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# Smoke Hollow SH3020 Owner's Manual

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AUTHENTIC  
**SMOKE  
HOLLOW®**

# Owner's Manual

## **30-Inch Charcoal Grill**



Model  
**SH3020**

**THIS IS YOUR ASSEMBLY, CARE & USE MANUAL  
WITH IMPORTANT WARNING & SAFETY INFORMATION.  
PLEASE SAVE THESE INSTRUCTIONS.**

CUSTOMER SERVICE: 1-866-475-5180 (Monday–Friday, 8:30 am–4:30 pm, CST)  
[www.olp-inc.com](http://www.olp-inc.com)

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**FOR OUTDOOR USE ONLY**



# IMPORTANT SAFETY WARNINGS



## ⚠ WARNING ⚠

- For outdoor use only. Do not operate grill indoors or in an enclosed area.
- Only use this grill on a hard, level, non-combustible, stable surface (concrete, ground, etc.) capable of supporting the weight of the grill. Never use on wooden or other surfaces that could burn.
- Do not leave grill unattended when in use.
- Proper clearance of 10 feet between the grill and combustible material (bushes, trees, wooden decks, fences, buildings, etc.) or construction should be maintained at all times when grill is in use. Do not place grill under a roof overhang or other enclosed area..
- Do not use gasoline, kerosene or alcohol for lighting charcoal, use of any of these or similar products may cause an explosion possibly leading to severe bodily injury.
- Never add charcoal lighting fluid to hot or even warm coals as flashback may occur causing severe burns.
- When using charcoal lighting fluid, allow charcoal to burn with grill lid open until covered with a light ash (approximately 20 minutes). This will allow charcoal lighting fluid to burn off. Failure to do this could trap fumes from charcoal lighting fluid in grill and may result in a flash fire or explosion when lid is opened.
- Place grill in an area where children and pets cannot come into contact with unit. Close supervision is necessary when grill is in use.
- We recommend the use of a Charcoal Chimney Starter to avoid the dangers associated with charcoal lighting fluid. If you choose to use charcoal lighting fluid, only use lighting fluid approved for lighting charcoal. Carefully read manufacturer's warnings and instructions on the charcoal lighting fluid and charcoal prior to the use of their product. Store charcoal lighting fluid safely away from grill.
- Do not store lighter fluid or other flammable liquids or material under the grill.
- Grill is hot when in use. To avoid burns:
  - DO NOT attempt to move the grill when in used.
  - Brace grill so the unit does not accidentally move.
  - Wear protective gloves or oven mitts.
  - DO NOT touch any hot grill surfaces.
  - DO NOT wear loose clothing to come in contact with grill.
- When grilling, grease from meat may drip into the charcoal and cause a grease fire. If this should happen, close the lid and dampers to suffocate the flame. Do not use water to extinguish grease fires.
- In windy weather, place grill in an outdoor area that is protected from the wind.
- Never leave coals and ashes in grill unattended. Before grill can be left unattended, remaining coals and ashes must be removed from grill. Use caution to protect yourself and property. Carefully place remaining coals and ashes in a non-combustible metal container and saturate completely with water. Allow coals and water to remain in metal container 24 hours prior to disposing.
- When opening the lids, keep hands, face and body a safe distance from hot steam and flame flare-ups.
- Do not store or use grill near gasoline or other flammable liquids, gases or where flammable vapors may be present.
- Be sure all charcoals are cold before emptying, if necessary pour water on coals before moving grill.
- Store the grill out of reach of children and in a dry location when not in use.
- Extinguished coals and ashes should be placed a safe distance from all structures and combustible materials.
- Do not allow charcoal and or wood to rest on the firebox side wall. Doing so will greatly reduce the life of the metal and finish of your grill.
- Use caution when lifting or moving grill to prevent strains and back injuries.
- Properly dispose of all packaging material.
- Side Shelf maximum capacity (22lbs./10kgs)

**USE CAUTION AND COMMON SENSE WHEN OPERATING YOUR GRILL.  
FAILURE TO ADHERE TO SAFETY WARNING IN THIS MANUAL COULD  
RESULT IN BODILY INJURY OR PROPERTY DAMAGE.**



# ***Congratulations***

on your purchase of your new  
Smoke Hollow® Charcoal Grill.

With proper set-up, operation and maintenance, this appliance will provide you with years of delicious food and cooking enjoyment.

## **⚠ WARNING ⚠**

THIS MANUAL CONTAINS IMPORTANT INFORMATION NECESSARY FOR THE PROPER AND SAFE USE OF THIS UNIT. READ AND FOLLOW ALL WARNINGS AND INSTRUCTIONS BEFORE USING GRILL AND DURING USE.

**FAILURE TO FOLLOW THESE WARNINGS AND INSTRUCTIONS PROPERLY  
COULD RESULT IN FIRE OR EXPLOSION THAT COULD CAUSE PROPERTY  
DAMAGE, PERSONAL INJURY OR DEATH.**

## **⚠ WARNING ⚠**

### **CALIFORNIA PROPOSITION 65**

THIS PRODUCT CONTAINS, OR THE USE OF THIS PRODUCT RELEASES, CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. FOR MORE INFORMATION GO TO [WWW.P65WARNINGS.CA.GOV](http://WWW.P65WARNINGS.CA.GOV).

# Parts and Tool List


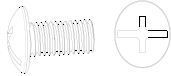
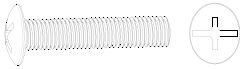

## IMPORTANT




When you un-pack your grill, remove all parts and packaging material from the box and inside the grill. Make sure you have all the items on the parts list. Carefully check the unit and make sure there is no damage.

