








Infrared Grilling Guide

FOOD	CONTROL KNOB SETTING	COOKING TIME	SUGGESTIONS
 Steak 1 inch (2.54 cm) thick	HIGH – 2 minutes each side	Rare – 4 minutes	Ask for marbled fat in cut. Fat is a natural tenderizer and keeps meat juicy.
	HIGH to MEDIUM – High heat 2 minutes each side then turn to medium heat	Medium – 6 minutes	
		Well done – 8 minutes	
 Hamburger ½ inch (1.27 cm) thick	HIGH – 2 minutes each side	Rare – 4 minutes	Keep patties all the same thickness for equal cooking times. Patties 1 inch thick or more should be grilled using indirect heat.
	HIGH – 2 ½ minutes each side	Medium – 5 minutes	
	HIGH – 3 minutes each side	Well done – 6 minutes	
 Chicken	HIGH, MEDIUM, LOW – 2 minutes each side then medium-low to low heat	20 – 25 minutes	Slice joint connecting the thigh and leg ¾ through for the meat to lie flat on the burner and cook evenly.
 Pork Chops	MEDIUM	6 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 Spare Ribs	HIGH to LOW – High for 5 minutes then low until finished	20 minutes each side turning often	Choose lean meaty ribs. Grill until meat pulls easily from the bone.
 Lamb Chops	HIGH to MEDIUM – High for 5 minutes then Medium until finished	15 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat
 Hot dogs	MEDIUM to LOW	4 – 6 minutes	Select larger wieners and slit lengthwise before grilling

Cleaning Instructions

First Time Use

1. Wash grids by hand with water and mild dish soap to remove any residue from the manufacturing process. DO NOT wash in a dishwasher.
2. Rinse thoroughly with hot water and dry completely with a soft cloth to prevent moisture from entering the cast iron.

Cast Iron Grids

- Season your grids to add a protective coating to prevent corrosion. See Grilling Tips – **How to Season your Cast Iron Cooking Grids.**

Stainless Steel Grids

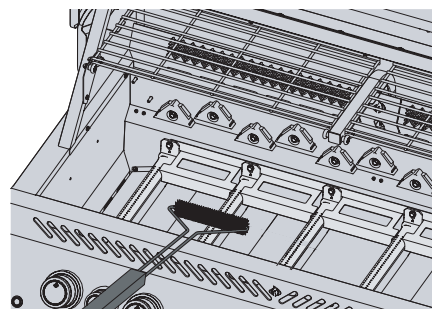
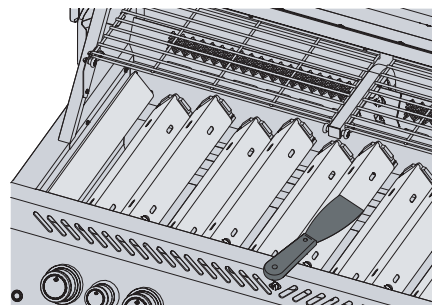
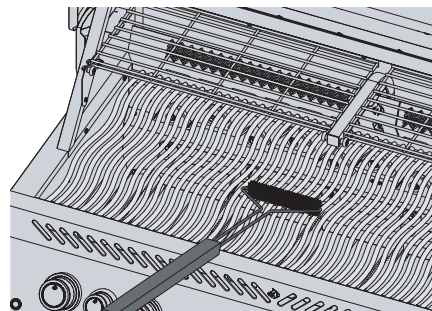
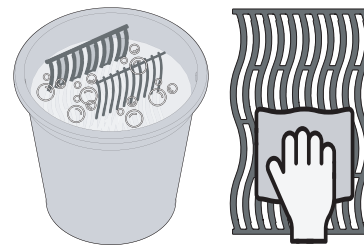
- Stainless steel cooking grids can be cleaned by preheating the grill and using a wire brush to remove residue.
- Stainless steel grids will permanently discolor from regular use because of high temperatures when grilling.

Infrared Side Burner

- Most drippings and food particles that fall on the infrared burner surface incinerates immediately because of the high intensity heat.
- Do not clean the ceramic tile with a wire brush.
- Do not use water or other liquids to clean the burner. An immediate change in temperature will cause cracking of the ceramic tile.
- Light burner and operate on high for 5-10 minutes to remove any left-over residue.

