

FAQ

HOW MANY POUNDS OF PELLETS WILL I GO THROUGH PER HOUR ON A 24-INCH PELLET GRILL?

There are many variables that play into this, however in good weather, on high setting, the grill will burn about 3 lbs. of pellets per hour.

HOW CLOSE TO A STRUCTURE CAN THE GRILL BE, WHILE OPERATING?

We suggest the grill be 10 feet away from any structure.

WHAT DOES PRERR MEAN?

PRERR is an error code that occurs with the meat probe. Check to see if you have your meat probe inserted into the port on the controller. If there is not a meat probe, then you will want to press the meat probe button. This will toggle the controller back to the grill temperature. If you have your meat probe inserted, try unplugging the probe and then plugging it back in. If the error code persists, then you may need a new meat probe. To get that, you would just need to call customer service for a new one.

DO YOU NEED TO USE PELLETS ALL THE TIME? EVEN IF YOU ARE NOT WANTING TO SMOKE THE FOOD?

Yes, the pellets are the only source of fuel for the pellet grill. Without them, you would not get any heat.

WHY IS MY GRILL NOT HEATING UP?

Try checking a couple things. Check to make sure you have pellets in the hopper. Check the burn cup for pellets. Pull the Ash Cleanout lever then remove the cup from the bottom of the grill and check for pellets there.

IS IT NORMAL FOR MY GRILL TO PRODUCE LITTLE TO NO SMOKE?

At higher temp settings, there will be less smoke, due to the burning of pellets. On the lower settings, the pellets are smoldering, so there will be more smoke, however the smoke comes in spurts throughout cooking.

CAN YOU USE THE LOUVERED DRIP PAN IN THE NON-SLIDE GRILLS?

We do not recommend using them in the non-Slide Grills. The reason being is you would have no control over any possible flare ups, and it could be a potential fire hazard.

WHY IS MY CONTROL KNOB LOOSE/SLIDING?

Retighten. Turn the knob all the way to the left (past shut down,) loosen the small screw on the top, turn the knob to Shut down, so the white line latches up to Shut down. Simply tighten the crew again.

WHY WON'T THE INSIDE GRILL TEMPERATURE READ?

Be sure to check the internal thermocouple/thermometer. Make sure it straight up and down. Wipe it down clean. If it still does not read, call customer service to get a replacement internal temperature probe. (PG24-44.)

ARE THERE DIFFERENT HEAT ZONES IN MY PELLET GRILL?

Yes. Due to heat rising and the fan blowing to keep the pellets burning, there are heat zones throughout the pellet grill.

THERE IS A GAP AROUND MY LID, AND SMOKE IS ESCAPING AROUND THE LID. CAN I ADD A GASKET OR SEALANT AROUND MY LID?

The gap around the lid is normal and was designed to allow smoke to escape, resulting in better air flow and circulation, for a superior cook.

CAN I USE INDOORS?

No. All of our products have been safety tested and approved to outdoor use only.

WHAT IS THE FUSE DIAL FOR?

This houses the fuse for the controller. To check the fuse, you would just twist that cap off and the fuse is on the other side.

CAN YOU USE THE FLAT DRIP PAN IN THE SLIDE GRILLS, ELIMINATING THE LOUVERS?

No, they are not compatible and will not fit.

WHAT DOES A FLAME ERROR MEAN?

This happens when the fire in the grill goes out or falls below a certain temperature and does not go back up. This happens more so in the winter months. In colder weather, close the chimney down almost all the way down, to keep the heat in the grill. Also, make sure the pellets are dry and do not have any moisture in them. If they crumble easy, then they have moisture in them.

IS IT NORMAL FOR MY GRILL TO PUT OFF A LOT OF SMOKE AT FIRST?

Yes. This is due to the igniting of the pellets.

SHOULD I WORRY ABOUT MY PELLETS CATCHING ON FIRE IN MY AUGER CHAMBER?

