



MEMPHIS  
WOOD FIRE GRILLS

# MEMPHIS OWNER'S GUIDE

ELITE, PRO, ADVANTAGE, ELITE BUILT-IN, PRO BUILT-IN



**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

- 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.
- 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" (76CM) OR MORE FROM ANY COMBUSTIBLE SURFACE.
- TO PREVENT GREASE FIRES, CLEAN YOUR GRILL ON A REGULAR BASIS. THIS INCLUDES THE FLAVORIZER 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.
- 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 NOT 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 CHANGE 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.
- THE GRILL IS TO REMAIN PLUGGED INTO A GFCI DURING THE COOL DOWN CYCLE.
- WHEN NOT IN USE THE GRILL SHOULD BE UNPLUGGED.
- USE HEAT-RESISTANT BARBEQUE 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.
- 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 TO BE OPERATED IN A DIRECT FLAME MODE WITHOUT THE OPTIONAL *DIRECT FLAME FLAVORIZER INSERT (VG4407)*. THE EZ-ACCESS OR 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 UNIT.
- NEVER LEAVE YOUR GRILL UNATTENDED DURING A DIRECT FLAME COOK.

### FOLLOW THE GUIDELINES LISTED BELOW TO PREVENT CARBON MONOXIDE POISONING.

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.





## AVERTISSEMENT GÉNÉRAL: LIRE TOUTES LES CONSIGNES DE SÉCURITÉ AVANT D'UTILISER LE GRIL

- S'IL VOUS PLAÎT LIRE CE MANUEL EN ENTIER AVANT L'INSTALLATION ET L'UTILISATION DE CE WOOD PELLET À COMBUSTIBLE APPAREIL. NE PAS SUIVRE LES INSTRUCTIONS PEUT PROVOQUER DES DÉGÂTS MATÉRIELS, DES BLESSURES OU MÊME LA MORT.
- CONTACTEZ LE SERVICE DES SERVICES D'INCENDIE SUJET DES EXIGENCES D'INSPECTION D'INSTALLATION DANS VOTRE RÉGION.
- CONSERVER CES INSTRUCTIONS.
- POUR L'UTILISATION EXTÉRIEURE SEULEMENT. NE PAS UTILISER DANS UN ENDROIT CLOS. .
- GARDEZ LE GRIL 30" (76CM) OU PLUS DE TOUTE SURFACE COMBUSTIBLE.
- POUR PRÉVENIR LES INCENDIES DE GRAISSE, NETTOYER LE GRIL RÉGULIÈREMENT, Y COMPRIS LES FLAVORIZERS ET LE PLATEAU DE GRAISSE. NE METTRE RIEN D'INFLAMMABLE DANS LA ZONE DE STOCKAGE SOUS LE GRIL
- NE PAS LAISSER DES RÉCIPIENTS DE NOURRITURE SCELLÉS SUR OU PRÈS DU GRIL.
- CONSERVER LES CRÉNEAUX DE VENTILATION ARRIÈRE DE THE GRILL DÉGAGÉE DE TOUT OBSTACLE.
- IL EST RECOMMANDÉ QUE VOUS VÉRIFIEZ RÉGULIÈREMENT VOTRE GRIL POUR DES OBSTRUCTIONS POT DE COMBUSTION POUR ASSURER QU'UN FLUX D'AIR APPROPRIÉE EST MAINTENU. VOIR ENTRETIEN DU GRIL DANS CE MANUEL POUR LES PROCÉDURES CORRECTES .
- LES PARTIES ACCESSIBLES DES GRILL SONT TRÈS CHAUDS. ELOIGNEZ LES JEUNES ENFANTS PENDANT SON UTILISATION.
- EXERCER UNE DILIGENCE RAISONNABLE LORSQUE VOUS UTILISEZ VOTRE GRIL. EN PRÉSENCE D'ENFANTS, UN ADULTE EST CONSEILLÉE .
- NE PAS UTILISER NI DES PIERRES DE LAVE NI DE CHARBON DE BOIS DANS VOTRE GRIL. .

*SI UN FEU DE GRAISSE SE PRODUISAIT, ÉTEIGNEZ LE GRILL, RETIREZ LES ALIMENTS (UTILISEZ VOTRE JUGEMENT), ET DE LAISSER LE CAPOT FERMÉ AVANT QUE LE FEU SOIT ÉTEINT. NE DEBRANCHEZ PAS LE GRILL SAUF SI ABSOLUMENT NÉCESSAIRE; VENTILATEURS CONTINUENT À FONCTIONNER JUSQU'À CE QUE LE FEU EST ÉTEINT. LORSQUE LA CUISSON FOODS EXCEPTIONNELLEMENT GRAS, METTEZ UN PAN DE FEUILLE DESSOUS DES ALIMENTS POUR ATTRAPER LE GRAISSE.*

