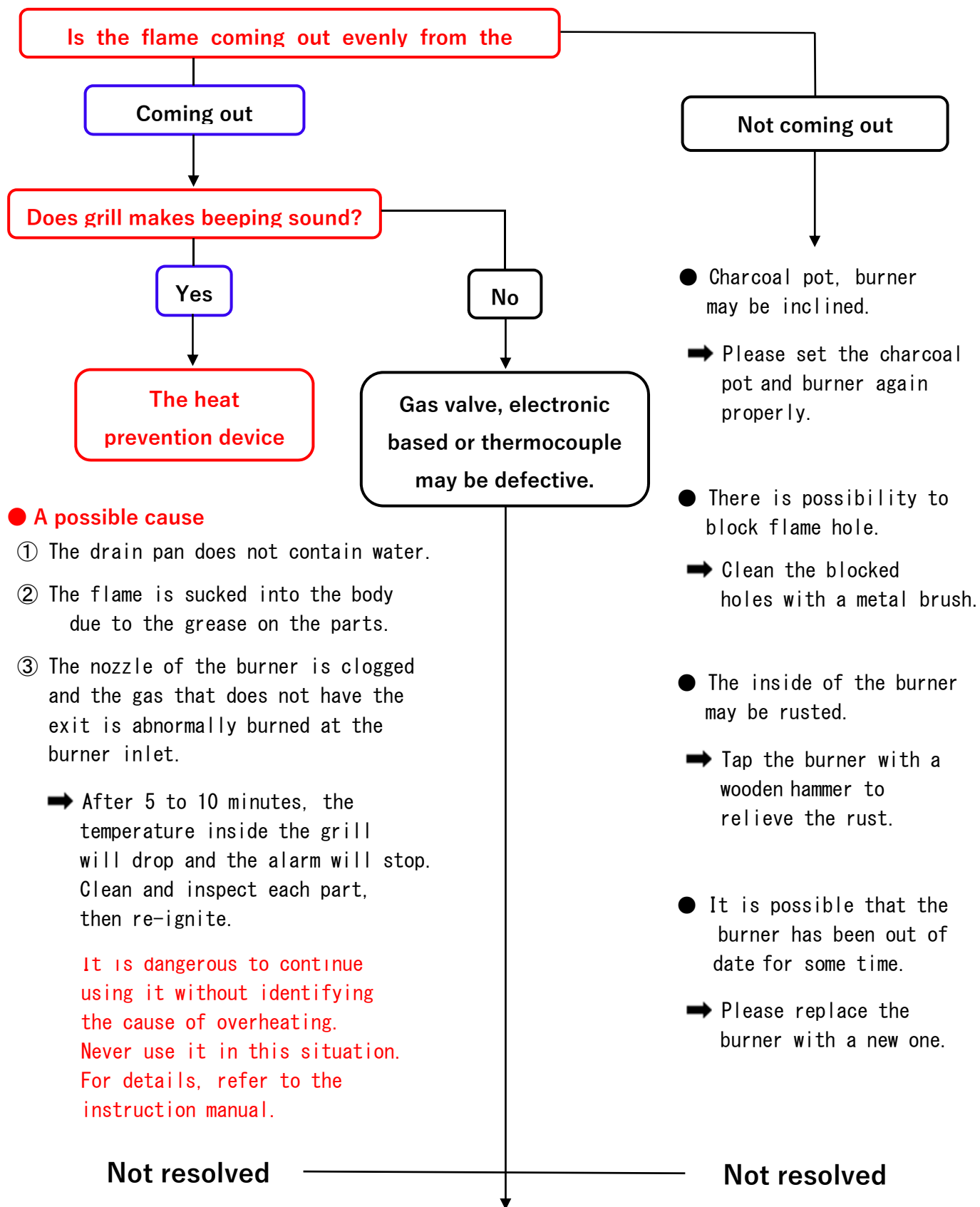
Not resolved

Please contact Electric contractor
or
SHINPO AMERICA
TEL : + 1 (925) 223-8673

※ Note 1 - When cleaning the nozzle, do not wipe the nozzle hole with an unclean cloth. It may cause another malfunction.

※ Note 2 - If the circuit breaker is turned "OFF" even if the breaker is turned "ON", there is a possibility of a shock somewhere in the electrical system of the grill. In this case, please contact SHINPO AMERICA. [TEL : +1 (925) 223-8673]

Problem ② The Flame goes out



● A possible cause

- ① The drain pan does not contain water.
- ② The flame is sucked into the body due to the grease on the parts.
- ③ The nozzle of the burner is clogged and the gas that does not have the exit is abnormally burned at the burner inlet.

