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Members Mark TG2008214-MM-00 Owner's Manual

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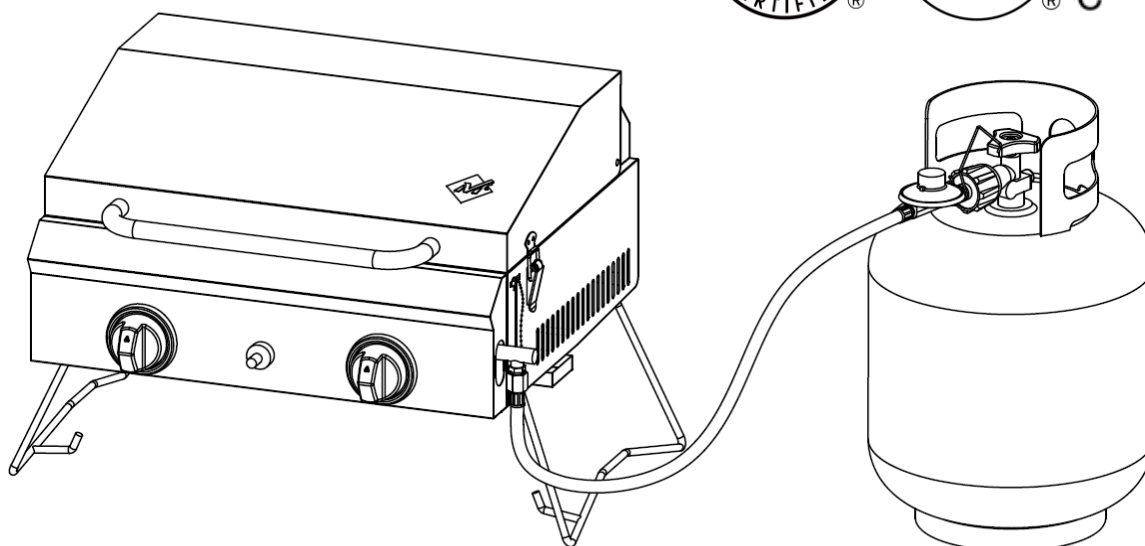


Member's Mark™

PORTABLE GAS GRILL

Model Number: TG2008214-MM-00

ASSEMBLY & OPERATING INSTRUCTIONS



Tank Not Included

For Outdoor Use Only

- This instruction manual contains important information necessary for the proper assembly and safe use of the appliance.
- Read and follow all warnings and instructions before assembling/using the appliance.
- Failure to follow these instructions and warnings could result in damage to the product or injury to the user.
- Keep this manual for further reference.


Should you encounter any problem,
CALL US FIRST.
DO NOT return product to the retail store.
WE CAN HELP.





For assistance, contact customer service at customerservice@rankam.com
or at 1 – 888 – 837 – 1380, 8:00am – 5:00pm, Pacific Standard Time, Monday to Friday



WARNINGS



SAFETY LABELS

 **DANGER:** Indicates an imminent hazardous situation which if not avoided will result in death or serious injury.

 **WARNING:** Be alert to the possibility of serious bodily injury if the instructions are not followed. Be sure to read and carefully follow all of the messages.

 **CAUTION:** Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury.

	DANGER	
<p>If you smell gas:</p> <ol style="list-style-type: none">1. Shut off gas to the appliance.2. Extinguish any open flame.3. Open lid.4. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.		
<p>Failure to follow these instructions could result in fire or explosion which could cause property damage, personal injury or death.</p>		

	DANGER	
<ol style="list-style-type: none">1. Never operate this appliance unattended.2. Never operate this appliance within 10 ft (3.0 m) of any structure, combustible material or other gas cylinder.3. Never operate this appliance within 25 ft (7.5 m) of any flammable liquid.4. Do not fill cooking vessel beyond maximum fill-line.5. Never allow oil or grease to get hotter than 400°F or 200°C. If the temperature exceeds 400°F (200°C) or if oil begins to smoke, immediately turn the burner or gas supply OFF.6. Heated liquids remain at scalding temperatures long after the cooking process. Never touch cooking appliance until liquids have cooled to 115°F (45°C) or less.7. If a fire should occur, keep away from the appliance and immediately call your fire department. Do not attempt to extinguish an oil or grease fire with water.		
<p>Failure to follow these instructions could result in fire or explosion which could cause property damage, personal injury or death.</p>		



WARNING



1. Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.
2. An LP cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.



DANGER




- (a) Do not store a spare LP-gas cylinder under or near this appliance;
- (b) Never fill the cylinder beyond 80 percent full;
- (c) If the information in (a) and (b) is not followed exactly, a fire causing death or serious injury may occur.



PROP 65 WARNING



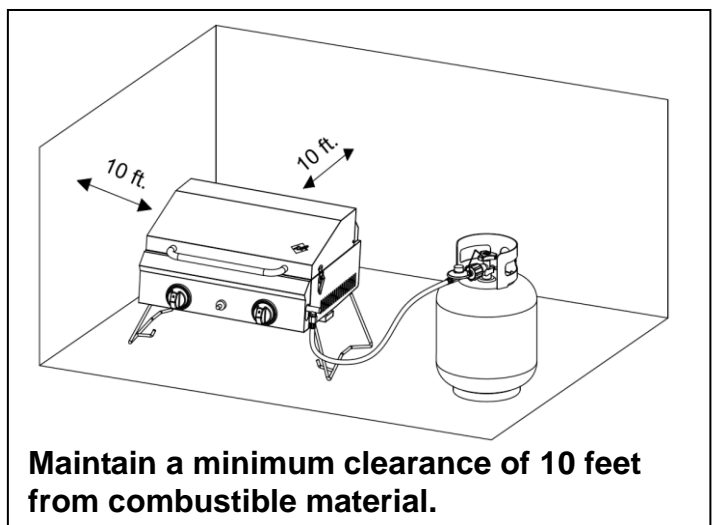
 **WARNING:** This product can expose you to chemicals including benzene, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.


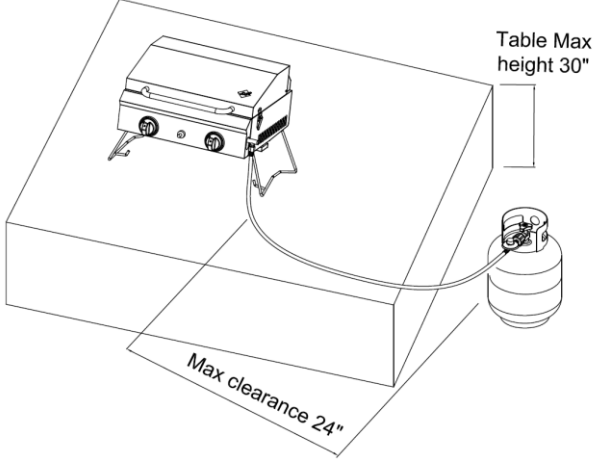


WARNING



- The appliance shall not be used on or under any apartment or condominium balcony or deck.
- The appliance shall be used outdoors only, and shall not be used in a building, garage or any other enclosed area.
- This grill is not intended to be installed or used in or on a recreational vehicle or boat.
- The appliance shall maintain minimum 10 feet (305cm) from combustible materials to the sides and back of the appliance, and the appliance shall not be located or used under overhead unprotected combustible materials.
- This grill is for outdoor use only and should only be operated in a well-ventilated space. Never operate in an enclosed space, garage or building.



Floor setting	Table top setting
 <p>Minimum Clearance 24"</p> <p>WARNING: Hose is a trip hazard</p>	 <p>Table Max height 30"</p> <p>Max clearance 24"</p>
<p>Hose is a trip hazard.</p> <p>Keep the fuel supply hose away from any heated surface(s). The gas cylinder should be located away from the appliance at least 24" (61cm).</p> <p>Never allow the gas hose to touch with any hot surface.</p>	<p>When operating the grill on a tabletop, it should be no higher than 30" (76.2cm). Place the propane tank on the ground immediately adjacent to the tabletop, no further than 24" (60.9cm) from the grill. Failure to follow these instructions could cause the propane tank to overheat and vent propane which could ignite causing serious personal injuries or property damage and / or a tripping hazard over the gas hose or propane tank, pulling the grill off the tabletop causing serious personal injuries or property damage. Never allow the gas hose touch with any hot surface.</p> <p>This appliance can only be used on a non-combustible surface like concrete table. Not on wood or plastic.</p>

- This appliance is not intended for commercial use.
- This appliance is not for frying turkeys.
- When cooking, the appliance must be on a level, stable noncombustible surface in an area clear of combustible material. An asphalt surface is not acceptable for this purpose.
- This appliance is not intended for and should never be used as a heater.
- This appliance will be hot during and after use. Use insulated oven mitts or gloves for protection from hot surface.
- Never attempt to attach this grill to the self-contained LP gas system of a camper trailer or motor home.
- Carefully follow all instructions in this manual for proper assembly and leak testing. Do not use grill until leak test has been completed. If leak is detected at any time, turn OFF gas supply and do not use until leak source has been corrected.
- Cooking area should be kept clear and free from combustible materials, gasoline, bottled gas in any form, and any other flammable vapors and liquids. Keep free of obstructions that would prevent ventilation.
- Never try to light grill with lid closed. The buildup of gas is very dangerous and could cause an explosion.
- The use of alcohol, prescription or non-prescription drugs may impair your ability to properly assemble or safely operate the grill.
- Keep fire extinguisher readily accessible. In the event of an oil or grease fire, do not attempt to extinguish with water, immediately call the fire department. Use type BC or ABC fire extinguisher.
- When cooking, the appliance must be on a level, stable noncombustible surface in an area clear of combustible material. An asphalt surface (blacktop) may not be acceptable for this appliance.