The pellets in the auger can catch on fire if you do not use the Shutdown mode and just unplug it or turn it off. Also, the grease drain, chimney and back air vent need to be cleaned. The manual suggests inspecting every 50 hours of use, and thoroughly clean after 200 hours of use. Ash, grease, and smoke can build up in those areas making it difficult for the smoke to escape from the grill, creating back burn.

CAN I LINE MY DRIP PAN IN FOIL?

Yes, you can line your drip pan in foil for easy cleanup. We would just recommend double checking the foil and make sure there are no paths for the oil to go into the bottom of the pellet grill. If you have a louvered drip pan, the only time we would not recommend foil is

when you are using the direct heat option. The foil would deflect the heat making it indirect heat where it cannot flow up through the louvers.

WHAT IS THE BYPASS STARTUP FOR?

Bypass has 2 functions: to use FEED setting (hold in for 3-6 seconds) and to bypass Start Up if the grill is still hot. For example, if there is a power outage and the grill accidentally shuts off, or if you need to restart the grill and it is still hot, then you would use Bypass Mode. This mode is to be used only if the grill has been shut off momentarily and the pellets in the burn cup are still hot enough to ignite the pellets.

CAN I CONVERT MY PELLETT GRILL INTO A SLIDE GRILL?

No, we do not have any kits or directions to do so. You would have to drill out the grill and this would void out any warranties on grill.

MY BOTTOM SHELF ISN'T FITTING, WHAT SHOULD I DO?

All bottom shelves are made and assembled the same. Try loosening all four screws on the legs, put the bottom shelf at an angle, and press down until the holes line up. Try aligning the holes with a screw driver from the inside.

WHY AM I BLOWING THE FUSE?

It's most likely the Hot Rod, however you will want to check the blower and auger motor also. To check the Hot Rod and motors: disconnect the Hot Rod wires (Purple, A) from the controller, turn the dial to any of the temperature settings. If you don't blow a fuse, then it's most likely the Hot Rod. Repeat with the other wires. Make sure to replace with the correct fuse. 4 AMP 125 or 250 V, Fast Blow Fuse.

WHAT KIND OF WOOD DO YOU USE FOR YOUR PELLETS? DO YOU USE ANY ADDITIVES IN YOUR PELLETS?

We use 100% all-natural, virgin hardwood that comes from trees in the US to make our pellets. We DO NOT use any type of wood that may contain any chemicals, glue, or anything at all added. Our pellets are not comprised of any recycled wood or wood that may contain construction material by-products or waste such as particle board, sheeting or any construction grade material. Only 100% all-natural, virgin hardwood. We do not add any additional flavoring additives either, so your food is left with the flavor you intended. That delicious, pure, natural wood smoked flavor.

WHY IS BLACK STUFF PEELING FROM INSIDE MY GRILL?

Don't be concerned. We can assure you it is not paint (we do not paint our grill lids internally—100% natural palm oil/FDA standards.) This is a deposit of grease and smoke collecting from normal use. Peeling is easy to remove. Brush off all loose particles with a stainless-steel brush before grilling. To prevent: after every grill session, while the lid is still warm (not hot,) wipe with paper towels or a mild degreaser solution.

WHY IS MY GRILL NOT FEEDING PELLETS, BUT MY AUGER IS TURNING?

Check to see if there are pellets in the hopper, or if there is something blocking the pellets from going into the auger chamber.

WHY IS MY AUGER NOT TURNING?

You may have wet pellets.

DO I NEED TO EMPTY THE ASHES EVERY TIME?

Yes, this will start you off with a fresh burn cup. If you do not empty the ashes, you can have temperature swings, flameouts, and/or burn back into the hopper.

MY ASH CLEANOUT IS STUCK, WHAT DO I DO?

There is a protectant we use on the raw steel, and when it heats up, it all goes down to the bottom of the grill, causing the two to stick together. Try hitting the bottom of the grill, with a rubber mallet, in an upward motion or from the inside of the grill, downward. This should free the two pieces.

WHY IS THERE EXTRA ASH ON THE BOTTOM OF THE GRILL?

