

WS 30C

PELLET SMOKER

Manual applies to the following model number(s)
Le manuel s'applique aux numéros de modèle suivants
El manual se aplica a los siguientes números de modelo

SH19252519

Customer Service | Service à la clientèle | Servicio de atención al cliente

SMOKE-HOLLOW.COM/CONTACT-SUPPORT

Toll Free: 1-866-475-5180

Monday – Friday | 8:30am-4:30pm CT

5032 Milgen Court | Columbus, GA 31907

Your model number | Votre numéro de modèle | Su número de modelo

Mfg. Date - Serial Number | Date de fabrication - Numéro de série | Fecha Fabricado - Número de serie

These numbers are located on the rating label of the unit.
Le numéro de série se trouve sur la plaque signalétique de l'unité.
El número de serie se encuentra en la etiqueta de la unidad.

IMPORTANT | IMPORTANTE

Please record this information immediately and keep in a safe place for future use.

Veuillez noter cette information immédiatement et la conserver dans un endroit sûr pour une utilisation future.

Por favor, registrar esta información inmediatamente y guardar en un lugar seguro para su uso futuro.



Manual Code: 9825180003 180516-G5B

A MAJOR CAUSE OF FIRES IS FAILURE TO MAINTAIN REQUIRED CLEARANCES (AIR SPACES) TO COMBUSTIBLE MATERIALS. IT IS OF UTMOST IMPORTANCE THAT THIS PRODUCT BE INSTALLED ONLY IN ACCORDANCE WITH THESE INSTRUCTIONS.

PLEASE READ THIS ENTIRE MANUAL BEFORE ASSEMBLY, INSTALLATION AND USE OF THIS PELLET FUEL-BURNING APPLIANCE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH. CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIAL ABOUT RESTRICTIONS AND INSTALLATION INSPECTION REQUIREMENTS IN YOUR AREA.



WARNING

- This manual contains important information necessary for the proper assembly and safe use of the appliance.
- Read and follow all warnings and instructions before assembling and using the appliance.
- Keep this manual for future reference.

CARBON MONOXIDE HAZARD

Burning pellets gives off carbon monoxide, which has no odor and can cause death. Use only outdoors where it is well ventilated. Follow these guidelines to prevent this colorless, odorless gas from poisoning you, your family or others.

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



WARNING

CALIFORNIA PROPOSITION 65

This product can expose you to carbon monoxide, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

Garantía limitada por 1 año de Smoke Hollow®

Smoke Hollow® garantiza que sus productos no presentan defectos de fabricación, ni de material ni de la mano de obra, si se los ensambla correctamente, se los utiliza de forma normal y se los cuida según las recomendaciones, durante un periodo de 1 año a partir de la fecha de compra original. La garantía de Smoke Hollow® no cubre el acabado de la pintura ya que puede salirse durante el uso normal. La garantía de Smoke Hollow® no cubre la oxidación. Smoke Hollow® requiere el comprobante de compra para hacer un reclamo de la garantía, como por ejemplo, un recibo. Después de la fecha de vencimiento de la garantía, finalizarán todas las responsabilidades.

Durante el período de vigencia establecido de la garantía, Smoke Hollow®, a su criterio, reemplazará los componentes defectuosos sin costo alguno, debiendo hacerse responsable el propietario de los gastos de envío. Si Smoke Hollow® requiere la devolución del o los componentes en cuestión para su inspección, Smoke Hollow® será responsable de todos los cargos de envío para devolver el artículo solicitado. Esta garantía excluye los daños ocasionados a la propiedad por el mal uso, abuso, los accidentes, o los daños causados por el transporte.

Esta garantía expresa es la única garantía entregada por Smoke Hollow® y reemplaza a todas las demás garantías, expresas o implícitas, incluidas las garantías implícitas de comercialización o idoneidad para cualquier fin en particular. Ni Smoke Hollow® ni el establecimiento minorista que ofrece este producto, tienen autoridad alguna para otorgar garantías o prometer otros recursos que sean adicionales o inconsistentes con los establecidos previamente. La responsabilidad máxima de Smoke Hollow®, en todos los casos, no superará el precio de compra del producto que el cliente o comprador original pagó. Algunos estados no permiten la exclusión o limitación de daños accidentales o resultantes. En dicho caso, no se aplicarán las exclusiones o limitaciones anteriores.

Solo para residentes de California: A pesar de esta limitación de garantía, se aplican las siguientes restricciones específicas; si el mantenimiento, la reparación o el reemplazo del producto no se puede realizar comercialmente, el establecimiento minorista que ofrece el producto o Smoke Hollow® devolverá el monto original de la compra del producto, menos el monto directamente atribuible al uso por parte del comprador original antes de informar su disconformidad. El propietario puede llevar el producto al establecimiento minorista que lo ofrece a fin de obtener la ejecución de cualquier obligación en virtud de esta garantía. Esta garantía expresa le otorga derechos legales específicos, y es posible que también tenga otros derechos que varían de un estado a otro.

Visite smoke-hollow.com o complete el formulario a continuación y regrese a:

**Attn: Warranty Registration
Smoke Hollow®
5032 Milgen Court | Columbus, GA 31907**

Nombre: _____ Dirección: _____
 Ciudad: _____
 Estado/Provincia: _____ Código postal: _____ Número de teléfono: _____
 Correo electrónico: _____
 *Número de modelo: _____ *Número de serie: _____
 Fecha de compra: _____ Lugar de compra: _____

***El número de modelo y el número de serie se encuentran en la etiqueta plateada en la parte posterior del ahumador.**

Garantie limitée de 1 an de Smoke Hollow®

Smoke Hollow® garantit que ses produits sont exempts de défauts de matériel et de fabrication pendant un an à partir de la date d'achat d'origine s'ils sont assemblés de la manière appropriée, utilisés normalement et entretenus de la façon recommandée. La garantie de Smoke Hollow® ne couvre pas la finition de peinture, car elle peut brûler au cours d'un usage normal. La garantie de Smoke Hollow® ne couvre pas la rouille. Smoke Hollow® exige une preuve d'achat lors de réclamations au titre de la garantie, par exemple un reçu. Cette responsabilité prend fin dès la date d'expiration de la garantie.

Durant la période de garantie déclarée, Smoke Hollow®, à sa discrétion, remplacera gratuitement tout composant défectueux, le propriétaire étant responsable des frais de transport. Advenant que Smoke Hollow® demande que le ou les composants lui soient retournés pour inspection, Smoke Hollow® assumera les frais de transport pour le retour du composant demandé. Cette garantie exclut les dommages matériels dus au mauvais usage, à l'usage abusif ou à un accident, ainsi que les dommages découlant du transport.

