



# USER GUIDE



*Safety Tips*

*First Use Guide*

*About Hairline Cracks*

*Warranty Coverage*

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# WE CONGRATULATE YOU ON RECEIVING YOUR TANDOOR!

You will now be able to cook many delicious meals  
with your new tandoor.

Please make sure to carefully read through and closely  
follow the instructions.



## SAFETY TIPS

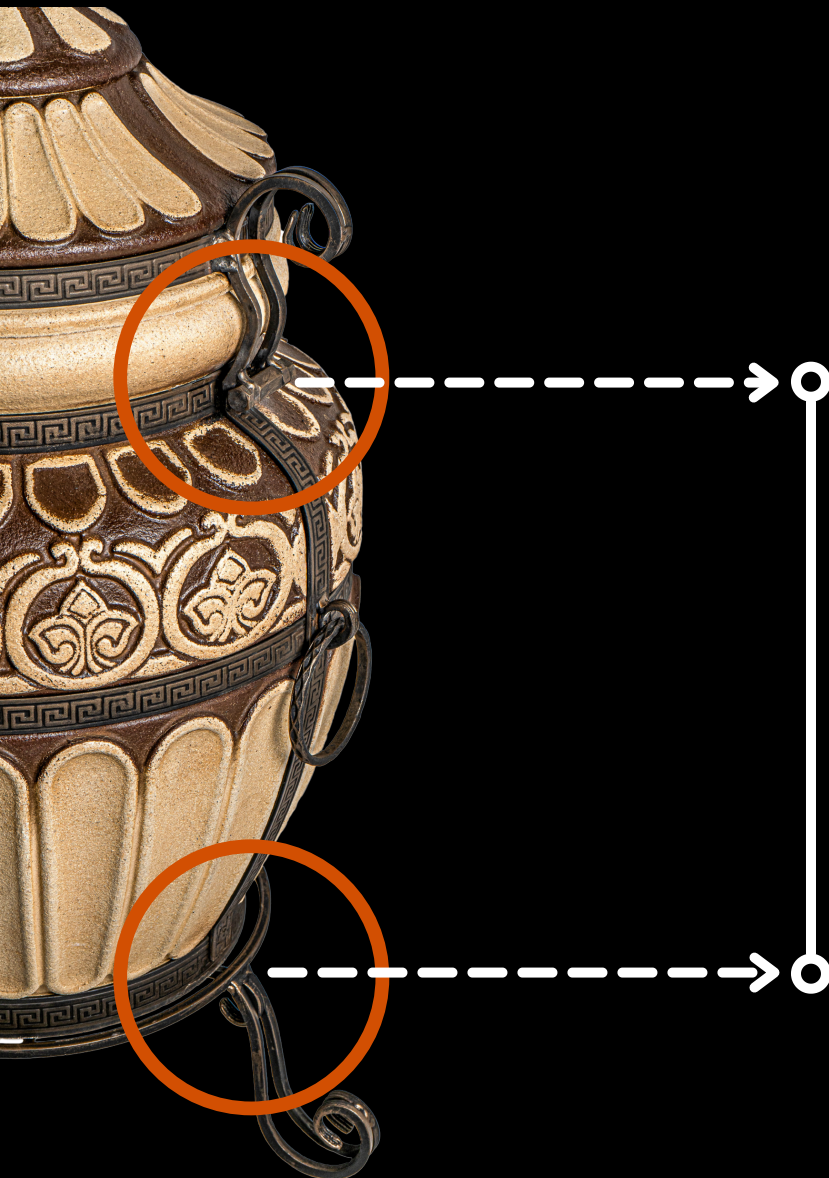
### PLEASE READ THIS INFORMATION CAREFULLY BEFORE FIRST USE

It's more than safe to use our tandoors, if used properly and if the instructions are followed.

- Always place your tandoor on the leg stand (comes with all tandoor models).
- Always keep your tandoor in a safe place and on a flat surface. Never place your tandoor on any hills, bumps or uneven surfaces.
- Never place your tandoor on any wooden or easily flammable surfaces. Also don't place it under any low branches because when in use, the tandoor becomes very hot, the flames may rise up to 3 feet above the top of your tandoor and it may cause a fire.

- You'll need at least two people if you decide to move your tandoor. Use the handles to lift it off the leg stand and move it wherever you need. Then move the leg stand and place the tandoor back on it.
- Please pay attention to lining up the hinge of the lid with one of the stand legs. It would prevent the tandoor from falling over when opening the lid.

