

Causes and Solution to Correct the Misalignment of the Ceramic Dome and Base

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Introduction/Background

A Primo Ceramic Grill is subjected to repeated heating and cooling by the cooking process. While normal and expected, this causes the dome, base and metal hardware to go through numerous cycles of expansion and contraction. The frequency of the cycles and level of high heat varies greatly between users. As a result, one or more of the metal hardware components (bands, band nuts, hinge plate anchor nuts and hinge bolts) will loosen as compared to the factory settings. In some cases, the user may see the base band and/or hinge move when fully raising the dome.

Current Situation

The need for periodic inspection and tightening of the hardware is stated in Primo FAQ section of the website, owners manual and the [Primo University: CL09 Maintenance, Care and Safe Use](#) YouTube video. Unfortunately, many users are not aware of this information and/or do not perform this simple action. Typically, it is not visually apparent that the hardware has loosened until a misalignment occurs. At this point, the hardware is *very* loose.

In extreme cases the dome will separate from the band and fall out causing a safety issue for the user, and the potential chipping or breaking of the dome.

If periodic inspections and maintenance of the hardware are not performed, Primo will NOT cover any damage to the grill components under our warranty.

Types of Misalignment

If a Primo user contacts Primo and describes a misalignment of the dome and base, it must be first be treated as a safety issue. The user should NOT open or operate the grill until the misalignment is resolved.

The following are the two types of misalignment related to the ceramic dome and base:

“Front to Back” Misalignment

“Front to Back” misalignment can occur when the dome has moved toward the spring-assisted hinge and the front edge of the base is visible. It appears as an “under bite”. This is a result of one or more of the bands has become loose. Another occurrence is when the dome moves away from the spring-assisted hinge and extends beyond the edge of base edge. It appears as an “over bite”. This is a result of multiple hinge plate cap nuts becoming loose.

“Left to Right” Misalignment

“Left to Right” misalignment means the dome has moved to the left or right exposing one of the edges of the side of the base. Typically, one or more of the band bolt nuts is loose, allowing the spring-assisted hinge to pull the dome out of alignment.



Photo of “Front to Back” Misalignment (under bite).



Photo of “Left to Right” Misalignment.



Photo of band bolts and nuts.



Photo of hinge plate cap nuts.

Steps to Correcting Misalignment

Tools Needed: 11mm (7/16") and 10mm wrenches or sockets.

IMPORTANT: DO NOT open or use the grill before performing these steps:

1. Use two zip ties to prevent the spring-assisted hinge from applying pressure to the bands.
2. Try moving the dome into alignment. If you are able to align it, you may only need to tighten the eight cap nuts that attach the hinge to the bands.

If this DOES NOT correct the misalignment, continue with the following steps:

3. Loosen the two band bolt nuts until they can be loosened with your fingers.
4. Position the dome so it is realigned with the base.
5. Tighten the base band enough so you can reposition it to be parallel to the edge of the base.
6. Tighten the dome band enough so you can reposition it to be parallel to the edge of the dome.
7. Rotate the tightening of each band with 4-5 turns each. The band bolt nuts should be very tight.
8. Check the hinge plate cap nuts for tightness. They should be snug. Do not over tighten.
9. Cut the zip ties and open the dome. Check that the dome and base are aligned properly.
10. After your first use, recheck the band bolt nuts and hinge plate cap nuts for proper tightness, then check periodically to maintain the proper alignment.



Photo showing the proper application of zip ties in step 1.