- N'UTILISEZ JAMAIS D'ESSENCE, DE TYPE ESSENCE LAMPE, DE KÉROSÈNE, DE LIQUIDES ALLUME OU DE LIQUIDE SIMILAIRE POUR DÉMARRER OU RAFFRAÎCHIR UN FEU DANS CET APPAREIL. GARDER CES LIQUIDES LOIN DE L'APPAREIL EN COURS D'UTILISATION.
- LES CENDRES DOIVENT ÊTRE PLACÉES DANS UN CONTENANT MÉTALLIQUE AVEC UN COUVERCLE HERMÉTIQUE. L'CONTENANT FERMÉ DEVRAIT ÊTRE PLACÉ SUR UNE SURFACE NON COMBUSTIBLE, LOIN DE TOUS MATÉRIEAUX COMBUSTIBLES, EN ATTENDANT L'ÉLIMINATION FINALE. QUAND LES CENDRES SONT DESTINÉES À ÊTRE ENTERRÉES DANS LE SOL OU DISPERSÉES AUTREMENT SUR PLACE, ELLES DEVRAIENT ÊTRE GARDÉES DANS LE CONTENANT FERMÉ JUSQU'À CE QU'ELLES SOIENT COMPLÈTEMENT REFFROIDIES.
- POUR ÉVITER LES RISQUES DE DES BRÛLURES GRAVES, NE PAS SE PENCHER SUR UN GRIL OU PLACER LES MAINS OU DOIGTS OUVERTS SUR LE BORD AVANT DE LA BOÎTE DE CUISSON.
- NE PAS UTILISER D'ACCESSOIRES NON SPÉCIFIÉS AUX PRISES DE CET APPAREIL.
- LE GRIL DOIT ÊTRE BRANCHÉ SUR UN DDFT (DISJONCTEUR DE FUITE À LA TERRE). PRISE GFCI.
- LORSQU'IL N'EST PAS EN SERVICE LE GRIL DOIT ÊTRE DÉBRANCHÉ .
- LE GRIL DOIT RESTER BRANCHÉ SUR UN DDFT DURANT LE CYCLE DE REFFROIDAGE .
- METTRE DES GANTS BARBECUE THERMORÉSISTANTS POUR UTILISER L'APPAREIL .
- NE PAS DÉPLACER OU NETTOYER VOTRE GRIL PENDANT LE FONCTIONNEMENT OU LORSQUE LE GRIL EST CHAUD. S'ASSURER QUE LE FEU EST COMPLÈTEMENT ÉTEINT, ET QUE LE GRIL A COMPLÈTEMENT REFFROIDI AVANT DE TRANSPORTER OU NETTOYER LE GRIL .
- SI LE FIL ÉLECTRIQUE EST ENDOMMAGÉ, NE PAS UTILISER LE GRIL. .
- NE PAS UTILISER NI D'AÉROSOLS, NI DE LIQUIDES, NI DES MATÉRIEAUX HUMIDES SUR OU PRÈS DU GRIL PENDANT QU'IL EST CHAUD .
- NE PAS COUVRIR L'INTÉGRALITÉ DE LA SURFACE DE CUISSON LORSQUE LE GRIL EST CHAUD. LAISSEZ AU MOINS 2 POUÇES DE DÉGAGEMENT PAR LES CÔTÉS ET L'ARRIÈRE DU CORPS DU GRIL .
- TOUTE MODIFICATION (TROUS, VIS, CHANGEMENTS DE MÉTAL) AU GRIL ANNULERA LA GARANTIE.
- TOUJOURS UTILISER LE GRIL AVEC LE CAPOT DU GRIL EN POSITION FERMÉE, SAUF SI LE GRIL EST DANS UN MODE DE FLAMME DIRECTE.
- NE JAMAIS UTILISER LE GRIL DANS UN MODE DE FLAMME DIRECTE SANS METTRE L'INSERTION DE FLAVORIZER DE FLAMME DIRECTE (VG4407). L'EZ-ACCESS OU INSERTION DE FLAMME DIRECTE DOIT ÊTRE EN PLACE PENDANT LE FONCTIONNEMENT .
- LA CUISSON À FLAMME DIRECTE DOIT ÊTRE EFFECTUÉE AVEC LE CAPOT EN POSITION OUVERTE. UN CAPOT FERMÉ PENDANT LA CUISSON À FLAMME DIRECTE PEUT ENTRAÎNER UNE ER-1MESSAGE D'ERREUR. CE MESSAGE D'ERREUR SIGNIFIE QUE LE GRIL A ATTEINT UNE TEMPÉRATURE TROP ÉLEVÉ QUI A PROVOQUÉ LE GRIL D'ARRÊTER POUR ÉVITER TOUT DOMMAGE À L'UNITÉ .
- NE JAMAIS LAISSER LE GRIL SANS SURVEILLANCE PENDANT UNE CUISSON À FLAMME DIRECTE .



## SUIVEZ LES INSTRUCTIONS CI-DESSOUS POUR EMPÊCHER L'INTOXICATION AU MONOXYDE DE CARBONE .

CONNAÎTRE LES SYMPTÔMES DE L'INTOXICATION AU MONOXYDE DE CARBONE: MAUX DE TÊTE, VERTIGES, FAIBLESSE, NAUSÉES, VOMISSEMENTS, SOMNOLENCE ET CONFUSION. LE MONOXYDE DE CARBONE RÉDUIT LA CAPACITÉ DU SANG À TRANSPORTER L'OXYGÈNE. LES FAIBLESSES AU NIVEAU D'OXYGÈNE DANS LE SANG PEUT ENTRAÎNER UNE PERTE DE CONNAISSANCE ET LA MORT. CONSULTEZ UN MÉDECIN SI VOUS OU LES AUTRES DÉVELOPPENT DES SYMPTÔMES D'UN RHUME OU PSEUDO-GRIPPAUX PENDANT LA CUISSON OU DANS LES ENVIRONS DE CET APPAREIL. L'INTOXICATION AU MONOXYDE DE CARBONE, QUI PEUT FACILEMENT ÊTRE CONFONDU AVEC UN RHUME OU UNE GRIPPE, EST SOUVENT DÉTECTÉE TROP TARD. LA CONSOMMATION D'ALCOOL ET L'USAGE DE DROGUES AUGMENTENT LES EFFETS DE L'INTOXICATION AU MONOXYDE DE CARBONE. LE MONOXYDE DE CARBONE EST PARTICULIÈREMENT TOXIQUE POUR LA MÈRE ET L'ENFANT PENDANT LA GROSSESSE, LES NOURRISONS, LES PERSONNES ÂGÉES, LES FUMEURS ET LES GENS AVEC LES PROBLÈMES DU SANG OU DU SYSTÈME CIRCULATOIRE COMME L'ANÉMIE, OU UNE MALADIE CARDIAQUE .





## How Your Memphis Grill Works

Your 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; 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 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 Flavorizer, 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 website or YouTube®.

[https://youtu.be/hwe\\_Rt02HBg](https://youtu.be/hwe_Rt02HBg)

## Grill Features

- Easy to use Intelligent Temperature Control (ITC) capable of smoking, barbecue, grilling, baking and searing temperatures.
- Memphis ITC Meat Probe functionality for hands-off, precision grilling \*
- Extra-large capacity hopper.
- Heavy-duty 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 causes pellets to burn and produce true convection oven cooking. Auto Start button & electric igniter eliminate the need for matches & lighter fluids.
- Smoking Mode gives you that savory flavor on demand and is programmable from 180°-295°F.
- Cooking Mode allows for grill temperatures up to 600°F (Advantage), 650°F (Pro), and 700°F (Elite).
- Flavorizer reduces the chance of flare-ups and assists in even heat distribution.
- EZ-Access Flavorizer insert for quick and easy burnpot cleaning
- Stainless steel burn pot designed for high performance and longevity.

- 427 square inch main cooking area that can be increased to 970 (depending on model) square inches with the optional grates.
- Total cooking volume of nearly 4,000 cubic inches for large roasts and turkeys.
- Grease drawers with disposable liners make for no fuss cleaning.
- Large, locking casters that swivel and lock for easy maneuverability.
- Two stainless steel side shelves offer a durable, easy-to-clean surface.
- Stainless steel cooking grates for years of reliable service.
- Made in the USA.