Cette garantie exprime tient lieu de garantie unique offerte par Smoke Hollow® et remplace toute autre garantie expresse ou implicite, y compris toute garantie implicite d'aptitude à la commercialisation ou d'adaptation à un usage particulier. Ni Smoke Hollow® ni le détaillant qui vend ce produit ne sont autorisés à fournir des garanties ou à promettre quoi que ce soit qui dépasse ou qui contredit ce qui est énoncé ci-dessus. La responsabilité maximale de Smoke Hollow®, dans tous les cas, ne peut dépasser le prix d'achat de l'article payé par le consommateur ou l'acheteur d'origine. Certains États et certaines provinces ne permettent pas l'exclusion ni la limitation de dommages accessoires ou consécutifs. Par conséquent, les exclusions ou limitations indiquées ci-dessus peuvent ne pas vous être applicables.

Résidents de la Californie uniquement : Nonobstant les limitations de cette garantie, les restrictions suivantes vous sont applicables; si réparer ou remplacer le produit en question ne s'avère pas rentable pour le revendeur, ce dernier ou Smoke Hollow® remboursera le prix payé d'achat du produit après dépréciation et après déduction d'une somme équivalente à la durée d'utilisation par l'acheteur initial avant la découverte du vice ou de la non-conformité. Le propriétaire peut rapporter le produit au détaillant qui le lui a vendu pour bénéficier des privilèges que lui accorde la présente garantie. Cette garantie exprime vous procure des droits juridiques spécifiques et vous pouvez également bénéficier d'autres droits en fonction de votre lieu de résidence.

Visitez smoke-hollow.com ou remplissez le formulaire ci-dessous et retournez à :

**Attn: Warranty Registration
 Smoke Hollow®**

5032 Milgen Court | Columbus, GA 31907

Nom : _____ Adresse : _____
 Ville : _____
 État/Province : _____ Code postal : _____ Numéro de téléphone : _____
 Adresse de courriel : _____
 *Numéro de modèle : _____ *Numéro de série : _____
 Date de l'achat : _____ - _____ - _____ Lieu de l'achat : _____

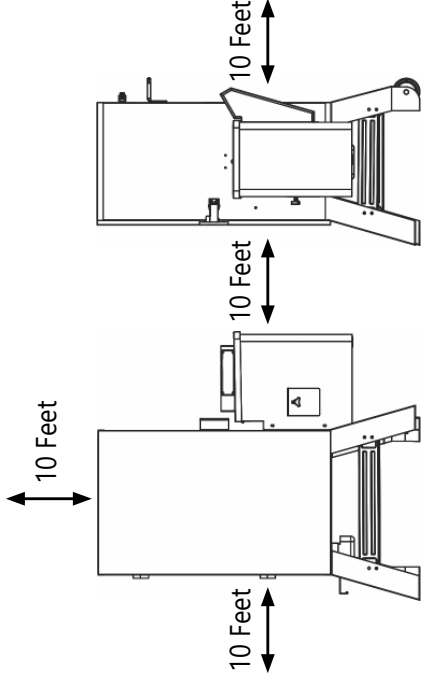
***Les numéros de série et de modèle se trouvent sur l'étiquette argentée derrière l'appareil.**

Structural Proximity and Safe Usage Recommendations

REMINER: Maintain a minimum distance of 10 feet from rear, sides and top of smoker to overhead construction, walls, rails or other combustible construction. This clearance provides adequate space for proper combustion, air circulation and venting of smoke. Do not block air intake opening.

! WARNING !

Electric power cord is a trip hazard.



! WARNINGS AND IMPORTANT SAFEGUARDS !

READ ALL INSTRUCTIONS BEFORE INSTALLING AND USING THE APPLIANCE

- Smoker is for OUTDOOR HOUSEHOLD USE ONLY.
- CAUTION - Always store wood pellets in a dry location away from heat producing appliances and fuel containers.
- Never use inside enclosed areas such as patios, garages, buildings or tents.
- Never use inside recreational vehicles or on boats.
- Never use smoker as a heater (READ CARBON MONOXIDE HAZARD).
- Maintain a minimum distance of 10ft (3m) from overhead construction, walls, rails or other structures.
- Keep a minimum 10ft (3m) clearance of all combustible materials such as wood, dry plants, grass, brush, paper or canvas.
- Use smoker on a level, non-combustible, stable surface such as dirt, concrete, brick or rock.
- Smoker MUST be on the ground. Do not place smoker on tables or counters. Do NOT move smoker across uneven surfaces.
- Do not use smoker on wooden or flammable surfaces.
- Do not leave smoker unattended.
- Never operate smoker under overhead construction such as roof coverings, carports, awnings or overhangs.
- Never use gasoline, lantern fuel, kerosene, charcoal lighter fluid or similar liquids to start or maintain a fire in this smoker. Keep all such liquids well away from the smoker when in use.
- Use only food grade wood pellets. Do not use heating fuel pellets labeled as having additives.
- Never use smoker for anything other than its intended use. This smoker is NOT for commercial use.
- Keep a fire extinguisher accessible at all times while operating smoker.
- Before each use check all nuts, screws and bolts to make sure they are tight and secure.
- Use of alcohol, prescription or non-prescription drugs may impair user's ability to properly assemble or safely operate smoker.
- Keep children and pets away from smoker at all times. Do NOT allow children to use smoker. Close supervision is necessary if children or pets are in area where smoker is being used.
- Do NOT allow anyone to conduct activities around smoker during or following its use until it has cooled.
- Avoid bumping or impacting smoker.
- Never move smoker when in use. Allow smoker to cool completely (below 115°F (45°C)) before moving or storing.
- The smoker is HOT while in use and will remain HOT for a period of time afterwards and during cooling process. Use CAUTION. Wear protective gloves/mitts.

