



MEMPHIS OWNER'S GUIDE

Intelligent Temperature Control/ITC 2.0 Models



Read all instructions before installing and using this appliance.

Save these instructions for future reference.



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GENERAL WARNING: Read all safety information prior to operating grill



Stop!

**Scan the QR Code above now
to secure your grill warranty registration.**

Or register online at:

<https://memphisgrills.com/support-resources/warranty-registration/>



Warranty Registration Form

Register online at <https://memphisgrills.com/support-resources/warranty-registration/> OR complete and return this Warranty Registration Form within 30 days of purchase to register your warranty.

Warranty coverage begins on the original date of purchase. Proof of original date of purchase from an authorized Memphis Grills Dealer is required to validate Warranty. Without receipt of Warranty Registration and proof of date of purchase, the warranty will begin from ship date to Dealer or Retailer.

****Required Fields***

First Name* _____

Last Name* _____

Mailing Address* _____

City* _____

State/Province* _____

Postal Code* _____

Country* _____

Phone Number _____

Email* _____

Find the following Product Information inside the front panel.

Serial Number* (example: VG0001S-30200) _____

Model Name _____

Send Warranty Registration Form and dated sales receipt to:

Memphis Grills
Memphis Grill Warranty Registration
9111 Grand Avenue South
Bloomington, MN 55420

Contact Memphis Grills Customer Service with any questions: 1-888-883-2260



- Please read this entire manual before installation and use of this wood pellet fuel-burning appliance. Failure to follow these instructions could result in property damage, bodily injury or even death.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- Contact local building or fire officials about restrictions, installation and inspection requirements in your area.
- Save these instructions.
- For outdoor use only. Do not use in any enclosed area.
- Keep grill 30" (76 cm) or more from any combustible surface.
- To prevent grease fires, clean your grill on a regular basis; this includes the Savorizer® and grease tray.
- Do not put anything flammable in the storage area under the grill or in either shelf.
- Do not leave sealed containers of food on or near the grill.
- Keep the grill's rear and top ventilation slots clear of obstructions.
- It's recommended that you regularly check your Memphis Grill for burn pot obstructions to make sure proper air flow is maintained. See [Periodic Grill Maintenance](#) in this manual for correct procedures.
- DO NOT cover Savorizer® with foil unless using Memphis brand foil. Other foil may impede air flow.
- Accessible parts of the grill are very hot. Exercise reasonable care when operating your grill. Keep young children away while in use. When children are present, adult supervision is recommended.
- Do not use lava rocks or charcoal in your grill.
- Always use premium barbecue pellets. Wood pellets produced for heating stoves should never be used.
- Should a grease fire occur, turn off the grill, remove food (use your judgment), and leave the hood closed until the fire is out. **Do not unplug the grill** unless absolutely necessary; fans will continue to run until the fire is extinguished. When cooking exceptionally greasy foods, put a foil pan below the food to catch the grease.
- Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or 'freshen up' a fire in this appliance. Keep such liquids well away from the appliance when in use.
- Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a non-combustible surface, well away from combustible materials, pending final disposal. When the ashes are disposed by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.
- To avoid the chance of serious burns, never lean over an open grill or place hands or fingers on the front edge of the grill when hot.
- Do not use accessories not specified for use with this appliance.
- The grill should be plugged into a GFCI (Ground-Fault Circuit Interrupt) outlet, preferably on a dedicated circuit.
- The grill is to remain plugged into a GFCI during the cool down cycle.
- When not in use, the grill should be unplugged, or be powered off via post purchased dedicated on/off switch.
- Use heat-resistant barbecue mitts or gloves when operating this unit.
- Do not move or clean the grill while operating or while the grill is hot. Make sure the fire is completely out, and that the grill is completely cooled before transporting or cleaning the grill.
- If the power cord becomes damaged, do not operate the grill.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Do not use aerosols, liquids or damp materials on or near the grill while it is hot.
- Do not cover the entirety of the cooking surface when grill is hot. Leave at least 2 inches of clearance from the sides and back of the grill body.
- Any modifications (holes, screws, sheet metal changes) to the grill will void warranty.
- Always operate the grill with the grill hood in the closed position, unless the grill is in a Direct Flame mode.
- The grill is never operated in a Direct Flame mode without the optional Direct Flame Savorizer® Insert (VG4407). The Direct Flame Insert must be in place during operation. Direct Flame cooks should be performed with the hood in the open position. A closed hood during Direct Flame cooks may result in an ER-1 error message. This error message means that the grill has reached too high of a temperature causing the grill to shut down, avoiding any damage to the grill.
- Never leave your grill unattended during a direct flame cook. Please be cautious if using pots or pans that contain liquids such as sauces, if the grill is unattended, as spillage may be a fire risk.



Follow these guidelines to prevent this colorless, odorless gas from poisoning you, your family or others.

Know the symptoms of carbon monoxide poisoning: headache, dizziness, weakness, nausea, vomiting, sleepiness, and confusion. Carbon monoxide reduces the blood's ability to carry oxygen. Low blood oxygen levels can result in loss of consciousness and even death.

See a doctor if you or others develop cold or flu-like symptoms while cooking or in the vicinity of this appliance. Carbon monoxide poisoning, which can easily be mistaken for a cold or flu, is often detected too late.

Alcohol consumption and drug use increase the effects of carbon monoxide poisoning.

Carbon monoxide is especially toxic to mother and child during pregnancy, infants, the elderly, smokers, and people with blood or circulatory system problems, such as anemia, or heart disease.





How Your Memphis Grill Works

Your ITC 2.0 Memphis Wood Fire Grill represents a new way of outdoor cooking. It is a true high-quality convection oven that also has grilling and smoking capability. It combines many unique features with time-proven pellet burning technology. Together they give you controlled, quick, savory, and repeatable cooking results. The perfect cooking experience starts with filling your hopper with all-natural, 100% certified hardwood BBQ pellets that are dry and in good condition; we recommend “Memphis” flavored BBQ pellets.

Simply pushing the On Button will fully ignite your grill. The grill will reach your desired temperature within minutes of ignition. The Intelligent Temperature Control (ITC) convection system and automatic auger feeds the wood pellets from the hopper into the burn pot, where they are ignited using super-heated air. The Intelligent Temperature Control allows you to set the cooking method and desired temperature, and will adjust for ambient conditions. Convection/circulation fan(s) provide combustion air to the burn pot and convective cooking air by distributing the heat evenly throughout the cooking area. The natural smoke flavor produced by the burning pellets, the vapor produced by the juices dripping on the Savorizer®, and the air circulating throughout the cooking area, combine to give you the unique flavor that can only be achieved using a Memphis Wood Fire Convection Grill.

A video explaining this procedure is available on our YouTube® channel at:

<https://youtu.be/cHb8IAyKerA>

Grill Features

- Easy to use Intelligent Temperature Control (ITC) capable of smoking, roasting, grilling, baking and searing temperatures
- Memphis ITC Meat Probe functionality for hands-off, precision grilling
- Large capacity hopper
- Stainless steel construction
- Cooking area is dual wall and oven gasket sealed for maximum heat retention
- Attractive craftsmanship and high-quality performance
- Low CFM fan system causes pellets to burn and produce true convection oven cooking. Auto start button and electric igniter eliminate the need for matches and lighter fluid
- Smoke Mode gives you that savory flavor on demand and is programmable from 180°—295°F
- Cook Mode allows for grill temperatures up to 600°F
- Savorizer® reduces the chance of flare-ups and assists in even heat distribution.
- Quick and easy burn pot cleaning by removing the Indirect Insert from the Savorizer®
- Stainless steel burn pot designed for high performance and longevity
- Ability to increase the cooking area with optional cooking grates (See website for specific details.)
- Up to 6,354 cubic inches of cooking volume depending on model
- Grease drawers with disposable pans for no fuss cleaning
- Depending on model, wheels or locking casters that swivel and lock for easy maneuverability
- Stainless steel side shelf(ves) offer a durable, easy-to-clean surface
- Stainless steel cooking grates for years of reliable use
- Designed, engineered and tested in the USA
- Meat probe is standard with all Memphis models; additional meat probes can be purchased separately



Electrical Installation

Dedicated Electrical Circuit with GFCI Protected Outlet

A dedicated GFCI protected electrical circuit is REQUIRED for all Memphis Wood Fire Grills and controller systems. This circuit should be installed by a Certified Electrician. Although the Memphis Grill only uses about 5 amps of current during startup, any other equipment (refrigerator, pool pump, fountains, etc.) with a high current draw, consistently or intermittently, from the same electrical circuit can cause potential issues and/ or interruptions with the performance of the grill.

On/Off Switch Recommendation

For Built-in models, we recommend that an on/off switch be installed in a circuit that can be easily disconnected from power when not in operation. This will prevent the buildup of interference that could affect the controller's operation.



Read Prior to Initial Startup

Initial Burn Off

Before cooking for the first time, we recommend that you “burn off” the grill to rid it of any foreign matter used in the manufacturing process. Prior to burn-off, completely remove the plastic film on all stainless steel surfaces. Failure to do so will cause the film to melt to the metal, and it will be extremely difficult to remove. Remove the cooking grates and wash with a mild soap or detergent. Replace the grates, fill the hopper with pellets that are dry and in good condition, start the grill, and operate at 450°F with the hood down for 45 minutes. After burn-off, you are now ready to start enjoying your Memphis Wood Fire Grill!

