



## Burner will not light

Possible reasons:

- Out of propane
- Burner tubes are not properly attached to the BBQ which impedes gas flow
- Insects blocked the orifice and/or burner  
(see separate document on insect care)
- Is the ignitor working and/or do the batteries need replacing?
- Is the regulator assembly fully tightened to the cylinder valve?

## Barbecue is not hot enough

Common problem with new regulator system: The new right hand thread QCC1 system is designed to shut down the flow of gas to a minimal amount should it detect a cut or leak in the gas hose. It can also be triggered by turning on the cylinder valve too quickly OR by shutting the tank before the BBQ. To re-set: turn cylinder valve off. Turn all burner knobs off. Remove regulator from tank (it is now reset). Connect regulator to tank. Always turn the cylinder valve on very slowly for the first ½ turn. Turning the valve too quickly may release an initial burst of pressure that can be detected by the system as a leak which activates the flow control device.

Other possible causes for not enough heat:

- If you recently replaced the burner, after-market burners will often not generate the same amount of heat
- Check for insects blocking the burner tube  
(see separate document on caring for insects an BBQ's)
- Ensure that burners are properly attached to the BBQ

## Black Smoke on Food

Venturi tubes may be partially blocked causing incorrect gas / air mixture and therefore improper burn. Check and clean venturi tubes as well as the condition of burner port holes.

## Flame too Yellow

Same as above "Black Smoke on Food".

## Flame burns out on low

Has the BBQ been sufficiently preheated before turning to 'low'? Are the venturi tubes from the burner properly seated over the orifices on the valve? Are the venturi tubes absolutely clear and clean? Check for insects.

## Flashback or Flames

- Immediately shut off the gas supply
- Let BBQ cool
- Remove burner and inspect closely. Generally caused by insects inside venturi tube or a rusted burner.

## Humming Regulator

A normal occurrence caused by cold propane passing through a restricted passage. Usually occurs with a full tank in hot weather.

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## **Burner lights with match but not the ignitor**

Is the push button broken or wet? Is the wire broken or frayed? Is the ceramic on the electrode broken? Is the electrode on the ceramic broken, blocked or out of alignment?

## **Too Much Heat**

Typically caused by:

- Excessive grease build-up  
(on sear plates, flavourizer bars or grease tray)
  - Damaged or missing orifice
  - Faulty propane tank regulator
  - Improper rock or briquette distribution
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