WARNINGS AND IMPORTANT SAFEGUARDS

- Do not touch HOT surfaces.
- Never use glass, plastic or ceramic cookware in smoker. Never place empty cookware in smoker while in use.
- Accessories and accessory attachments not supplied by Smoke Hollow® are NOT recommended and may cause injury.
- Be careful when removing food from smoker. All surfaces are HOT and may cause burns. Use protective gloves or long, sturdy cooking tools.
- Always use smoker in accordance with all applicable local, state and federal fire codes.
- Disposal of Ashes - Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a noncombustible floor or on the ground, well away from all combustible materials, pending final disposal. If the ashes are dispersed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.
- Do not store smoker with HOT ashes inside smoker. Store only when all surfaces are cold.
- When using electrical smokers, basic safety precautions should always be followed including the following:
 - 1) Do not plug in the smoker until fully assembled and ready for use.
 - 2) Use only approved grounded electrical outlet.
 - 3) Do not use during an electrical storm.
 - 4) Do not expose smoker to rain or water at anytime.
- To protect against electrical shock do not immerse cord, plug or control panel in water or other liquid.
- Do not operate any smoker with a damaged cord or plug, or after smoker malfunctions or has been damaged in any manner. Contact Smoke Hollow® Customer Service for assistance at 1-866-475-5180.
- Extension cords may be used if care is exercised in their use.
- If an extension cord is used: 1. The marked electrical rating of the extension cord should be at least as great as the electrical rating of the smoker; and 2. The cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled by children or tripped over unintentionally.
- The extension cord must be a grounding-type 3-wire cord.
- Outdoor extension cords must be used with outdoor use products and are marked with suffix "W" and with the statement "Suitable for Use with Outdoor Appliances."
- CAUTION - To reduce the risk of electric shock, keep extension cord connection dry and off the ground.
- Do not let cord hang on or touch hot surfaces.
- Do not place cord on or near a hot gas or electric burner, or in a heated oven.
- Fuel, such as charcoal briquettes, wood chips or chunks, or heating fuel pellets, are not to be used in the smoker.
- To disconnect, turn controller "OFF" then remove plug from outlet.
- Unplug from outlet when not in use and before cleaning. Allow smoker to cool completely before adding/removing racks or grease deflector.
- Grease deflector is only for the bottom of the smoker. Do not put grease deflector on rack. This may damage the smoker.
- Do not cover racks with metal foil. This will trap heat and cause severe damage to the smoker.
- Do not clean this smoker with a water sprayer or the like.

SAVE THESE INSTRUCTIONS

Smoke Hollow® 1-Year Limited Warranty

Smoke Hollow® warrants its products to be free from defects in material and workmanship under proper assembly, normal use and recommended care for 1 year from the date of original retail purchase. The Smoke Hollow® warranty does not cover paint finish as it may burn off during normal use. The Smoke Hollow® warranty does not cover rust. Smoke Hollow® requires proof of purchase for warranty claim, such as a receipt. Upon the expiration of such warranty, all such liability shall terminate.

Within the stated warranty period, Smoke Hollow®, at its discretion, shall replace defective components free of charge, with the owner being responsible for shipping. Should Smoke Hollow® require return of component(s) in question for inspection, Smoke Hollow® will be responsible for shipping charges to return requested item. This warranty excludes property damage sustained due to misuse, abuse, accident, or damage arising out of transportation.

This express warranty is the sole warranty given by Smoke Hollow® and is in lieu of all other warranties, expressed or implied including implied warranty, merchantability, or fitness for a particular purpose. Neither Smoke Hollow® nor the retail establishment selling this product has authority to make any warranties or to promise any remedies in addition to or inconsistent with those stated above. Smoke Hollow®'s maximum liability, in any event, shall not exceed the purchase price of the product paid by the original consumer/ purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such a case, the above limitations or exclusions may not be applicable.

California residents only: Notwithstanding this limitation of warranty, the following specific restrictions apply; if service, repair, or replacement of the product is not commercially practical, the retailer selling the product or Smoke Hollow® will refund the purchase price paid for the product, less the amount directly attributable to use by the original buyer prior to the discovery of the nonconformity. Owner may take the product to the retail establishment selling this product in order to obtain performance under warranty. This express warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Visit smoke-hollow.com or complete form below and return to:

Attn: Warranty Registration
Smoke Hollow®
5032 Milgen Court | Columbus, GA 31907

Name: _____ Address: _____

City: _____

State/Province: _____ Postal Code: _____ Phone Number: _____

E-mail Address: _____

*Model Number: _____ *Serial Number: _____

Purchase Date: _____ Place of Purchase: _____

***Model Number and Serial Number are located on silver label on back of smoker.**

AUGER ACCESS/AUGER TUBE CLEANING

1. Turn off smoker and allow to cool to touch.
2. Unplug from outlet.
3. Remove cooking racks, water bowl, grease deflector, and heat diffuser.
4. Cleanout any ash, pellets or debris in crucible.
5. Remove pellets from hopper.
6. Remove four screws holding pellet hopper to auger housing and remove hopper. Reference **Fig. 1** below. **Tip:** If connections to controller are limiting space, remove controller and disconnect connections to gain more access. Reference Controller Access instructions. Tie a piece of string to plugs at this step. This will make connections easier in future steps.
7. Remove auger motor screw and nut (**Fig. 2 below**). Pull auger motor from auger.
8. Remove auger bushing screw and remove auger bushing. Remove auger from auger tube.
9. Using medium grit sand paper, sand outside of auger and inside of auger tube.
10. Use a vacuum clean out auger tube.
11. Insert auger into auger tube. Insert auger tube bushing and assemble screw.
12. Push auger motor onto auger shaft and assemble screw and nut. **Tip:** If controller was disconnected, reassemble. Reference Controller Access instructions.
13. Assemble pellet hopper to auger housing using four screws.