Starting Your Grill

It is recommended practice to go through the Periodic Grill Maintenance (pages 20-21) procedures frequently. This will ensure proper ignition of the pellets and is part of the normal maintenance procedure. Start the grill per the instructions found in detail in this manual. If the grill fails to start, it is most likely due to a dirty or plugged Ignitor and/or a burn pot obstruction blocking the igniter air passages. (Refer to Using Your Memphis Wood Fire Grill on page 14 for cleaning instructions.)

Hood Position

Always cook with the hood CLOSED, except when using the Direct Flame insert. Cooking with the hood closed keeps the temperature even and cooks the food faster while using less fuel. If the hood is left open for an extended period of time, it will cause the ITC to increase the fuel feed rate in an effort to increase the grill temperature. This could result in pellets overloading the burn pot.

Instead of frequent, visual checks of your food and/or the use of a Memphis ITC Meat Probe is recommended. This tool can be routed under the gasket. See “Memphis ITC Meat Probe” on page 16 for further instructions on the use of a meat probe.

When using the Direct Flame mode, the hood should be closed during ignition and warm-up to 400 degrees, with the Indirect Insert placed in the Savorizer®. Once the grill is at 400°F, the Indirect Insert can be replaced with the Direct Flame Insert and the grill mode can be set to Direct Flame Mode, where the lid must be left open for the duration of the cook.

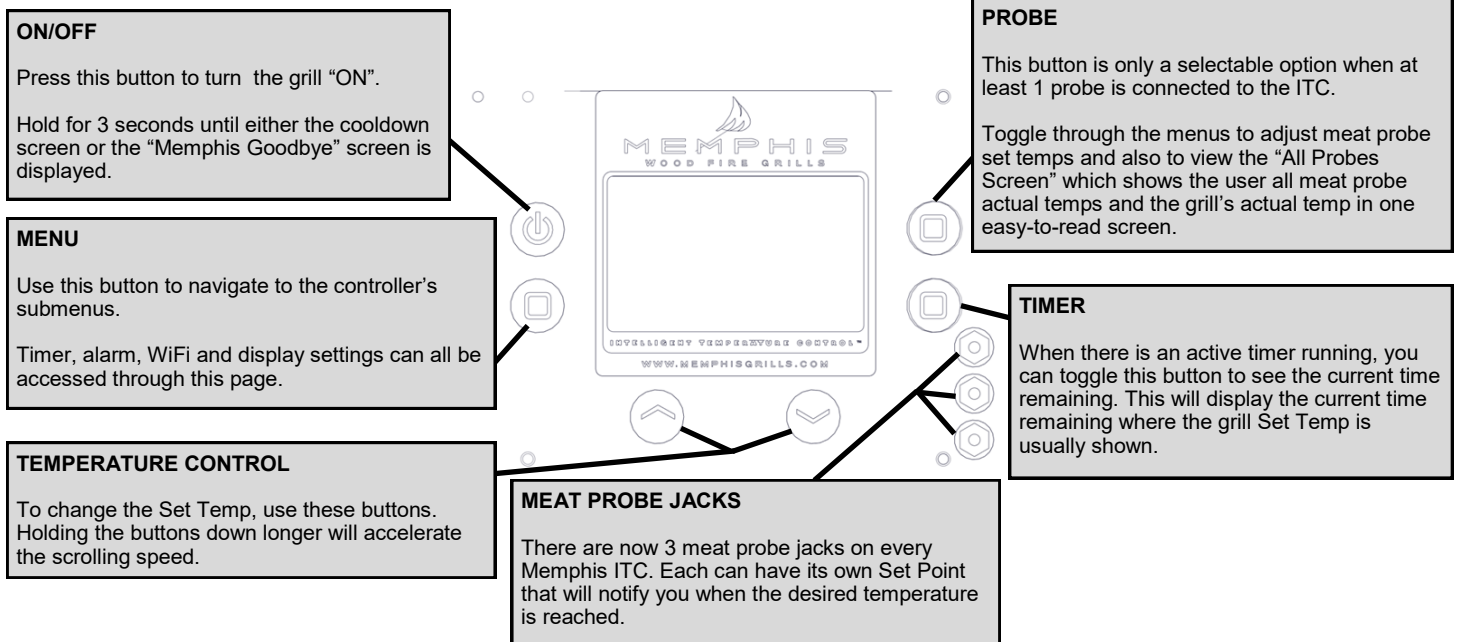


Display Operation Instructions

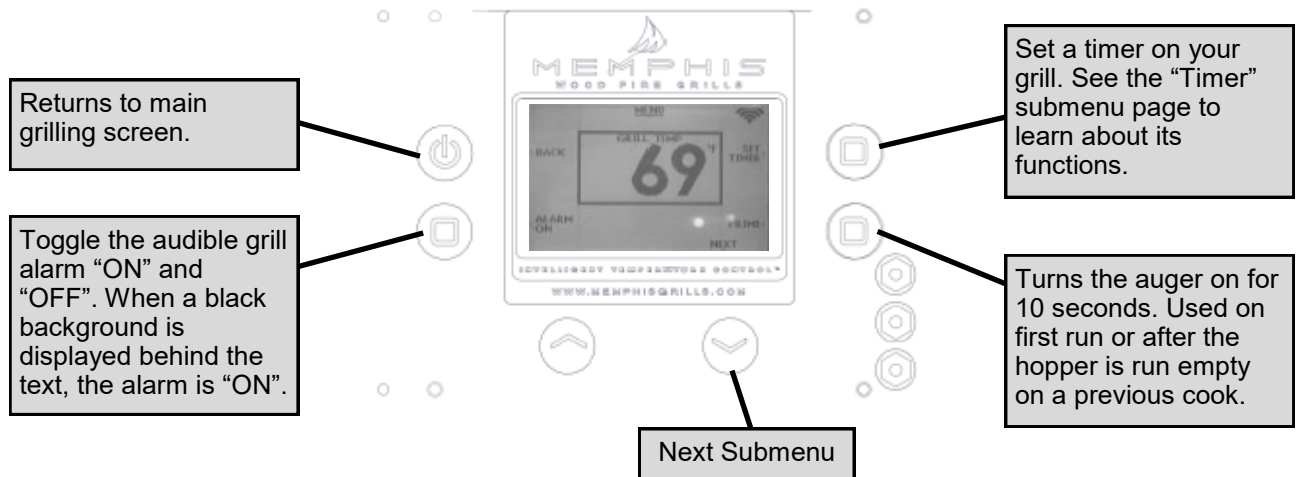
About the ITC 2 Controller

The ITC performs similarly to the control on your kitchen oven. The ITC automatically compensates for different ambient conditions, providing year-round grilling and more accurate temperature control. Setting the control is simple and intuitive, and offers the user a precise and highly customizable grilling experience.