Inside of the Grill

1. Remove the cooking grids.
2. Use a brass wire brush to clean loose debris from the sides and underneath the lid.
3. Scrape the sear plates with a putty knife or scraper. Use a wire brush to remove the ash.
4. Remove the sear plates and brush debris from the burners with a wire brush.
5. Sweep debris from inside the grill into the drip pan.



WARNING! Always wear protective gloves and safety glasses when cleaning your grill.

WARNING! Accumulated grease is a fire hazard.

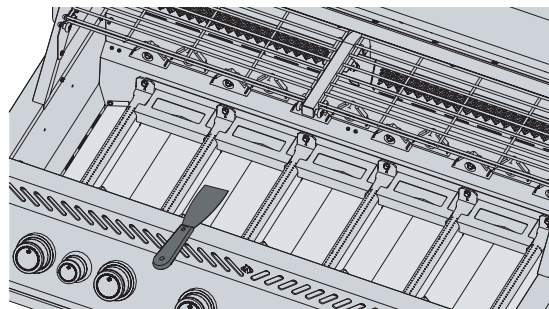
WARNING! Cleaning should only be done when the grill is cool to avoid the possibility of burns.



Drip Pan

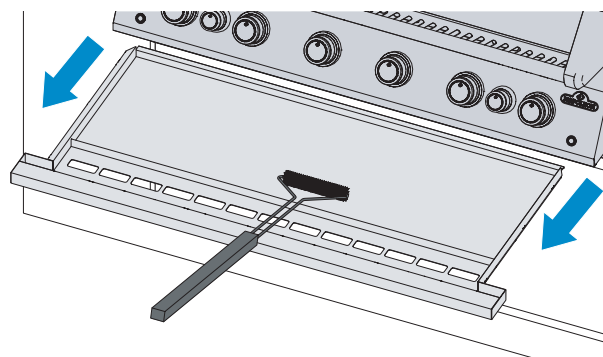
Every grill head, side burner and drop-in burner have a corresponding drip pan. It is easily accessible through doors or openings.

- Grease and excess drippings collect in the drip pan located beneath the grill and accumulate in the disposable grease tray below the drip pan (if applicable).
- Only use Napoleon approved liners on the drip pan. Never use aluminum foil, sand or any other unapproved material. This can prevent grease from flowing properly.
- Clean frequently to avoid grease build-up – approximately every 4-5 uses.



Cleaning steps:

1. Slide the drip pan from the grill to access the disposable grease tray or to clean the drip pan.
2. Scrape the drip pan out with a putty knife or scraper.
3. Replace the disposable grease tray every 2-4 weeks depending on grill usage (if applicable).
4. See your Napoleon Grill dealer for supplies.



Control Panel

ONLY use warm soapy water.

Text is printed directly on the control panel and will gradually rub off if abrasive or stainless steel cleaners are used.

Proper cleaning of the control panel will ensure the text remains dark and legible.

Aluminum Castings

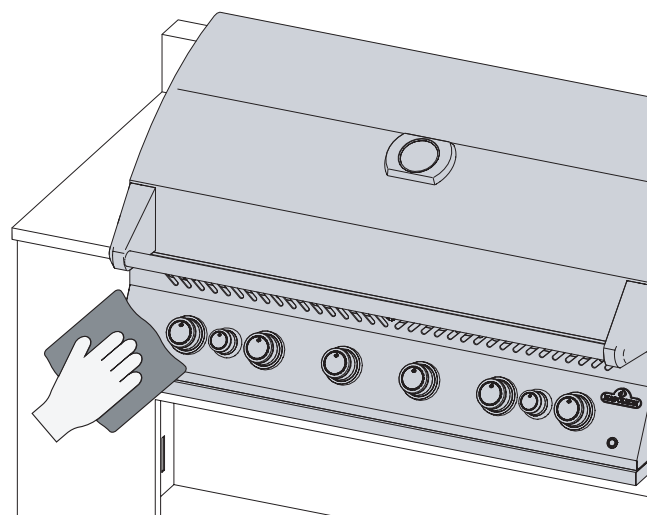
Clean with warm soapy water.

Aluminum doesn't rust, but high temperatures and weathering can cause oxidization on the surface of the castings that look like white spots.

See **"Maintenance Instructions"** for more information on how to prevent oxidized aluminum.