Ash at the bottom of the grill is normal due to the blower fan that keeps the pellets burning. Make sure that the ash pull out is pushed in all the way, and straight. If it is at an angle, then it will allow extra air to get through, blowing the ash out of the burn cup. Also, you can lift up on the hopper, and tighten the screws on the inside, left, of the grill. You will need to remove the cooking grate and grease tray, to do this.

HOW MANY AMPS DOES THE PELLET GRILL USE FOR CAR BATTERIES?

300 watts – 110 Volts just 3AMPS.

WHY WON'T MY PELLET GRILL REACH 500 DEGREES?

Check to see how far open the chimney is and try closing the chimney down. If it is a windy/breezy day that can also affect the temperature. We also recommend that you only use Camp Chef pellets as that can vary the temperature. Finally, make sure the thermocouple inside the grill is not leaning left—it needs to be standing straight up. On colder days, that is a lot of steel to heat up, therefore we suggest a pellet blanket, close chimney down and keep out of wind.

WHY WON'T MY GRILL GET BELOW 180-220°F ON LOW SMOKE?

Due to the grill being made from all steel, you will want to make sure it's in the shade, and not in direct sunlight, especially when it's hot outside. Think of how hot your car can get during the summer months. Kinda the same thing. Therefore it's normal to not be able to get lower temps on hot days.

DO ALL CAMP CHEF PELLET GRILLS HAVE WIFI?

No. Not all Camp Chef pellet grills come equipped with WIFI. Retro Fit controllers are available for purchase. Please read the fitment requirements to ensure the Retro Fit will work with your Camp Chef pellet grill.

DURING WINTER/COLDER MONTHS, HOW DO I ENSURE MY GRILL STAYS UP TO TEMPERATURE?

A few tips are to make sure meat is at room temperature, not straight from fridge; use a Pellet Grill Blanket; make sure that the lid is not open for very long when putting food in; when using lower settings, turn knob to 350, then once temperature gets to desired setting, turn down to the desired setting (Low or Hi Smoke).

WHY WON'T MY GRILL CONNECT TO WIFI?

This may be due to a number of factors. Use the following to troubleshoot: 1. Make sure your grill is in range of your WiFi router. 2. Ensure you have a 2.4GHz WiFi network in range. 3. Check to ensure your phone is connected to the same network when setting your grill up for WIFI. 4. Click the 'show password' icon to review your network password to ensure there are no typos. 5. If the initial WiFi connection times out, do the following: a. Do NOT close the app or move to a different screen yet. b. Turn off the grill, count to 5 slowly, turn it back on. c. Tap the "SKIP FOR NOW" button in the app - it may be hidden beneath the on-screen keyboard. d. After a few moments the WiFi icon on the grill should either turn black (color screen models) or light up fully (blue LCD models).

WHY DOES MY APP KEEP FORCE CLOSING OR CRASHING?

This may happen if you have an outdated version of the app. Go to the App store or Google Play Store and check for updates. Please update to the latest version if there is one available. If that doesn't work, try restarting your phone or uninstalling and reinstalling the app.

WHERE CAN I DOWNLOAD THE CAMP CHEF CONNECT APP?

iOS devices can be downloaded in the App store. Google Play Store for Android devices.

WHAT IF I FORGOT MY USERNAME AND/OR PASSWORD FOR THE APP?

You can reset the password to your account in the app. This option is available when logging in. Choosing this option will allow you to send a password recovery email to the email address you signed up with (this also happens to be your username.)

WHAT DOES IT MEAN IF I HAVE "LOST COMMUNICATION?"

Loss of communication could mean a few things. Check that your Bluetooth is out of range, your grill has lost its WIFI signal, or your phone is no longer connected to the internet.

DO I NEED A MOBILE APPLICATION TO USE MY GRILL?

No. The app is not required to use your grill. You can still set temperatures and adjust Smoke Numbers from the controller itself.

CAN I RUN ONE GRILL WITH MULTIPLE MOBILE DEVICES?

