

Questions to Ask when <u>Grill Not Getting Hot Enough:</u>	Possible Causes:	Possible Remedies:
Is the Grill Natural or LP gas?	Check label on side—make sure right type.	If label says something different—make sure was converted—check orifice sizes—see owners manual. LP orifices are much smaller than the Natural gas.
		Check the built in Regulator—make sure it is set for the right gas type—see owners manual for information or www.RCSGasGrills.com
	Possible Bad Thermometer	Thermometers read only hood temperature. Cooking surface is hotter.
	Check the connection of the grill.	An inadequate gas line to the grill will cause the grill to not get enough fuel. A line that is too small and/or too long of a distance are possible causes.
	Grill unit hooked up to a High Pressure gas source.	If grill is hooked up to a gas source either natural gas, or a large house supply LP tank cylinder. A step down regulator is necessary. Otherwise the grills built in regulator will shut down gas flow to minimal levels
Did customer just hook up to a 20lb LP tank?	Grill had one or more valves turned on evenly slightly when hose and regulator attached to tank. This can cause a LP cylinder to trigger a flow limiter built into the tank to reduce the gas flow to almost nothing.	Turn off the grill. Make sure all valves are turned off completely. Turn off tank. Unhook regulator from tank. Tank will reset. Reattach hose and regulator—turn on tank then fire up grill one burner at a time. Turning on all the valve at one time and quickly can also cause this to happen.
	A leak in a connection. A leak at a connection for LP can cause a LP cylinder to trigger a flow limiter built into the tank to reduce the gas flow to almost nothing.	Turn off grill and soap test all connections fittings and valves .
	Burners not Seated over valves.	Look under grill and be sure burners are properly seated over the orifices on valve– see owners manual for diagram.
	Low Flame Setting on each valve needs to be adjusted.	Adjust the small screw on each valve that is located behind the control knobs. This can be adjusted upward for a higher flame or lower for a lower flame. See owners manual or www.RCSGasGrills.com
Has the customer actually cooked on the grill?	What city and state is the grill located? What season of the year?	Ambient temperature has a lot to do with a grills ability to heat. There is a constant flow of air that flows thru a burning grill. If the air is cold it will not cook as hot and the thermometer will be affected also.
	Consider using a Surface Thermometer.	A surface thermometer sets flat on the cooking surface and reads that temperature.
	Cooking techniques	When the customer cooks, do they leave the lid open or open it frequently. Thus not allowing the grill to hold a temperature.
	Possible Clogged burners	Remove the burners and brush down. Excessive grease and food drippings can clog the burner ports.
	Insects in the Orifice or Burner Venturi	Insects sometimes when enter the connection between the orifice / valve and the burner, building a web that stops or decrease the gas flow to the burner. Remove the burner and check for blockages as well as the orifices. See owners manual or www.RCSGasGrills.com for instructions on removing these parts.

Questions to Ask when <u>Grill Getting too Hot:</u>	Possible Causes:	Possible Remedies:
Is the Grill Natural or LP gas?	Check label on side—make sure right type.	If label says something different—make sure was converted—check orifice sizes—see owners manual. Natural gas orifices are much larger than the LP gas orifices and can cause a grill to get much hotter than designed.
		Check the built in Regulator—make sure it is set for the right gas type—see owners manual for information.
	Natural Gas Pressure	Many new homes and pool companies are running high pressure lines - if this is the case an additional step down regulator will be necessary. See owners manual for proper gas pressure required.
	LP gas	Make sure there is a LP regulator—it is necessary for both the included built in regulator and an alternate LP hose and regulator for LP gas. See part RONHK
	Low Flame Setting on each valve needs to be adjusted.	Adjust the small screw on each valve that is located behind the control knobs. This can be adjusted upward for a higher flame or lower for a lower flame. See owners manual or www.RCSGasGrills.com
	Consider using a Surface Thermometer.	A surface thermometer sets flat on the cooking surface and reads that temperature. It is possible that the thermometer in the lid is defective.
	Possible Grease fire.	Grease build up in bottom of grill and other parts can ignite and burn. Clean grill on a regular basis.
	Liner placed in drip pan.	Make sure the drip pan is NOT lined with aluminum foil or equivalent. This will reflect the heat upwards and can cause the grill to get and controls to get too hot.