Outside Grill Surface

- Only use a non-abrasive cleaner. Abrasive cleaners or steel wool will scratch the finish.
- Always wipe in the direction of the grain.
- Handle porcelain enamel components with care.
- The baked-on enamel finish is glass-like and will chip if struck.
- Stainless steel parts discolor overtime when heated and will turn a golden or brown hue. This is normal and won't affect the performance of the grill.



WARNING! Ensure all burners are turned off and grill is cool before cleaning. Do not use oven cleaner to clean any part of the grill. Do not put cooking grids or any other parts of the grill in a self-cleaning oven to clean. Clean the grill in an area where cleaning solution won't harm decks, lawns, or patios.

WARNING! Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the grill components unless cleaned regularly.



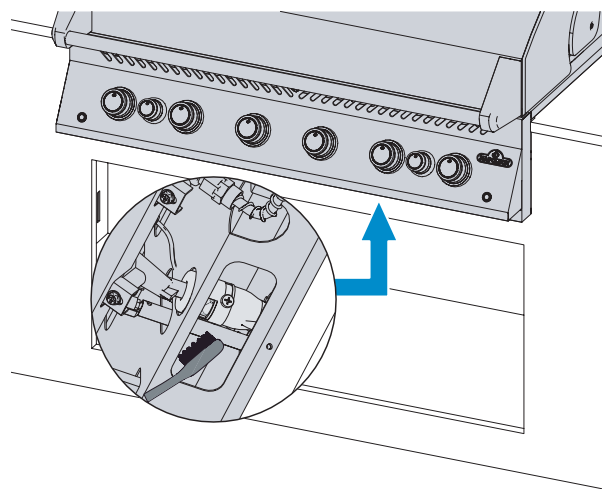
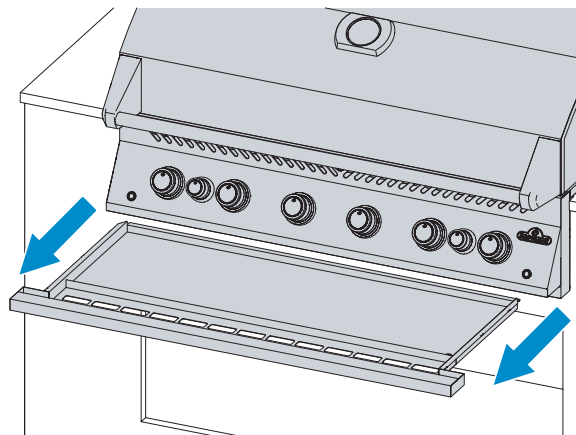
Insect Screen and Burner Ports

Spiders and insects are attracted to small enclosed spaces.

Napoleon has equipped the burner with an insect screen on the air shutter. This reduces the likelihood of insects building nests inside the burner, but doesn't eliminate the problem.

A nest or web can cause the burner flame to burn a soft yellow or orange and cause a fire or flashback at the air shutter underneath the control panel.

1. Remove the screw (s) that attaches the burner to the back wall of the grill. Slide the burner back and upwards to remove.
2. Use a flexible venturi tube brush to clean the inside of the burner.
3. Shake loose debris from the burner through the gas inlet.
4. Check the burner ports and valve orifices for blockages: burner ports can close over time because of cooking debris and corrosion.
5. Use an opened paper clip, or the supplied port maintenance bit to clean burner ports.
6. Drill out blocked ports using the supplied drill bit in a small cordless drill: this can be done with the burner attached to the grill, but it's easier if removed from the grill.
7. Do not flex the drill bit when drilling the ports because the drill bit will break.
8. This drill bit is for burner ports NOT for brass orifices that regulate the gas flow to the burner.
9. Do not enlarge the holes
10. Ensure the insect screen is clean, tight, and free of any lint or other debris.
11. Reverse the procedure to reinstall the burner.
12. Ensure the valve enters the burner when installing.
13. Replace sear plate mount and tighten screws to complete re-installation.



SAFETY FIRST!



Always wear protective gloves and safety glasses when servicing your grill.

WARNING! It is very important the valve/orifice enters the burner tube when reinstalling the burner after cleaning and before lighting your grill, or a fire or explosion could occur.

WARNING! Avoid unprotected contact with hot surfaces.