\* Meat probe is standard with Elite and Pro Memphis models, additional meat probes can be purchased as an optional accessory separately for all models.

\*\*Gasket seal only on Elite and Pro models



## Read Prior to Lighting

### 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, light and operate the grill at 450F with the hood down for 45 minutes. After burn-off, you are now ready to start enjoying your Memphis Wood Fire Grill!

### Lighting Your Grill

It is recommended practice to go through the Periodic Grill Maintenance (pg. 18) procedures frequently. This will ensure proper ignition of the pellets and is part of the normal maintenance procedure. Light per instructions found in detail in this manual. If the grill fails to light, it is most likely due to a dirty or plugged burn pot and/or a burn pot obstruction blocking the igniter air passages. (Refer to Using Your Memphis Wood Fire Grill on page 11 for cleaning instructions.)

### Hood Position

Always cook with the hood closed when not using the Direct Flame insert. Cooking with the hood closed keeps the temperature even, cooking the food faster while using less fuel. A closed hood also helps to create a smokier flavor. 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 an overloaded burn pot.

Instead of frequent, visual checks of your food, the use of a Memphis ITC Meat Probe is recommended. This tool can be routed through the larger hole in the side of the Memphis Select or Advantage, or under the hood gasket on the Elite, Pro or Built-In to prevent damage to the wires. See “Memphis ITC Meat Probe” on page 14 for further instructions on the use of a meat probe.

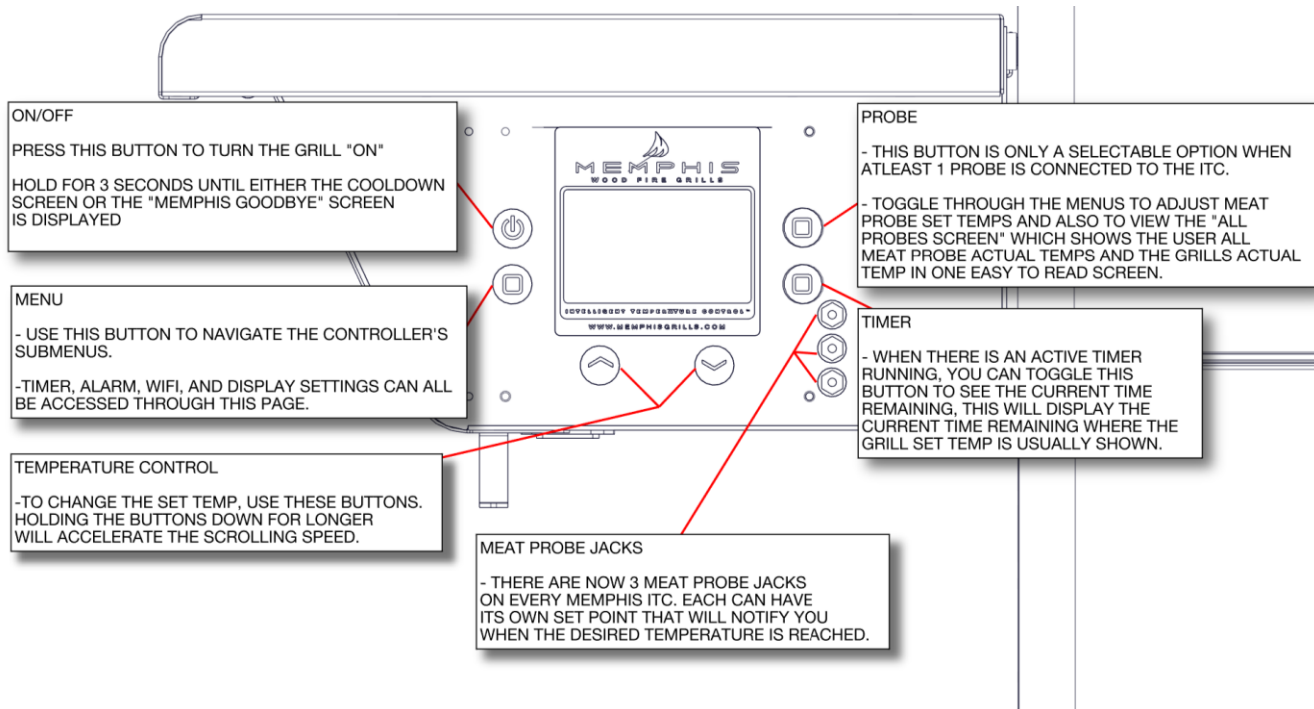
When using the Direct Flame mode, the hood should be closed during ignition and warm-up. Once the grill is hot the lid should be left open for the duration of the cook.



# INTELLIGENT TEMPERATURE CONTROL

## About The ITC

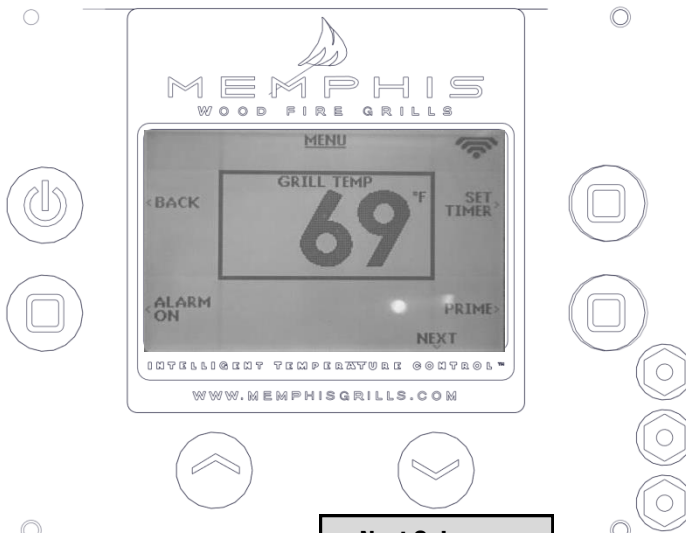
The ITC performs similarly to the control on your kitchen oven. The ITC automatically compensates for different ambient conditions, providing year-round grilling and more accurate temperature control. Setting the control is simple and intuitive, and offers the user a precise and highly-customizable grilling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



## MENUS AND SUB-MENUS

Return to main grilling screen.

Toggle the audible grill alarm "ON" and "OFF". When a black background is displayed behind the text, the alarm is "ON".



Set a timer on your grill. See the "Timer" submenu page to learn about its functions.

