

# MASTERBUILT

## Gravity Series (Generation 1) - Component Troubleshooting

### **WELCOME:**

This document will help you identify if one of your components needs to be replaced.

### **Please reference this document for any of the following concerns:**

- My grill won't turn on
- My controller won't turn on
- My controller is not working properly
- My fan won't turn on
- My fan is not working properly

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### **How to Use:**

This guide is broken into two troubleshooting sections.

First identify your concern (in the red blocks), then follow the corresponding troubleshooting steps.

### **There are 4 main components that can cause the above concerns:**

- Controller
- Fan
- Wire Harness
- Switches

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### **Applied Products:**

- Gravity Series 560
- Gravity Series 800
- Gravity Series 900
- Gravity Series 1050

# PHASE 1

## TROUBLESHOOTING FOR:

Grill won't turn on

Controller won't turn on

Controller is not working properly

START

Implement standard test protocol

1. Reset your controller. *(Turn off and on: main power button on controller)*
2. Unplug grill from wall and plug back in. *(Wait 60 seconds before plugging back in.)*
4. Confirm the GFI outlet or Breaker has not been tripped.
5. Ensure the power cord is fully seated in unit. *(check cord for damage)*
6. Ensure the unit is plugged directly into the wall. Remove any extension cords.
7. Test other outlets to see if the problem persists.

Is cord visibly damaged?

Yes

Cord is damaged

A new power cord is needed

No

Cord is not damaged and a different product works in the outlet

Unplug grill and plug grill back in

Listen for "beep" when plugged in

Yes

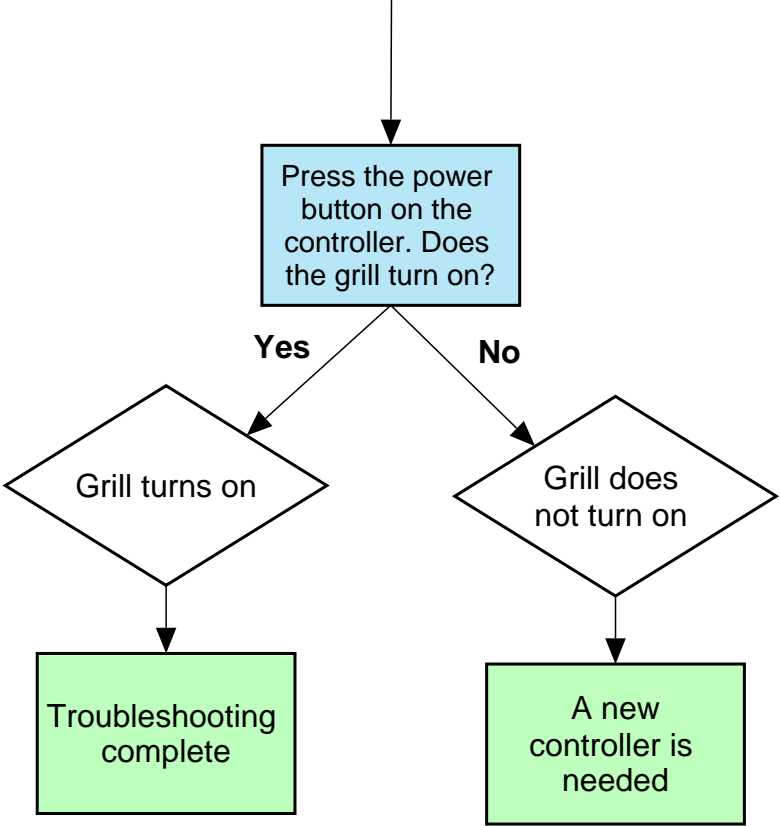
Do you hear a beep when you first plug in grill?

No

It does not beep when turned on

It beeps, then nothing happens

A new controller is needed



## PHASE 2

### TROUBLESHOOTING FOR:

Fan won't turn on

Fan is not working properly

**Note:**

The fan will turn off in the middle of a cook once the set temperature has been reached.

The fan will turn back on if the temperature falls below the set temperature.

This is normal and a replacement part is not needed.