- Do not leave the appliance unattended. Keep children and pets away from the appliance at all times.
- Do not move appliance when in use. Allow the appliance to cool down totally before moving or storing.
- This appliance will be hot during and after use. Use insulated oven mitts or gloves for protection from hot surfaces or splatter from cooking liquids.

USE OF LP GAS CYLINDER AND INSTALLATION

BEFORE INSTALLING:

The installation must conform with local codes or, in the absence of local codes, with either the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Natural Gas and Propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2, or the Standard for Recreational Vehicles, ANSI A 119.2/NFPA 1192, and CSA Z240 RV Series, Recreational Vehicle Code, as applicable.*

BEFORE EVERY USAGE:

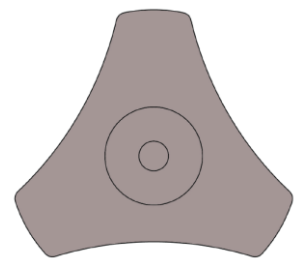
Be sure to inspect the hose for leaks, cuts, wear, abrasion, or damage of any sort before using this appliance. If any damage is apparent the hose must be replaced with a replacement hose specified by the manufacturer before it is put in use.

LP GAS CYLINDER

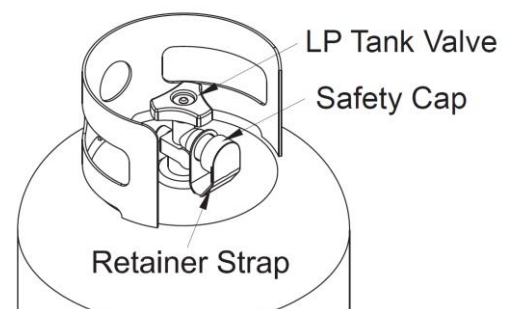
The LP (liquid propane) cylinder specifically designed to be used with this unit **MUST** have a 20 lb. (9.1kg) capacity with a Type 1 cylinder valve and an overfilling protection device (OPD). Only use LP cylinders with this type of valve.

LP tank valve must have:

- Purchase LP tanks only with these required measurements: 12" (30.5cm) (diameter) x 18" (45.7cm) (tall) with 20lb. (9kg) capacity maximum.
- Type 1 outlet compatible with regulator or appliance.
- Safety relief valve.
- UL listed Overfill Protection Device (OPD). This OPD safety feature is identified by a unique triangular hand wheel. Use only tanks equipped with this type of valve.
- LP tank must be arranged for vapor withdrawal. The LP cylinder must be constructed and marked in accordance with the Specifications for LP-Gas Cylinders of the U.S. Department of Transportation (D.O.T.) or the National Standard of Canada CAN/CSA – B339, Cylinder, Spheres and Tubes for Transportation of Dangerous Goods; and Commission of Dangerous Goods; and Commission, as applicable.
- The LP cylinder must include a collar to protect the cylinder valve.
- If the outdoor cooking gas appliance is not in use, the gas must be turned off at the supply cylinder(s).
- The LP cylinder must be stored outdoors out of the reach of children and **MUST NOT** be stored in a building, garage, shed, breezeway, or any other enclosed space.
- Storage of an outdoor cooking gas appliance indoors is permissible **ONLY** if the cylinder is disconnected and removed from the outdoor cooking gas appliance.
- The cylinder should **ALWAYS** be put in an upright position.



OPD Hand Wheel



Retainer Strap



DANGER



- DO NOT connect this grill to an existing #510 POL cylinder valve with Left hand threads. The Type 1 valve can be identified with the large external threads on the valve outlet.
- DO NOT connect to a propane cylinder exceeding its capacity.
- DO NOT connect to a cylinder that uses any other type of valve connection device.
- Never store a spare LP gas cylinder under or near your grill. This could cause pressure to be expelled through the vapor relief valve resulting in fire, explosion, or severe personal injury including death.
- Keep the ventilation opening(s) of the LP gas cylinder enclosure free and clear from obstructions and debris.
- DO NOT insert any foreign objects into the valve outlet. Damage to the valve outlet could result. A valve outlet can cause a leak, possibly resulting in explosions, fire, severe bodily harm, or death.



WARNING

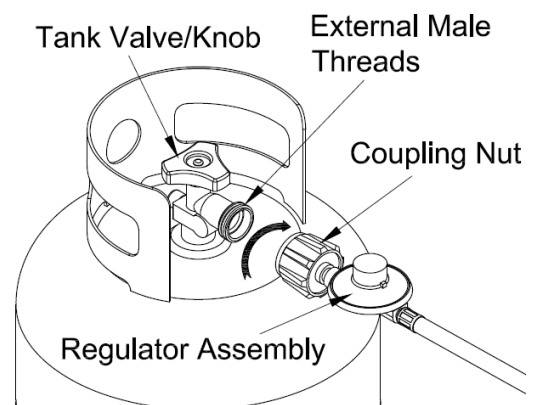


FOR FILLING THE LP GAS CYLINDER

- Allow only qualified LP gas dealers to properly fill or repair your LP cylinder.
- DO NOT allow the cylinder to be filled beyond 80% capacity. Over-filled tanks can create a dangerous condition. Over-filled tanks can build-up pressure and cause the relief valve to expel propane gas vapors. The vapor is combustible and if it comes in contact with a spark source or flame an explosion causing severe burns, bodily harm, or death could occur.
- Always use a safety cap when grill is not connected to a cylinder.
- If you exchange a cylinder with a qualified exchange program, be sure the cylinder has a Type 1 valve and an over-filling prevention device (OPD).

CONNECTION PROCEDURES



1. Make sure the tank valve is closed (turn valve clockwise until tight).
2. Check tank valve to insure it has proper external male threads.
3. Make sure all burner valves are turned **OFF**.
4. Inspect valve connections, port, and regulator assembly. Look for any damage or debris. Remove any debris. Inspect hose for damage. Never attempt to use damaged or obstructed equipment. See local LP gas dealer for repair.





5. When connecting regulator assembly to the valve, hand tighten the quick coupling nut clockwise to a complete stop. Do not use a wrench to tighten. Use of a wrench may damage the quick coupling nut and result in a hazardous condition.
6. Open the tank valve fully (counterclockwise). Use a soapy water solution to check all connections for leaks before attempting to light the grill (see below). If a leak is found, turn the tank valve off and do not use the grill until a local LP gas dealer can make repairs.

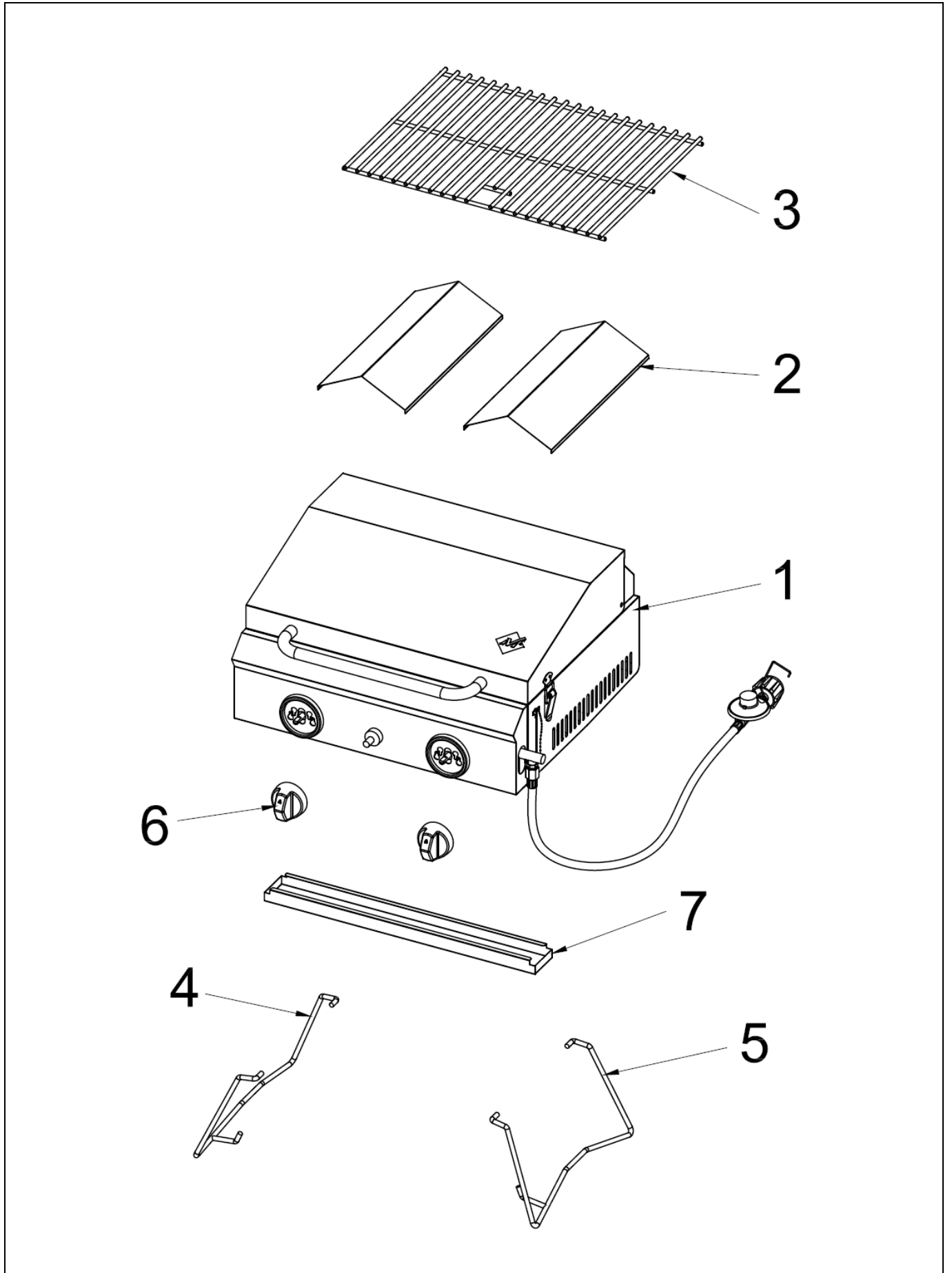
TO DISCONNECT LP CYLINDER:

1. Turn the burner valves off.
2. Turn the tank valve off fully (turn clockwise to stop).
3. Detach the regulator assembly from the tank valve by turning the quick coupling nut counterclockwise.