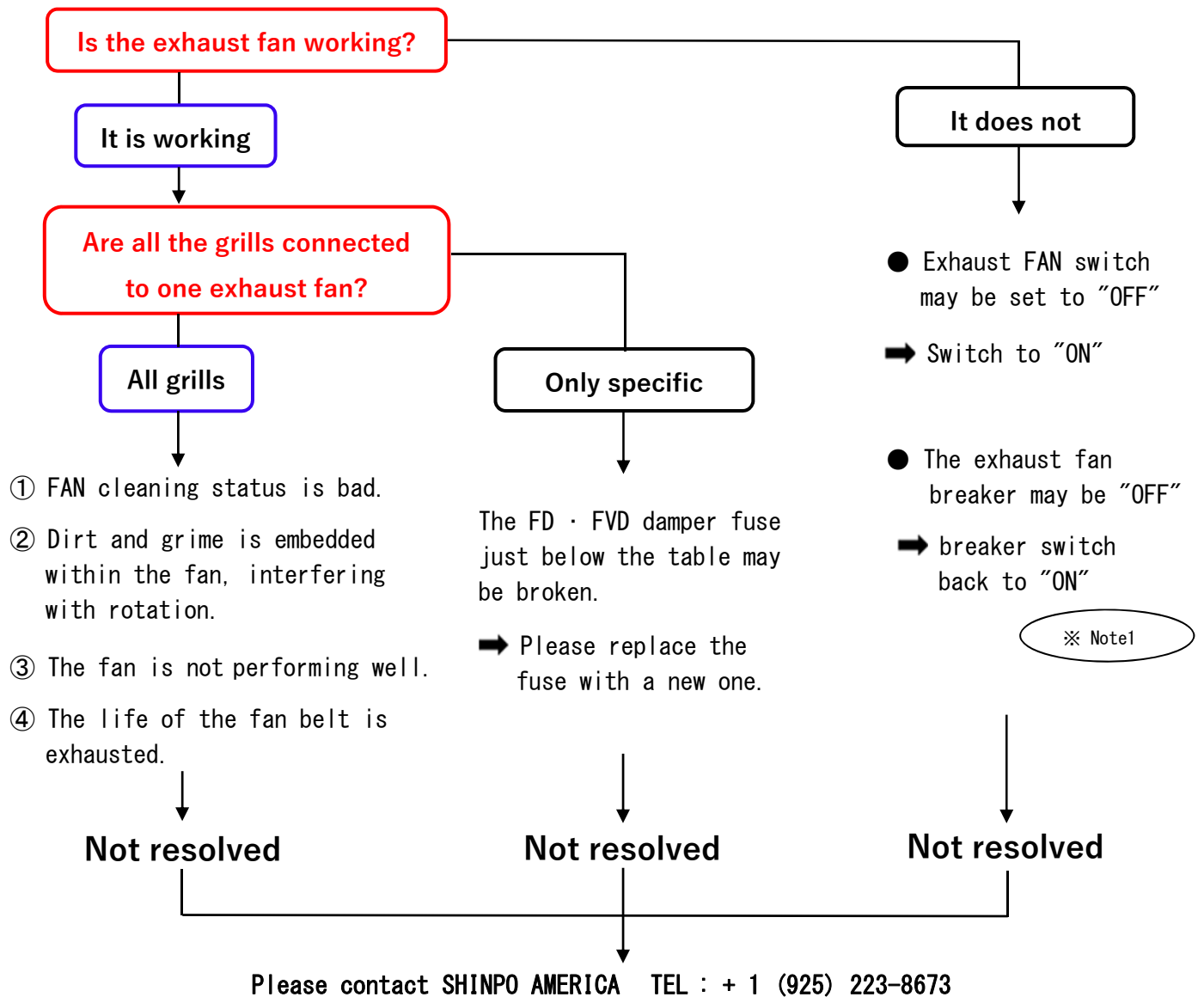
➔ After 5 to 10 minutes, the temperature inside the grill will drop and the alarm will stop. Clean and inspect each part, then re-ignite.

It is dangerous to continue using it without identifying the cause of overheating. Never use it in this situation. For details, refer to the instruction manual.

Problem ③ The beef does not cook well

- Charcoal pot, burner may be inclined.
 - ➔ Please set the charcoal pot and burner again properly.
- The inside of the burner may be rusted.
 - ➔ Tap the burner with a wooden hammer to relieve the rust.
- There is possibility to block flame hole.
 - ➔ Clean the blocked holes with a metal brush.
- It is possible that the burner has been out of date for some time.
 - ➔ Please replace the burner with a new one.

Problem ④ The grill can not draw smoke well



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