Home Screen

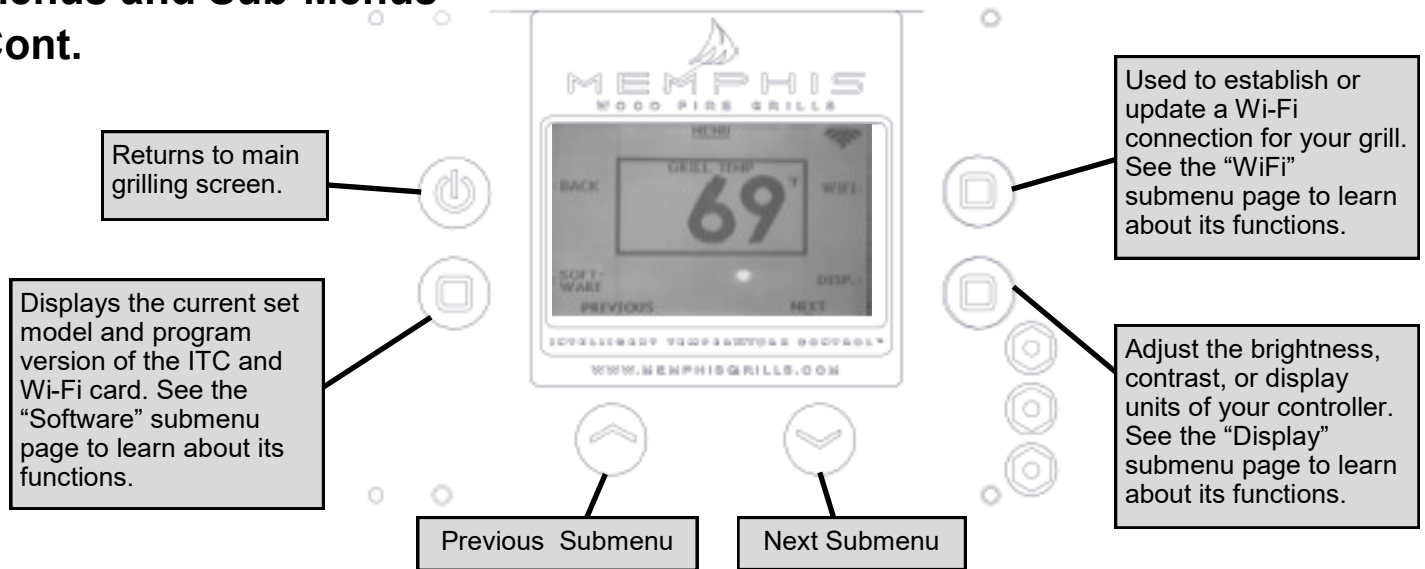


Menus and Sub-Menus

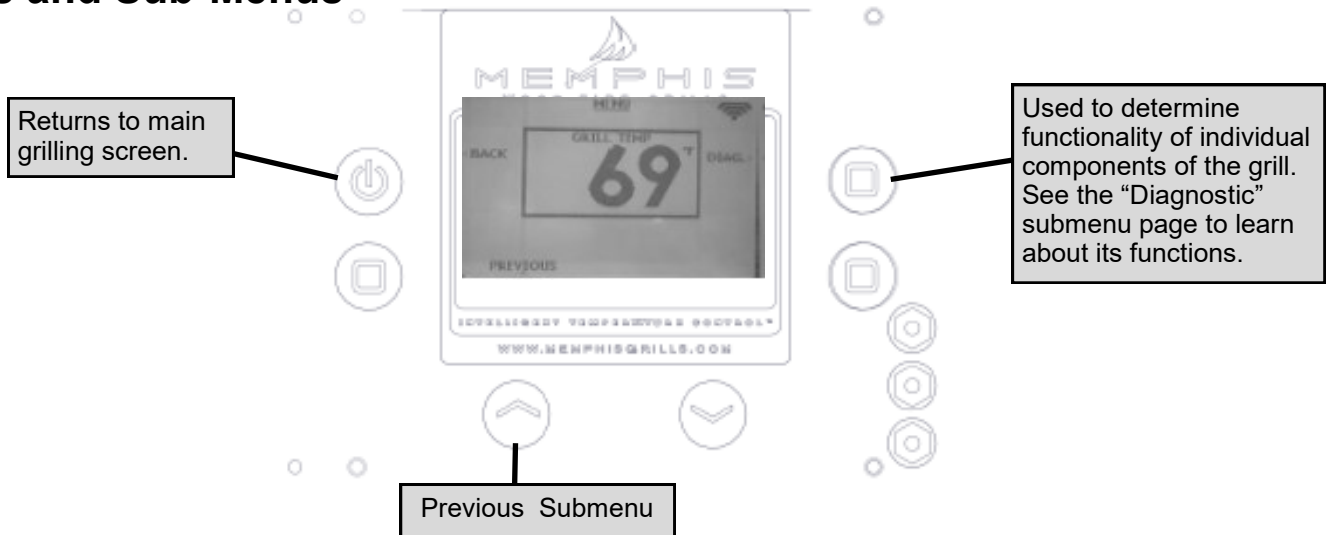




Menus and Sub-Menus Cont.



Menus and Sub-Menus Cont.



Timer





Wi-Fi

Returns to the previous page.

Toggle to enable or disable Wi-Fi control. When Wi-Fi is off, the grill will not be able to communicate to the App.

Once your grill is connected to a network, the status field will display "WIFI CONNECTED"

MAC: F8:F0:05:F4:AB:A6
NAME: P1
STATUS: WIFI CONNECTED

If connected to a Wi-Fi network and you wish to switch networks, press "SETUP".

Follow the instructions contained in the Quickstart Guide for a step-by-step process.

Display

Returns to the previous page.

Press this button and then toggle the up and down arrows to set the desired screen brightness.

Toggle between Fahrenheit and Celsius display units. The change will automatically be updated on the temperature displayed in the middle of the screen.

Press this button and then toggle the up and down arrows to set the desired screen contrast.

Software

Returns to the previous page.

This page displays model type and firmware version running on the controller.



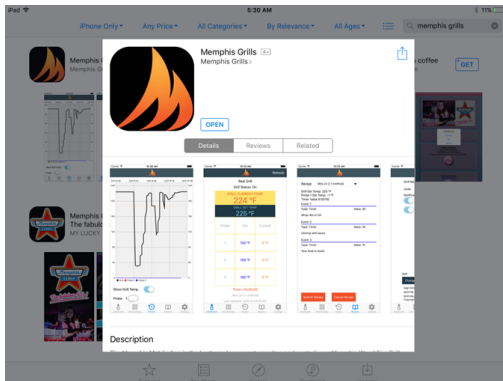
Diagnostic

Toggle individual components “ON” and “OFF.” When a black background is displayed behind the text, the component is “ON.” The grill actual and probe actual temperatures are shown for any probes connected to the ITC.

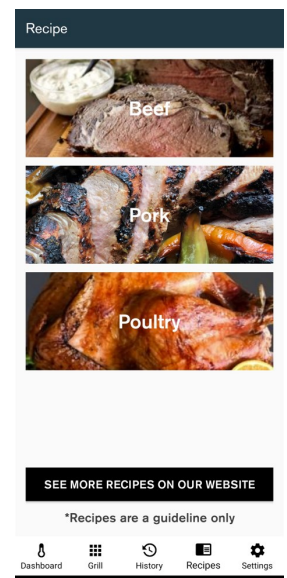
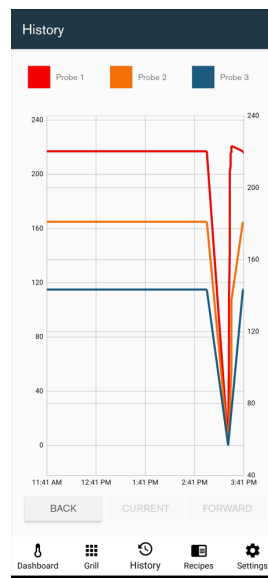
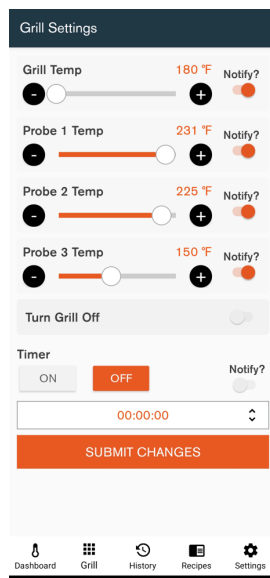
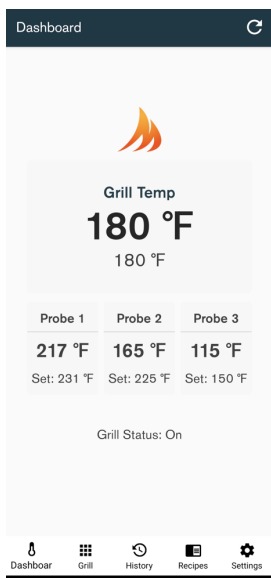


Memphis Grills App

The Memphis Grill App allows the user to monitor their system anywhere that your phone has cell signal. Once connected to your home Wi-Fi network, your grill will automatically connect when powered on. The easy-to-use App allows you to monitor temperatures and view historical data.



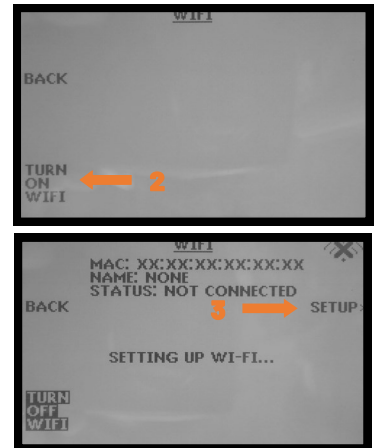
To find the free Memphis App, search “Memphis Grills” in the IOS App store or Google Play Store and download. For ITC 2 grills choose the one without “IntelliBurn Technology” in its name, as displayed to the left.



MEMPHIS WI-FI SETUP GUIDE

ON YOUR GRILL CONTROLLER-

- 1) A Wi-Fi connection can be set up in minutes on your Memphis Wood Fire Grill. First power the grill ON by pressing the top left button on the controller, then from the home screen press the **"MENU"** button, then the **"DOWN ARROW"**, then the **"WIFI"** button.
- 2) The "WIFI" screen on your grill contains everything needed to connect your grill to a Wi-Fi network. First, you will notice that the Wi-Fi default is in the OFF position for users not wishing to use **WiFi**. To turn Wi-Fi ON, simply press the button "TURN ON WIFI".
- 3) Next, press and release the **"SETUP"** button and the grill will start searching for all nearby Wi-Fi networks. Once the status field displays **"CONNECTING"** the grill is ready to be connected to your network via any Wi-Fi compatible device.

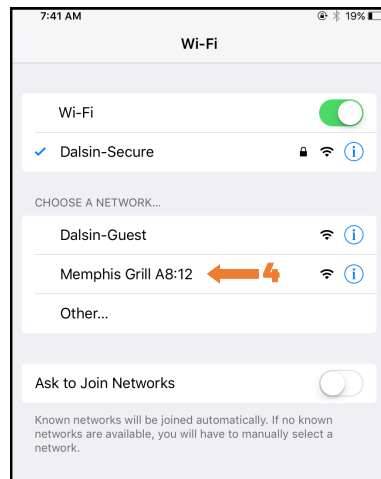


ON YOUR PHONE OR TABLET: (UNDER WIFI SETTINGS)

- 4) Simply go to available Wi-Fi networks on your phone or tablet and select the network "Memphis Grill XX:XX". **NOTE: The XX:XX characters will match the last 4 digits shown on the grill controller next to MAC.**
- 5) Once selected, the grill's network will automatically bring you to a page where you will connect your grill to your Wi-Fi network. Search for all networks in range by hitting "Search", and all networks in range are displayed. Click on the network desired and it will auto populate the **"SSID"** field with your selection. Enter your network's password if you have one. If the network does not require a password, leave the password field blank.

NOTE: Some devices will not bring up the page shown automatically. Once your device is connected to the grill's network, you can visit www.wificonfig.com to manually bring up the provisioning page.

- 6) Click "CONNECT" and the page will automatically close.
- 7) The Wi-Fi setup is now complete. The status field in the grill's Wi-Fi menu should now read **"WIFI CONNECTED"**. The time period from hitting "CONNECT" to "WIFI CONNECTED" can take up to 3 minutes based on connection strength.