**Please take a look on how to do it correctly:**



**Line up the  
hinge of the lid  
with one of the  
stand legs**

**IT WOULD PREVENT THE  
TANDOOR FROM FALLING  
OVER WHEN OPENING THE LID**

- Make sure that the tandoor stands properly and doesn't shift, especially when opening the main lid.
- Please use heat resistant gloves while cooking since both the tandoor and accessories become extremely hot.
- Please be very careful when lighting your tandoor since the flames could reach up to 3 feet above the top of your tandoor. During certain weather the wind could blow the flames in different directions which is very dangerous for anyone that could appear close.
- Never let children play with/close to the tandoor, or any of the accessories. This is very dangerous and may cause serious injuries. Do not ever leave the kids unsupervised by the tandoor under any circumstances.
- All of our tandoors are not meant for indoor use, so they have to be used strictly outdoors.
- Please keep in mind that you should never try moving your tandoor anywhere while its hot/in use.
- Please be very careful when moving, transporting and loading your tandoor. It is extremely heavy and may cause serious injuries if it is dropped.

- Always check on the temperature of your tandoor so it doesn't get too hot.
- When it's in use, do not ever look straight into the tandoor's chimney since the hot air and open flame could cause serious burns or other similar injuries.
- Use caution when handling or removing hot cooking accessories such as racks, baking stones, skillets, stands, pans, etc. They become extremely hot. After taking the accessories out of the tandoor place them on any incombustible surface and somewhere where they can't burn anyone. Always keep children, pets and any combustible materials away from the tandoor.
- Do not ever wet the tandoor in any way (like putting out the fire with water). If somehow the tandoor did get wet, let it dry naturally by leaving it out in the sun for a couple days. Do not use it while its drying. Also when it is cold outside (0 degrees C and lower) or when your tandoor was not in use for a long time, light it gradually, starting with a very small fire, like shown in our YouTube video "First Use of Tandoor".



Link to our YouTube video “First Use of Tandoor”:

<https://bit.ly/3z9Ru6C>

- Anyone who owns a tandoor is responsible for the safety of themselves and anyone/anything around them.



# FIRST USE GUIDE

PLEASE FOLLOW THIS GUIDE WHEN USING YOUR  
TANDOOR DURING THE COLD WEATHER OR WHEN YOUR  
TANDOOR WAS NOT IN USE FOR A LONG TIME

## RECOMMENDATIONS AND TIPS ON HOW TO START YOUR TANDOOR

**VERY IMPORTANT - PLEASE READ  
CAREFULLY!**

It is extremely important to start your tandoor correctly. It directly affects the longevity of your tandoor. The temperature should be increased gradually. The more slowly you increase the temperature inside the tandoor during your first use, the fewer hairline cracks will appear.



# LIGHTING

## You'll need:

- firewood,
- a gas torch,
- wood chips/chunks.

1. Prepare the firewood and wood chips/chunks.



2. Make sure that your tandoor is kept on a flat surface, doesn't wobble while on the leg stand, and the hinge of the lid is lined up with one of the stand's legs.

**PLEASE READ "SAFETY TIPS"  
CAREFULLY BEFORE THE FIRST USE!**

3. Take the top lid off and open the main (it's very important to remember to take the top lid off first, otherwise it may fall off and break while opening the main lid). Then remove all accessories.

4. Place a little bit of the wood chips/chunks at the bottom of your tandoor.



5. Open the ash gate.

6. Light the wood chips/chunks through the ash gate using a gas torch or natural fire starter.



7. It is mandatory to leave the ash gate open during the lighting process.

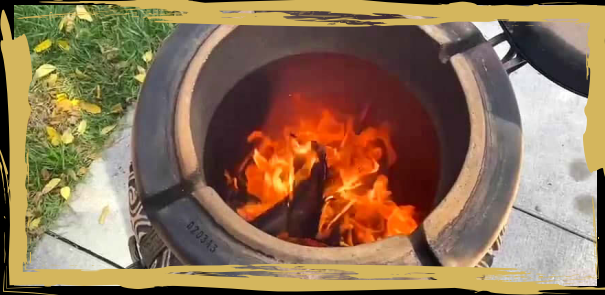
## !!!ATTENTION!!!

The tandoor becomes **EXTREMELY** hot during both the lighting and cooking process. The flames could easily rise up to 3 feet above the tandoor. Please be very attentive and careful while lighting your tandoor, **DO NOT UNDER ANY CIRCUMSTANCE COME CLOSE TO THE FIRE, IT MAY CAUSE SERIOUS INJURIES AND BURNS.**

8. As the temperature in your tandoor starts to rise and is now around 50 degrees Celsius, add a couple more small (not full size logs) pieces of firewood.



9. When the temperature has reached around 70 degrees Celsius, add a couple more pieces of firewood. At this point you may add a bit larger pieces of firewood but still not the full-sized.