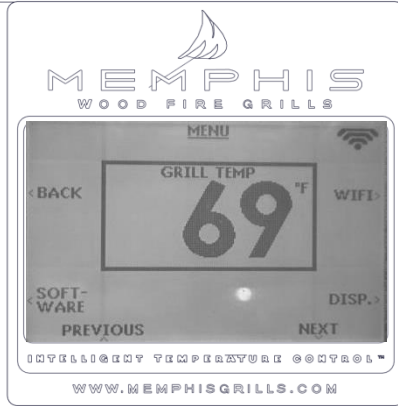
Turns the auger on for 10 seconds. Used on first run or after the hopper is run empty on a previous cook.



## MENUS AND SUB-MENUS CONT.

Return to main grilling screen.

Displays the current set model and program version used by the grill. See the "Software" submenu page to learn about its functions.



Use to establish or update a WiFi connection for your grill. See the "WiFi" submenu page to learn about its functions.

Adjust the brightness, contrast, or display units of your controller. See the "Display" submenu page to learn about its functions.

Previous Submenu

Next Submenu

## MENUS AND SUB-MENUS CONT.

Return to main grilling screen.

Used to determine functionality of individual components of the grill. See the "Diagnostic" submenu page to learn about its functions.



Previous Submenu

## TIMER

Returns to the previous page.

Resets the timer to 00:00:00

Timer +/- 1 minute per button press. Hold down the button for quick scrolling.



Starts/Stops the current timer. A timer can be stopped and then restarted.

Resets the timer to the starting value previously used.





## WiFi

a

Returns to the previous page.

Toggle to enable or disable WiFi control. When WiFi 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 WiFi network and 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 desired screen contrast.



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 desired screen contrast.

## SOFTWARE

Returns to the previous page.

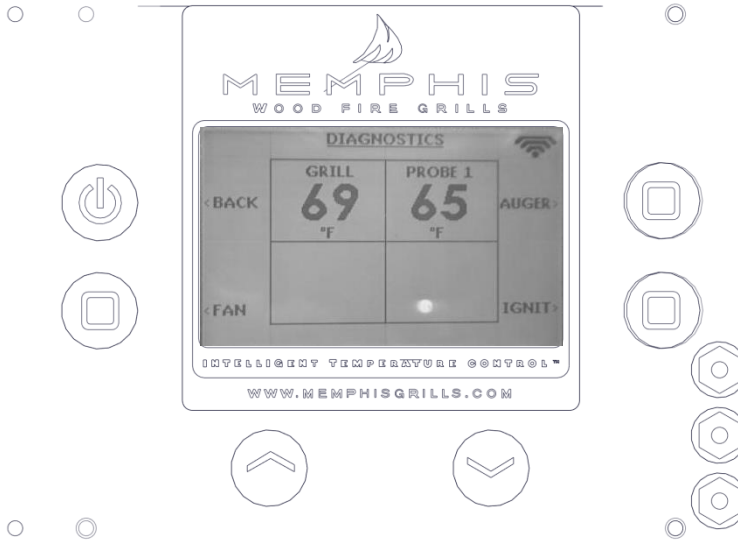
This page displays model type and firmware version running on the controller.





## DIAGNOSTIC

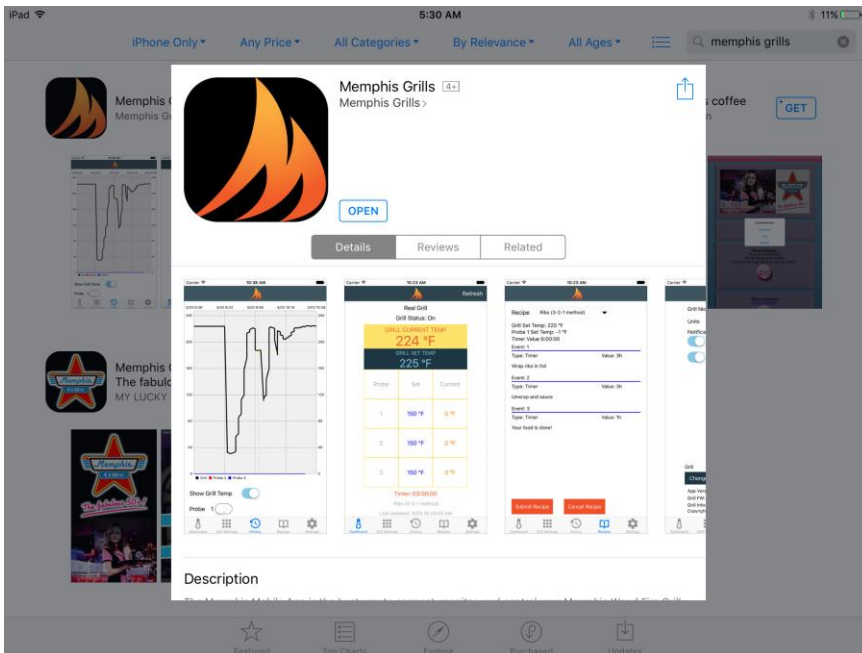
Toggle individual components “ON” and “OFF”. When a black background is displayed behind the text, the component is “ON”. The grill actual and probe actual is shown for any probes displayed.



## Memphis Grills App

### About the App

The Memphis Grill App allows the user to have complete control of their system anywhere that your phone has cell signal. Once connected to your home WiFi network, your grill will automatically connect when powered on. Change your set temp, meat probe temps, monitor temperatures and see historical data all in an easy to use app.



To find our app, search “Memphis Grills” into the IOS App store and download our free App.