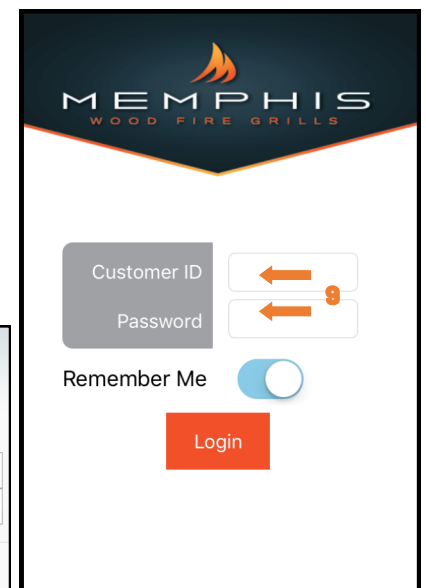
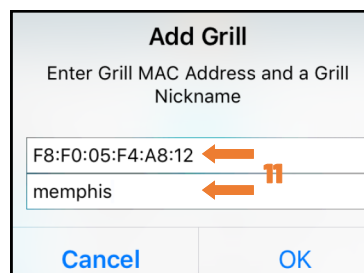


ON YOUR PHONE OR TABLET: (IN THE MEMPHIS GRILLS APP)

- 8) Download the "MEMPHIS GRILLS" App from the IOS App Store or Google Play Store.
- 9) Enter a valid email into the "CUSTOMER ID" field and create a password that you will use to login to the app. After logging in, you will receive an email requiring you to confirm your email address before continuing.
- 10) Once you click the confirmation link from your email, return to the app.
- 11) Log into the app again and you will be able to add your grill. Enter the exact MAC Address and Name shown on the grill controller.

Example: MAC: F8:F0:05:F4:A8:12

NOTE: THE MAC ADDRESS INCLUDES NUMBERS ONLY, NO LETTERS. (AN "0" WOULD ALWAYS BE A ZERO.) NICKNAME IS NOT CASE SENSITIVE. INCLUDE COLONS IN THE MAC ADDRESS AS SHOWN.





Using Your ITC 2.0 Memphis Wood Fire Grill

Prior to starting the grill, inspect the burn pot inside the grill for excess ash buildup. It's a recommended practice to go through this procedure at initial startup and after every few uses to ensure peak performance. Actual necessary frequency varies depending on usage and pellet brand. (Pellets other than Memphis can cause excess ash.)

Recommended Regular Inspection/Cleaning

1. Unplug the grill from the electrical outlet.
2. Open the hood and remove the cooking grates.
3. Remove the Savorizer® and Indirect Insert. The Savorizer® helps distribute heat, contain fly ash, and keep the flame from making direct contact with cooking grids.
4. Check the burn pot area; remove any foreign items to ensure that the air holes in the burn pot are clear. This will allow a quicker and more efficient ignition. Take precautions not to damage the igniter wiring connections or pull the igniter out of the igniter harness.
5. Re-install the Savorizer®/Indirect Insert.
6. Re-install the cooking grates.
7. Check the grease pan(s) and clean as necessary.
8. Open the pellet hopper lid, found either at the front or back of your grill depending on the model. Check for any ash, wet pellets or debris.
9. Fill your hopper and close the hopper lid.
10. Plug your Memphis wood fire convection grill into the nearest 110 volt AC Outlet. Note: See page 7 on circuit recommendations.
11. When you are finished using our grill and the grill has gone through its cooldown, unplug it. It is also recommended that the grill be covered when not in use.

Note: Your grill will function best if operated on a level surface.



Operating Instructions: Memphis Wood Fire Grill

Once the Memphis Grill has started, operate as follows:

Pre-Heat

This is the beginning stage of cooking or smoking in which the fuel is ignited, and the grill is brought to the set temperature as quickly as possible. You may notice in this stage that, initially, the auger will feed fuel almost constantly. This is to prime the burn pot so that it is able to maintain significant heat. When this stage is concluded, the ITC will maintain selected cooking/smoking temperature, regardless of ambient weather conditions. The duration of this stage will vary somewhat due to differing ambient conditions, set temperatures, and grill models. In most cases, the grill will be in the pre-heat stage for 10 to 20 minutes.

Cooking Mode

Temperature will be automatically maintained at your temperature set point. You may notice some fluctuation up and down during this time. This is a normal part of any oven /convection appliance operation. The grill will automatically switch to this mode when the grill Set Temp is 300°F or higher.

Smoke Mode

Smoking is a variation on grilling and is one of the unique advantages of your Memphis Wood Fire Grill. The temperature you choose will largely depend on what is being smoked (see Page 26) and your personal preferences. The grill will automatically switch to this mode when the grill set temperature is 295°F or lower. Combustion airflow is varied in the smoke mode. You may hear the fan “bellow”, repeatedly turning on and off. This is normal operation.

Smoke Tip

To vary smoke flavor intensity, experiment with the amount of time you use the smoke mode and the mix of flavored pellets you use along with the all-purpose pellets. This is more important if you use stronger flavored pellets such as Mesquite. Starting in smoke mode allows the smoke to penetrate the meats before changing to sear, sealing the flavor in. The smoke mode works best when a longer cooking time is required, such as with large cuts of meat, fish, or poultry. Experiment with the length of time you allow for pre-smoking before cooking thoroughly. Try different combinations of both modes.

Searing/Direct Flame Cooking

One of the most unique features of your Memphis grill is the ability to truly sear in direct flame mode. Your Memphis grill comes standard with the Direct Flame Insert. Once the grill is turned on, increase the grill set temperature to the grill's highest set point. From this point, continue to press the up arrow one, two or three times to reach “Direct Flame Mode” and select the Low or Medium setting depending on your searing desire. Remove the grates and replace the Indirect Insert with the Direct Flame Insert in the Savorizer®. Remember to always keep the hood open when operating your grill in the Direct Flame mode so as not to overheat the grill. The Direct Flame mode is ideal for putting the perfect sear on your meat or a nice char on peppers, corn or other vegetables. See page 18 for more details.



Memphis ITC Meat Probe

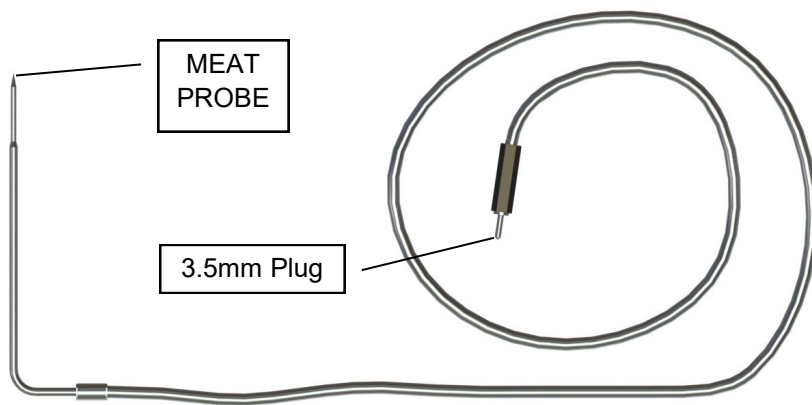
The Memphis ITC Meat Probe, which comes standard with the Memphis ITC 2 models, is a must-have accessory for any griller. The ITC Meat Probe conveniently interfaces directly with your grill's ITC control and provides an easy way to ensure your food is cooked to your predetermined temperature. This feature ensures convenience and delicious, repeatable results—every time.

Using Your Memphis ITC Meat Probe

Caution!

When not in use DO NOT leave the meat probe inside the cooking chamber.

1. Plug the Meat Probe in. The 3.5mm audio-style plug inserts directly into one of the three jacks on the far side of the ITC.
2. Turn the grill ON and set the grill temperature.
3. Toggle to the Probe Display screen by pressing the top right button on the ITC when one or more probes are connected. Here the user can view the current actual and set temperatures for each probe currently plugged into the ITC. The probe set temperature can be adjusted from 68° F to 250° F via the up and down arrows located on the center bottom of the ITC, or put the probe into read only mode by pressing the up arrow one more time past 250°F. In read only mode the probe will monitor the food's temperature but will not enter the "Done" mode at any point.
4. The top right button on the ITC will allow the user to cycle through any connected probes and adjust their set temperatures, as well as navigating to the "All Probes" screen where each connected probe displays its current actual temperature and the current grill actual temperature.
5. Depending on your grill model, the probe may be routed in one of the following methods. (1) Route the probe end while the grill hood is open. In this method, the grill hood closes on the probe cable. (2) Route the probe end through one of the 4 large holes located on either side of the grill just below the hood. Pull the desired amount of cable into the grilling area. (3) Route the probe end through the probe gate in the grill's left side, just below the hood. The probe gate consists of a small sliding gate that can be moved up and down from the inside of the unit.
6. Insert the meat probe into the thickest portion of your meat item.
7. Sit back and relax. The grill will cook the meat until the meat reaches the desired set point. The grill then automatically reduces to its lowest setting (180°F / 80°C for all models), and displays "Done". At any point during the cook, you can



Meat Probe Care and Maintenance:

Keep the meat probe as clean and dry as possible. Clean with a damp sponge, or a cloth with a small amount of rubbing alcohol. If exposed to liquids for extended periods of time, the meat probe may display an erroneous reading. In extreme cases the ITC will constantly list the actual meat probe temperature as "32°F" or "0°C". To remedy this, allow the probe cord to dry completely before using it again. Once dry, this accessory will return to full functionality.

DO NOT submerge the meat probe when cleaning or place in dishwasher.