WARNING! Do not use abrasive cleaners or steel wool on any painted, porcelain, or stainless steel parts of your grill because it will scratch the finish.



Maintenance Instructions

Recommendations

This grill should be thoroughly inspected and serviced annually by a qualified service person.

- Do not obstruct the flow of ventilation and combustion air.
- Keep the cylinder enclosure ventilation openings located on the side of the cart or enclosure and front and back of the bottom shelf clear from debris.

WARNING! Keep the grill away from combustible materials, gasoline, and other flammable vapors and liquids.



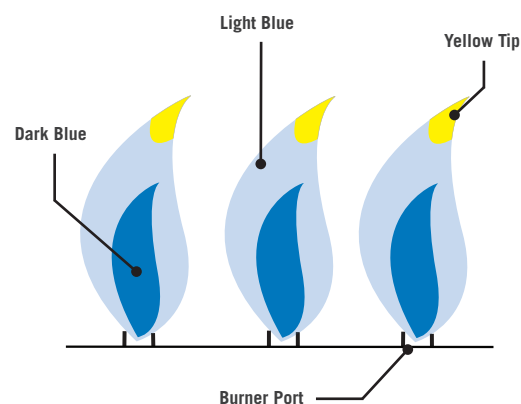
FLAME APPEARANCE



IMPORTANT! Orifice changes and air shutter adjustments must always be done by a qualified gas installer.

- The flames should always look dark blue, tipped with light blue and occasionally yellow.
- Too little air flow to the burner will produce soot and lazy yellow flames.
- Too much air flow to the burner will cause flames to lift erratically and cause igniting difficulties. See “Troubleshooting”.
- The air shutter is factory set and should not require adjusting under normal conditions. Adjustments might be required under extreme field conditions.

Note: Infrared burners have no air adjustment.



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Contact the Napoleon
Customer Solutions
Department for
recommended
replacement parts.
+31 345 588655.

TECHNICAL DATA

The following table lists Gross heat input and Gas usage values per unit:

		ORIFICE SIZE		GROSS HEAT INPUT (TOTAL)	GAS USAGE (TOTAL)	
		I	II	I	I	II
BIG 32 RB	MAIN FLAME	#60	1.45 mm	16 kW	1164 g/hr	1525 L/hr
	REAR	1.25mm	1.76 mm	5.5 kW	400 g/hr	524 L/hr
BIG 38 RB	MAIN FLAME	#60	1.45 mm	20 kW	1455 g/hr	1906 L/hr
	REAR	1.25mm	1.76 mm	5.5 kW	400 g/hr	524 L/hr
BIG 44 RB	MAIN FLAME	#60	1.45 mm	24 kW	1747 g/hr	2287 L/hr
	REAR	1.25mm	1.76 mm	11 kW	800 g/hr	1048 L/hr
BIB 10 RT & BIB 10 IR	MAIN FLAME	#64	1.25 mm	3 kW	255 g/hr	286 L/hr
BIB 12 RT	MAIN FLAME	1.20 mm	1.65 mm	10 kW	728 g/hr	953 L/hr
BIB 18 RT & BIB 18 IR	MAIN FLAME	1.20 mm	1.65 mm	10 kW	728 g/hr	953 L/hr
BIB 18 PB (Outer Ring)	MAIN FLAME	1.35 mm	1.95 mm	7 kW	509 g/hr	667 L/hr
BIB 18 PB (Inner Ring)	MAIN FLAME	1.15 mm	1.65 mm	5 kW	364 g/hr	476 L/hr
BI 32	MAIN FLAME	#60	1.45 mm	16 kW	1164 g/hr	1525 L/hr
BI 12 RT	MAIN FLAME	1.20 mm	1.65 mm	10 kW	728 g/hr	953 L/hr
BI 10 RT	MAIN FLAME	#64	1.25 mm	3 kW	255 g/hr	286 L/hr

The following table lists all certified gases and pressures. Verify the information on the rating plate corresponds with this list.

Note: Only use regulators that supply the pressure listed here.