## USING YOUR MEMPHIS WOOD FIRE GRILL

**PRIOR TO STARTING THE GRILL, INSPECT THE BURN POT INSIDE THE GRILL FOR EXCESS ASH BUILD-UP. IT'S A RECOMMENDED PRACTICE TO GO THROUGH THIS PROCEDURE AT INITIAL START UP 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.)**

- 1. OPEN THE HOOD AND REMOVE THE COOKING GRATES.**
- 2. REMOVE THE FLAVORIZER OR EZ-ACCESS INSERT. THE FLAVORIZER HELPS DISTRIBUTE HEAT, CONTAINS FLY ASH, AND KEEPS THE FLAME FROM MAKING DIRECT CONTACT WITH COOKING GRIDS.**
- 3. 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 TUBE.**
- 4. RE-INSTALL THE FLAVORIZER/EZ-ACCESS INSERT.**
- 5. RE-INSTALL THE COOKING GRATES.**
- 6. CHECK THE GREASE PAN AND CLEAN AS NECESSARY**
- 7. OPEN THE PELLET HOPPER LID, FOUND AT THE FRONT OF YOUR GRILL ON THE ADVANTAGE, OR AT THE BACK OF THE ELITE AND PRO. CHECK FOR ANY ASH OR DEBRIS.**
- 8. FILL YOUR HOPPER WITH MEMPHIS COOKING PELLETS. CLOSE THE HOPPER LID.**
- 9. PLUG YOUR MEMPHIS WOOD FIRE CONVECTION GRILL INTO THE NEAREST 110 VOLT AC OUTLET\*.  
(NOTE: USE A GFI OUTLET. WE STRONGLY RECOMMEND THAT IF YOUR HOME DOES NOT HAVE A GFI OUTLET THAT YOU INSTALL ONE, OR USE A HIGH QUALITY OUTDOOR SURGE PROTECTOR.)**
- 10. WHEN YOU ARE FINISHED USING YOUR GRILL, AND THE GRILL HAS GONE THROUGH ITS COOLDOWN, UNPLUG IT. IT IS ALSO RECOMMENDED THAT THE GRILL BE COVERED WHEN NOT IN USE.**

**\* 230 VOLT FOR EUROPEAN**

**\*\*NOTE: YOUR GRILL WILL FUNCTION BEST IF OPERATED ON A LEVEL SURFACE.\*\***



## Operating Instructions: Memphis Wood Fire Grill

### Automatic Start Up

To Start Press the On/Off touch pad. The startup mode will begin; pellets will begin falling into the burnpot and the igniter heats up. The startup mode is timed to last 20 minutes or until the appliance reaches a temperature above 170°F. After it reaches this “Warm” state, the blinking LED light will become solid.

Set the TEMP DISPLAY Arrows to the desired temperature (Set light will illuminate) if the grill is set to a temperature less than 300° it will run in Smoke Mode. If set to 300° or above it will run in Cook Mode. The meat probe can be set from 68° to 250°. For more information on the use of the meat probe, consult page 8.

Set TEMP DISPLAY to Actual. (Actual light will illuminate) Temperature now displayed will be actual temperature in the cooking area. Note: Actual temperature will fluctuate up or down. This is normal and represents the normal fluctuation of any oven.

### Notes

- If hopper was just filled; hold Pellet Prime button in until you hear pellets falling onto the burn pot and release. Then restart the grill by pressing the I/O button. This will allow the grill to run its complete start-up sequence.
- Your Grill will smoke for a few minutes while the pellets are lighting and coming to full burn.
- If the fire does not start within 30 minutes, the grill will then automatically shut off. If this happens, some unburned pellets will have built up in the burn pot. Before restarting the fire, clean the excess pellets out of the burn pot and repeat the above steps.

## Change Temperature Display Units

Your Memphis grill is capable of working in both Metric and English units. You can change display units using either the grill controller or the App. A change on one also is displayed on the other.

To switch between Fahrenheit and Celsius on the ITC, navigate to the “Display” page and select the F/C button. Selected units automatically save for future cooks.

To switch between Fahrenheit and Celsius on the App, navigate to the “Settings” tab and select the desired units (the blue highlighted one is active), then hit “Submit Changes”



## Operating Instructions: Memphis Wood Fire Grill

To operate: 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 / 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 21) 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. Switching to smoke mode soon after putting your food on the grill allows the smoke to penetrate the meats before they have a chance to sear closed. The smoke mode works best when a longer cooking time is required, such as large cuts of meat, fish, or poultry. Experiment with the length of time you leave for pre-smoking before cooking thoroughly. Try different combinations of both modes.



## Memphis ITC Meat Probe

*The Memphis ITC Meat Probe, which comes standard with the Elite, Pro and Built-In models, and can be purchased separately for other models, is a must-have accessory for any griller. The ITC Meat Probe conveniently interfaces directly with your grill's ITC control and gives you 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

**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.

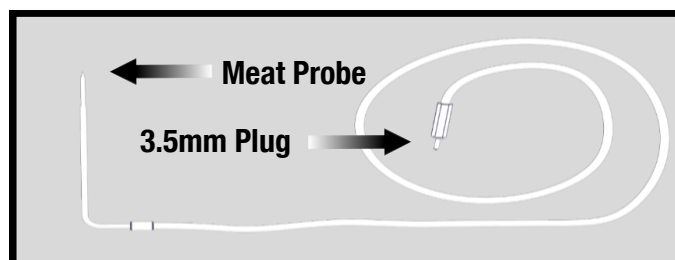
**4. The top right button on the ITC will allow the user to cycle through any connected probes and adjust their set temperatures, as well as navigating to the "ALL PROBES" screen where each connected probe displays its current actual temperature; as well as the current grill actual temperature.**

**5. (Advantage Models)** 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. (Elite, Pro or Built-In Models)** 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 modify the set temperature of both the meat probe and the grill itself.



### **Caution!**

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

### 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 be fully functional.

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



## Memphis EZ-Access Flavorizer

*The Memphis EZ-Access Flavorizer, which comes standard with all Memphis models, 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 Flavorizer, and is easily removed to allow access to the burn pot directly below.*

### Using Your Memphis EZ-Access Flavorizer Insert

#### 1. Remove Grill Grates

The EZ-Access 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 (VG1594).