Memphis Indirect Insert Savorizer®

The Memphis Savorizer®, with Indirect Insert, comes standard with all Memphis models and is your best friend when it comes to quick and easy cleaning of your grill's interior. This Insert is located in the center of the Savorizer®, and is easily removed to allow access to the burn pot directly below.

Using Your Memphis Savorizer®

1. Remove Grill Grates

The Indirect Insert is located just below the grill grates. Begin by opening the hood and moving the two most middle grates to the sides. This is made easier with the use of the Memphis Genie Tool.

2. Remove the Insert

The Insert is not fastened, and can be easily removed using a Memphis Genie Tool, a spatula, or a pair of tongs.

Note: Do not attempt to remove the insert or grates with your hands when the grill is hot.

3. Inspect and Clean the Burn Pot

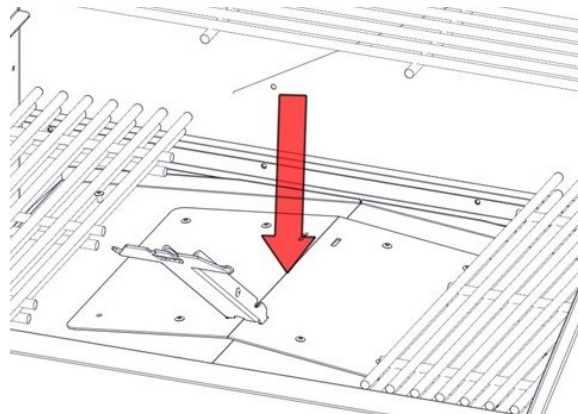
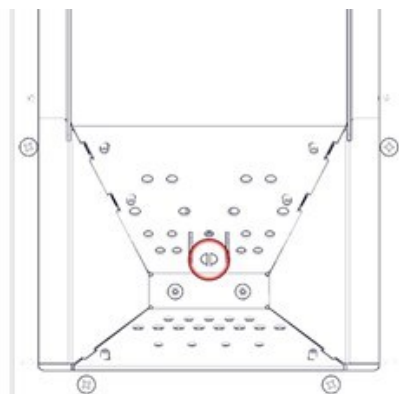
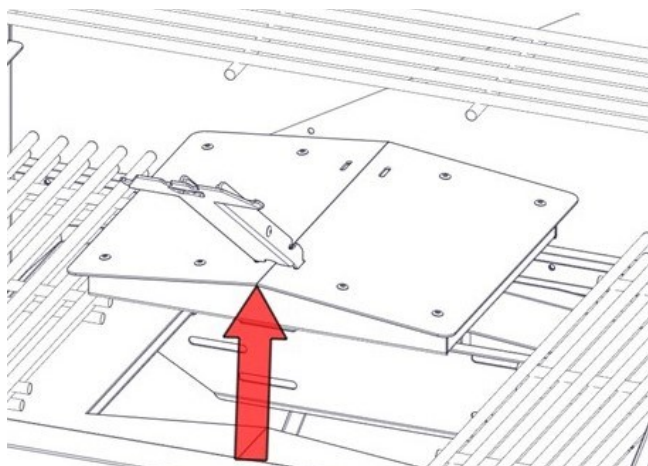
With the Insert removed, the burn pot is made directly accessible. Inspect it for excess ash buildup, and, if necessary, clear it of debris using a Memphis Genie Tool, spatula or wire brush. It is especially important that the igniter air holes are free of ash for proper ignition and optimal performance.

4. Replace the Insert and Grill Grates

Once you're done cleaning the burn pot, replace the components you've removed. The Insert should be fully seated in the Savorizer®, with its slopes matching the slopes in the Savorizer®. Replace the grill grates you removed in Step 1.

5. Cook Away!

Now that your burn pot is clean, it's time to grill!





Memphis Direct Flame Savorizer® Insert

The Memphis Direct Flame Savorizer® Insert is a must-have accessory for any griller. The Direct Flame Savorizer® Insert conveniently replaces the Indirect Insert, adding the flexibility to cook directly over a direct flame, while still managing grease flow. The Direct Flame Savorizer® Insert is available for all Memphis models.

Using Your Memphis Direct Flame Savorizer® Insert

1. Turn the grill on with the Indirect Insert in place, and the hood CLOSED. Let the grill preheat to a temperature of 400F° or greater.
2. Using the Memphis Genie Tool, remove the cooking grates and Indirect Insert from the Savorizer®.
3. Replace the Indirect Insert with the Direct Flame Savorizer® Insert.
4. Replace the cook grates and keep the grill hood OPEN for the remainder of the cook.
5. On the Grill Settings screen, increase the grill set temperature to the grill's highest set point. From this point, continue to press the up arrow one, two or three times to reach "Direct Flame Mode." In this mode, select the desired intensity of flame by choosing Low or Medium.
6. You are now properly in "DIRECT FLAME MODE." Leave the hood open and enjoy direct flame cooking!
7. When you are done cooking "DIRECT FLAME MODE" be sure to swap the Direct Flame Insert out for the Indirect Insert before your next cook. This can be done pre- or post-cool down cycle.

Notes

- While operating the grill in a Direct Flame setting the actual grill temperature will not be displayed, but it will display low or medium and the meat probe set temperature will be disabled. The meat probe will, however, display an actual meat temperature.
- Direct flame cooking should be performed with the hood in the open position. A closed hood during longer direct flame cooks may result in an ER-1 error message. This error message means that the grill has reached too high of a temperature causing the grill to shut down to avoid any damage to the unit.
- The grill is only to be operated in DIRECT FLAME MODE while cooking over a direct flame.
- The grill is never to be operated in DIRECT FLAME MODE without the optional Direct Flame Savorizer® Insert.
- Never leave your grill unattended during a direct flame cook.

In colder weather, it may be wise to allow the grill to warm up a bit longer before direct flame cooking.



Information about BBQ Cooking Pellets

- Flavored pellets come in a variety of flavors such as Apple, Cherry, Hickory, Pecan, Mesquite and Oak. They contain a mean heating value of 8,200 BTU's per pound and have very little ash and moisture content (less than 0.5% ash and less than 6% moisture). **Always use premium BBQ pellets in your grill, and make sure they are dry and in good condition.** Premium BBQ pellets have a maximum length of 1.5" and are uniform in size and shape. This shorter length and uniformity ensures a higher efficiency and a more consistent, even temperature. Premium pellets are made of certified 100% hardwood. Cooking with pellets made from soft woods, such as pine, should be avoided, as it yields a turpentine-like taste and excess ash.
- Memphis 100% hardwood BBQ pellets are produced when natural wood particles and clean wood chips are pulverized and dried. The dried material is then processed under heat and pressure. This material is forced through a hard steel die rotating against rollers with pressure over 3,000 PSI. Once the pellets are forced through the final die they are cooled, screened, vacuumed, and then bagged or boxed.
- No extra adhesives or bonding materials are used in the production of these pellets. Hardwoods contain naturally-occurring compounds called "lignins" that, when heated, act as a bonding material.
- Store pellets in a dry location for optimal performance. Flavor preference is an individual taste and we suggest you try different flavors or mixtures of flavors to find the combinations that suit your needs and tastes. (See your local dealer to order individual pellet flavors.)



Flavored Pellet Guidelines

- Apple: Sweet, fruity smoky flavor. Strongest of the fruit woods. Ideal for beef, pork, ham, poultry and wild game.
- Cherry: Mild, sweet fruity smoke flavor that gives a rosy tint to light meats. Ideal for beef, pork, poultry, fish and wild game.
- Hickory: Strong bacon flavor. Ideal for beef, pork, poultry, fish and wild game.
- Pecan: Mild, light smokey flavor. Ideal for pork, beef, poultry, and baking. Also popular in the south for sea food.
- Mesquite: Strong, spicy flavor. Distinctive smoky flavor of Southwest cooking. Ideal for beef, pork, poultry, fish and wild game.
- Oak: Mild, wood-fire flavor. Ideal for roasting, grilling, smoking and baking.

CAUTION: Some wood pellets produced for heating fuel have a high content of softwood or even recycled wood furniture which can include pitch, chemicals or glues and should not be used for cooking. For optimum performance and to ensure you are using clean burning pellets manufactured for cooking, purchase "Memphis" certified 100% hardwood BBQ pellets. Using low quality BBQ pellets may also adversely affect your grilling temperature performance — especially at low temperatures. Memphis Wood Fire Grills assumes no responsibility for problems associated with the use of lower quality or heating pellets. Store pellets in a dry location for optimal performance.

Please contact your dealer to purchase additional wood pellets, or call us at 888.883.2260.



Periodic Grill Maintenance

Stainless Steel Surfaces

ALWAYS clean dirt and dust off all stainless-steel surfaces before you begin to cook. The dirt can cook into the metal and discolor it. Dirt can be easily cleaned with hot, soapy water and a soft cloth. There are also many commercial products made to clean and protect your stainless-steel surfaces. If the stainless steel becomes severely discolored, this discoloration can be removed with stainless steel cleaner or mild oven cleaner and an abrasive (non-metallic) scrub pad.

Savorizer®

It is recommended that you remove any buildup of food or grease from the Savorizer® before every cook. A clean Savorizer® further reduces flareups. Brush or scrape any buildup off the Savorizer® with a grill brush or putty knife. Never clean the Savorizer® while it is hot.

Grease Trays

Always be sure the grease trays are clean and free of debris. During the warmer months empty any grease buildup on a more frequent basis to keep it from going rancid.

Burn Pot

Frequently check the air holes found in the burn pot for any blockages or buildups. Using the Memphis Genie Tool or a wire brush, scrape off any build up or blockage.