Gas Category	I _{3B/P(30)}	I _{3+(28-30/37)}	I _{3B/P(37)}	I _{3B/P(50)}	II _{2H}	II _{2E}	II _{2E+}
Orifice Sizes	I	I	I	I	II	II	II
Gases / Pressures	Butane / Propane 30mbar	Butane 28-30mbar Propane 37mbar	Butane / Propane 37mbar	Butane / Propane 50mbar	G20 at 20mbar	G20 at 20 mbar	G20 at 20 mbar, G25 at 25 mbar
Countries	AL, BE, BG, CY, CZ, DK, EE, FI, FR, GB, GR, HR, HU, IS, IT, LT, LU, MT, NL, NO, RO, SE, SI, SK, TR	BE, CH, CY, CZ, ES, FR, GB, GR, IE, IT, LT, LU, LV, PT, SI, SK, TR	BE, CH, CZ, ES, FR, GB, GR, HR, HU, IE, IT, LT, NL, PL PT, RO, SI, SK, TR	AT, CH, CZ, DE, SK	AT, BG, CH, CZ, DK, EE, ES, FI, GB, GR, HR, HU, IE, IS, IT, LV, LT, NO, PT, RO, SE, SI, SK, TR	DE, NL PL, RO	BE,FR

STAINLESS IN HARSH ENVIRONMENTS

Stainless steel oxidizes or stains in the presence of chlorides and sulfides, especially in coastal regions, warm and highly humid areas, and around pools and hot tubs. These stains look like rust, but they can be easily removed or prevented. Wash stainless and chrome surfaces every 3-4 weeks. Clean with warm soapy water.

Burner Maintenance

- Extreme heat and a corrosive environment can cause surface corrosion to occur even though the burner is made from heavy wall 304 stainless steel.

Maintenance and Protection of Infrared Burners

Your infrared burners are designed to provide a long service life, but you must be careful to prevent cracking of their ceramic surfaces. Fractures will cause the burners to malfunction.



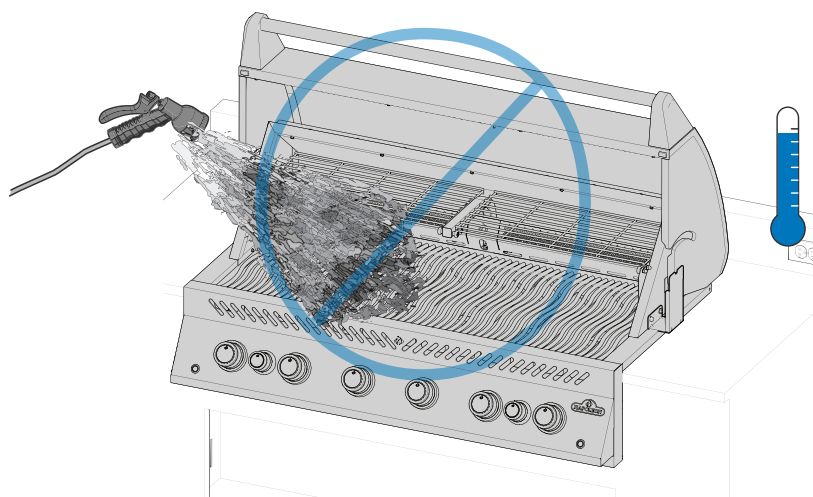
IMPORTANT! Damage resulting from by failure to follow these instructions is NOT covered by your grill warranty.

Steps to Avoid Damaging Ceramic Surfaces

1. Never douse a flame or control flare-ups with water.
2. Do not allow cold water (rain, sprinkler, hose etc.) to come in contact with hot ceramic burners. An immediate change in temperature will cause cracking of the ceramic tile.
3. A ceramic burner that becomes wet before use will create steam when operated later and produce pressure that will crack the ceramic.
4. Repeated soaking of the ceramic can cause it to swell and expand producing pressure that will make the ceramic crack and crumble.
5. Inspect the ceramic for possible water soaking if you find standing water in the grill. Remove the burner if the ceramic is wet. Turn it upside down to drain the excess water. Bring ceramic indoors to dry thoroughly.
6. Do not allow hard objects to impact the burner. Take care when inserting or removing cooking grids and using accessories.

Clearance Ventilation of hot air

- Hot air must have a way to escape the grill for the burners to function properly.
- The burners can become deprived of oxygen if the hot air is not allowed to escape causing them to back-flash. The ceramic can crack if this occurs repeatedly.



SAFETY FIRST!