#### 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.

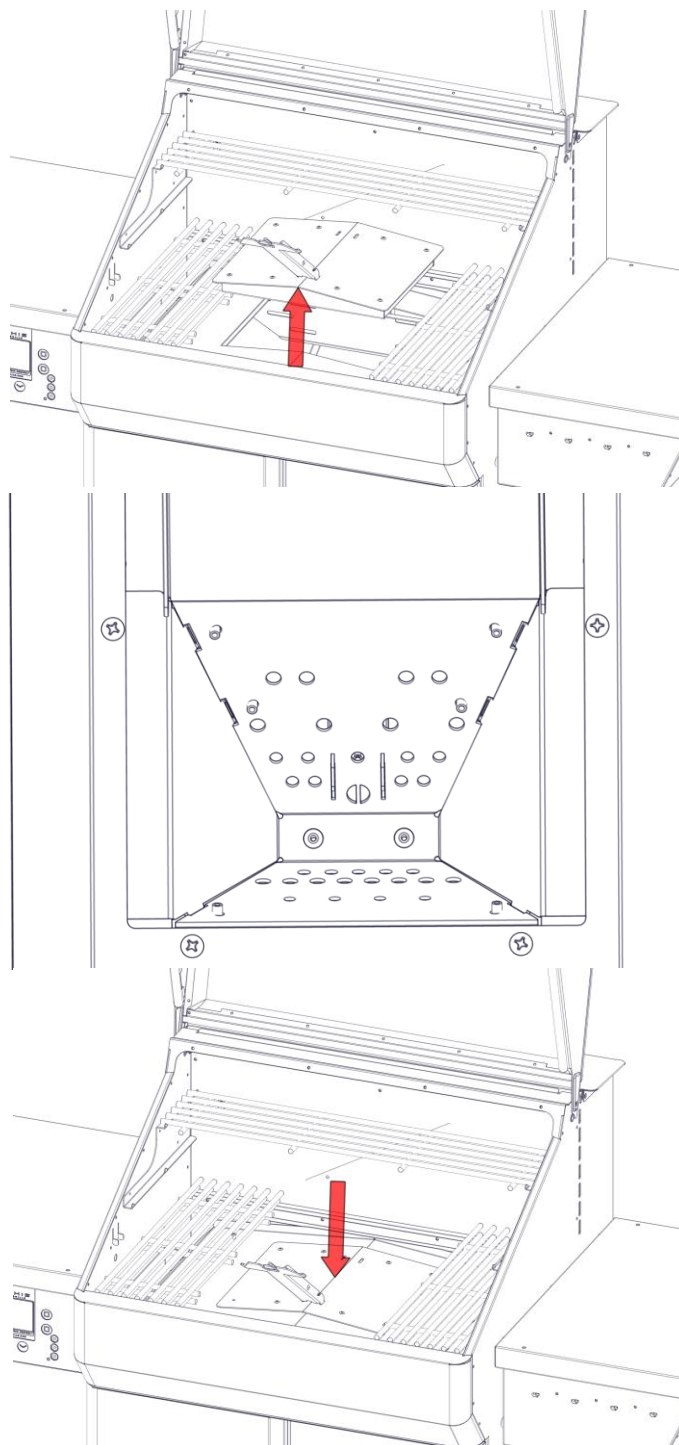
#### 3. Inspect and Clean the Burn Pot

With the insert removed, the burn pot is made directly accessible. Inspect it for excess ash build-up, and, if necessary clear it of debris using a Memphis Genie tool, a 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 Grill Grates and the EZ-Access Insert

Once you're done cleaning the burn pot, replace the components you've removed. The EZ-Access insert should be fully seated in the Flavorizer, with its slopes matching the slopes in the Flavorizer. Replace the grill grates you moved in Step 1.

**5. Cook Away!** Now that your burn pot is clean, it's time to grill!





## Memphis Direct Flame Flavorizer Insert

*The Memphis Direct Flame Flavorizer Insert is a must-have accessory for any griller. The Direct Flame Flavorizer Insert conveniently replaces the easy access insert, adding the flexibility to cook directly over a direct flame, while still managing grease flow. The Direct Flame Flavorizer Insert is offered for all Memphis models.*

### Using Your Memphis Direct Flame Flavorizer Insert

1. Using the Memphis Genie Tool, remove the cooking grates and Easy Access Insert from the Flavorizer.
2. Replace the Easy Access Insert with the Direct Flame Flavorizer Insert.
3. Replace the cook grates, and close the grill's hood.
4. Turn the grill on, and 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 the user can select the desired intensity of flame by choosing Low, Medium or Max.\*
5. The grill must first be preheated before the direct flame cook may begin. While the grill is preheating the grill hood *must* remain in the closed position. This will generally take between 10-15 minutes\*\*.
6. After the preheating is complete, open the hood and enjoy direct flame cooking!

### Notes

- While operating the grill in a direct flame setting the actual grill temperature will not be displayed, 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 an Direct Flame setting while cooking over a direct flame.
- The grill is never to be operated in a direct flame mode without the optional Direct flame Flavorizer Insert.
- Never leave your grill unattended during a direct flame cook.

\* OF-3 setting not available on Advantage model.

\*\* 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, Maple, 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. 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.

- Wood pellets have been in existence for many years, and there are currently more than 125 active pellet mill operations in the United States and Canada, producing millions of pounds of pellet each year.
- Memphis 100% hardwood BBQ pellets are produced in the same manner as wood pellet heating fuel is produced. Sawdust 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 "lignin's" 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

**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.**

- **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.
- **Maple:** Very mild, a sweet light smoky flavor. Ideal for pork, ham, poultry, cheese, game birds and baking.
- **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.

*\*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.

### Flavorizer

It is recommended that you remove any buildup of food or grease from the Flavorizer before every cook. A clean Flavorizer further reduces flare ups. Brush or scrape any build up off of the Flavorizer with a grill brush or putty knife. Never clean the Flavorizer 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 build-up 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 build-ups. 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 to the right. Clean any debris or blockage out of both areas to ensure a perfect start.

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

### 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

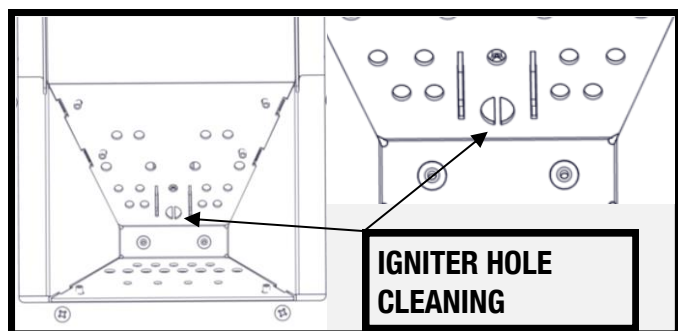
Because the air box is used to channel the fan-forced air into the burn pot, there is very little maintenance to be done in this area. Occasionally, you may either vacuum or brush out any build-up of ash or burn debris that has fallen below the burn pot. This is done by removing the burn pot by removing 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 YouTube video on the cleaning and care of your Memphis Wood Fire Grill to learn more.