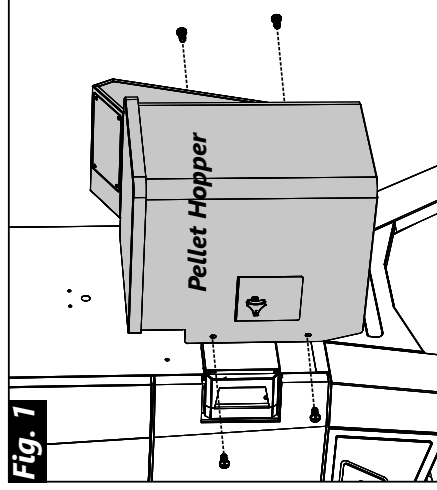


Fig. 1

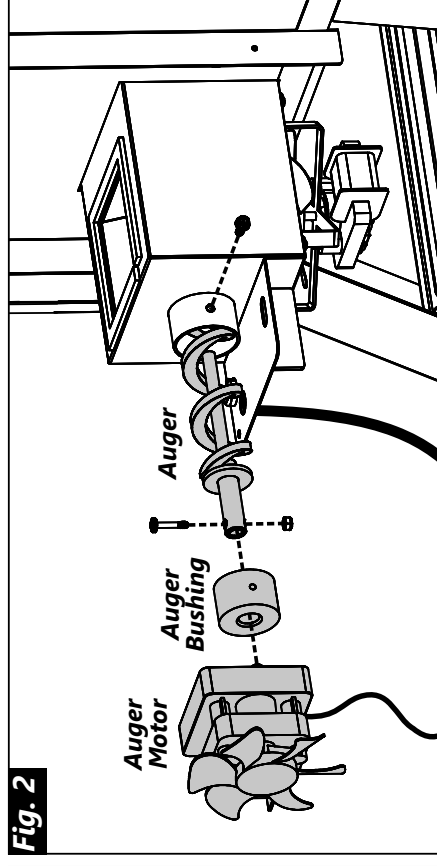


Fig. 2

CREOSOTE - FORMATION AND NEED FOR REMOVAL

When wood pellets are burned slowly, they produce tar and other organic vapors that combine with expelled moisture to form creosote. The creosote vapors condense in the relatively cool air damper exhaust of a slow burning fire. As a result, creosote accumulates on the air damper and smoker lining. When ignited, this creosote makes an extremely hot fire.

The grease tray tube should be inspected at least twice a year for signs of grease buildup.

When creosote or grease has accumulated it should be removed to reduce the risk of fire.



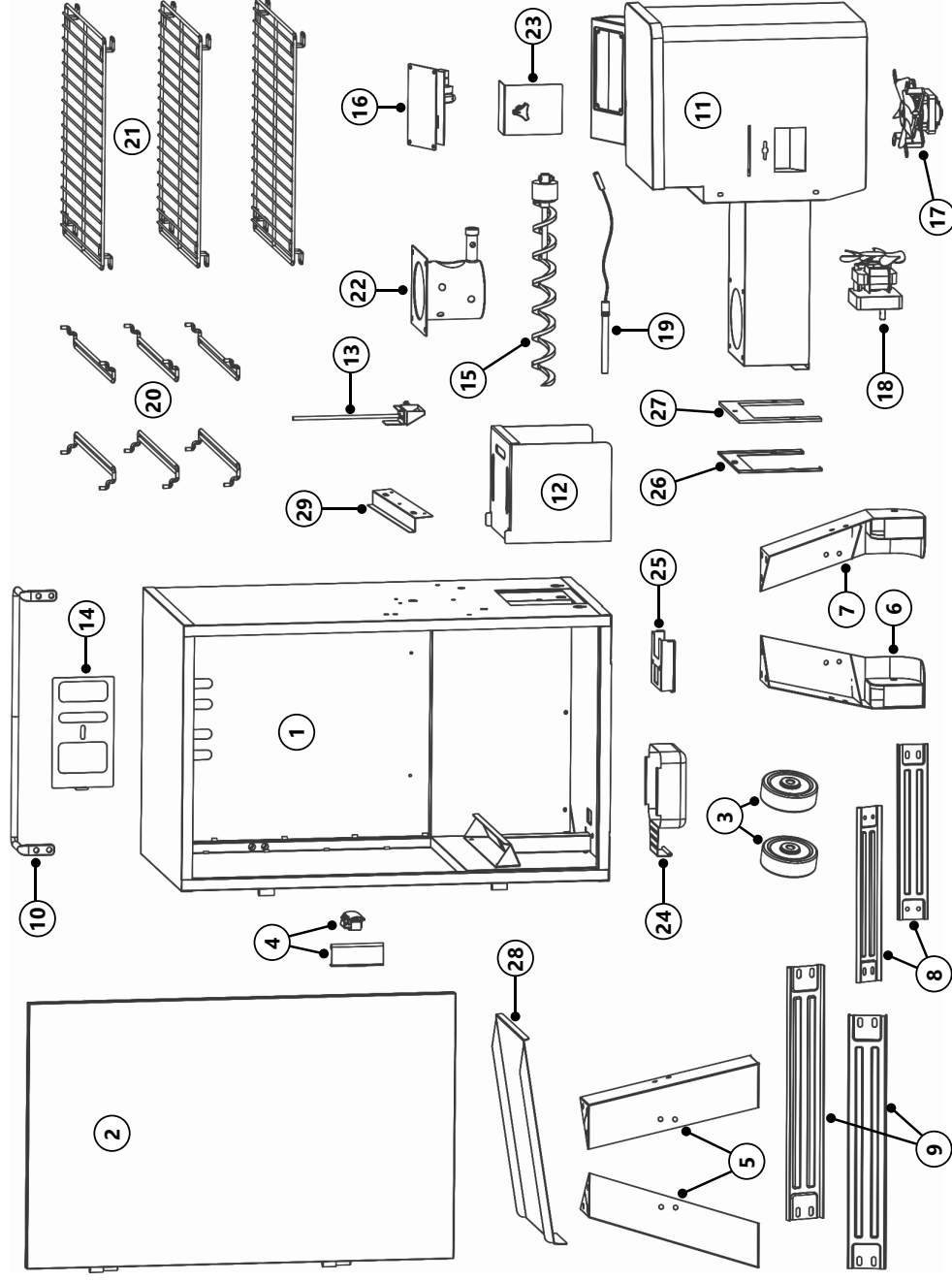
WARNING

It is important to follow these steps if, at any time, the smoker fails to light, or the fire in the crucible goes out while cooking or smoking, when sufficient pellets are still in the pellet hopper. Failure to do so may cause a hazardous "over-firing" of your smoker due to an excess of unburned pellets in the crucible.

- 1) Press the ON/OFF button to turn OFF the smoker. Once the fan has stopped, unplug the power cord. If the smoker is still hot, allow it to thoroughly cool. Open the door and remove all food, all racks, grease deflector and the heat diffuser.
- 2) **WARNING!** Remove all unburned pellets and ash from inside and around the crucible (see instructions for proper handling and disposal of ash in **CLEANING and STORING INSTRUCTIONS**).
- 3) Before replacing the heat diffuser, grease deflector and all racks, plug the power cord into an appropriate grounded electrical outlet and restart the smoker. Pellets should fall into the crucible and the element should begin to heat (it will start to turn red). **CAUTION!** Do not touch it.
- 4) If this procedure is successful you will soon see flames come out of the crucible. Then press the ON/OFF button to turn OFF the smoker and let the smoker cool down. Position the heat diffuser, the grease deflector and racks in their proper locations. With the door open, press the ON/OFF button to turn ON the smoker and set the temperature/timer. In approximately 2 minutes you will notice whitish-gray smoke coming out of the smoker as the pellets ignite. After assuring the pellets have ignited, close the door.