**IF YOU HAVE ANY PROBLEMS WITH THIS PRODUCT OR THERE ARE MISSING OR DAMAGED PARTS , PLEASE CALL CUSTOMER SERVICE TOLL FREE 1-866-475-5180 (Monday–Friday, 8:30 am–4:30 pm, CST).**

**NOTE : DO NOT RETURN UNIT TO THE STORE BEFORE CALLING THE TOLL FREE NUMBER. Do not dispose of your cartons until you are completely satisfied with your new Smoke Hollow grill.**

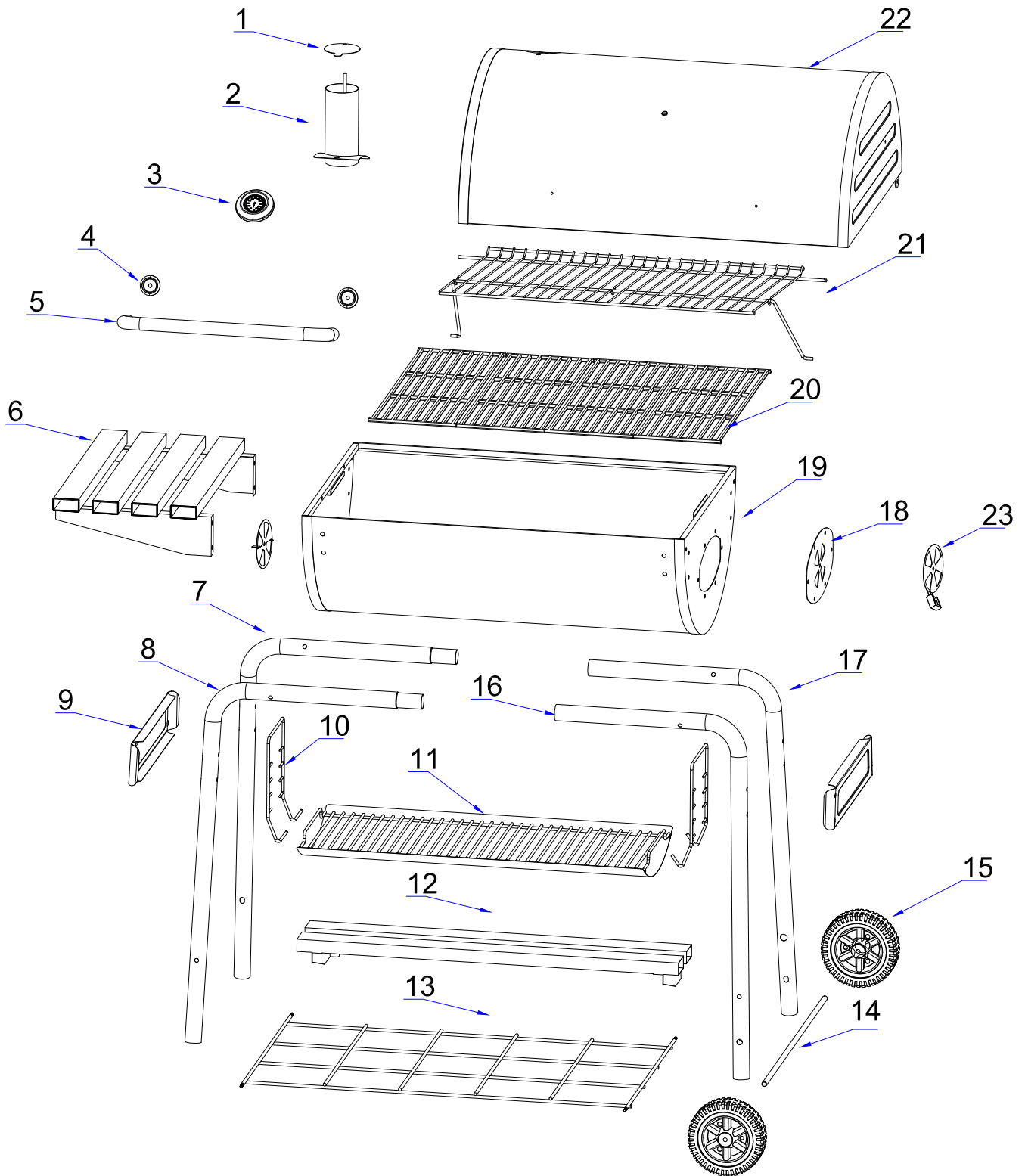
### Hardware Pack

(A)		34 PCS
(B) M6X12		20 PCS
(C)M6X40		12 PCS
(D)		2 PCS

(E)		6 PCS
(F)		1 PC
(G)		1 PC


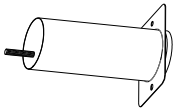



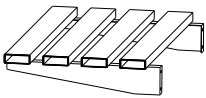


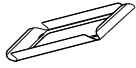

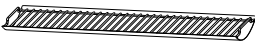
# Parts and Tool List






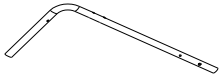
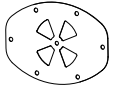





**Tools needed for assembly:**  
8-inch long Phillips head screwdriver, Pliers or Adjustable Wrench



# Parts and Tool List

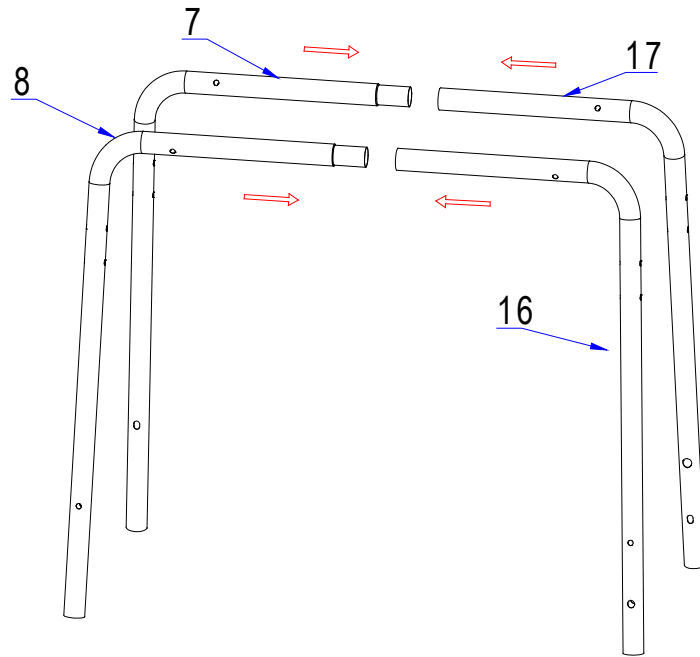
**Tools needed for assembly:**  
8-inch long Phillips head screwdriver, Pliers or Adjustable Wrench