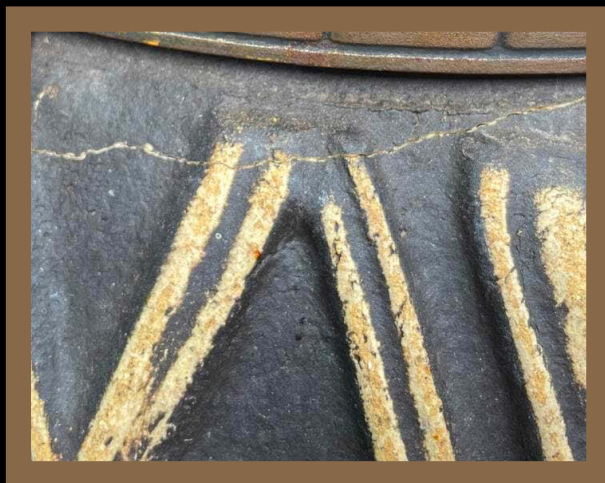
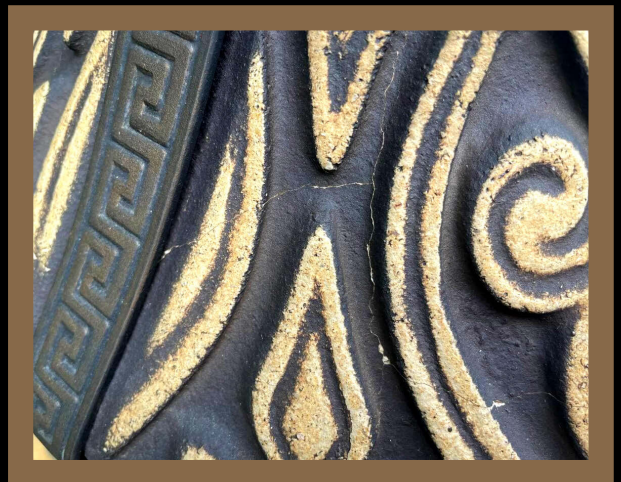
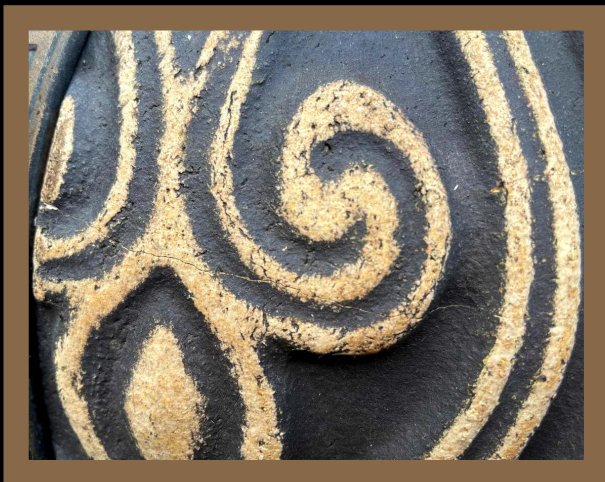
10. As the temperature reaches 100 degrees Celsius close the main lid (ash gate remains open).

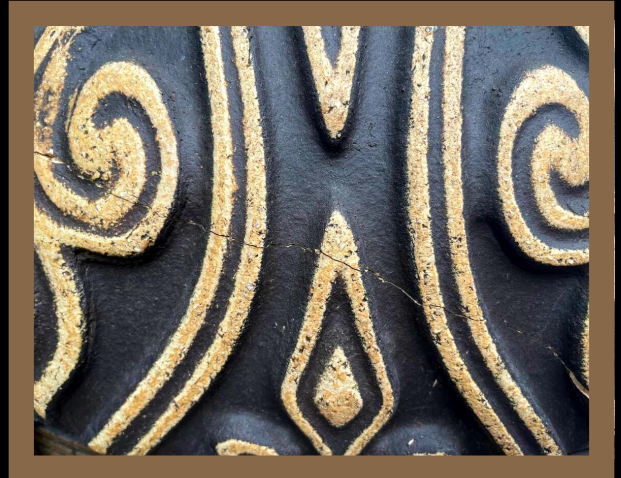
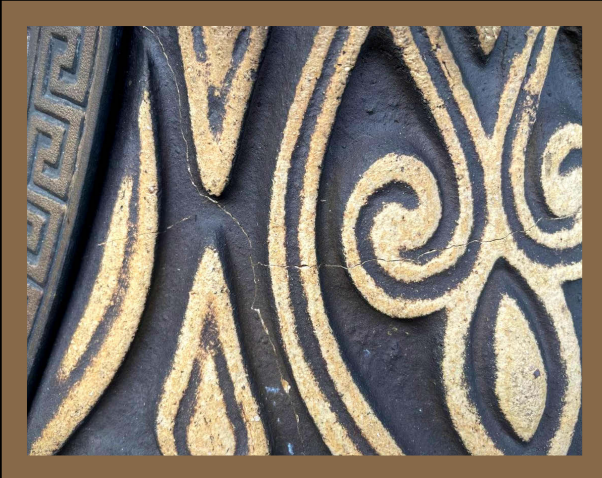


While the tandoor is heating up, you start seeing “hairline cracks” form on your tandoor.