Igniter Holes

You will also want to frequently check the air holes in the igniter tube, as is displayed in the figure below. Clean any debris or blockage out of both areas to ensure a perfect start.

RTD

Your grill's ability to accurately sense temperature and adjust its performance accordingly is what makes it unique and valuable. The RTD, a temperature sensor located towards the rear of the cooking area, should be wiped down with water and mild detergent to ensure proper performance.

Grill Interior

Though BBQ pellets burn efficiently, they do create some amount of ash. The grill's interior walls and floor don't need to be spotless, but periodically clearing out accumulated ash is a good practice.

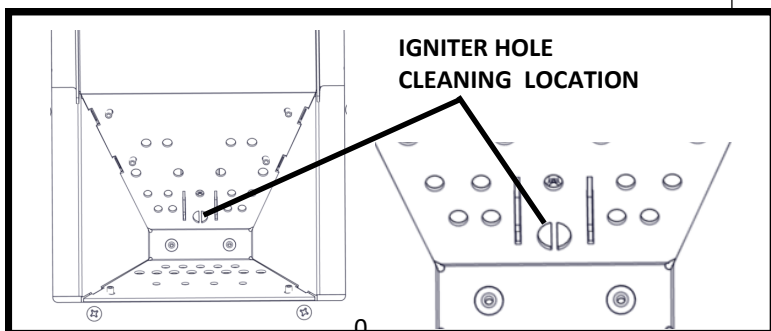
Air Box

Because the air box is used to channel the fan-forced air into the burn pot, there is very little maintenance to be done in this area. Occasionally, you may either vacuum or brush out any buildup of ash or burn debris that has fallen below the burn pot. This is done by removing the burn pot (remove the four Phillips head screws). Remove any accumulation of grease or debris on the inside surfaces. When reinstalling the burn pot, confirm the proper positioning. The burn pot should be level from side to side and from front to back and should have a snug but not tight fit.

Grill Cover

We recommend that you cover your Memphis Grill when not in use. Ensure that your grill is completely off and cooled before covering.

Check out our cleaning and care video, which is available under the Support tab of our website at memphisgrills.com.



This is absolutely critical to the ignition and proper performance of the grill.



Periodic Grill Maintenance

		Maintenance Frequency				
		Every Use	Every 3 Uses	Once a week	Once a Month	Once a Year
Maintenance Task	Scrape Cooking Grates	X				
	Check Grease Pan	X				
	Clear Burn Pot	X				
	Clear Igniter Holes		X			
	Wipe Down Exterior Surfaces		X			
	Scrape off Savorizer®		X			
	Clean Grease Trays		X			
	Wipe Off RTD		X			
	Scrape/ Vacuum Ash from Interior			X		
	Vacuum Fine Pellet Dust from Hopper				X	
	Wipe Down/ Vacuum out Air Box					X

*Dependent on cooking frequency



Recommended Grilling Accessories

Meat Probe/Thermometer

The outside temperature, wind conditions, pellet fuel variety and the altitude at which you live affect cooking times. The best way to ensure your meat has reached the proper temperature and is ready to eat is to utilize a good quality meat thermometer. We recommend the Memphis ITC Meat Probe, which can interface directly with your grill's ITC.

Memphis Direct-Flame Savorizer® Insert

Take your grilling to the next level by adding the ability to cook directly over wood-fueled flame. Your grill's Savorizer® Indirect Insert can be replaced with a Direct-Flame Savorizer® Insert. This will allow you to sear your foods at very high temperatures. For more information on the Direct-Flame Savorizer® Insert, consult our website, or the appendix of this manual.

Disposable Grease Trays

Your Memphis grill utilizes grease trays that have been specially designed to accommodate disposable aluminum pans for easy and convenient cleanup.

Memphis BBQ Utensil Set

Our 3-piece BBQ Utensil Set includes a stainless steel spatula, fork and tongs—everything you need to turn, lift and flip whatever you've got cooking.

Memphis Cast Iron Skillet

Our Cast Iron Skillet is perfect for searing a steak, sauteeing vegetables, grilling sandwiches, cooking bacon or sausages, stir-frying and even baking!

Memphis Pizza Stone/Rack & Cutter Set

Our durable 3-piece Pizza Stone Set includes a pizza stone, a stainless-steel rack and a cutter. Made of cordierite, the pizza stone withstands temperatures up to 800 degrees and creates the perfect pizza crust!

Memphis Extended Grate Kits

Expand your grilling surface with additional grates. Our Extended Grate Kits are great for use as a warming rack as well as a way to increase grilling capacity when entertaining or grilling multiple items.

Drip/Roast Pans

Drip Pans are used to prevent flareups, keep food from drying out, eliminate basting, and catch those flavorful juices that drip from the meat. Various juices can also be added to the pan to impart a desired flavor, such as apple, lemon, cranberry, pineapple, any cola, etc.

Grill Baskets

Grill Baskets are perfect for cooking foods that are difficult to handle on the grill, such as vegetables, seafood, fish and certain cuts of meats. Usually made out of stainless steel, these baskets are made of two identical halves being held together with hinges. Not only do they protect food and make handling easier, but they also allow for different foods to be combined and grilled together without piercing the food.

www.MemphisGrills.com



Recommended Grilling Accessories-continued

Basting Brush

You may need a selection of these, as you should not use the same brush in two different marinades. Use to apply your favorite sauces and marinades to foods on the grill. Again look for one with a long handle to keep your hands away from the heat.

Skewers (Wood or Metal)

When using the wood skewers, remember to soak them in water for at least 30 minutes before using to prevent them from burning in the heat of the grill. Another way to protect them would be to wrap the exposed ends with aluminum foil. Skewers come in a variety of shapes and materials.

Aluminum Foil

Extra-strength foil is always useful for grilling—use it to make foil packages, cover food, or to fold up into a flat dish to act as a drip pan. Also used to speed up cooking, protect bones from burning, and to keep foods warm.

Skillets and Woks

These kitchen favorites allow you to stir-grill vegetables, seafood, and other small pieces of food the same way you would if you were indoors.

Genie Tool

The Genie Tool is a must accessory for lifting the burn pot, scraping grates, clearing off grease and other buildup on the Savorizer® and side walls of the cook chamber, and other surfaces that may need to be cleaned.

Memphis 3-Piece Grill Scraper Kit

Clean your grill and grates gently, and avoid scratches, with our 3-piece set that features two soft metal (brass) scrapers and one wood scraper.

Memphis Laser-Cut Meat & Veggie Grates

For the perfect sear on your steak or char on your vegetables, these beautiful stainless steel grates provide excellent grilling options and superior heat retention & distribution. They also add stunning visual appeal to your grill with the Memphis brand laser cut into the grates!

See all of our accessories at <https://memphisgrills.com/product-category/accessories/>

Food Handling Safety Information

- Make sure to wash your hands before and after handling food.
- Prevent bacteria contamination by using separate platters and utensils for raw and cooked foods.
- Marinades should never be saved and reused. If you are going to serve a marinade with your food, be sure to bring it to a boil before serving.
- Keep hot foods hot (above 140°F) and cold foods cold (below 37°F).
- Don't defrost meat at room temperature or on a counter top.
- Marinate meat in the refrigerator.
- Use of a meat thermometer to determine the internal temperatures is recommended.



Approximate Cooking/Grilling Times for Memphis Wood-Fire Convection Grill

Always use a meat thermometer to be sure meats and poultry are cooked to a safe internal temperature. **Serious health risks may exist with undercooked meat!** Approximate cooking times are from various sources, and are based on meat at refrigerator temperatures. We suggest that when grilling at higher temperatures, you apply barbecue sauce only during the last 15 to 30 minutes of grilling to prevent excess browning or burning.

Item	Size	Control Set Point	Approximate Grilling Time	Internal Temp = °F
BEEF				
Steaks	3/4" Thick	450° - 700°	3 to 4 min./side 4 to 5 min./side 5 to 7 min./side	Medium Rare 145 Medium 160 Medium Well 170
Kabobs	1-Inch Cubes	450° - 700°	3 to 4 min./side	145 to 160
Hamburger Patties	1/2" Thick	450° - 700°	3 min./side 4 to 5 min./side 5 to 7 min./side	Medium 160 Medium Well 170 Well Done 180
Roast, Rolled Rump (INDIRECT HEAT) Sirloin Tip (INDIRECT HEAT)	4 to 6 lbs. 3 1/2 to 4 lbs.	350°	18 to 22 min./lb. 20 to 25 min./lb.	145 to 160
Tenderloin	Half, 2 to 3 lbs. Whole, 4 to 6 lbs.	350°	10 to 12 min./side 12 to 15 min./side	Medium Rare 145 Medium 160
HAM				
Fully cooked (INDIRECT HEAT)	any size	350° - 375°	8 to 10 min./lb.	140
Cook-Before-Eating (INDIRECT HEAT)	Whole, 10 to 14 lbs. Half, 5 to 7 lbs. Portion, 3 to 4 lbs.	350° - 375°	10 to 15 min./lb. 12 to 18 min./lb. 30 to 35 min./lb.	160 - 170
LAMB				
Chops, Shoulder, Loin, or Rib	1" Thick	350° - 375°	5 min./side	145 to 160
Steaks, Sirloin, or Leg	1" Thick	350° - 375°	5 min./side	145 to 160
Kabobs	1" Cubes	350° - 375°	4 min./side	145 to 160
Patties, ground	4 oz., 1/2" Thick	450° - 700°	3 min./side	Medium 160
PORK				
Chops, Bone-in or Boneless	3/4" Thick 1 1/2" Thick	450° - 700°	3 to 4 min./side 7 to 8 min./side	Medium 160
Tenderloin	1/2 TO 1 1/2 lbs.	450° - 700°	15 to 25 min. total	Medium 160
Ribs	*See Smoking Guidelines For Pork Ribs*			
Patties, ground	1/2" Thick	450° - 700°	4 to 5 min./side	Medium 160



