

## FAQ – Troubleshooting and Answers

### Troubleshooting

<b>Problem</b>	<b>Possible reason</b>	<b>Solution</b>
Smoke generation during operation	Food is touching the heating at the top	Cancel cooking and reposition the food.  Caution: food, accessories and interior are hot.
	The food is smoking without touching the heating.	Interrupt the grilling process immediately and you may need to lower the grill grate to a lower guide rail and/or lower temperature.
The device is not responding or does not heat up	Plug is not plugged in  Set time has expired	Insert the plug into the mains socket.  Start the device again.
	Device has overheated	If the unit overheats, the heating is switched off for safety reasons. After a longer cooling phase, the unit is ready for use again. Do not operate the appliance without the grill insert. This prevents rapid overheating.
The outside of the device is very hot	Grill insert not in place	Turn the unit off and allow to cool completely, then insert the grill insert.
	Blocked vents	Remove any items that may be blocking the vents. Top and Bottom
	Blocked air intakes	Make sure that the air intakes underneath the unit are free.
Meats/Proteins are not being cooked evenly	Food is not positioned correctly on grate	Refer to Meat positioning diagram and place the meat in the correct position on grill grate so that the heating element is covering food evenly  Caution: food, accessories and interior are hot.
Fluctuations in temperature during cooking	Once it reaches temperature and begins to go up and down	This is normal operation and you can see up to approx. 200 degree fluctuations during cooking process.
Food is charring/burning	Temperature setting  or guide rail placement	You may want to lower the temperature and/or the grill grate to a lower guide rail. Thickness of meat plays a role when setting temperature and guide rail placement.