Never cover more than 75% of any main or side burner cooking surface with any solid metal (e.g. griddles or pans)

WARNING! Turn off gas at the source and disconnect the unit before servicing.

WARNING! Maintenance should only be done when the grill is cool to avoid the possibility of burns.

WARNING! A leak test must be performed annually and when any component of the gas train is replaced, or when the smell of gas is present.



Troubleshooting

Lighting Problems

- Main, rear or side burners will not light with the igniter, but will light with a match.
- Burners will not cross light each other.

	Possible causes	Solution
Main Burner	JETFIRE™ outlet is dirty or clogged	Clean JETFIRE™ outlet with a soft bristle brush.
	Dirty or corroded cross light brackets.	Clean or replace as required.
Rear and Side Burners	Dead battery, or installed incorrectly.	Replace with premium heavy- duty battery.
	Loose electrode wire or switch terminal wires.	Check electrode wire is firmly pushed onto the terminal on the back of the igniter. Check the lead wires from the module to the ignition switch (if equipped) are firmly pushed onto their respective terminals.
	Lifting flames on burner.	Close air shutter according to "Maintenance Instructions"- Combustion Air Adjustment section in this Owner's Manual. IMPORTANT! This must be done by a qualified gas installer.

Noises and Flare-ups

- Humming regulator.
- Excessive flare-ups and uneven heat.

Possible causes	Solution
Normal humming noise on hot days.	This isn't a defect. It's caused by internal vibrations in the regulator and doesn't affect the performance or safety of the grill. Humming regulators WILL NOT be replaced.
The cylinder valve was opened too quickly.	Open cylinder valve slowly
Sear plates installed incorrectly.	Ensure sear plates are installed with holes towards the front, and the slots on the bottom. See Assembly Instructions Guide.
Improper heating.	Preheat grill with all main burners on high for 10 to 15 minutes.
Excessive grease and ash build on sear plates and in drip pan.	Clean sear plates and drip pan regularly. Do not line pan with aluminum foil. Refer to "Cleaning Instructions" .

Gas Flow

- Low heat or low flame when valve is turned to high.
- Burners burn with yellow flame, accompanied by the smell of gas.
- Flames lift away from burner, accompanied by the smell of gas, and possible lighting difficulties.
- Burner output on HIGH, but setting is LOW. Rumbling noise and fluttering blue flame at burner surface.

Possible causes	Solution
Propane – improper lighting procedure	Ensure lighting procedure is followed carefully. All gas valves must be in the OFF position when the tank valve is turned on. Turn tank on slowly to allow pressure to equalize. See Operation – "Lighting Instructions" .
Natural gas – undersized supply line.	Pipe must be sized according to installation code.
Leaking gasket surrounding the ceramic tile, or a weld failure in the burner housing.	Allow burner to cool and inspect very closely for cracks. Contact your authorized Napoleon dealer to order replacement burner assembly if any cracks are found.
Both gas propane and natural gas – improper preheating.	Preheat grill with both main burners on high for 10 to 15 minutes.
Possible spider web or other debris.	Thoroughly clean nest or webs out of your burner orifice by removing it and following instructions in this manual. See "Leak Test" .
Improper air shutter adjustment.	Open or close air shutter slightly according to this manual. See "Maintenance Instructions" . IMPORTANT! This must be done by a qualified gas installer.
Lack of gas	Check gas level in propane cylinder.
Supply hose is pinched.	Reposition supply hose as necessary.
Propane regulator in low flow state.	Turn the burners off and close the tank valve, wait 5 minutes before fully re-opening the valve, allow a few seconds for the pressure to equalize before following the Lighting Instructions to start the grill. Ensure igniting procedure is followed carefully every time you cook. All gas valves must be OFF when the tank valve is turned on. Always open the tank valve slowly.

**WE WANT
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Napoleon is here to ensure your grilling experience is memorable. Contact us if you require additional help.



Infrared Burner Flashes Back

- During operation the burner abruptly makes a loud whoosh sound, followed by a continuous blow-torch type sound and grows dim or has a large flame on start up.