(1)		1 PC
(2)		1 PC
(3)		1 PC
(4)		2 PCS
(5)		1 PC
(6)		1 PC
(7)		1 PC
(8)		1 PC
(9)		2 PCS
(10)		2 PCS
(11)		1 PC

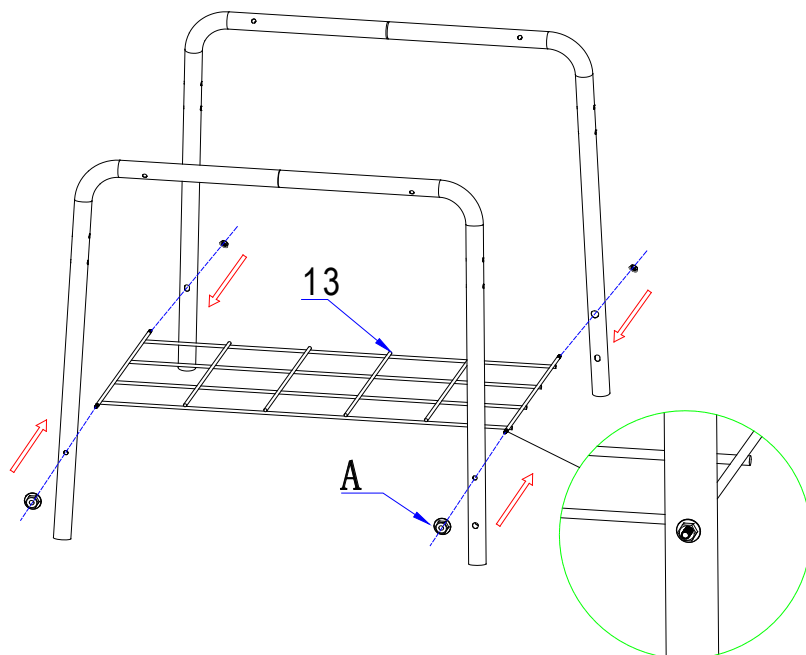
(12)		1 PC
(13)		1 PC
(14)		1 PC
(15)		2 PCS
(16)		1 PC
(17)		1 PC
(18)		1 PC
(19)		1 PC
(20)		4 PCS
(21)		1 PC
(22)		1 PC
(23)		2 PCS