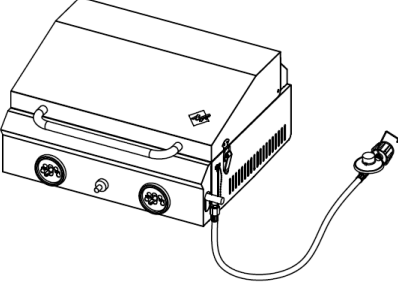
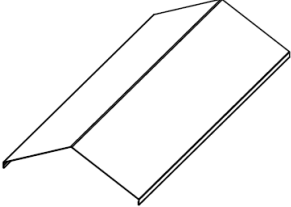
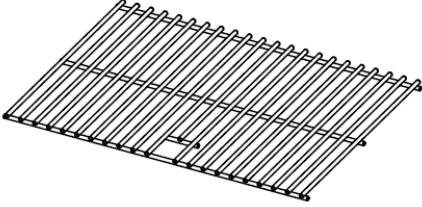
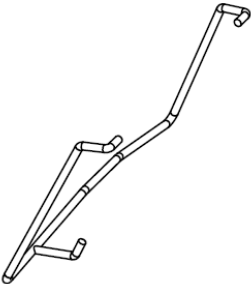
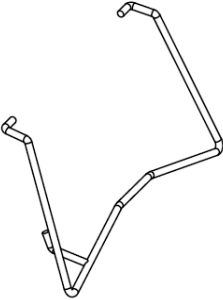
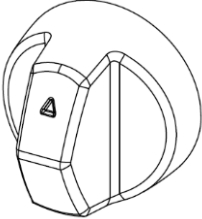
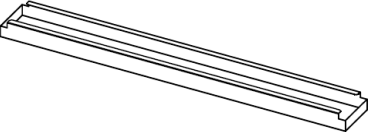
	WARNING	
FOR FILLING THE LP GAS CYLINDER		
<ul style="list-style-type: none">● If the grill is not in use, the gas must be turned off at the supply cylinder(s). Storage of the grill is permissible only if the cylinder is disconnected and removed from the grill.● Cylinders must be stored outdoors out of the reach of children and must not be stored in a building, garage or any other enclosed area.		

	CAUTION	
<ul style="list-style-type: none">● When installing LP cylinders the pressure regulator and hose supplied by the manufacturer MUST be used with the appropriate cylinder. Replacement regulators and hoses need to be specified by the manufacturer of this appliance.● Place dust cap on cylinder valve outlet whenever cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder. Other types of caps or plugs may result in leakage of propane.		

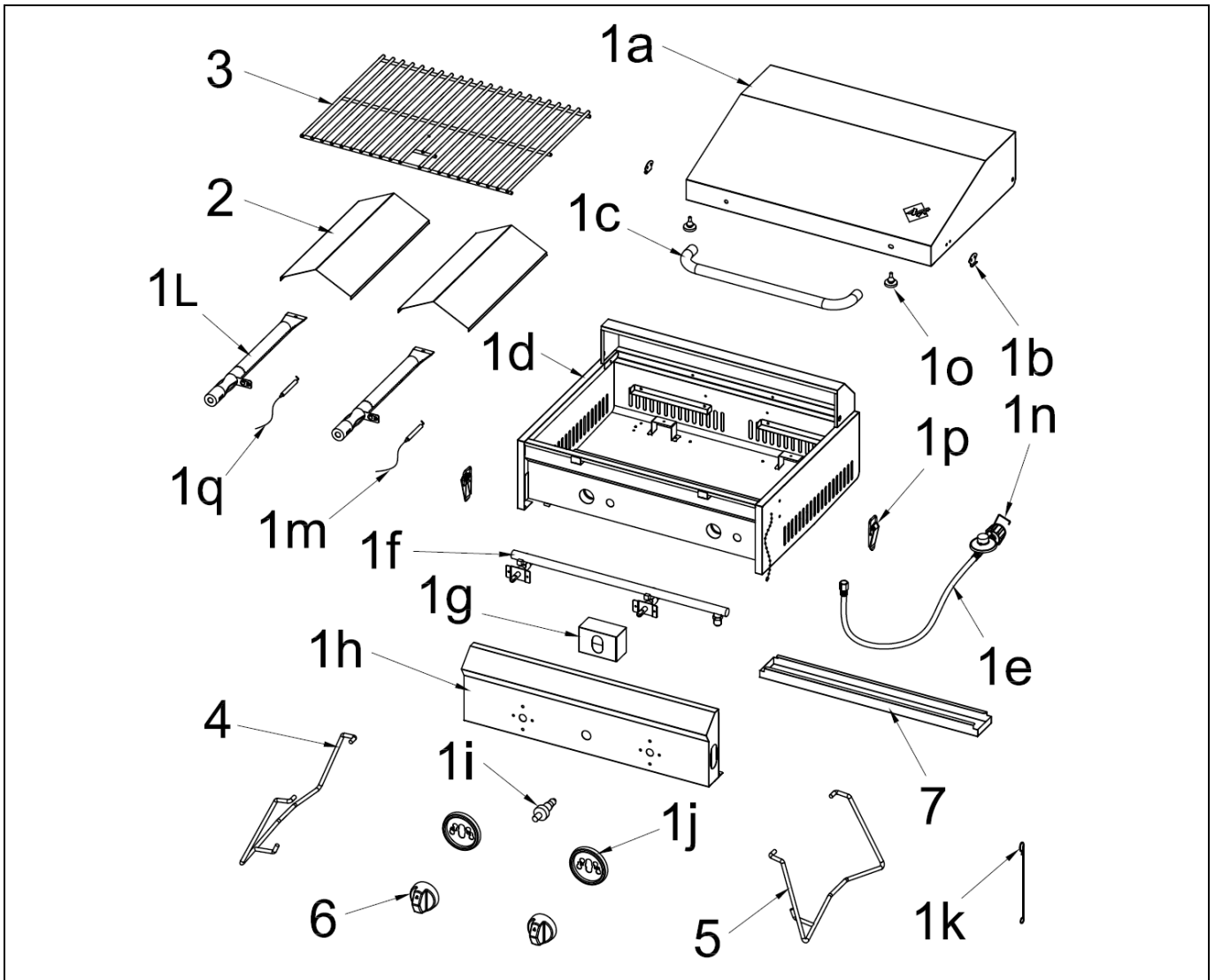
PRODUCT DIAGRAM



COMPONENT LIST

<p>1. Grill Body</p>  <p>Qty: 1pc</p>	<p>2. Flame Tamer</p>  <p>Qty: 2pcs</p>	<p>3. Cooking Grate</p>  <p>Qty: 1pc</p>
<p>4. Left Leg</p>  <p>Qty: 1pc</p>	<p>5. Right Leg</p>  <p>Qty: 1pc</p>	<p>6. Control Knob</p>  <p>Qty: 2pcs</p>
<p>7. Grease Tray</p>  <p>Qty: 1pc</p>		

Replacement Part List (I)