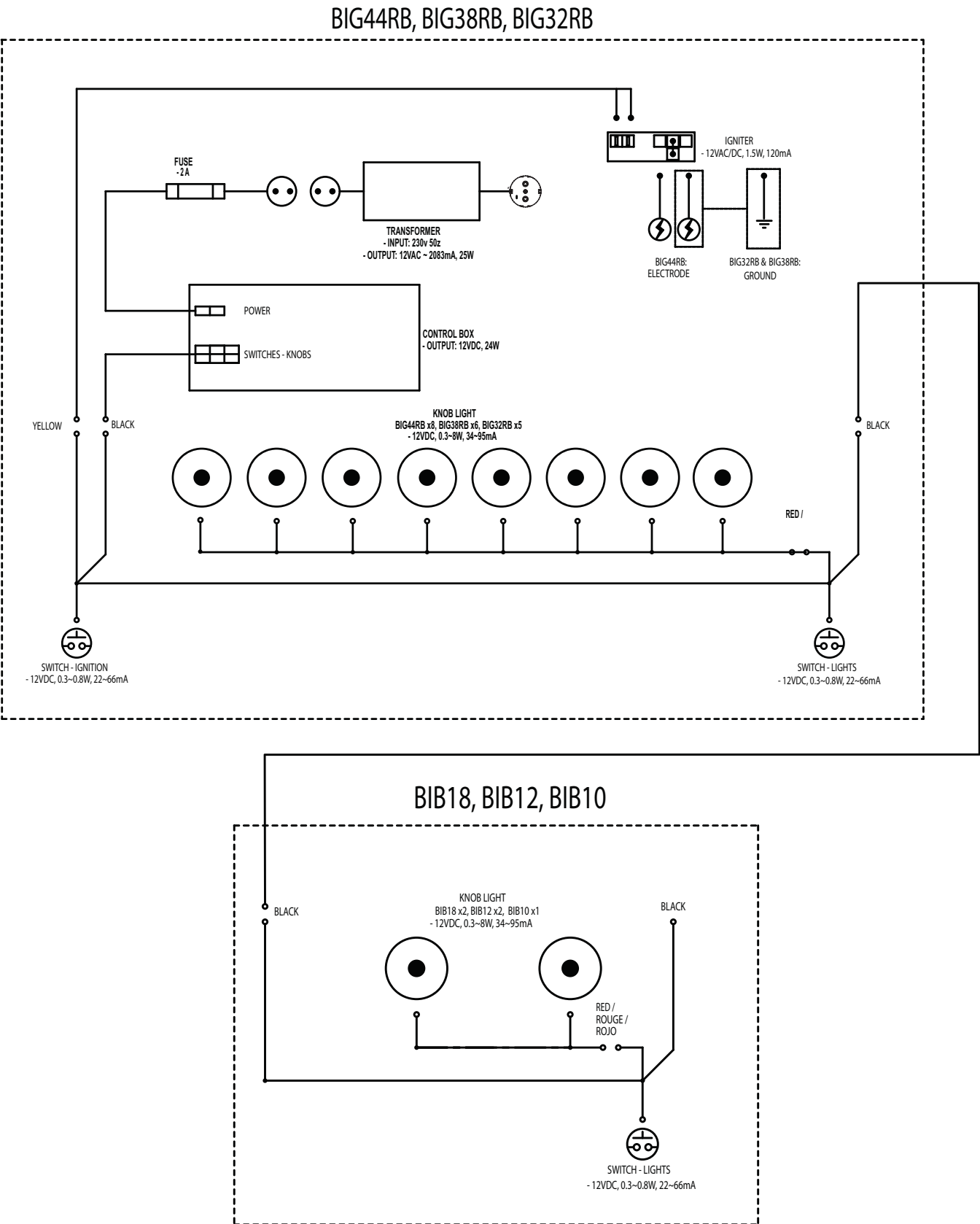
Possible causes	Solution
Ceramic tiles overloaded with grease drippings and build-up. Ports are clogged	Turner burner OFF and allow to cool for at least 2 minutes. Reignite burner and burn on HIGH for at least 5 minutes, or until the ceramic tiles are evenly glowing red.
Burner overheated because inadequate ventilation. Too much grill surface covered by griddle or pan.	Ensure no more than 75% of the grill surface is covered by objects or accessories. Turn burner OFF and allow to cool for at least 2 minutes. Reignite.
Leaking gasket surrounding the ceramic tile, or a weld failure in the burner housing.	Allow burner to cool and inspect very closely for cracks. Contact your authorized Napoleon dealer to order replacement burner assembly if any cracks are found.
Improper heating.	Preheat grill with both main burners on high for 10 to 15 minutes.
Excessive grease and ash build on sear plates and in drip pan.	Clean sear plates and drip pan regularly. Do not line pan with aluminum foil. Refer to " Cleaning Instructions ".