# Grill Assembly

1



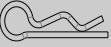
2 A  x4

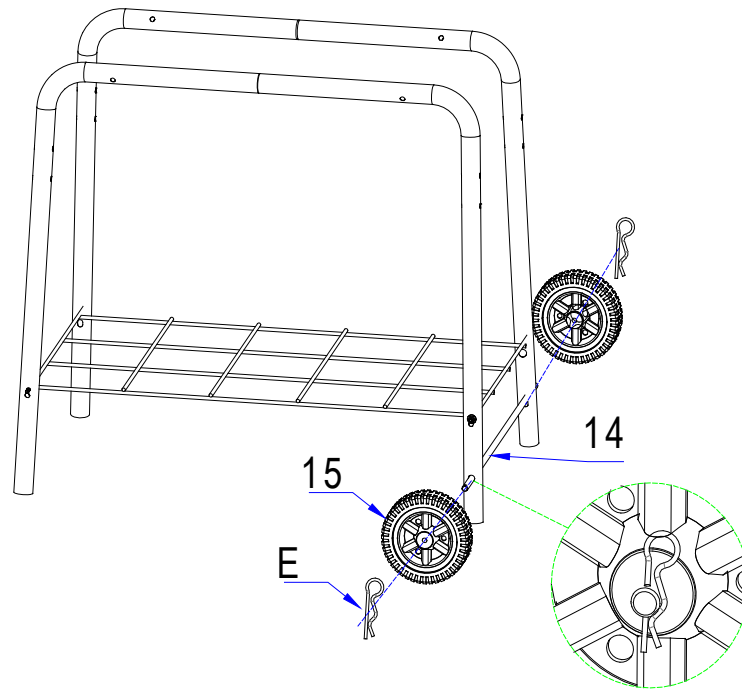




# Grill Assembly

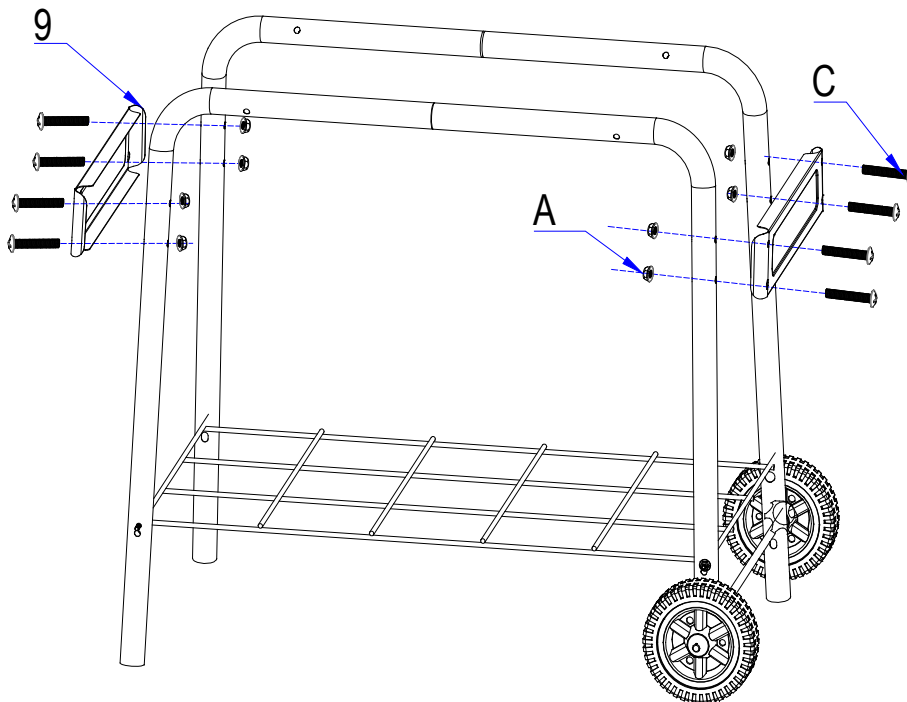
3

E  x2



4

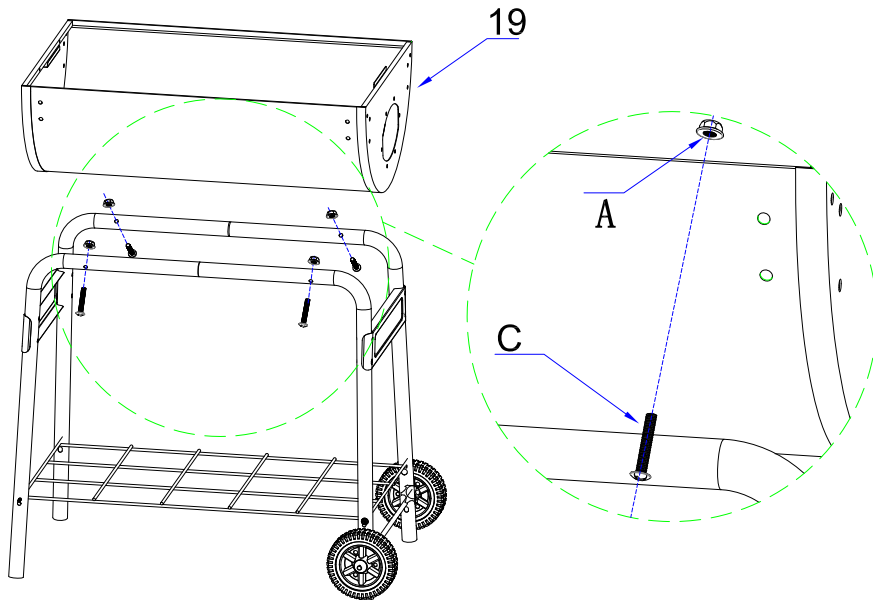
A  x 8, C  x 8



# Grill Assembly

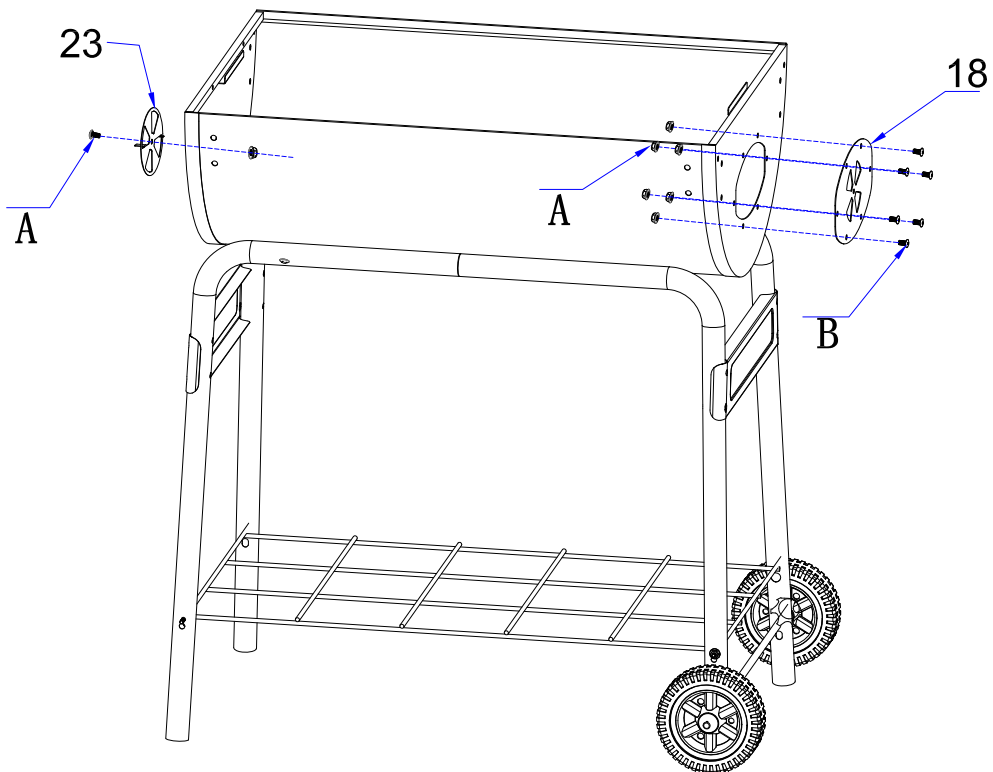
5

A  x 4, C  x 4



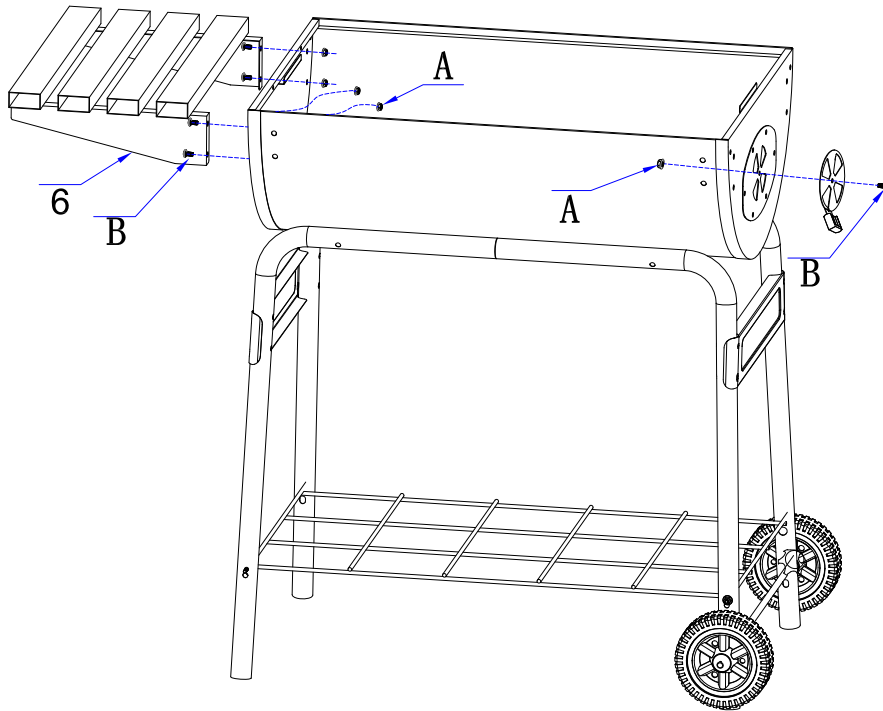
6



A  x 7, B  x 7

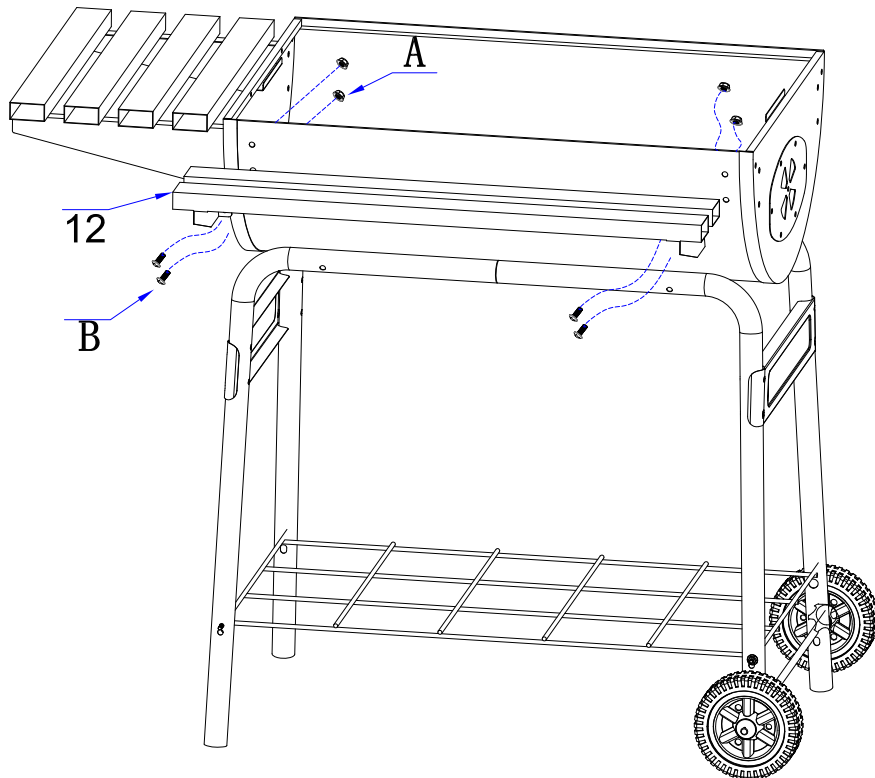


# Grill Assembly

**7** A  x 5, B  x 5

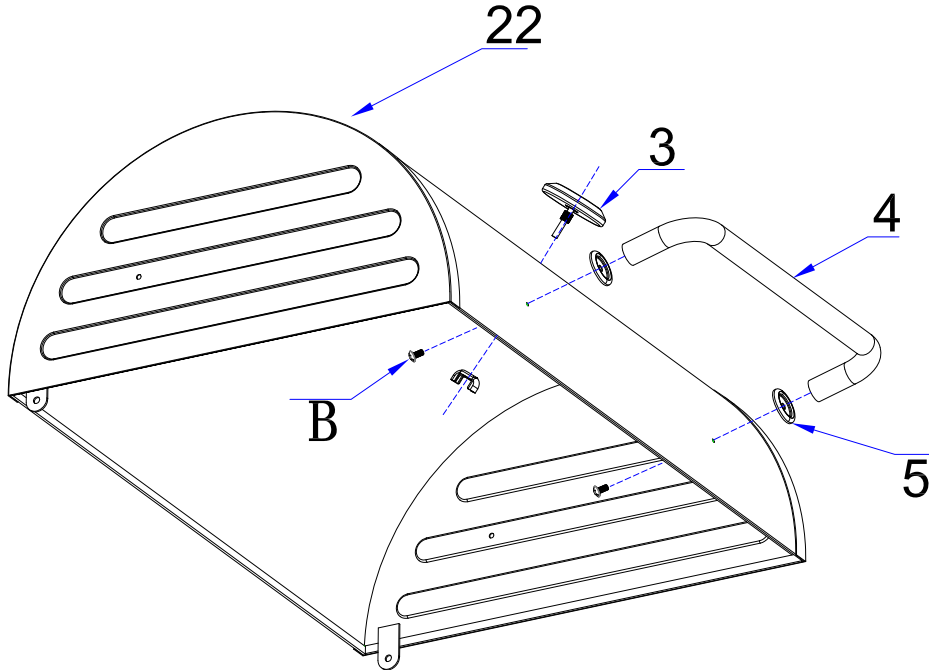


**8** A  x 4, B  x 4

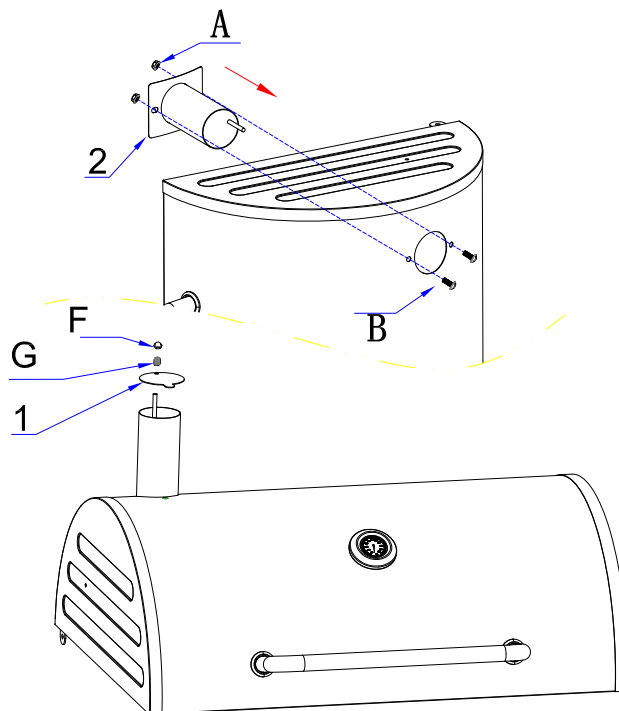


# Grill Assembly


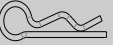
**9** B  x2

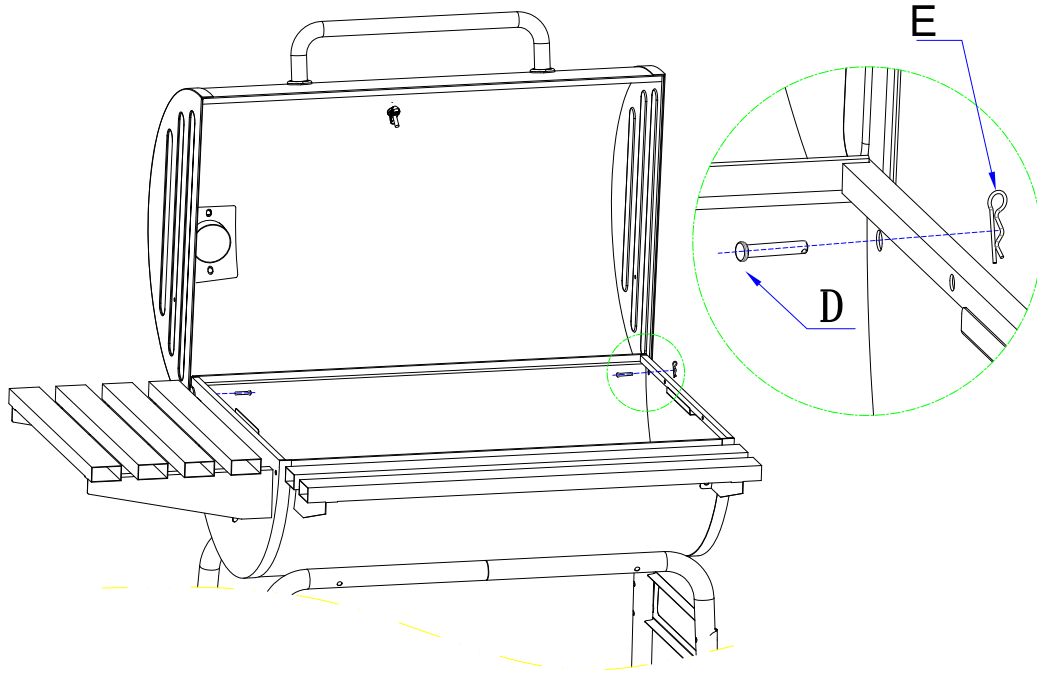



**10** A  x2, B C   x2, F  x1, G  x1

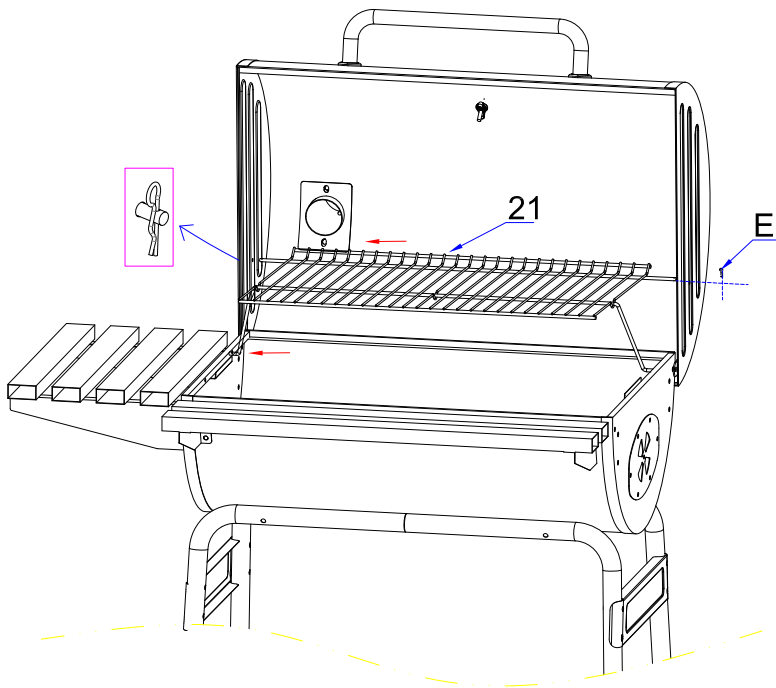


# Grill Assembly

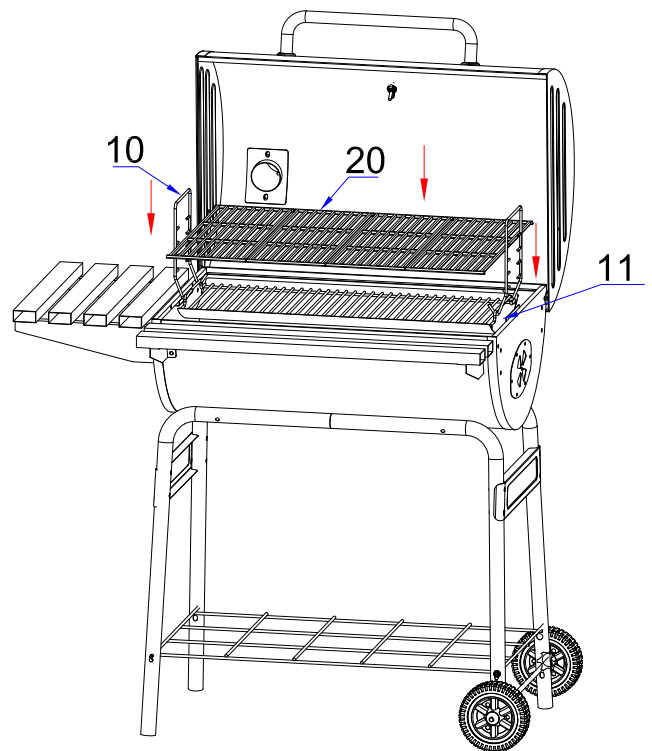
**11** D  x 2, E  x 2



**12** E  x 2



**13**



**ASSEMBLY OF YOUR GRILL IS NOW COMPLETE. FOR YOUR SAFETY, FOLLOW ALL SAFE GUARDS AND INSTRUCTIONS.**

# Operating Instructions

## PREPARING TO USE YOUR GRILL

Before cooking with your grill, the following steps should be closely followed to both cure the finish and season the interior steel. Failure to properly follow these steps may damage the finish and/or impart metallic flavors to your first foods.