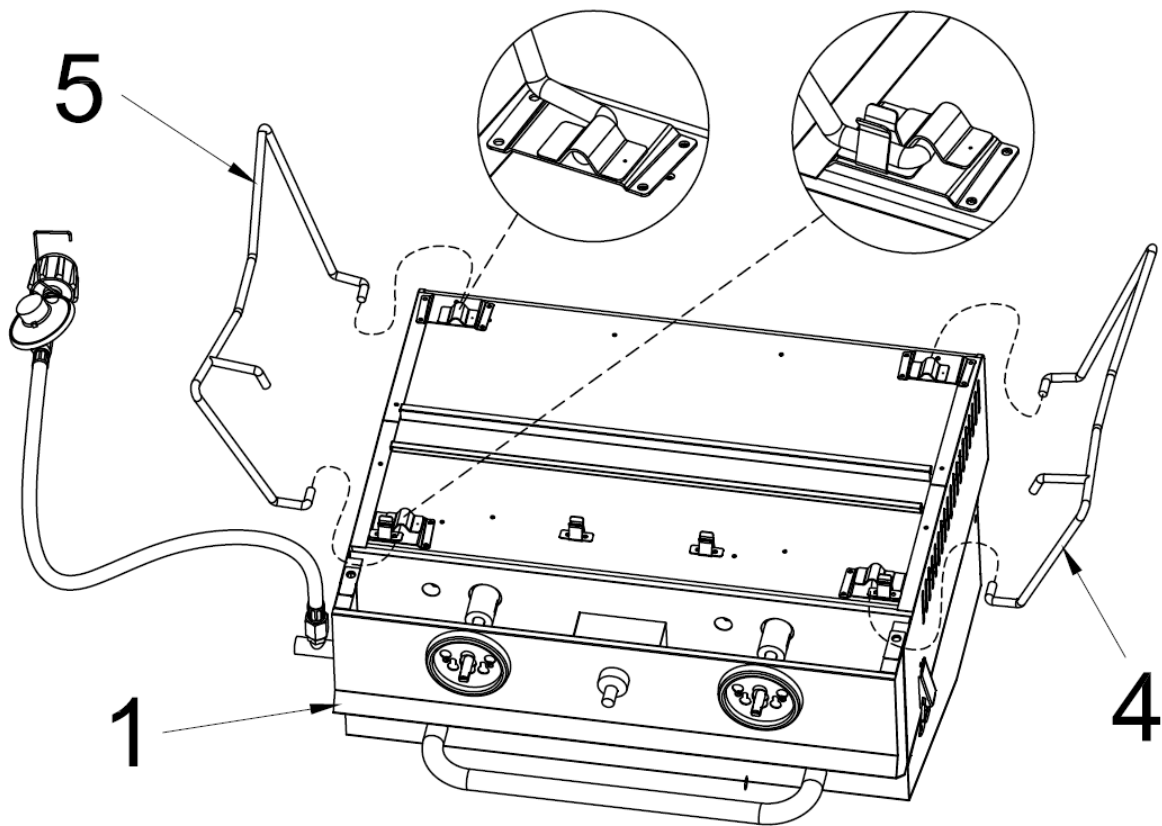


Replacement Part List (II)

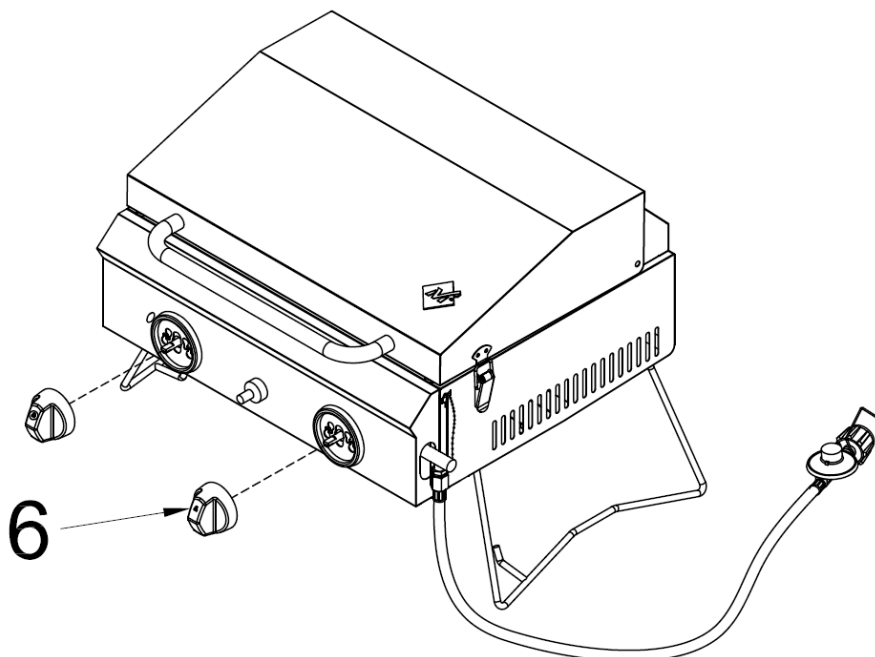
Part Number	Part Description	Part Number	Part Description
1a	Grill Lid	1b	Upper Latch
1c	Handle	1d	Grill Body
1e	Gas Regulator Hose Assembly	1f	Manifold with Gas Valves
1g	Igniter Heat Shield	1h	Control Panel
1i	Igniter	1j	Knob Bezel
1k	Match Holder	1L	Burner
1m	Ignition Wire (Right)	1n	Regulator Hook
1o	Rubber Pad	1p	Lower Latch
1q	Ignition Wire (Left)	2	Flame Tamer
3	Cooking Grate	4	Left Leg
5	Right Leg	6	Control Knob
7	Grease Tray		

ASSEMBLY PROCEDURES

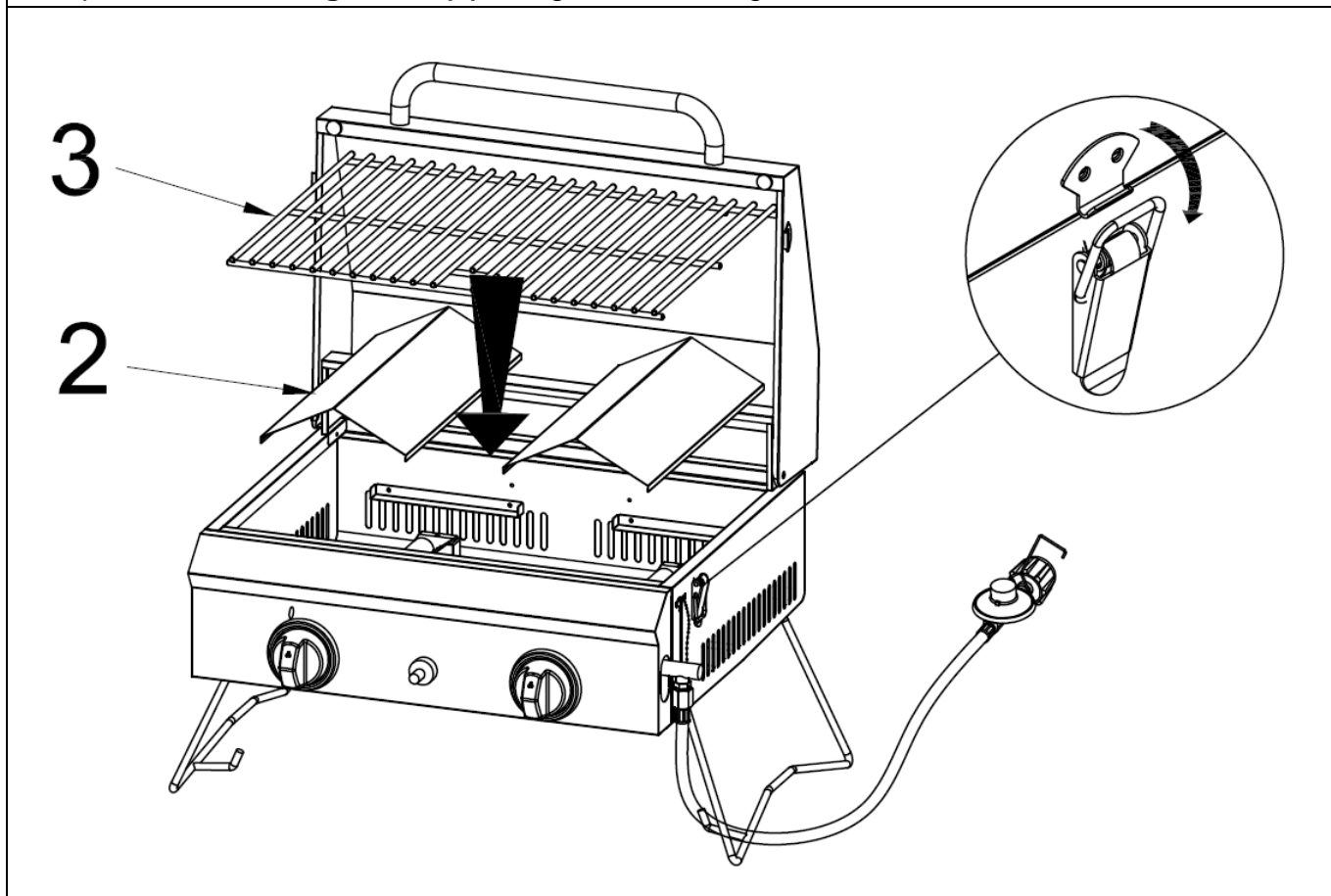
Step 1: Attach the Legs (4 & 5) to the Grill Body (1).