<https://youtu.be/IMHjYEjrkVY>





## Periodic Maintenance

		Frequency				
		Every Use	Every 3 Uses	Once A Week	Once A Month	Once A Year
<b>Maintenance Task</b>	<b>Scrape Cooking Grates</b>	<b>X</b>				
	<b>Check Grease Pan</b>	<b>X</b>				
	<b>Clear Burn Pot</b>	<b>X</b>				
	<b>Clear Igniter Holes</b>		<b>X</b>			
	<b>Wipe Down Exterior Surfaces</b>		<b>X</b>			
	<b>Scrape Off Flavorizer</b>		<b>X</b>			
	<b>Clean Grease Trays</b>		<b>X</b>			
	<b>Wipe Off RTD</b>		<b>X</b>			
	<b>Scrape / Vacuum Ash From Interior</b>			<b>X</b>		
	<b>Vacuum Fine Pellet Dust From Hopper</b>				<b>X</b>	
<b>Wipe Down, Vacuum Out Air Box</b>					<b>X</b>	



## 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 Flavorizer Insert

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

### Disposable Grease Trays

Your Memphis grill utilizes at least one grease tray that has been specially designed to accommodate disposable aluminum pans for easy and convenient clean-up. The Advantage trays are compatible with any 8" x 8" aluminum pan, and the Pro and Built-In trays are designed to hold two of any 9" X 13" aluminum foil pans.

### Tongs

Use tongs rather than a fork for turning and handling meats to avoid losing the natural juices. Extra-large ones with long handles allow you to grip a variety of delicate foods.

### Drip / Roast Pans

Used to prevent flare-ups, 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

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 also allow for different foods to be combined and grilled together without piercing the food.

### Griddle

One of the most used accessories for those grill enthusiasts that enjoy cooking any foods outdoors. Use to grill complete breakfasts, grill sandwiches, and toast fajitas. Griddles allow you to cook all your bacon and sausages outdoors, and they're great for grilling vegetables, stir-frying, and searing.

### Spatulas

A must for turning those delicious burgers and fish filets. Again, look for a long, sturdy handle and the widest blade possible. The holes in the blade prevent the build-up of steam, which could make your food soggy.

### Cooking Racks

Stainless steel roast racks and rib racks are a great way to increase your cooking pleasure. Roast racks can be used to enhance the convective cooking capabilities of your grill by allowing the smoke flavored air to move around the entire roast evenly. Rib racks are a great way to increase your capacity of your grill for those large gatherings. They can also be used for chops and chicken pieces. (Additional small grates are available for purchase and will allow you to significantly increase your total cooking surface.)



## Recommended Grilling Accessories Cont.

### 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. Used 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.

### Metal Brush

It is important to clean your grill thoroughly before each use. A long-handled brush with metal bristles is the best tool for the job.

### 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.

## 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
<b>BEEF</b>				
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
<b>HAM</b>				
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
<b>LAMB</b>				
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
<b>PORK</b>				
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
<b>VEAL</b>				
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
<b>VENISON</b>				
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
<b>CHICKEN</b>				
Whole (INDIRECT HEAT) Not Stuffed	3 to 4 lbs.	325°F, 160°C	60 to 75 min.	180 as measured in the thigh
Broiler Fryer	5 to 7 lbs.		18 to 25 min./lb.	
Roasting Hen	4 to 8 lbs.		15 to 20 min./lb.	
Capon	18 to 24 oz.		45 to 55 min.	
Breast Halves, bone-in	6 to 8 oz. each	325°F, 160°C	10 to 15 min./side	170
Boneless	4 oz. each		6 to 8 min./side	
Other Parts: Legs or THIGHS	4 to 8 oz.	325°F, 160°C	10 to 15 min./side	180
Drumsticks	4 oz.		8 to 12 min./side	
Wings, Wingetts	2 to 3 oz.		8 to 12 min./side	
<b>DUCK or GOOSE</b>				
Duckling, whole	4 1/2 lbs. (NOT STUFFED)	325°F, 160°C	2 1/2 hrs.	180 to 185
Quartered (INDIRECT HEAT)			1 hr., 25 min.	
Goose, whole (INDIRECT HEAT)	8 to 12 lbs.	325°F, 160°C	18 to 20 min./lb.	180 to 185
<b>TURKEY</b>				
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.	180 as measured in the thigh
			NOT recommended	
Breast, bone-in	4 to 7 lbs.	325°F, 160°C	1 to 1 3/4 hrs.	170
Boneless	2 3/4 to 3 1/2 lbs.		NOT recommended	
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 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 OF SMOKE. OAK, HICKORY, APPLE, CHERRY, MESQUITE TO NAME THE MOST COMMON. HERE AGAIN THAT IS LARGELY A MATTER OF PERSONAL PREFERENCE.

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 SUITES YOUR PERSONAL TASTE. IF YOU WANT TO FINISH FASTER USE 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/RECIPE](http://WWW.MEMPHISGRILLS.COM/RECIPE).

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 the lower temperatures it's critical that you use a premium food grade pellet such as "Memphis" flavored BBQ Pellets.* Nature's Way premium pellets are specially formulated to allow for more even feeding and temperatures. For best results, always use Natures Way premium pellets.
- It is strongly recommended that the burn pot be cleaned before and after smoking for a significant period. Unchecked ash build-up 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 web site*

*<http://www.memphisgrills.com/recipes>, our blog site, or on our 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.*



## Trouble Shooting 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 contact your dealer, or Memphis Wood Fire Grills directly at the number found at the end of this manual.**

