

Troubleshooting Burn Issues on your Country Smoker

Problem: Unit does not heat over 300 degrees or the pellets build up in the burn grate and back up the drop shoot – fire goes out.

Solution: There are several reasons why this could be happening. The list of tips and modifications below are in order of most common problems to some rare but possible problems.

Tip # 1 Most Important: Make sure the black burn pot is seated tightly to the left side and bottom of the barrel (see pictures). *The air flow must pass through the holes of the stainless steel burn grate and not bypass the burn grate.*



Tip # 2: Do not leave the grill on pre-heat for more than 10 minutes. The pre-heat setting works great for getting the grill up to temperature however, when you leave the grill on pre-heat for an extended period of time, some species of wood pellets will not burn fast enough causing excessive pellets to build up and then back up the drop shoot.

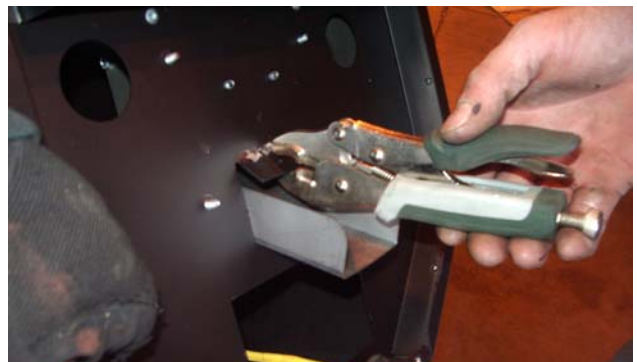
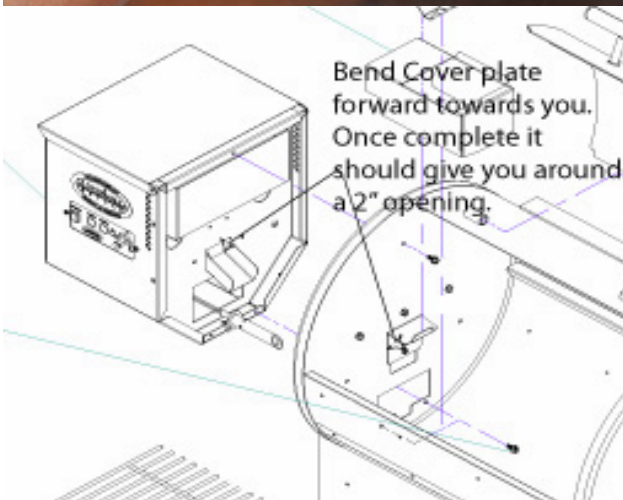
Tip # 3: Make sure pellets are not lodged behind the paddle wheel. Run a long screwdriver up the drop shoot to release any lodged pellets

Tip # 4: Always face the front of the grill into the wind. If you face the fan side of the grill into a strong wind, the wind can speed up the fan causing an erratic fire. If you face the back (vent side) of the grill into a strong wind, the wind could slow down the air flow again causing an erratic fire.

Tip # 5: Check to make sure that your burn grate is not warped (see picture). If your grate is warped, air could be passing around the burn grate rather than through the holes of the burn grate. The grate is under warranty; we will send you a new, heavier grate at no cost to you.



Tip # 6: We have seen some very long and inconsistent BBQ pellets this year (see picture). The long pellets could get caught vertically in the throat of the drop shoot. **Fix** - Remove the hopper from the barrel and bend the steel tab sticking down into the drop shoot (see pictured). Also make sure the hook for the flame/grease deflector is not impeding the pellet flow (see picture).



If you have tried everything above and are still having problems, Call Louisiana Grills Technical Service Department 1-877-303-3134 and ask for a free burn grate upgrade kit.

In April 2009, we made a modification to the stainless steel burn grate. The top two rows of holes in the grate have been eliminated which forces more air underneath the fire rather than over the top of the fire. Simply swap the existing grate with the new grate.

There is a second stainless piece to the upgrade kit that comes with instructions on how to install it under the paddle wheel. This piece is designed to prevent pellets from lodging behind the paddle wheel in the event that the unit is left of pre-heat for an extended period of time