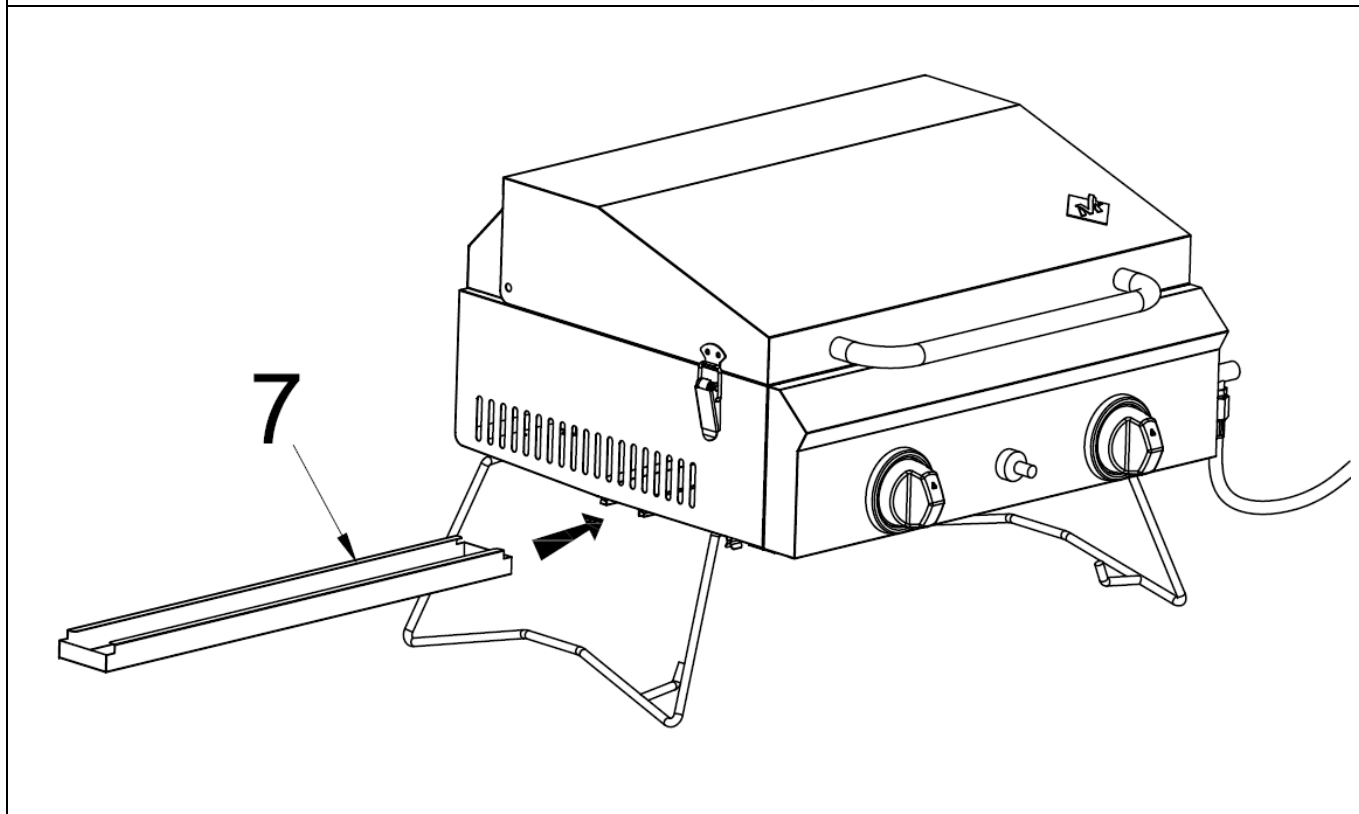
Step 2: Insert the Control Knobs (6) onto the pin coming from the valve. Apply firm pressure to secure the knob. Make sure the flat end of the pin is aligned with the head of the knob (the end with the triangle pointing up).



Step 3: Unlock the side latch and open the lid. Place the **Flame Tamer (2)** above each burner and place the **Cooking Grate (3)** along the inner ledge.

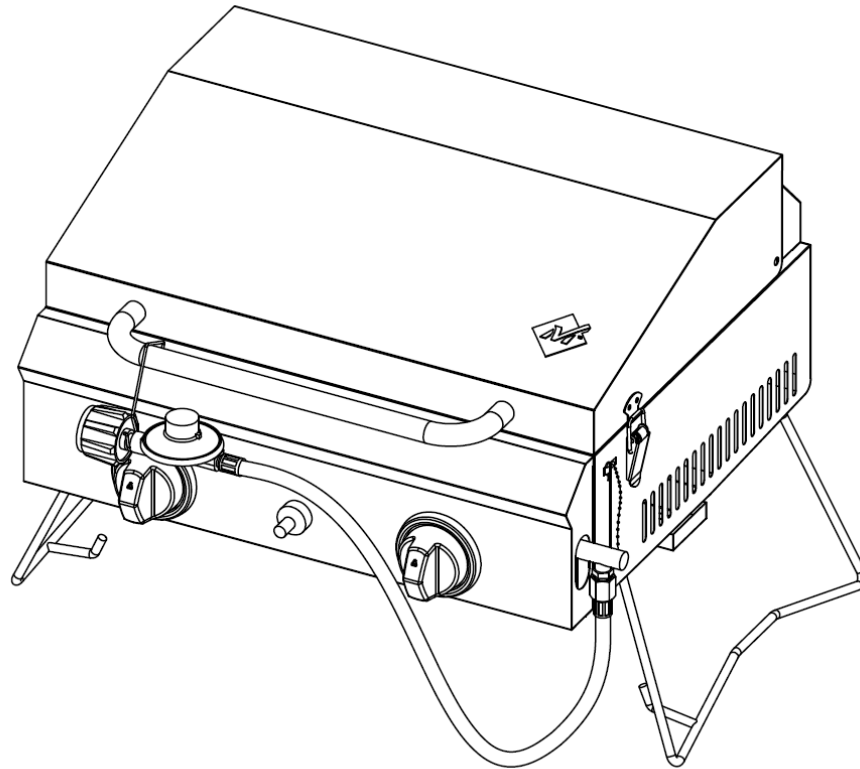


Step 4: Insert the **Grease Tray (7)** to the bottom of the grill body.



Step 5: Your unit is now fully assembled. Be sure to carefully and fully review the Instruction Manual before using this appliance.

When transporting or storing the appliance without tank attached, hook the regulator onto the lid handle to prevent damage to regulator.



LEAK TEST

GENERAL

Although all gas connections on the grill are leak tested at the factory prior to shipment, a complete gas tightness check must be performed at the installation site due to possible mishandling in shipment, or excessive pressure unknowingly being applied to the unit.

Periodically check the entire system for leaks following the procedures listed below. Before using your grill you must check for leaks.

BEFORE TESTING

Make sure that all packing material is removed from the grill including the burner tie-down straps. Make a soap solution of one part liquid detergent and one part water. You will need a spray bottle, brush, or rag to apply the solution to the fittings. For the initial leak test, make sure the LP cylinder is full.



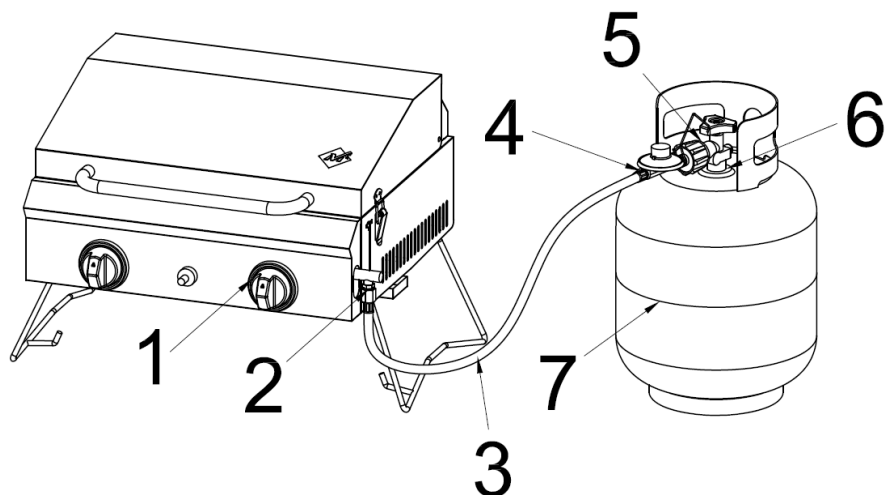
WARNING



- DO NOT SMOKE WHILE CONDUCTING LEAK TEST.
- NEVER PERFORM LEAK TEST WITH AN OPEN FLAME.
- If it is evident there is excessive abrasion or wear, or the hose is cut, it must be replaced prior to the appliance being operational. The replacement hose shall be specified by the manufacturer.

TO TEST

1. Make sure the control valves are in the **OFF** position, then turn on the gas supply.
2. Check all connections from the gas cylinder, LP gas regulator and supply valve up to and including all connections to the pipe that go to the burners (Following are the points where the soap water mixture is to be applied). Soap bubbles will appear if a leak is present.



Points of leak test:

1. Control valve to manifold
2. Manifold to hose assembly
3. The full length of gas hose
4. Regulator connection to gas hose