Parts List | Liste des pieces | Lista de partes

Actual product may differ from picture shown • Le produit réel peut différer de l'illustration • El producto real puede ser distinto de la imagen mostrada



AUGER CHECK

1. Turn off smoker and allow to cool to touch.
2. Remove cooking racks, water bowl, grease deflector, and heat diffuser.
3. Clean out any ash, pellets or debris in the crucible.
4. Turn unit on and press and hold the Smoke (Prime) button until "P" is displayed on screen.
 - This will put smoker in "prime mode," which will rotate the auger continuously until the Smoke (Prime) button is pressed again.
5. If auger does not rotate check connection to controller. Reference Controller Access instructions.
6. Repeat check after securing connection. If auger still does not work reference Auger Access/Auger Tube Cleaning instructions to ensure the auger is not jammed.
7. Repeat check after cleaning. If auger still does not work contact Smoke Hollow®.

MEAT PROBE TEMPERATURE VERIFICATION

Low Temperature Test:

1. Place meat probe in ice water for 5 minutes (Temperature of ice water = 32°F / 0°C).
2. Turn on smoker.
3. Press and hold meat probe button to read meat probe temperature.
4. Meat probe temperature reading should be 32°F, ±5°F. (Acceptable range within 27°F to 37°F).

High Temperature Test:

1. Place meat probe in boiling water for 5 minutes (Temperature of boiling water = 212°F / 100°C).
2. Turn on smoker.
3. Press and hold meat probe button to read meat probe temperature.
4. Meat probe temperature reading should be 212°F, ±5°F. (Acceptable range within 207°F to 217°F).

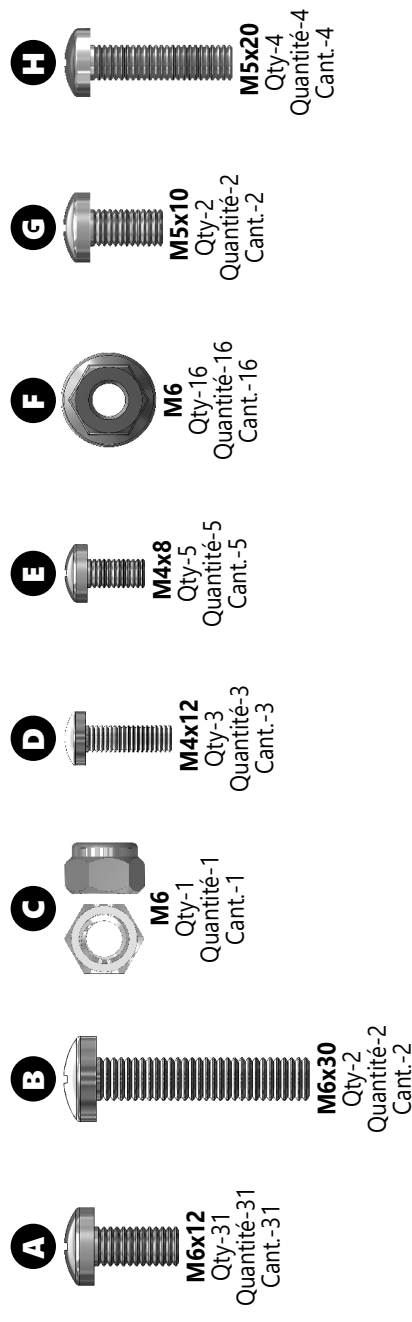
CABINET TEMPERATURE VERIFICATION

1. Place meat probe in center of center rack.
2. Turn on smoker.
3. Set controller to 275°F.
4. Allow smoker to reach and stabilize at 275°F.
5. Read actual cabinet temperature displayed.
6. Press and hold meat probe button to read meat probe temperature reading.
7. Meat probe temperature reading should be ±15°F of the actual cabinet temperature.

INTAKE FAN CHECK

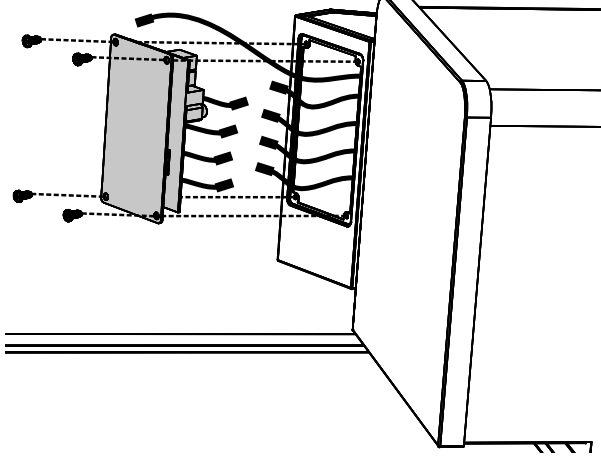
1. Turn off smoker and allow to cool to touch.
2. Turn smoker on and then off. Do not unplug smoker.
 - This will put smoker in shutdown mode which will run intake fan for approx. 5 minutes.
3. If you cannot hear or see fan running underneath pellet hopper, check connection to controller. Reference Controller Access instructions.
4. Repeat check after securing connection. If fan still does not work, contact Smoke Hollow® for replacement.

Hardware List | Liste de quincaillerie | Lista de Accesorios



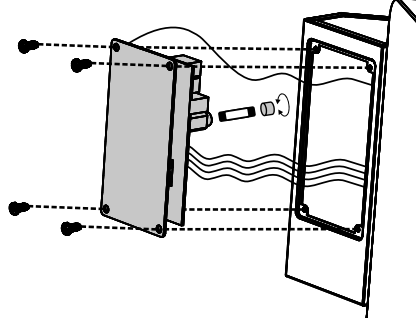
CONTROLLER ACCESS

1. Turn off the smoker and allow to cool to touch.
2. Unplug from outlet.
3. Remove four screws from controller faceplate.
4. Remove controller from housing.
5. Disconnect and reconnect all connections.
 - Main power connection
 - Auger motor connection
 - Intake fan connection
 - Temp probe connection
6. Place controller in housing.
7. Install four screws in controller faceplate.



CONTROLLER FUSE REPLACEMENT

1. Turn off smoker and allow to cool to touch.
2. Unplug from outlet.
3. Remove four screws from controller faceplate.
4. Remove controller from housing.
5. Locate fuse housing and remove fuse.
 - Open fuse housing by pressing down and rotating counter-clockwise.
 - Pull fuse out of housing.
6. Install new 5 amp, 5mmx11mm fuse in fuse housing.
7. Place controller in controller housing.
8. Install four screws in controller faceplate.