START

Implement standard testing protocol

1. Reset your controller. *(Turn off and on: main power button on controller)*
2. Unplug grill from wall and plug back in. *(Wait 60 seconds before plugging back in.)*
4. Confirm the GFI outlet or Breaker has not been tripped.
5. Ensure the power cord is fully seated in unit. *(check cord for damage)*
6. Ensure the unit is plugged directly into the wall. Remove any extension cords.
7. Test other outlets to see if the problem persists.

Implement visual inspection

1. Unplug the grill. Make sure the grill is cool to the touch before proceeding.
2. Empty the grill of any food, charcoal, and ash.
3. WIRES - visually check for damaged wires or connections.
  - \* inspect the wires and connections behind the controller
  - \* inspect the wires and connections near the fan
  - \* **if the wires and connections pass the visual inspection, move to the next step.**
  - \* **If any piece failed the visual inspection, please contact customer service for a replacement part.**
4. FAN - visually inspect the fan, fan flap and fan box. Remove the fan from the grill.
  - \* **if the fan passes visual inspection, move to wire harness troubleshooting**
  - \* **If any piece failed the visual inspection, please contact customer service for a replacement part.**

Continue to Wire Harness troubleshooting



Remove the fan from underneath the grill

*NOTE: with the fan housing removed, visually inspect the fan flap. Be sure there is no damage. If damaged, contact customer service for a replacement fan flap*

Remove wire harness (red and black wire) from controller

Plug the fan directly into the controller and set a temperature.

*Use caution, do not put fingers near fan blade. Fan may turn on.*

Does fan now work correctly?