These cracks are completely normal, they will not affect the performance of your tandoor. They are essential in allowing the clay body of the tandoor to “breathe”. Cracks can be small and short as well as large , passing through the whole tandoor.

However, the slower the temperature inside the tandoor is increased during the first use, the fewer hairline cracks will appear.





**11. When the temperature reaches about 150 degrees Celsius, add a couple more pieces of firewood. Then close the main lid (ash gate stays open).**

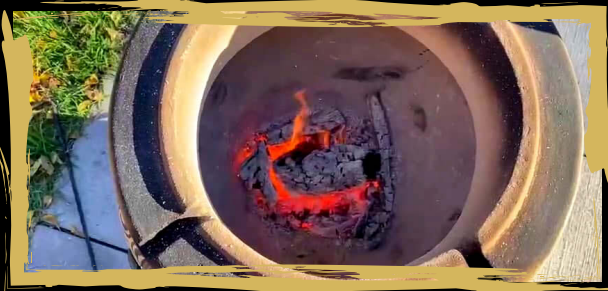


**12. When the temperature reaches about 180-200 degrees Celsius add a couple larger pieces of firewood. (You may also continue to heat it up by adding the firewood a few more times).**





**13. When the temperature reaches around 280-320 degrees Celsius, the firewood is completely burnt out and the walls turned white (this will happen each time you light your tandoor) it is time to place the food of your choice inside.**



**14. Open the main lid, place the cross ring and using the accessories place the food into your tandoor. As the tandoor became extremely hot, use heat resistant gloves.**

**15. Close the ash gate, the main and top lid.**

# WARRANTY

The warranty period starts from the date when the product has been delivered.

The warranty covers any manufacturing defects.

- Our company provides limited 36-month warranty to the original buyers on all ceramic components, metal and welded parts of the product. Please note that the warranty does not cover the breaking, chipping, cracking and any other damage due to the dropping, misuse, improper care and/or incorrect first use.
- Thirty (30) day warranty coverage for all cast-iron products.
- Thirty (30) day warranty coverage for all other accessories.

## WHAT IS NOT COVERED

Our warranty is based on personal and uncommercial use of the product.

The warranty does not apply to any losses or breaking, any kinds of damage caused by dropping, incorrect assembly, any alterations, commercial use, any kinds of modifications, abuse, improper care, incorrect first use, natural effects of use, any kind of damage caused by weather complications. Warranty coverage does not apply to scratches, dents, chips, fading, rusting, cracking, any surface cracks of the tandoor that don't affect the performance of the tandoor.

Please kindly note that the warranty coverage does not apply for the appearance of the hairline cracks during use.

- Receiving Tandoor Instructions – How To Inspect Your tandoor
- The transportation company will contact you to schedule an appointment for the delivery of your tandoor when it arrives in your area.
- **PLEASE NOTE THAT THE TANDOOR WILL BE DELIVERED TO THE END OF YOUR DRIVEWAY ONLY.**
- The tandoor is pretty heavy, the dolly or the cart should be used to move it to the backyard (if you don't have one, you may rent it at....).
- To avoid any misunderstandings PLEASE INSPECT YOUR TANDOOR VERY CAREFULLY (for any clearly visible damage) BEFORE AGREEING TO SIGN THE SHIPPING ACCEPTANCE DOCUMENTS.
- **WHEN YOU ARE SIGNING THE ACCEPTANCE DOCUMENT YOU ARE CONFIRMING THAT IT CAME INTACT, WITH NO KINDS OF DAMAGE.**
- If somehow it does arrive to you already damaged, please REFUSE THE DELIVERY.
- In this case:
  - The driver should confirm the damage and sign the document.
  - The tandoor should not be unpacked, or else it can not be taken back by the driver.
  - Please note that if you refuse the delivery for any other reason than damage or wrong/defective item we have the right to refund your order with an exception of the shipping cost in both destinations (it also applies to orders with free shipping).
- **!!!IMPORTANT!!!**
- If failed to follow these instructions, all claims, complaints and refunds will be denied.
- Please note that **THE PRODUCTS DAMAGED DURING DELIVERY WILL NOT BE ACCEPTED FOR RETURNS/REFUNDS IF THE ACCEPTANCE DOCUMENT HAS BEEN SIGNED.**
- Our warranty covers any manufacturing defects.
- To be eligible for warranty coverage please take the pictures of the defect and send it to:
  - [info@besttandoor.ca](mailto:info@besttandoor.ca)
  - or contact us at:
    - +1(289)981-8802
  - right away after unpackaging for further confirmation.
- In this case it is very important to leave the tandoor on the pallet. Please keep all the packaging material, as it will be used for packaging in case of the return.