ELEMENT CHECK

1. Turn off smoker and allow to cool to touch.
2. Remove cooking racks, water bowl, grease deflector and heat diffuser.
3. Clean out any ash, pellets or debris in crucible.
4. Turn unit on and set the cook cycle. Check that heating light is on.
 - If heating light does not come on, contact Smoke Hollow® for support.
5. Element should begin to turn red. If element does not begin to turn red, check the connection to controller. Reference Controller Access instructions.
6. Repeat check after securing connection. If element still does not work, contact Smoke Hollow® for replacement.

Parts List | Liste des pieces | Lista de partes

NO/Nº/ NO	QTY/QTÉ./ CANT.	DESCRIPTION	DESCRIPTION	DESCRIPCIÓN
1	1	Smoker Body		
2	1	Smoker Door		
3	2	Wheel		
4	1	Door Handle/Latch		
5	2	Front Leg		
6	1	Left Rear Leg		
7	1	Right Rear Leg		
8	2	Leg Side Brace		
9	2	Leg Cross Brace		
10	1	Rear Handle		
11	1	Pellet Hopper		
12	1	Heat Diffuser		
13	1	Temperature Sensor		
14	1	Air Damper		
15	1	Auger		
16	1	Controller		
17	1	Intake Fan		
18	1	Auger Motor		
19	1	Element		
20	6	Smoking Rack Support		
21	3	Smoking Rack		
22	1	Crucible		
23	1	Hopper Cleanout Door		
24	1	Grease Tray		
25	1	Grease Tray Bracket		
26	1	Pellet Hopper Plate		
27	1	Pellet Hopper Insulator		
28	1	Grease Deflector		
29	1	Grease Deflector Support		

Parts that are preassembled at time of purchase should be ordered separately if replacement is needed.

WARNING !



- Smoker should only be rolled on smooth surface.
- Ne faire rouler le fumoir que sur une surface lisse.
- El ahumador solo debe empujarse sobre una superficie lisa.



- Smoker should never be rolled up/down stairs or uneven surface.
- Ne jamais faire rouler le fumoir dans des escaliers ou sur une surface inégale.
- El ahumador nunca debe empujarse escaleras arriba/abajo o sobre superficies desiguales.
- Potential damage to smoker or harm to user may result from failure to follow warnings.
- Si les avertissements ne sont pas respectés, des dommages au fumoir ou des blessures à l'utilisateur pourraient s'ensuire.
- El daño potencial al ahumador o daño a algún usuario pueden ser el resultado de no seguir las advertencias.



• BEFORE ASSEMBLY READ ALL INSTRUCTIONS CAREFULLY.

- Assemble on a clean flat surface.
- Tools needed: Adjustable wrench, Phillips head screwdriver
- Approximate assembly time: 45 minutes
- Actual product may differ from picture shown.
- It is possible that some assembly steps have been completed in the factory.