5. Regulator quick coupling nut to gas tank outlet (OPD)

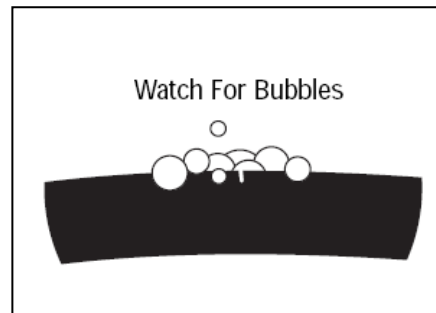
6. Tank valve to cylinder

7. Gas tank weld

3. If a leak is present, immediately turn off the gas supply and tighten the leaky fittings.

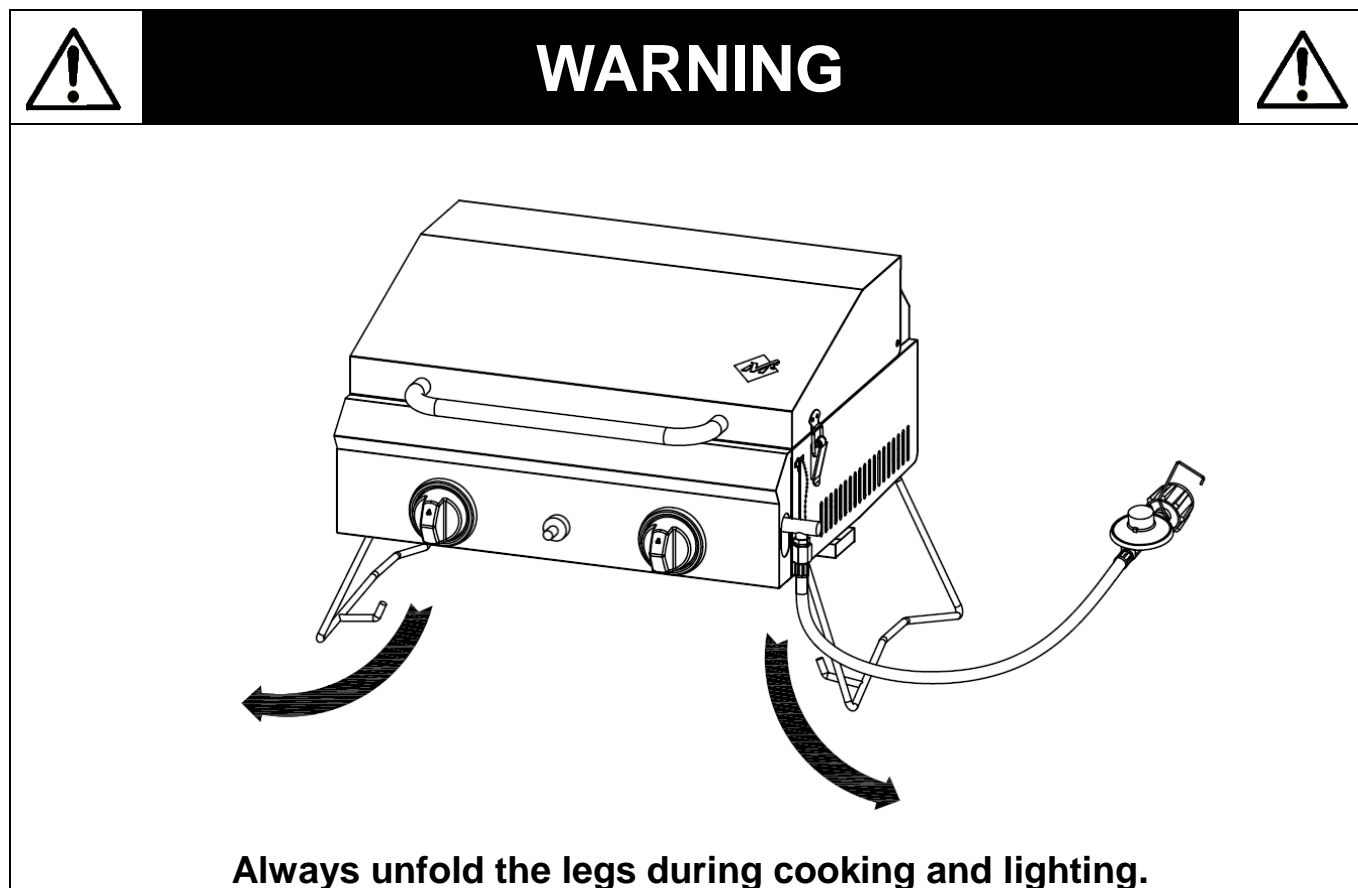
4. Turn the gas back on and recheck.

5. Should gas continue to leak from any of the fittings, turn off the gas supply and contact customer service at 1 – 888 – 837 – 1380.



Before Cooking for the First Time

Operate grill 15 minutes with grill lid closed and gas control on HIGH. This will heat-clean internal components and eliminate odor from oil of grill.



LIGHTING INSTRUCTIONS

BEFORE LIGHTING



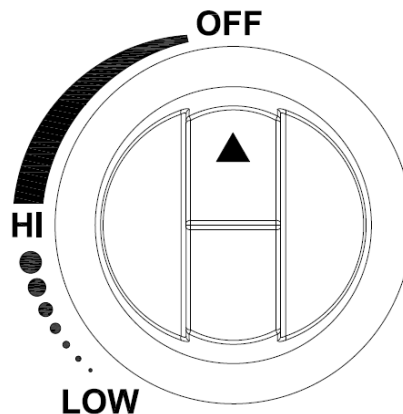
WARNING



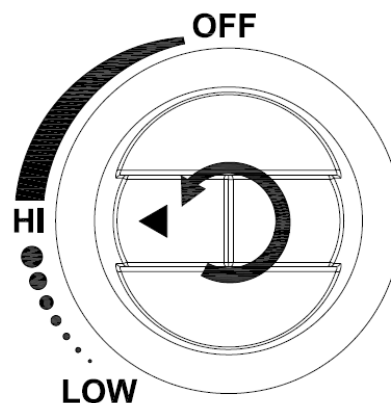
- Inspect the gas supply hose prior to turning the gas **ON**.
- If there is evidence of cuts, wear, or abrasion, the hose must be replaced prior to use.
- Do not use the grill if the odor of gas is present.
- Only the pressure regulator and hose assembly supplied with the unit should be used.
- Perform the "**LEAK TEST**" according to the instructions before operating the grill.
- **ALWAYS** keep your face and body away from the burner while lighting.

LIGHTING THE BURNERS OF GRILL

1. Read instructions before lighting.
2. Open lid before lighting burner.
3. Make sure all control knobs are in the "**OFF**" position.

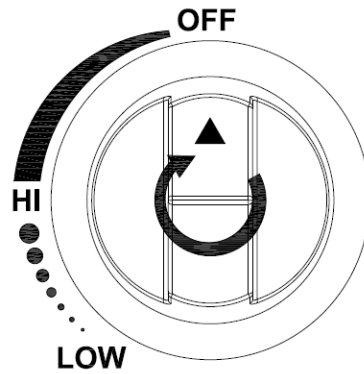


4. Turn ON gas valve from gas tank.
5. Push and turn burner control knob to "**HI**" and immediately press the ignition button.



6. If ignition does NOT occur in 5 seconds, turn the burner control knob off, wait 5 minutes to allow gas to dissipate. Repeat steps 1 to 5.

7. To turn burners off, turn the control knobs clockwise until they lock in the "OFF" position.



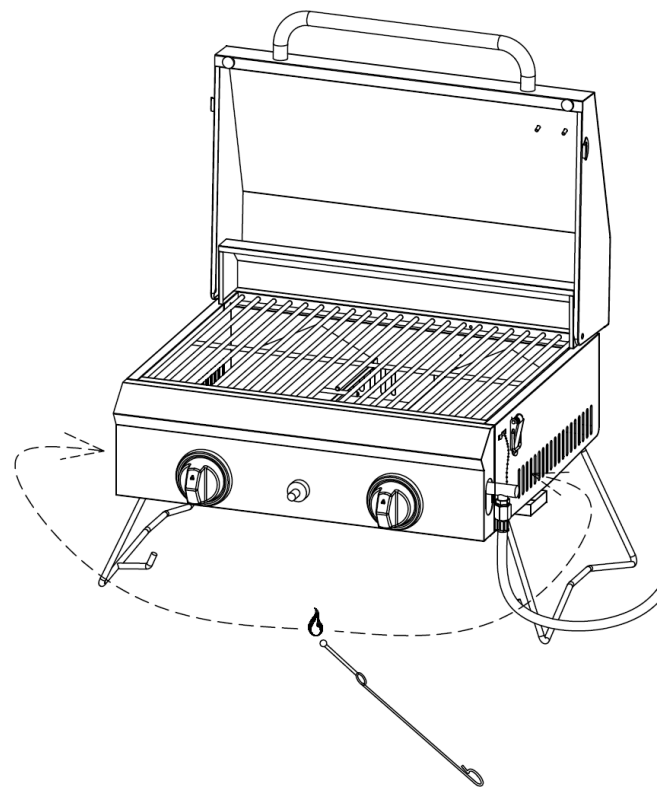
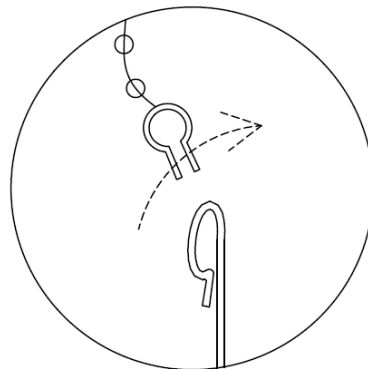
USING MATCH HOLDER TO LIGHT BURNER

Turn **OFF** all burner valves.

1. Make sure the lid is open.
2. Take the match holder off the grill.
3. Place a lighted match between the coils on the match holder and hold next to the burner through the side panel holes.
4. Turn the control knob(s) to the "HI" position.

Burner should light immediately.

5. If the burner does not light in 4 seconds, turn the knob off, wait 5 minutes and repeat above procedures.



WARNING



- Keep your face and hands as far away from the grill as possible when lighting it.



CAUTION




- If burner does not light OR if burner flame is accidentally extinguished, turn control valve on regulator to OFF, wait 5 minutes, try again. If the burner does not ignite with valve open OR if burner flame is accidentally extinguished after lighting, gas will continue to flow out of the burner and could accidentally ignite with risk of injury.
- Handle temperatures with grill on HIGH will be too HOT to touch with bare hands. Use hot pads or mitts to handle the grill when hot.

Turning grill off:


- After cooking, turn the grill off by rotating the control valve to OFF. Control valve should pop up in the OFF position. If control valve does not pop up, disconnect cylinder to turn grill off and replace the regulator.
- This appliance will be hot during and after use. Use insulated oven mitts or gloves for protection from hot surface or splatter from cooking liquids.
- Allow grill to cool completely before storing.