- Brush all interior surfaces including grills and grates with vegetable cooking oil.
- Build a small fire on the charcoal grate, being sure not to lay coals against the walls.
- Close lid, position butterfly dampers at approximately one quarter turn open. This burn should be sustained for at least two hours. Begin increasing the temperature by opening the butterfly dampers halfway and adding more charcoal. Your grill is now ready for use.

Rust can appear on the inside of your grill. Maintaining a light coat of vegetable oil on the interior surfaces will aid in the protection of your grill. Exterior surfaces of the grill may need occasional touch up. We recommend the use of commercially available black high temperature spray paint. **NEVER PAINT THE INTERIOR OF THE GRILL!**

***Please see information regarding Uncoated Cast Iron Grates below.***

### **First Time Use:**

Before using a cast iron grate or other cast iron cooking tool, wash it thoroughly with a mild dishwashing liquid to remove the protective wax coating applied for shipping. Rinse with hot water and dry completely with a soft cloth or paper towel. **NEVER ALLOW TO DRAIN DRY OR WASH IN A DISHWASHER.** Now season the grates to prevent rust and sticking.

### **Seasoning:**

A solid vegetable shortening is recommended for the initial seasoning. Spread a thin coating of solid vegetable shortening over the entire surface, including all corners, with a paper towel. Do not use salted fats such as butter or margarine. Preheat grill for 15 minutes; carefully place grates in the grill. Allow the grill to heat grates for 1 to 1 ½ hours. Allow the fire to burn out on its own, and leave cooking grates in grill until they are cool. Your cast iron cooking grates are now ready to use.

### **To Prevent Rusting:**

Re-season your grates frequently, particularly when new. If rust occurs, it is an indication that the grates have not been seasoned enough or the seasoning has been burned off. Clean with a heavy brush like Char-Broil's Brush Hawg. Reapply vegetable shortening and heat as indicated above to re-season the grates.

### **Maintenance:**

Do not do a burn-off after you grill, but rather leave the cooking residues on the grates to keep a protective coating on the cast iron. Do a burn-off just before you grill. The more you use your cast iron grates, the easier the maintenance will be. Store in a dry place. If you store your grates for an extended period of time, grease very lightly with vegetable shortening, then wipe dry with a paper towel.