Yes. Each grill you set up will be connected to your Camp Chef Connect user account. You can run a grill on any device that is logged in to your account.

CAN I ADD MULTIPLE GRILLS TO THE APP?

Yes. After you've set them up within your Camp Chef account you can easily switch between grills within the app.

IS A NETWORK PASSWORD REQUIRED TO CONNECT TO THE GRILL?

Yes, when using WiFi. A password is not required if you are only using Bluetooth.

I CANNOT GET MY WIFI/BLUETOOTH RECONNECTED. I'VE RESET EVERYTHING, UNINSTALLED THE APP ON MY DEVICE, IT RECOGNIZES THE GRILL BUT NEVER MAKES THE CONNECTION.

Do the following: 1. Turn off the controller 2. Log out of the App and then delete 3. In your phone's Bluetooth settings, find an item named "CampChef:xx:xx" and forget or unpair it. 4. Turn the controller on 5. Re-download the App, and wait two full minutes before going into it In the meantime: **Woodwind** – While waiting, go into settings, then about and make sure your grill is showing a grill ID and also the MCU\WiFi firmware updates. If they are missing, you turned on the grill too fast. Turn off, wait 10 seconds, and then turn on again. If it still does not show, please contact Customer Service. **Gen 2 WIFI** – While waiting, go into menu, about, then Grill ID. Make sure it is displaying a Grill ID. If not, then the controller was turned back on too fast. Turn off, wait 10 seconds and they try again. If it still does not show, please contact Customer Service. 6. Go into the app and then search for the grill; select it from the search results. The app should prompt you for a PIN that is displayed on the grill. 7. The app will now show you a list of available WiFi networks. If yours is not on the list, ensure that it supports 2.4GHz devices (contact your internet service provider or router manufacturer to determine this.) Note that you can also enter a network name manually if it isn't in the list. To do this, press 'Add Network', then a popup will say "ENTER NETWORK SSID." Type in the name of the WIFI network (it is case sensitive) and enter password and then hit the 'Connect' button. 8. Select or enter your desired WiFi network, then enter the password.

WHAT IF THERE ARE UN-BURNT PELLETS IN MY BURN CUP?

First turn to a temp setting, then using a piece of paper, check the Hot Rod to see if it's hot —do not touch it. Next check the wire connections. If that fails, you will need to call customer service and replace your Heating rod.

DO I NEED TO SIGN IN TO MY CAMP CHEF CONNECT ACCOUNT ON THE APP BEFORE USING MY PELLETT GRILL?

No. However, by bypassing the login you are connecting to the grill via Bluetooth only. Bluetooth gives you limited app functionality. By doing this you understand that you are not able to store information like temperatures, cook history, graphs, etc. in the cloud, nor can you access your grill from a remote location.

WHY IS MY GRILL FLUCTUATING IN TEMPERATURE?

Temperature variation is normal. Your grill will not have the same temperature readout like an oven (even though your oven at home has a similar temperature fluctuation.) In both High & Low Smoke, it is programmed to let the flame go out & give more smoke. That is done intentionally by design, for more smoke. If it never did this, there would be very little smoke. This will create a little temperature swing on both of those settings, but the cooking results are great.

HOW LONG DOES IT TAKE THE GRILL TO START UP?

The startup process for the grill is about 8 minutes for the grill to ignite the pellets. From there it will take 10-20 minutes to get up to the desired temperature. The hotter the temperature, the longer it can take. Please note that colder temperatures outside, this can affect the time as well.

WHY IS THERE SMOKE COMING OUT OF THE HOPPER, THROUGH MY PELLETS?

This is normal. This happens because the blower fan is always moving.

HOW LONG DO YOU WANT TO RUN THE SMOKER BEFORE YOU CAN COOK ON IT?

You will want to start up the smoker and go through the startup process with the lid up. You can put the lid down once there is a temperature displayed on the controller. From there, wait until it gets up to the desired temperature and then you are good to put your food in and start your cook.