



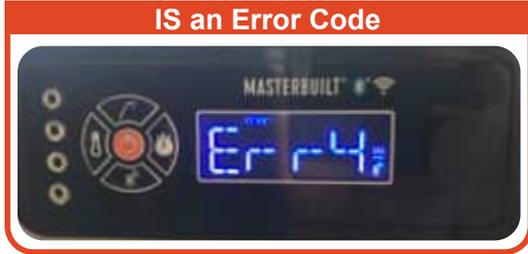
MASTERBUILT®

Gravity Series Error Codes

This guide will help you troubleshoot any error codes that may be displayed on the controller.

Version and Revision = NOT an error code

- It is normal to see the “V” and “R” code when you plug in your cooking device. **This is not an error.**
- An alarm will sound when your meat probe reaches the set temperature. **This is not an error.**



Err1 = Temperature probe “open” / not connected

- What happens:
- Err1 is displayed on the controller
- Alarm will sound continuously
- Fan stops
- No other functions work except POWER
- What to do:
- Make sure the temperature sensor plug is properly connected to the controller.
- Remove the temperature sensor plug from the controller, wipe the plug with a clean rag, reconnect the plug.
- Unplug the controller from the power supply, wait 10 seconds, reconnect.
- Check the temperature sensor wire. Check if there are any bends / kinks / breaks / frays in the wire.
- **If problem is not resolved, a new Temperature Probe / Temperature Sensor is needed**



Err2 = Meat probe malfunction / failure

- What happens:
- Err2 is displayed on the controller
- No alarm will sound
- Fan still works
- Grill operation is normal
- What to do:
- Update the App
- Update the grill Firmware
- Make sure the meat probe is plugged in correctly.
- Unplug the controller from the power supply, wait 10 seconds, reconnect.
- Check the meat probe wire for any bends / kinks / breaks / frays in the wire.
- Plug the meat probe into a different port on the controller.
 - If the new port removes the Err2, the original jack is not functioning correctly, **a new controller is needed.**
- Try all the ports on the controller, if none of the ports clear the problem, **a new meat probe is needed.**

Err3 = Grill overheated

- What happens:
- Err3 is displayed on the controller
- Alarm will sound continuously
- Fan stops
- No other grill functions on the controller work except POWER
- What to do:
- If the grill is experiencing a flare up or fire, **IMMEDIATELY** turn OFF the unit, shut the lid and allow the flare up to extinguish itself.
- If the flare up will not extinguish itself, use a Class B Fire Extinguisher
- Update the App
- Update the grill Firmware
- Check to make sure the fan is operating under normal conditions. There is potential the fan has malfunctioned.
- Allow the grill to cool down before restarting.

Err4 = Charcoal failed to ignite, after 10mins, grill temperature is still below 150F

- What happens:
- Err4 is displayed on the controller
- Alarm will sound continuously
- Fan still works
- Grill operation is normal
- What to do:
- Check to make sure both slides were removed or opened.
- Check to make sure the charcoal hopper is not low or empty.
- Check that all doors and lids are closed on the grill.
- Remove ash from charcoal grate:
 - Open lower hopper door and shake charcoal tray to remove ash buildup.
 - All existing ash needs to be removed before relighting charcoal to allow air flow.
- Is your charcoal wet or moist, did it rain recently or is there high humidity in your area?
 - Try removing old charcoal that was left in the unit and refill with new, dry charcoal.
- Check that your fan is working. If fan is not on, a new fan may be needed, **contact customer service.**



Err5 = Meat probe temperature is greater than 300F

- What happens:
- Err5 is displayed on the controller
- Alarm will sound continuously
- Fan still works
- Grill operation is normal
- What to do:
- Remove the meat probe from the grill, unplug it from the controller and allow it to cool
- Try the failed meat probe again after it cools, if the error persists, **a new meat probe is needed.**

“HOPR” or “CLOSE HOPPER / ASH DOOR” are Displayed on controller

- What happens:
- “HOPR” or “Close Hopper / Ash Door” is displayed on the controller
- No alarm will sound
- Fan stops
- No other functions work except POWER
- What to do:
- Close the hopper lid and ash door.
- Update the App
- Update the grill Firmware
- Retstart the controller
- Implement a visual inspection of the grill and components
- **Magnetic switch needs to be replaced**

“OPEN” Displayed on controller

- What happens:
- “OPEN” is displayed on the controller
- No alarm will sound
- Fan stops
- No other functions work except POWER
- What to do:
- Close the grill lid, hopper lid, and ash door.
- Update the App
- Update the grill Firmware
- Retstart the controller
- Implement a visual inspection of the grill and components
- **Push button switch needs to be replaced**