## GRILLING

Charcoal is recommended, however, wood or a combination of both may be used as the fuel source for grilling with the fuel source placed and ignited on the ash pan. Do not build too large of a fire. We recommend starting a fire with no more than 2 pound of charcoal (approximately 30 briquettes) and adding more as needed during cooking. After allowing the fire to burn down, place the cooking grate on the unit. Failure to read and follow instructions for lighting charcoal may result in serious personal injury and/or property damage.

## GRILL MAINTENANCE

Frequency of clean up is determined by how often the grill is used. Make sure coals are completely extinguished before cleaning inside of the unit. Thoroughly rinse with water and allow to air dry before using again. Wipe out the interior of the unit with a cloth or paper towels.

When finished cooking, and the unit has adequately cooled, clean out all remaining ashes. Ashes collect moisture, which can lead to premature rusting and decay. Periodically coating the interior surfaces with vegetable oil will aid in the protection of your unit. Also, occasional touch up of the exterior paint will be required. Black, high-temperature spray paint is recommended. **NEVER PAINT THE INTERIOR OF THE UNIT.**

**Cooking Surface:** If a bristle brush is used to clean any of the grill cooking surfaces, ensure no loose bristles remain on cooking surfaces prior to grilling. It is not recommended to clean cooking surfaces while grill is hot.