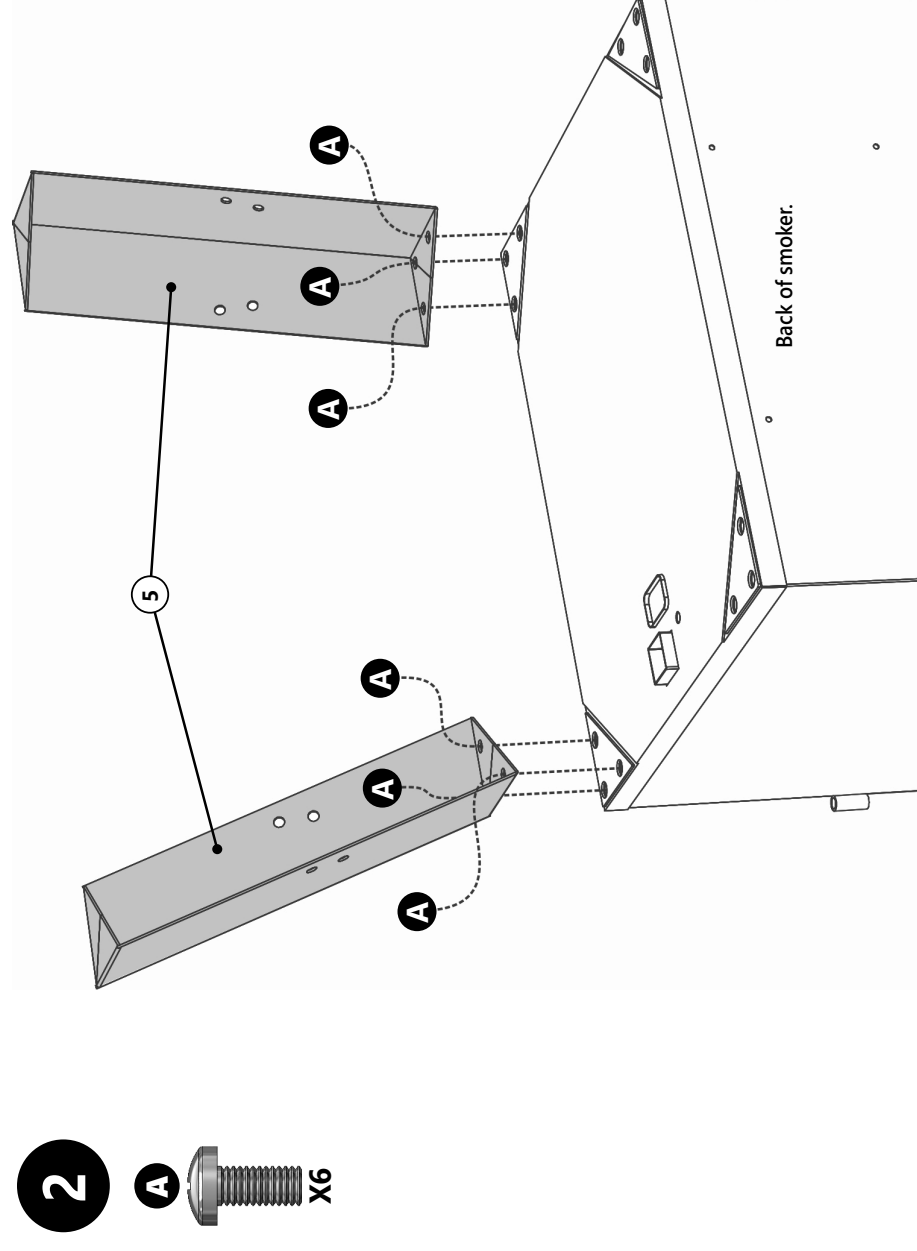
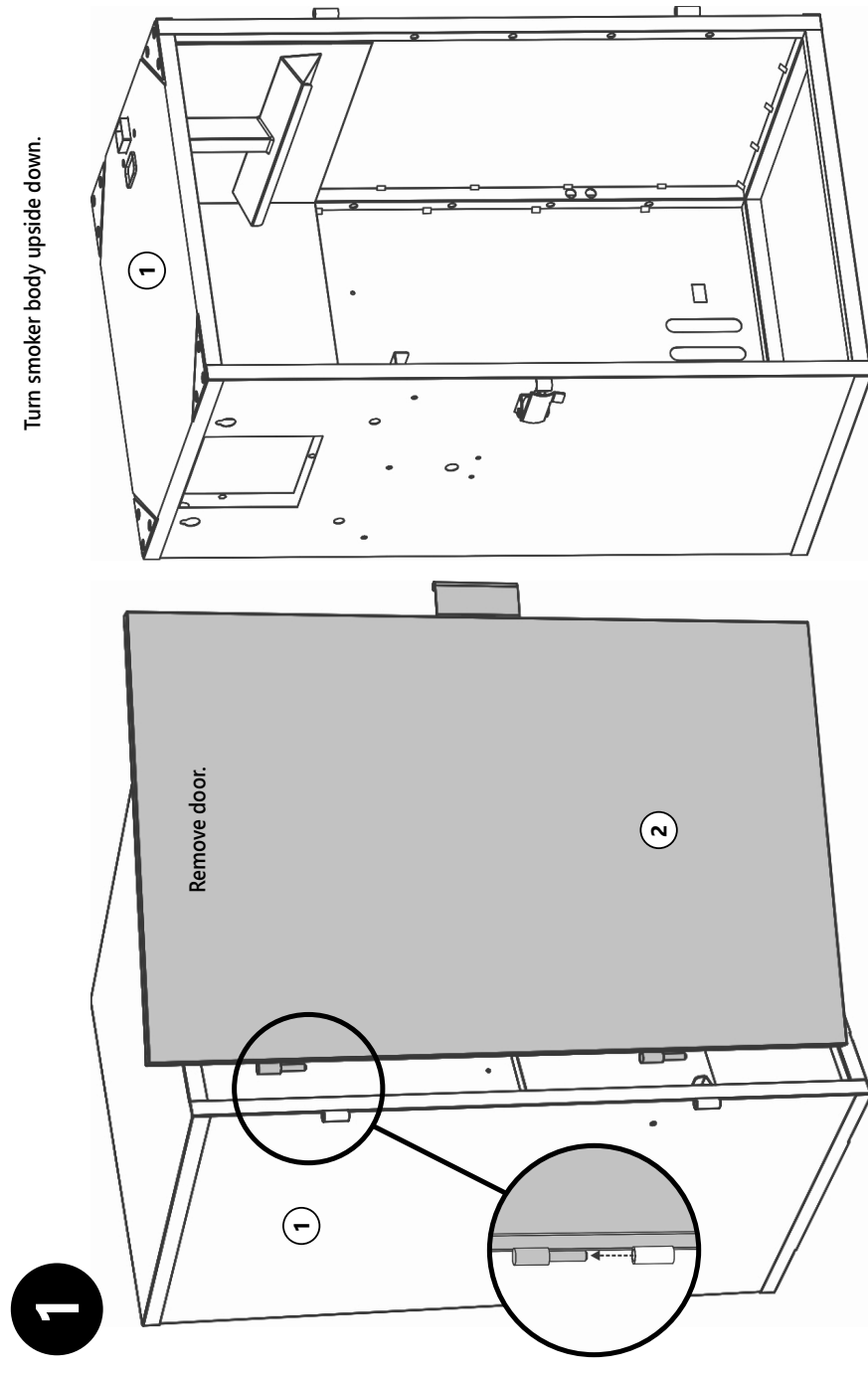