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
Received Error Message "ER-1"	<ul style="list-style-type: none"> <li>The appliance has overheated, possibly due to a grease fire, or excess fuel.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the grill off and allow it to cool. If necessary, follow the procedure in the General Warning section. Clean grill interior and clear of excess fuel before restarting.</li> </ul>
Received Error Message "ER-2"	<ul style="list-style-type: none"> <li>The appliance has failed to ignite within the allotted 30 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>Check the hopper for sufficient fuel.</li> <li>Check the burn pot for ash build-up or other obstructions.</li> <li>Check igniter to see if it is heating up(igniter may need replacing).</li> <li>In extreme cold, grill may require additional priming to achieve ignition.</li> <li>Make sure hood is closed.</li> </ul>
	<ul style="list-style-type: none"> <li>Grill will not stay lit.</li> </ul>	<ul style="list-style-type: none"> <li>Check the hopper for sufficient fuel.</li> <li>Check the burn pot for ash build-up or other obstructions.</li> <li>Make sure hood is closed.</li> </ul>
Received Error Message "ER-3"	<ul style="list-style-type: none"> <li>The appliance has experienced power failure during operation.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that your grill is securely plugged in.</li> <li>Check for power-failures within your home.</li> </ul>
Received Error Message "ER-5"	<ul style="list-style-type: none"> <li>There is a malfunction with either the RTD or Meat Probes</li> </ul>	<ul style="list-style-type: none"> <li>Unplug grill and restart</li> <li>Contact Memphis Grill Technical Support</li> </ul>
Grill Will Not Turn On	<ul style="list-style-type: none"> <li>Grill is not properly plugged in.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that your grill is plugged into a working GFCI outlet.</li> </ul>
	<ul style="list-style-type: none"> <li>A power surge has tripped the circuit board fuse on the ITC.</li> </ul>	<ul style="list-style-type: none"> <li>Fuse must be manually replaced. See guide at the end of this section.</li> </ul>
Grill Produces Excess or Discolored Smoke	<ul style="list-style-type: none"> <li>Wood pellets have absorbed excess moisture.</li> </ul>	<ul style="list-style-type: none"> <li>Clear the hopper and burn pot of moist pellets, replacing them with dry pellets.</li> </ul>
	<ul style="list-style-type: none"> <li>Burn pot is overloaded with ash build-up.</li> </ul>	<ul style="list-style-type: none"> <li>Check the burn pot for ash build-up or other obstructions.</li> </ul>
Grill Will Not Achieve Or Maintain Stable Temperature	<ul style="list-style-type: none"> <li>Grill isn't receiving sufficient fuel.</li> </ul>	<ul style="list-style-type: none"> <li>Check the hopper for sufficient fuel.</li> <li>Ensure both sides of the hopper are filled (Elite, Pro and Built-In).</li> </ul>
	<ul style="list-style-type: none"> <li>Grill isn't receiving sufficient air-flow.</li> </ul>	<ul style="list-style-type: none"> <li>Check the burn pot for ash build-up or other obstructions.</li> <li>Check to see if fan(s) have been unplugged or have failed.</li> <li>Contact dealer or Hearthland directly in case of fan failure.</li> </ul>
	<ul style="list-style-type: none"> <li>Burn-pot is overloaded with ash build-up.</li> </ul>	<ul style="list-style-type: none"> <li>Check the burn pot for ash build-up or other obstructions.</li> <li>Check to see if fan(s) have been unplugged or have failed.</li> </ul>
Frequent Flare-ups are experienced	<ul style="list-style-type: none"> <li>Flammable material build-up.</li> </ul>	<ul style="list-style-type: none"> <li>Check to see if fan(s) have been unplugged or have failed.</li> </ul>
Cooking temperatures are uneven	<ul style="list-style-type: none"> <li>Unbalanced airflow throughout the grill.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that flavorizer is installed correctly</li> </ul>
ITC Constantly Reads 32	<ul style="list-style-type: none"> <li>Damaged ITC</li> </ul>	<ul style="list-style-type: none"> <li>Contact Memphis Grill Technical Support</li> </ul>



## Troubleshooting: ITC Circuit Board Fuse Replacement

The ITC, or Intelligent Temperature Control system on your Grill is 2 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.

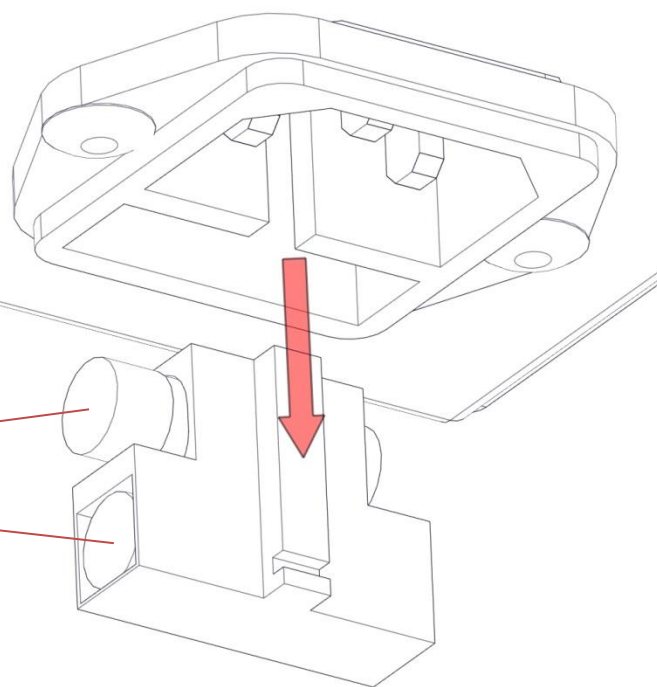
1. Ensure that the grill is cool, powered-down, ***AND UNPLUGGED.***
2. Using a flat head screwdriver as shown, pry open the fuse holder on your IEC (where you plug the power cord into the grill).
3. If you have access to a multimeter, check for current flow across the two nodes of the fuse. If you do 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.



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

Active Fuse

Spare 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 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 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 of 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 is 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, unless there is a loss of structural integrity on the grill component. 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 is 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 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 Limited Warranty for seven (7) years 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 or Distributor.

### **Procedure for Warranty Service**

1. Complete Warranty Registration at [www.memphisgrills.com](http://www.memphisgrills.com) or mail the Warranty Registration Form at the end of this Owner's Manual.
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 call Memphis Wood Fire Grills Customer Service and Technical Support at 1-888-883-2260.



## Thank You for Choosing the Memphis Wood Fire Convection Grill!

**Congratulations on your purchase of the 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, the Memphis has a digital Intelligent Temperature Control (ITC) that automatically maintains your desired cooking temperatures, just like you 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 or social gatherings.**

**Please complete the below information for quick and easy reference for your records. Additionally, complete the online Warranty Registration using the below information to validate the Warranty. At the end of this Owner's Manual is a printed copy of the Warranty Registration if you choose to mail in your form. Your model and serial number are located on the sticker under the hopper lid.**

**Thank you for choosing the Memphis Wood Fire Grill!**

**MEMPHIS WOOD FIRE GRILLS  
9111 GRAND AVE SOUTH  
BLOOMINGTON, MN 55420**



## Warranty Registration Form

Register online at <http://memphisgrills.com/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 \_\_\_\_\_

***ALL PRODUCT INFORMATION IS LOCATED UNDER THE PELLETT HOPPER LID.***

MODEL\* \_\_\_\_\_

MODEL NUMBER\* VG \_\_\_\_\_

SERIAL NUMBER\* (LAST 4-5 DIGITS) \_\_\_\_\_

**SEND WARRANTY REGISTRATION AND DATED SALES RECEIPT TO:**

**MEMPHIS WOOD FIRE GRILLS  
MEMPHIS GRILL WARRANTY REGISTRATION  
9111 GRAND AVE SOUTH  
BLOOMINGTON, MN 55420**

**CONTACT MEMPHIS GRILLS CUSTOMER SERVICE WITH ANY QUESTIONS.  
1-888-883-2260**