# Operating Instructions

## COOKING TIPS

### Building Your Fire



- 1.) Stack charcoal briquettes or wood into a pyramid-shaped pile on top of the charcoal grate. We recommend using 2 pound (approximately 30 briquettes) to start your fire, adding more as needed.
- 2.) If using lighter fluid, saturate the charcoal briquettes with lighter fluid and let it soak in for approximately 5 minutes. If using a chimney starter, electric starter, or other type of fire starter, light your fire according to the manufacturer's instructions.
- 3.) After allowing the lighter fluid to properly soak in, light the pile of briquettes in several locations to ensure an even burn. **Always light the fire with the grill lid open.** Leave lid open until briquettes are fully lit. Failure to do this could trap fumes from charcoal lighter fluid in grill and may result in a flash fire when lid is opened.
- 4.) Never add charcoal lighter fluid to hot or warm coals as flashbacks may occur causing injury.
- 5.) You are ready to begin cooking when the pile of briquettes ashes over and produces a red glow (approximately 12 – 15 minutes).
- 6.) Depending on your cooking method, either leave the briquettes in a pile or spread evenly across the charcoal grate using a long-handled poker.





***\*Always use caution when handling hot coals to prevent injury.***

### Know When Your Fire is Ready

Successful charcoal grilling depends on a good fire. The general rule for knowing when your coals are ready for grilling is to make sure that 80 percent or more of the coals are ashy gray. If you have less than that, the coals are not ready, and if all of them are glowing red hot, the fire is probably too hot. Here are a few steps you can take to adjust the temperature of your fire:

- If it is too hot, spread the coals out a bit more, which makes the fire less intense.
- Raise or lower the adjustable charcoal grate.
- Partially close the vents in the grill, which reduces the amount of oxygen that feeds the fire.
- Use the indirect grilling method, with coals to either side of a drip pan and the food over the pan rather than directly over the coals.
- In the event of a severe flare-up, spray the flames with water from a squirt bottle. Be careful, spraying with water tends to blow ashes around and make a mess.
- Add briquettes 2 or 3 at a time to increase the burn time. Allow 10 minutes for coals to ash over before adding more.

	WARNING	
<p><b>Always open lid <i>BEFORE</i> opening the ash door to check fire or fuel.</b></p> <p><b>Always open the ash door slowly. Never attempt to look inside the grill while opening the ash door when the grill is in use.</b></p> <p><b>Failure to follow these instructions could result in injury.</b></p> <p><b>Unburned gas can accumulate and cause a flash fire if the lid is not opened first.</b></p>		

THE HEAT OF THE COALS			
	seconds you can hold the palm of your hand 4 inches above the coals	temperature range (F°)	visual cues
 <b>HOT COALS</b>	2	400 to 450	barely covered with gray ash; deep red glow
 <b>MODERATELY HOT TO HOT COALS</b>	3	375 to 450	thin coating of gray ash; deep red glow
 <b>MODERATELY HOT COALS</b>	4	325 to 375	significant coating of gray ash; red glow
 <b>MODERATELY COOL COALS</b>	5	300 to 325	thick coating of gray ash; dull red glow

# Operating Instructions

## ***Direct and Indirect Grilling***

**Direct Grilling** - For most grilling, the ignited coals are spread in a single layer under the food. This is called direct grilling and is appropriate for relatively quick-cooking items such as hamburgers, steaks and most seafood. The single layer of coals emits even, steady heat, whether the grill lid is open or closed, and represents the way most people grill. For more control, pile some of the coals on one side of the grill where they will emit intense heat. You can move the food around on the grill, setting it over the very hot coals when you want to sear it or when a thick piece needs to cook a little more quickly. You can also use the adjustable charcoal grate and dampers to control the temperature in your grill.

**Indirect Grilling** - For items that take longer to cook, you will want to use indirect grilling. This method is for long, slow cooking in a covered grill. For indirect cooking, the coals are piled two or three coals deep on one side of the grill, or divided and piled on two sides. This leaves an empty space next to the coals or between them. Food cooked over indirect heat is often started over direct heat and then moved to the cooler (empty) part of the grill for even, slow cooking. To make the heat as even as possible, construct two piles of coals. It is common to place a metal drip pan in the empty space beside or between the coals, which is filled with water, wine, beer, broth, or a combination. Place the food directly over the drip pan. This injects a little extra moisture into the cooking environment and also catches dripping juices, which makes clean-up a little easier and reduces the possibility of flare-ups. (Remember to keep a spray bottle filled with water on hand to extinguish any flare-ups.) Once you get used to the indirect method, you may prefer to use it for more grilling tasks. Although it may take a little longer, it is an excellent cooking method and a sure way to prevent the food from burning and to promote even cooking.

## ***Grilling with Wood Chips/Wood Chunks***

For a more robust smoke flavor while using charcoal briquettes or lump charcoal, try adding wood chips or several wood chunks to the fire. Wood chunks are available in a variety of natural flavors, and can be used alone or in addition to charcoal. As a general rule, any hardwood that bears a fruit or nut is suitable for cooking. However, different woods have very different tastes. Experiment with different woods to determine your personal favorite, and always use well-seasoned wood. Green or fresh-cut wood can turn food black, and tastes bitter.



# Limited Warranty

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This Smoke Hollow® grill is guaranteed against broken or damaged parts at time of purchase. All parts carry a 1-year limited warranty. Paint is guaranteed to be free of defects for 90 days except for rust, which may appear after repeated use.



This warranty does not cover damage or issues related to neglect, abuse, or modifications to the product. Repair labor is not covered.

All parts that meet the warranty requirements will be shipped at no-charge via the discretion of the Customer Service Department (ground shipments, US Mail, or Parcel Post Only). Any special handling charges (i.e. Second Day, Overnight, etc.) will be the responsibility of the consumer.

All warranty claims apply only to the original purchaser and require a proof of purchase verifying purchase date. Do not return parts to our address without first obtaining a return authorization number from our customer service.

This service is available by calling 866-475-5180, 8:30am to 4:30pm, Central Time, Monday through Friday, or write to Outdoor Leisure Products, Inc., 5400 Doniphan Drive, Neosho, MO 64850.

This warranty may give you specific legal rights that vary by state.

**Outdoor Leisure Products, Inc**  
5400 Doniphan Drive  
Neosho, MO 64850  
[www.olp-inc.com](http://www.olp-inc.com)