Storing your grill

Be sure grill has cooled. Remove propane cylinder and install protective cap over outlet threads. Remove regulator from grill to help keep dirt out of the propane cylinder probe. Store regulator in a heavy plastic bag and place inside grill. Fold legs under grill body.




CAUTION



Natural Hazards - Insects and Spiders

A clogged tube can lead to a fire beneath the appliance. During shipment or storage, it is possible that small insects and spiders could find their way into the venturi tubes and make nests or webs. This could block the flow of gas through the venturi tube causing a smoky, yellowish flame, or prevent a burner from lighting. It could even cause the gas to burn outside the venturi tube, which could seriously damage the appliance. If this occurs, turn off the gas flow and wait for the appliance to cool. When the appliance has cooled, remove the burner and clean out the venturi tube with a brush or pipe cleaner. Replace the burner and be sure that the venturi tube is seated over the orifice located on the gas valves. Cleaning of the venturi tube should be conducted periodically, especially at the start of the season.

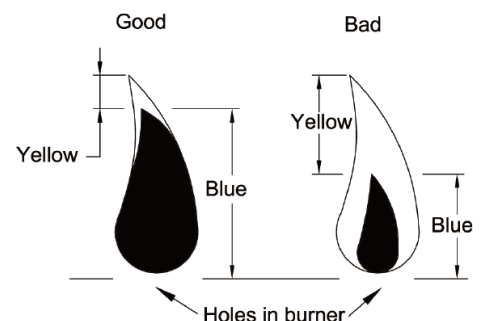


Note: Damage resulting from blocked venturi tube is not covered under warranty.

FLAME CHARACTERISTICS

This procedure outlines how to check for proper burner flame characteristics.

Burner flames should be blue and stable with little yellow tips, with no excessive noise, or lifting. If the flame is yellow, it indicates insufficient air. If the flame is noisy and tends to lift away from the burner, it indicates too much air. If any of these conditions exist call our customer service line. Visually check the burner flames prior to each use. The flames should look like this picture. If not, refer to the burner maintenance part of this manual.



MAINTENANCE & CLEANING INSTRUCTIONS



CAUTION



- Keep outdoor cooking gas appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Do not obstruct the flow of combustible and ventilation air.
- Keep the ventilation openings of the cylinder enclosure free and clear of debris.
- Check and clean burner / venturi tubes for insects and insect nests. A clogged tube can lead to a fire beneath the grill.

STEEL SURFACES

There are many different stainless steel cleaners available. Always use the mildest cleaning procedure first, scrubbing in the direction of the grain. To touch up noticeable scratches in the stainless steel, sand very lightly with dry 100 grit emery paper in the direction of the grain. Specks of grease can gather on the surfaces of the stainless steel and bake on to the surface and give the appearance of rust. To remove, use a soft abrasive pad in conjunction with a stainless steel cleaner.

GREASE TRAY

The grease tray should be emptied and wiped down periodically and washed with a mild detergent and warm water solution. Check the grease tray frequently. Don't allow excess grease to accumulate and overflow out of the grease tray.

GRILL BURNERS

Extreme care should be taken when removing a burner as it must be correctly centered on the orifice before any attempt is made to re-light the grill. Frequency of cleaning will depend on how often you use the grill.

Spiders and small insects occasionally spin webs or make nests in the grill burner tubes during transit and warehousing. These webs can lead to gas flow obstruction which could result in a fire in and around burner tubes. This type of fire is known as flashback and can cause serious damage to your grill and create an unsafe operating condition for the user.

Although an obstructed burner tube is not the only cause of flashback, it is the most common cause. To reduce the chance of flashback, you must clean the burner tubes before assembling your grill, and at least once a month in late summer or early fall when spiders are most active. Also, perform this burner tube cleaning procedure if your grill has not been used for an extended period of time.

You should inspect the burners at least once a year or immediately after any of the following conditions occur:

1. **The smell of gas in conjunction with the burner flames appearing yellow.**
2. **The grill does not reach temperature.**
3. **The grill heats unevenly.**
4. **The burners make popping noises.**



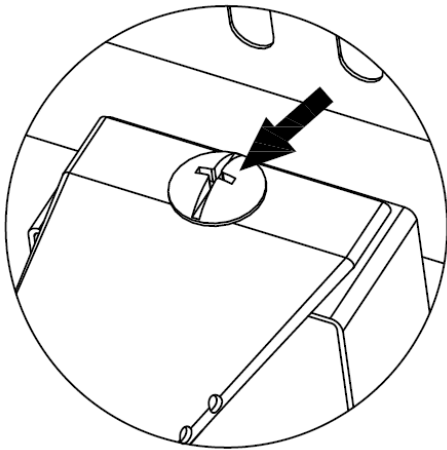
WARNING



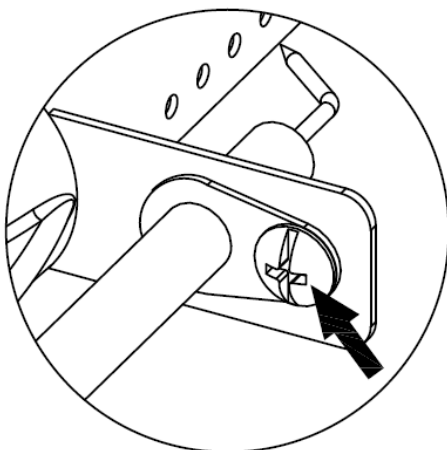
- ENSURE that the gas supply and the knobs are in the **OFF** position **BEFORE** cleaning the burners.

BURNER REPLACEMENT:

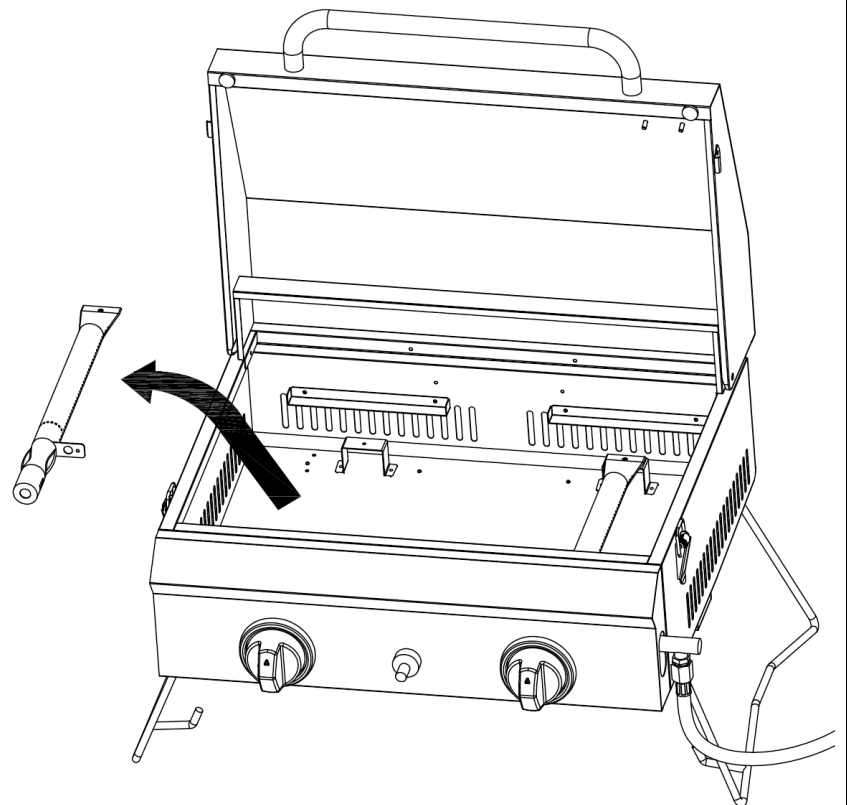
1. Turn off the gas supply, and make sure all the knobs are in the **OFF** position.
2. Wait for the grill to cool.
3. Open lid and remove the cooking grate and flame tamers.
4. Remove the burner fixing bolt.
5. Remove the fixing bolt of the ignition electrode & wire.
6. Remove the burner from the grill body.