Yes

No

New wire harness is needed

Move to Switch Troubleshooting

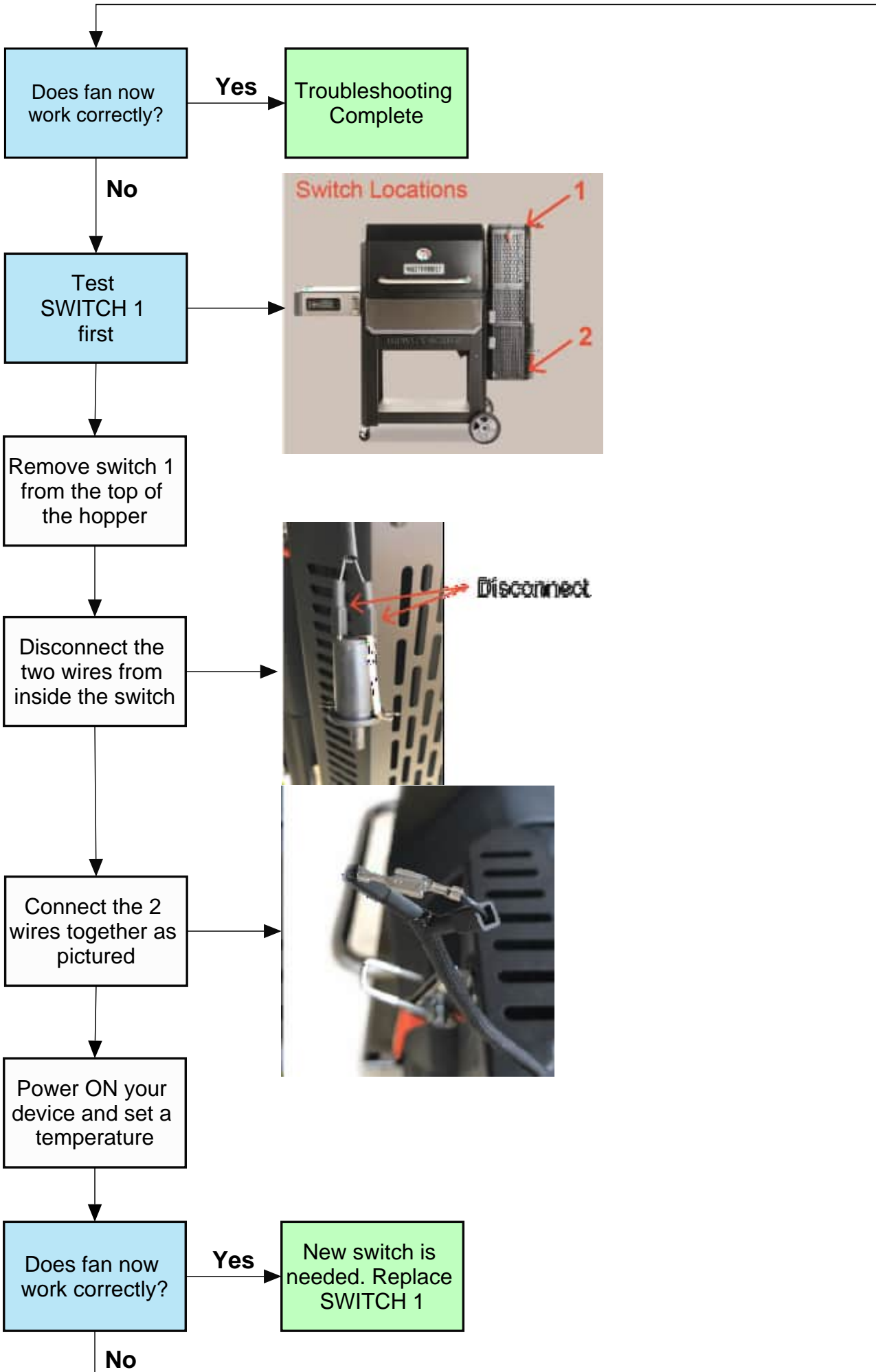
Switch Troubleshooting

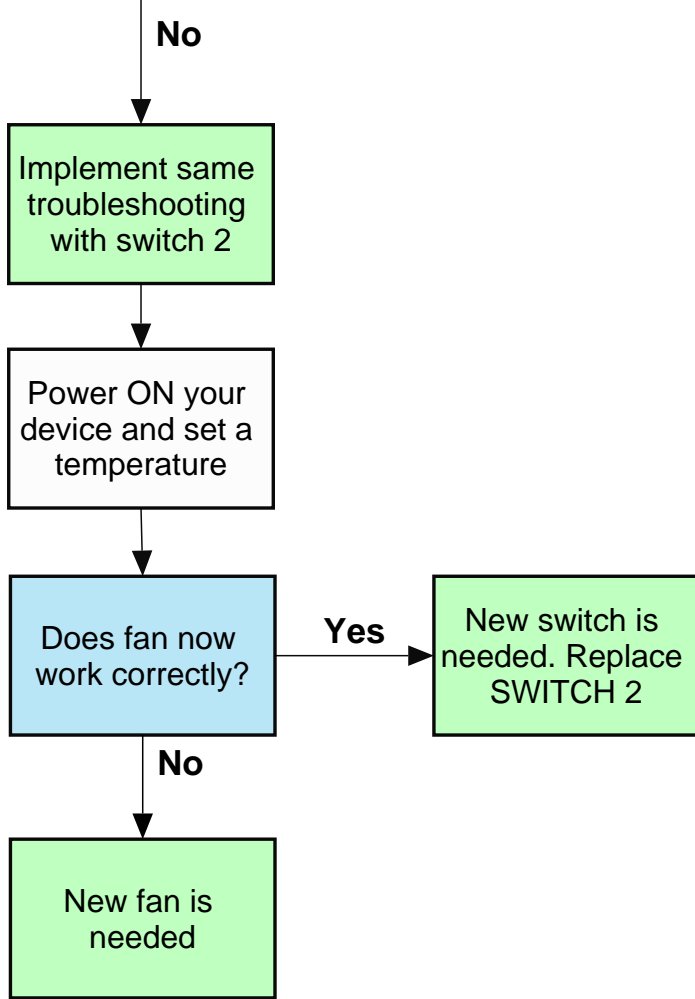
Power off your cooking device

Press the lid / door switch down rapidly 10x to clean the switch.

Spray a small amount of non-corrosive degreaser into the switch.

Press the lid / door switch down rapidly 10x to clean the switch.





**In RARE Cases:**