Item	Size	Control Set Point	Approximate Grilling Time	Internal Temp = °F
VEAL				
Chops, Steak	1" Thick	450° - 700°	5 to 7 min./side	145 to 160
Roast, Boneless (INDIRECT HEAT)	2 to 3 lbs.	350° - 375°	18 to 20 min./lb.	145 to 160
VENISON				
Roast, Saddle, or Leg	6 to 7 lbs.	350° - 375°	25 to 30 min./lb.	145 to 160
Steaks	3/4" Thick	450° - 700°	4 to 5 min./side 6 to 7 min./side	Medium Rare 145 Medium 160
CHICKEN				
Whole (INDIRECT HEAT) Not Stuffed Broiler Fryer Roasting Hen Capon	3 to 4 lbs. 5 to 7 lbs. 4 to 8 lbs. 18 to 24 oz.	325°F [160°C]	60 to 75 min. 18 to 25 min./lb. 15 to 20 min./lb. 45 to 55 min.	180 as measured in the thigh
Breast Halves, bone-in Boneless	6 to 8 oz. each 4 oz. each	325°F [160°C]	10 to 15 min./side 6 to 8 min./side	170
Other Parts: Legs or THIGHS Drumsticks Wings, Wingetts	4 to 8 oz. 4 oz. 2 to 3 oz.	325°F [160°C]	10 to 15 min./side 8 to 12 min./side 8 to 12 min./side	180
DUCK or GOOSE				
Duckling, whole quartered (INDIRECT HEAT)	4 1/2 lbs. (NOT STUFFED)	325°F [160°C]	2 1/2 hrs. 1 hr., 25 min.	180 to 185
Goose, whole (INDIRECT HEAT)	8 to 12 lbs.	325°F [160°C]	18 to 20 min./lb.	180 to 185
TURKEY				
Whole Turkey (INDIRECT HEAT)	8 to 12 lbs. 12 to 16 lbs. 16 to 24 lbs.	325°F [160°C]	2 to 3 hrs. 3 to 4 hrs. NOT recommended	180 as measured in the thigh
Breast, bone-in Boneless	4 to 7 lbs. 2 3/4 to 3 1/2 lbs.	325°F [160°C]	1 to 1 3/4 hrs. NOT recommended	170
Thighs, Drumsticks (INDIRECT HEAT)	8 to 16 oz.	325°F [160°C]	1 1/2 to 2 hrs. 8 to 10 min./side	180
Boneless Turkey Roll (INDIRECT HEAT)	2 to 5 lbs. 5 to 10 lbs.	325°F [160°C]	1 1/2 to 2 hrs. 2 to 3 1/2 hrs.	170 to 175



Smoking Guidelines

***Approximate* Smoking Times for a Memphis Wood Fire Grill**

Always use a meat thermometer to be sure meats and poultry are cooked to a safe internal temperature and doneness. **SERIOUS HEALTH RISKS MAY EXIST WITH UNDERCOOKED MEAT!** Approximate cooking times are from various sources and are based on meat at refrigerator temperatures. Use a good quality temperature probe to assure best results. We suggest that when grilling at higher temperatures, you apply barbecue sauce only during the last 15 to 30 minutes of grilling to prevent excess browning or burning. **NOTE: KEEP HOOD CLOSED WHEN USING SMOKE MODE.**

Smoking times are largely dependent on personal preference and the quality of the meat being smoked. **IN GENERAL THE LONGER YOU SMOKE THE MEAT AT A LOWER TEMPERATURE THE MORE TENDER THE MEAT WILL BECOME.** You will also need to consider how much of a smoke taste you want and what flavor—oak, hickory, pecan, apple, cherry, mesquite are some of the most common.

For best results we recommend that you smoke at a set point temperature of 225-275° for most meats. If you wish to have a smokier flavor and have the time, you can go as low as 180°, but you usually don't gain much by doing that.

It should also be noted that, when smoking in a very warm environment (sunny weather in excess of 90°F), it may be difficult for your grill to maintain temperatures lower than 200°F.

The following is a general guide, and we recommend you experiment to find what temperature and flavor best suit your personal taste. If you want to finish faster use a higher temperature. Note: This will in most cases result in a less tender product. When you have the time, a lower temperature for a longer duration will give you the best results. For additional tips, and to view and share recipes, go to www.memphisgrills.com/recipes.

Item	Control Set Point °F	Internal Temp = °F
Beef	180°-275°	145°-160°
Ham	180°-275°	140°-170°
Lamb	180°-275°	145°-160°
Pork, fresh	180°-275°	160°-180°
Veal	180°-275°	145°-160°
Venison	180°-275°	145°-160°
Chicken	180°-275°	170°-180°
Duck or Goose	180°-275°	180°-185°
Turkey	180°-275°	180° as measured in the thigh



Smoking Suggestions

The following are a few important facts, tips and techniques to achieve great smoking results. There are probably as many theories on the best smoking method as there are chefs using them. With that in mind, consider the following factors when deciding which method best fits your needs.

- The Memphis Grill's smoking mode range is 180° to 295°F.
- If you wish to smoke at lower temperatures all Memphis models are calibrated to allow you to go as low as 180° F. *When smoking at lower temperatures, it's critical that you use a premium food grade pellet such as "Memphis" branded BBQ Pellets.* Memphis premium pellets are specially formulated to allow for more even feeding and temperatures. For best results, always use Memphis premium pellets that are dry and in good condition.
- It is strongly recommended that the burn pot be cleaned before and after smoking for a significant period. Unchecked ash buildup could eventually prohibit the grill from maintaining smoking temperatures.
- **Caution:** We don't recommend that you use the lower temperatures when smoking in cool and/or windy conditions. *At temperatures less than 225° the possibility of creosote* developing from smoke condensation arises.* As always use your best judgment, clean your grill often, and proceed on the side of safety and caution.
- The best way to determine where you get the best results is to experiment. We all have different tastes and the best way to determine what's right for you is to try different flavors and techniques.

We encourage you to share your cooking experiences with other Memphis owners by going to our website <https://www.memphisgrills.com/recipes>, blog site, or Facebook page.

**Creosote is a gummy, foul smelling corrosive and flammable substance that, if no precautions are taken, will coat the insides of everything it passes through. It is formed when gases given off in the burning process combine and condense. Typically the gases leave the burn chamber with the smoke. However, if restricted too much or if the smoke is cooled below 225°, the gases can liquefy, forming creosote.*



Troubleshooting and Error Messages

In the event that your Memphis grill encounters any kind of issue or problem in operation, please consult this chart. If the solutions offered here are insufficient to resolve the matter, please visit the Error Code Troubleshooting section on our website, contact your dealer, or call Memphis Wood Fire Grills directly at 888-883-2260.

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
Error Message "ER- 1"	The appliance has overheated, possibly due to a grease fire, or excess fuel.	Turn the grill off and allow it to cool. If necessary, follow the procedure in the General Warning section. Clean grill interior and clear off excess fuel before restarting.
Error Message "ER- 2"	The appliance has failed to ignite within the allotted 30 minutes.	Check the hopper for sufficient fuel. Check the burn pot for ash buildup or other obstructions. Check igniter to see if it is heating up (igniter may need replacing). In extreme cold, grill may require additional priming to achieve ignition. Make sure hood is closed.
	Grill will not stay lit.	Check the hopper for sufficient fuel. Check the burn pot for ash buildup or other obstructions. Make sure hood is closed.
Error Message "ER- 3"	The appliance has experienced power failure during operation.	Ensure that your grill is securely plugged in. Check for power failures within your home.
Error Message "ER-5"	There is an open short in either the RTD or Meat Probes (or, in firmware 2.9.4 or older, the Wi-Fi bracket assembly)	Unplug grill and restart Inspect the wires on the outside of the grill for nicks, cuts, or burns In firmware 2.9.5 or older, check the washers around the antenna to see if they are missing or damaged Contact Memphis Grills Technical Support at 888-883-2260
Error Message "ER-6"	Controller has overheated. This most commonly means that the controller (for built-in models) was installed too close to the body (closer than 3 inches)	Remove the grill from power Reintroduce the grill to power Attempt to power the grill If the grill turns on and operates normally, it may have been an anomaly. If powering the grill puts the error code back onto the controller or the grill powers on but does not operate correctly, contact Tech Support at 888-883-2260.
Error Message "ER-7"	There is a ground short in the system of the grill (only on firmware 2.9.5 or newer)	Inspect the washers on the outside of the grill to see if they are damaged If the washers appear to be intact, contact Technical Support at 888-883-2260
Grill will not turn on	Grill is not properly plugged in	Ensure that your grill is plugged into a working GFCI outlet.
	A power surge has tripped the circuit board fuse on the ITC.	Fuse must be manually replaced. See guide at the end of this section.
Grill produces excess or discolored smoke	Wood pellets have absorbed excess moisture	Clear the hopper and burn pot of moist pellets, replacing them with dry pellets.
	Burn pot is overloaded with ash buildup	Check the burn pot for ash buildup or other obstructions
Grill will not achieve or maintain stable temperature	Grill isn't receiving sufficient fuel	Check the hopper for sufficient fuel
	Grill isn't receiving sufficient air-flow	Check the burn pot for ash buildup or other obstructions Check to see if fan(s) have been unplugged or have failed Contact dealer or Memphis Tech Support at 888-883-2260 in case of fan failure
	Burn pot is overloaded with ash buildup	Check the burn pot for ash buildup or other obstructions Check to see if fan(s) have been unplugged or have failed.
Frequent flareups are experienced	Flammable material buildup	Check to see if fan(s) have been unplugged or have failed
Cooking temperatures are uneven	Unbalanced airflow throughout the grill	Ensure that Savorizer® is installed correctly
ITC constantly reads 32	Damaged ITC	Contact Memphis Grills Technical Support at 888-883-2260