Step 4



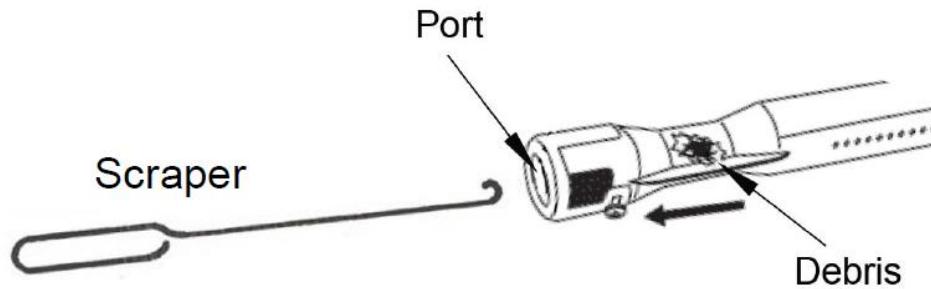
Step 5



Step 6

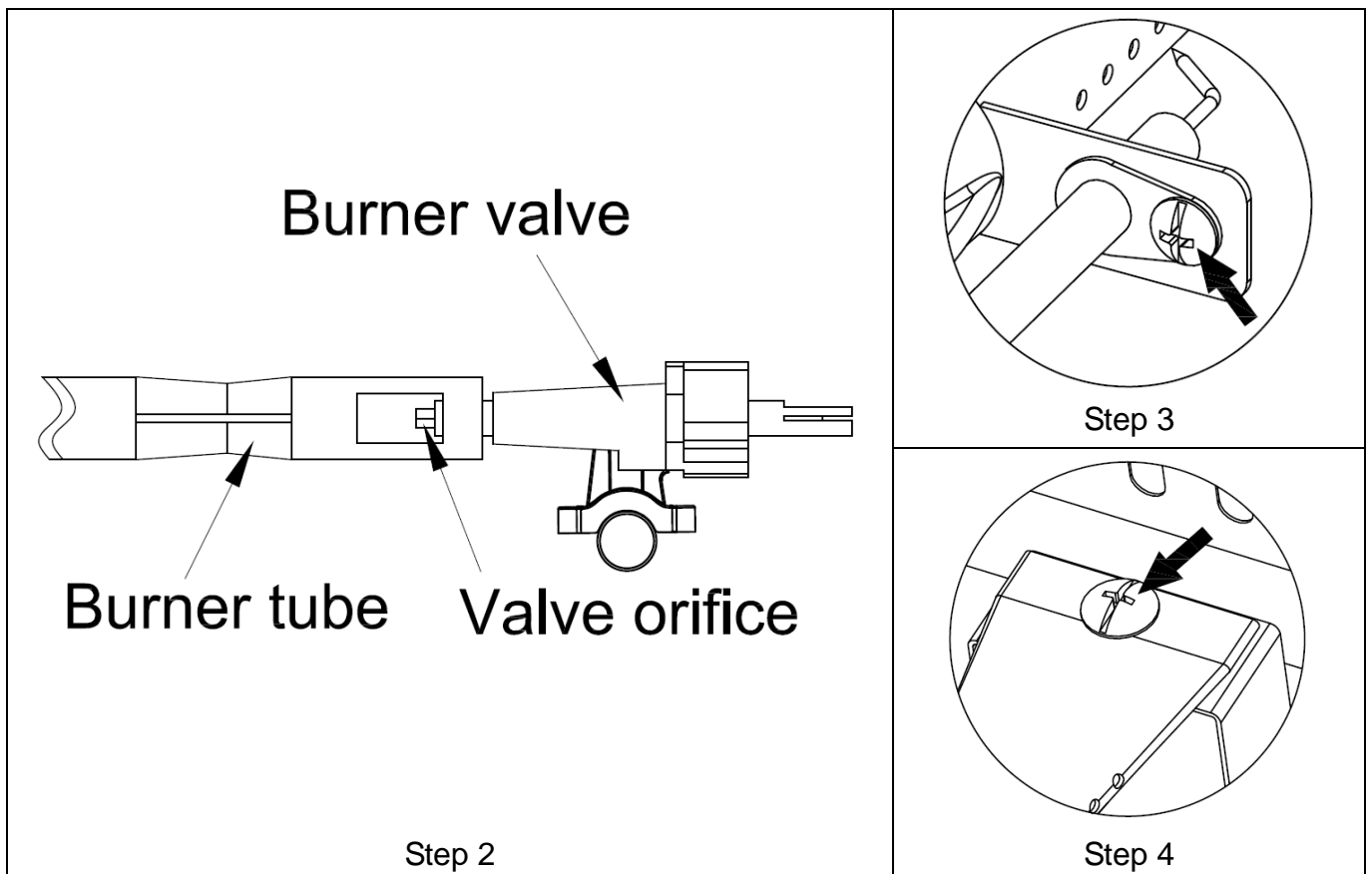
BURNER CLEANING:

1. Clean the exterior of the burner with a brass brush. Use a metal scraper to remove stubborn stains.
2. Clear clogged ports with a straightened paper clip. Never use a wooden toothpick as it may break off and clog the port.
3. If insects or other obstructions are blocking the flow of gas through the burner, call customer service at 1 – 888 – 837 – 1380. Make sure to center the burner over the orifice.



TO REINSTALL THE MAIN BURNERS:

1. Insert the burner over the main burner gas valve.
2. Make sure the valve orifice is inside the burner tube.
Firmly seat the valve orifice into the burner tube. Make sure the valve orifice is inserted **STRAIGHTLY** into the burner tube.
Burner flames will be yellow, with excessive noise, lifting or flash back if the burner is not installed properly.
3. Insert the fixing bolt of the ignition electrode & wire and tighten.
4. Insert the burner fixing bolt and tighten.



TROUBLE SHOOTING

Problem:	Possible Causes:
Main Burner cannot light.	<ol style="list-style-type: none"> 1. Check LP cylinder fuel level. 2. Bad electrode spark. Check to see if the grill will match light. Electrode or collector may need adjustment. 3. Burner may not be properly seated. 4. Burner may be obstructed. 5. The cylinder valve may be closed. 6. Regulator is not properly seated on cylinder valve.
Fire at control knob.	<ol style="list-style-type: none"> 1. Burner is improperly seated on control valve. 2. Gas connections may be loose. Leak Check and tighten all connections. 3. Burner holes may be obstructed. See section on "Burner Cleaning" under Maintenance and Cleaning instructions.
Yellow flame at burner.	<ol style="list-style-type: none"> 1. Burner is obstructed. See section on "Burner Cleaning" under Maintenance and Cleaning instructions.
Flame blows out on "LOW".	<ol style="list-style-type: none"> 1. Burner holes may be obstructed. See section on "Burner Cleaning" under Maintenance and Cleaning instructions. 2. Grill is not sufficiently preheated. 3. Burner is improperly seated on control valve.
Burner does not get hot enough.	<ol style="list-style-type: none"> 1. Flow control device has been activated in regulator. See Regulator Resetting Procedure under Connecting LP Cylinder and Hose / Regulator to Grill.
Grill is too hot.	<ol style="list-style-type: none"> 1. Excess grease build-up causing grease fires. Clean the grill according to Maintenance and Cleaning instructions. 2. Damaged or faulty regulator. Replace with factory authorized parts. 3. Cook on a lower temperature setting.

QUALITY
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100% GUARANTEED

We are so confident you will be delighted with your Member's Mark purchase that we promise to refund or replace any item you find unsatisfactory. We aim to delight all our members and would love to hear about your discoveries! Call us at : **1-888-301-0332** (toll-free), 8am - 5pm CST Monday - Friday.

LIMITED WARRANTY

1. Manufacturer warrants this Product to be free from defects in workmanship and materials for a period of Ninety (90) days from the date of purchase, PROVIDED claims are submitted, in writing, with proof of purchase.
2. If any part of this item fails because of a manufacturing defect within the Limited Warranty Period, Manufacturer offers to replace such part(s) provide that such parts have not been improperly repaired, altered, or tampered with or subject to misuse, abuse or exposed to corrosive conditions. This Limited Warranty is, however, subject to certain limitations, exclusions, time limits and exceptions (Hereinafter "Conditions") as listed below. Read these Conditions carefully.
3. This Limited Warranty shall be limited to the replacement or repair of any part(s) which Manufacturer determines, after reasonable examination, to have been defective at the time of manufacturing and manufacturer's obligation(s) shall be limited to replacement, if any, of defective part(s) which shall be shipped at Original Purchaser's expense to Original Purchaser's designated shipping address.
4. This Limited Warranty is given to and covers the **ORIGINAL PURCHASER ONLY** and such coverage terminates Ninety (90) days from the date of purchase.
5. **DAMAGE LIMITATION WARNING:** IN NO EVENT SHALL MANUFACTURER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING (BUT NOT LIMITED TO) LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF FOOD, INCONVENIENCE, EXPENSES FOR TRAVEL, TRANSPORTATION LODGING EXPENSES, LOSS BY DAMAGE TO PERSONAL PROPERTY OR LOSS OF INCOME, PROFITS OR REVENUE.
6. **MANUFACTURER'S OBLIGATION:** Manufacturer's liability shall be limited to the delivery of a good, merchantable Product and, if necessary, the repair or replacement, at manufacturer's option, of any defective part or unit.
7. **TRANSFER LIMITATIONS:** This Limited Warranty is not assignable or transferable. It covers only the original purchaser.
8. **RESERVED RIGHT TO CHANGE:** Manufacturer reserves the right to make changes or improvements to products it produces in the future without imposing on itself any obligations to install the same improvements in the products it has previously manufactured.
9. This Limited Warranty gives the Original Purchaser specific legal rights but there may be other rights which vary by jurisdiction.
10. This warranty does not cover the following items:
 - Chips or scratches on porcelain or painted surfaces.
 - Rust or corrosion is not deemed a manufacturing or materials defect.
 - Discoloration or loss of paint due to handling during assembly, heat or cleaning products. Paint may require touch up.
 - Stainless steel discoloration or corrosion.
 - Consumables such as batteries.

IF CUSTOMER SERVICE BECOME NECESSARY:

1. The Original Purchaser is responsible for shipping and handling charges of the returned item(s) and replacement parts, if any.
2. All parts to be replaced will need to be shipped before replacement items will be sent.
3. Follow the Customer Service Representative's instructions exactly. If a return is necessary, it must be packed carefully and shipped prepaid.

**Should you encounter any problem,
CALL US FIRST.
Do not return product to the store.
WE CAN HELP.**



For assistance, please contact customer service at customerservice@rankam.com or at 1 – 888 – 837 – 1380, 8:00am – 5:00pm, Pacific Standard Time, Monday to Friday

Manufacturer Information

RANKAM (CHINA) MANUFACTURING COMPANY LIMITED

Address: 18/F., New Lee Wah Centre, 88 Tokwawan Road, Kowloon, Hong Kong