Peeling Paint

- Paint appears to be peeling inside lid or hood.

Possible causes	Solution
Grease build-up on inside surfaces.	This is not a defect. The finish on the lid and hood is porcelain or stainless steel and will not peel. The peeling is caused by hardened grease, which dries into paint-like shards, that flake off. Regular cleaning will prevent this. See " Cleaning instructions ".

DIAGRAM FOR ELECTRICAL CONNECTIONS



Napoleon President's Limited Lifetime Warranty



NAPOLEON products are designed with superior components and materials, and are assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak tested and test-fired at a quality test station. This grill has been thoroughly inspected by a qualified technician before packaging and shipping to ensure that you, the customer, receive the quality product you expect from NAPOLEON.

NAPOLEON warrants that components in your new NAPOLEON product will be free from defects in material and workmanship from the date of purchase, for the following period:

Aluminum castings / stainless steel base	Lifetime
Stainless steel lid.....	Lifetime
Porcelain enamel lid.....	Lifetime
Stainless steel cooking grids	Lifetime
Stainless steel liners.....	Lifetime
Stainless steel tube burners	10 years full coverage, plus 50% off for life
Porcelain-enameled cast iron cooking grids.....	10 years full coverage, plus 50% off for life
Stainless steel sear plates.....	5 years full coverage, plus 50% off for life
Stainless steel infrared rotisserie burner	5 years full coverage, plus 50% off for life
Ceramic infrared/Range burners (excluding screen).....	5 years full coverage, plus 50% off for life
All other parts	2 years

Warranty

*Conditions and Limitations

This Limited Warranty creates a warranty period as specified in the aforementioned table, for any product purchased through an authorized NAPOLEON dealer, and entitles the original purchaser to the specified coverage in respect of any component replaced within the warranty period, either by NAPOLEON or an authorized NAPOLEON dealer, to replace a component of such product that has failed in normal private use as a result of a manufacturing defect. The “50% off” indicated in the table means the component is made available to the purchaser at a 50% discount off the regular retail price of the component for the period indicated. This Limited Warranty does not cover accessories or bonus items.

For greater certainty, “normal private use” of a product means that the product: has been installed by a licensed, authorized service technician or contractor, in accordance with the installation instructions included with the product and all local and national building and fire codes; has been properly maintained; and has not been used as a communal amenity or in a commercial application.

Similarly, “failure” does not include: over-firing, blow outs caused by environmental conditions such as strong winds or inadequate ventilation, scratches, dents, corrosion, deterioration of painted and plated finishes, discoloration caused by heat, abrasive or chemical cleaners or UV exposure, chipping of porcelain enameled parts, or damages caused by misuse, accident, hail, grease fires, lack of maintenance, hostile environments such as salt or chlorine, alterations, abuse, neglect or parts installed from other manufacturers.

Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided. The replacement component is the sole responsibility of NAPOLEON defined by this Limited Warranty; in no event will NAPOLEON be responsible for installation, labor or any other costs or expenses related to the re-installation of a warranted part, for any incidental, consequential, or indirect damages or for any transportation charges, labor costs or export duties.

This Limited Warranty is provided in addition to any rights afforded to you by local laws. Accordingly, this Limited Warranty imposes no obligation upon NAPOLEON to keep parts in stock. Based on the availability of parts, NAPOLEON may at its discretion discharge all obligations by providing a customer a prorated credit towards a new product. After the first year, with respect to this Limited Warranty NAPOLEON may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchaser the wholesale price of any warranted but defective part(s).

The bill of sale or copy will be required together with a serial number and a model number when making any warranty claims from NAPOLEON. NAPOLEON reserves the right to have its representative inspect any product or part prior to honoring any warranty claim. You must contact NAPOLEON Customer Service or an authorized NAPOLEON dealer to obtain the benefit of the warranty coverage.



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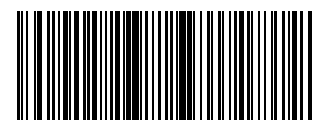


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