Troubleshooting: ITC 2.0 Circuit Board Fuse Replacement

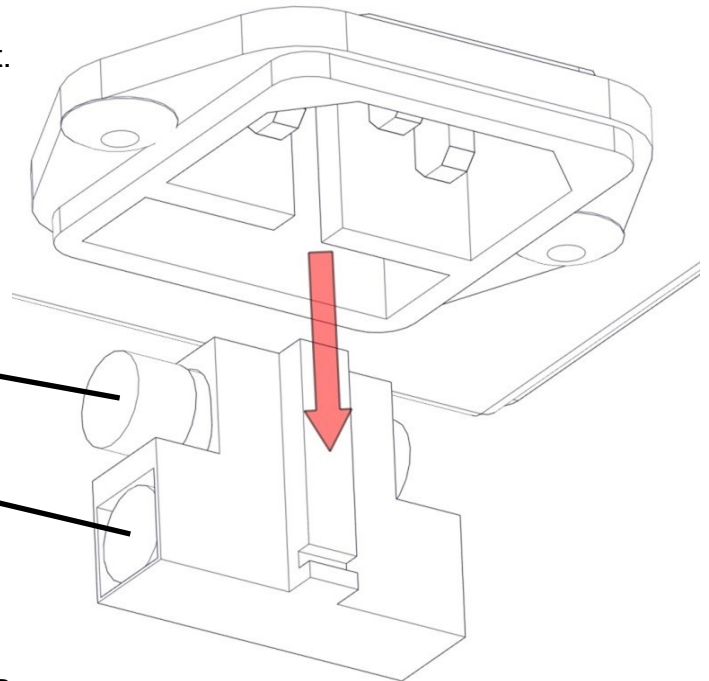
The ITC, or Intelligent Temperature Control system on your Grill, is a two-way logic system with microprocessor technology. In the interest of protection from power surges and electrical shorts, the ITC utilizes a 5 amp, 120 volt Fast-Blow Fuse. This simple and inexpensive part can be easily replaced with the following instructions.*

1. Ensure that the grill is cool, powered-down, AND UNPLUGGED.
2. Using a flat head screwdriver, pry open the fuse holder on your AC power plug-in (where you plug the power cord into the grill).
3. If you have access to a multimeter, check for current flow across the two nodes of the fuse. If you do not, simply inspect the filament of the fuse.
4. If the fuse seems to be blown, replace it with an identical fuse, as is identified in the figure to the right. There is a spare fuse located in the IEC plug included with the grill.
5. Swap fuses and take note of the model of fuse so that a replacement can be purchased.



Active Fuse

Spare Fuse



**A 1-1/4" x 1/4", 5 AMP,
120 VOLT, FAST-BLOW
CARTRIDGE FUSE***

***European models use a 1-1/4" x 1/4", 5 AMP, 230 Volt Fast-Blow Cartridge Fuse**



Memphis Wood Fire Grills Limited Warranty

Products manufactured by Memphis Wood Fire Grills carry a seven (7) year (Pro and Elite) or five (5) year (Beale Street and Memphis Elevate™) Limited Warranty from the date of purchase by the original owner against defects in material and workmanship. Electronic and electrical components carry a three (3) year (Pro and Elite) or two (2) year (Beale Street and Memphis Elevate™) replacement warranty when subjected to normal residential use. Limited Warranty does not apply to burn pot, meat probe, grill cover gaskets or damage caused by corrosion. The meat probe is under Warranty for 30 days from the date of purchase.

Conditions of Limited Warranty

During the term of the Limited Warranty, Memphis Wood Fire Grills' (MWFG) obligation shall be limited to replacement of covered, failed components, F.O.B. point of shipment. MWFG will repair or replace parts returned to MWFG, freight prepaid, if the part(s) are found by MWFG to be defective upon examination. MWFG shall not be liable for transportation charges, labor costs, or export duties. Except as provided in this CONDITIONS OF LIMITED WARRANTY, repair or replacement of parts in the manner and for the period of time stipulated hereunder shall constitute the fulfillment of all direct and derivate liabilities and obligations from MWFG to you.

The Warranty coverage begins on the original date of purchase as stated on the sales receipt. Warranty Registration and proof of original date of purchase are required to validate the Limited Warranty.

Repair or replacement of the MWFG component does not extend the Limited Warranty.

Pouring hot liquids on or in your MWFG product will void this warranty. Any modifications including holes, screws, and any other sheet metal changes to the product will void this warranty.

MWFG takes every precaution to utilize materials that retard rust. Even with these safeguards, the material can be compromised by various substances and conditions beyond MWFG control. High temperatures, excessive humidity, chlorine, industrial fumes, fertilizers, lawn pesticides and salt are some of the substances that can affect metals and metal coatings. For these reasons, the Limited Warranty DOES NOT COVER RUST OR OXIDATION. Should any of the above occur, refer to your Owner's Manual maintenance section for finish protection. MWFG recommends that you purchase a MWFG full-length protective cover for your grill when not in use.

The Limited Warranty is based on residential use. Warranty coverage does not apply to products used in commercial applications. Shipping costs for the product are not covered by the Warranty.

Exceptions to the Limited Warranty

There is no written or implied performance warranty on MWFG Products as the manufacturer has no control over the installation, operations, cleaning, maintenance or the type of fuel burned.

This Limited Warranty will not apply if your product has not been installed, operated, cleaned and maintained in strict accordance with the manufacturer's instructions. Burning anything other than Premium Grade BBQ wood pellets, that are dry and in good condition, may void the Warranty. Memphis recommends using Memphis Wood Fire Pellets. The Warranty does not cover damage or breakage due to misuse, improper handling or modifications.

Neither the manufacturer, nor the suppliers to the purchaser, accepts responsibility, legal or otherwise, for the incidental or consequential damage to the property or persons resulting from the use of this product.



Any warranty implied by law, including but not limited to implied warranties of merchantability or fitness, shall be limited to one (1) year from the date of original purchase. Whether a claim is made against the manufacturer based on the breach of this warranty or any other type of warranty expressed or implied by law, manufacturer shall in no event be liable for any special, indirect, consequential or other damages of any nature whatsoever in excess of the original purchase price of this product. All warranties by manufacturer are set forth herein and no claim shall be made against manufacturer on any oral warranty or representation.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights and you may have other rights, which vary from state to state.

The Memphis Limited Warranty of seven (7) years (Pro and Elite) or five (5) years (Beale Street and Memphis Elevate™) is in lieu of all other warranties, expressed or implied, at law or otherwise, and MWFG does not authorize any person or representative to assume for MWFG any obligation or liability in connection with the sale of this product. This means that no warranties, either expressed or implied are extended to persons who purchase the product from anyone other than MWFG or an authorized MWFG Dealer.

Procedure for Warranty Service

1. Complete your Warranty Registration by filling out and mailing the Warranty Registration Form on page 4 of this Owner's Manual, or submit it online by going to <https://memphisgrills.com/support-resources/warranty-registration/> OR by scanning the QR code below with your camera:



2. Contact your nearest Memphis Grills Dealer for service and/or part replacement as stated under the conditions of the Limited Warranty.
3. Be prepared to provide the following: purchaser's name, date of purchase, copy of dated sales receipt, model and serial number of product and an accurate description of the problem.

We strongly recommend you first contact your nearest Memphis Grills Dealer for sales and service. If further assistance is needed, refer to the Technical Support page on our website (see QR code to the right), or call Memphis Wood Fire Grills Technical Support at 888-883-2260.





Thank You for Choosing the Memphis Wood Fire Convection Grill!

Congratulations on your purchase of a Memphis Wood Fire Grill. With proper care and maintenance, your grill will give you years of trouble-free operation. Please review the following information carefully for useful tips and information that will help you utilize your grill's extensive features and benefits.

Keep in mind that your Memphis Wood Fire Grill is so much more than a grill. It's a 3-in-1 outdoor cooking center that provides the convenience, wood-fire flavors and versatility of three appliances: high temperature grill, low 'n' slow smoker, high-performance convection oven.

Fueled by certified 100% natural wood pellets, a Memphis pellet grill has a digital Intelligent Temperature Control (ITC) that automatically maintains your desired cooking temperatures, just like your indoor oven. The result is a simple "set it and forget it" way to cook, bake, roast, sear, or low and slow smoke; just set the desired temperature, sit back and enjoy.

We all have our favorite recipes and cooking tricks. We suggest you experiment with your new grill to discover just how many ways it adds to your outdoor cooking experience. With a little time and effort you'll amaze your friends and family with your impressive culinary skills. Like many others, you'll find that your Memphis Wood Fire Grill will become your cooking appliance of choice for barbecuing, smoking, and a secondary oven source for holidays and social gatherings.

We encourage you to follow us on social media and subscribe to our newsletter (this can be done from our website home page).

Thank you for choosing Memphis Wood Fire Grills!

Memphis Wood Fire Grills
9111 Grand Avenue South
Bloomington, MN 55420