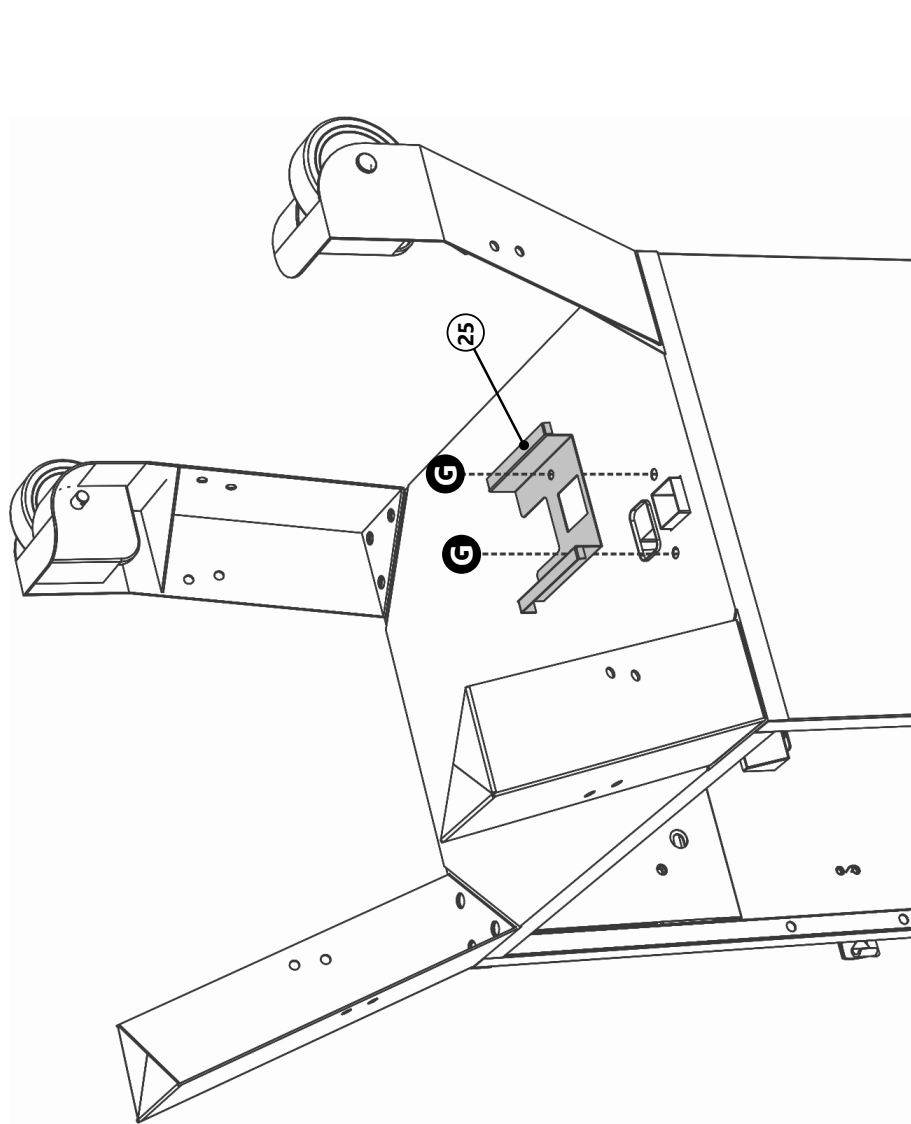
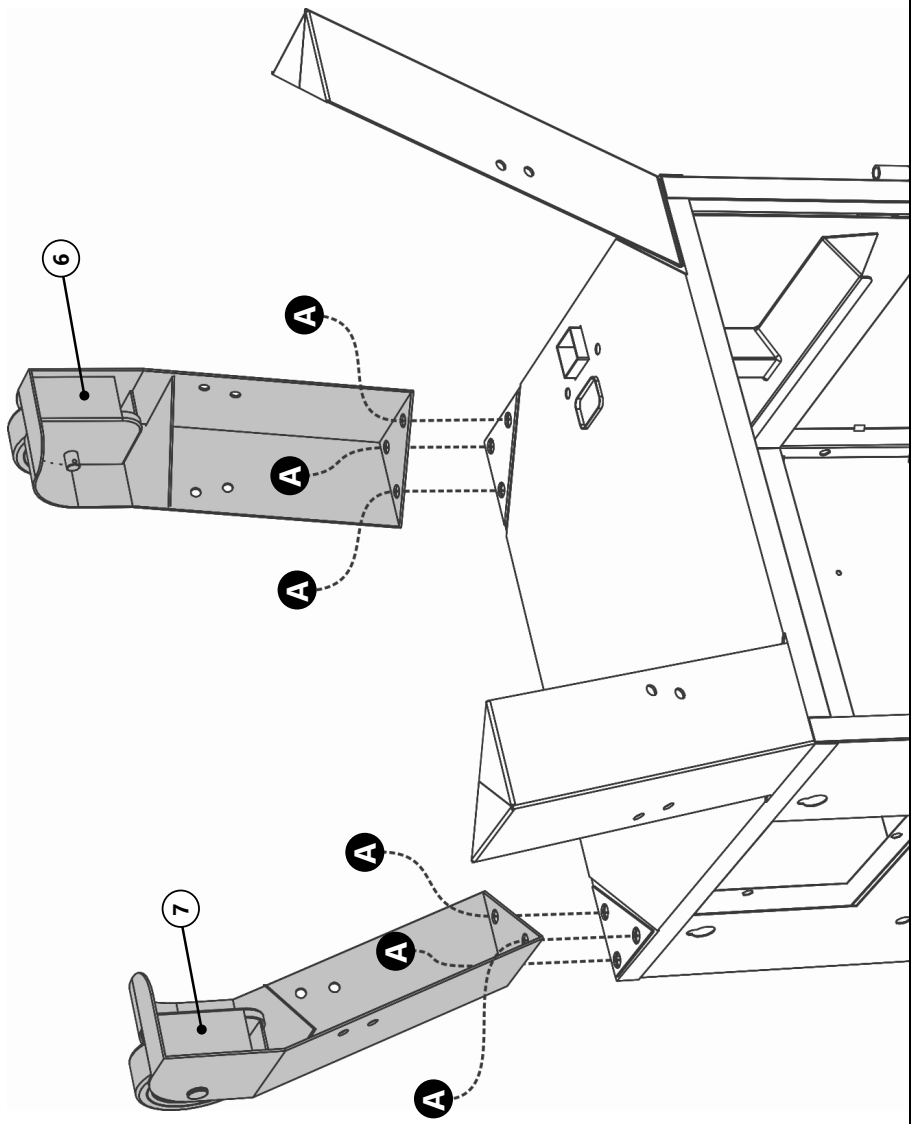
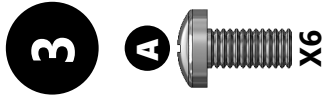
DO NOT RETURN TO RETAILER for assembly assistance, missing or damaged parts. Please contact Smoke Hollow® Customer Service at 1-866-475-5180 or smoke-hollow.com/contact-support. Please have the model number and serial number available. These numbers are located on the silver rating label on the smoker.

Troubleshooting



SYMPTOM	CAUSE	POSSIBLE SOLUTION
Meat probe temp is not accurate.	Meat probe has residue build up on it. Perform meat probe calibration test.	Clean meat probe. Reference "Meat Probe Temperature Verification" instructions. Meat probe has a +/- 5°F (2.78°C) tolerance. Clean meat probe before performing verification.
Cabinet temp is inaccurate.	Faulty meat probe. Cabinet probe has residue build-up on it. Faulty controller.	Call Smoke Hollow® for replacement. Clean cabinet probe. Reference "Meat Probe Temperature Verification" instructions. Meat probe has a +/- 5°F (2.78°C) tolerance. Clean meat probe before performing verification. Reference "Cabinet Temperature Verification" instructions. Cabinet temperature has a +/- 15°F (8.33°C) tolerance of average cabinet temp. Call Smoke Hollow® for replacement.
Grease leaking from smoker.	Door not closed properly. Smoker not level. Grease tray not in proper location.	Close door and adjust latch so door seals completely around smoker. Move smoker to level surface. Fully seat grease tray in holder.
No smoke. (Smoke light is on.)	Grease tray is full. Drain tube is clogged. During the smoke cycle, the smoker will cycle smoke on and off as the pellets ignite and then burn out. This is normal operation for a pellet smoker. Smoke setting has not been set on controller.	Empty grease tray and reinstall under smoker. Clean drain tube. If no smoke is evident at anytime during the smoke cycle see below solutions. Set smoke setting per the operating instructions.
Error code: ERRO	Element is not working properly. Auger is not working properly. Intake fan is not working properly. Faulty controller. Cabinet temperature probe disconnected or not fully connected.	Reference Element Check Instructions. Reference Auger Check Instructions. Reference Intake Fan Check Instructions.
Auger not feeding.	Faulty cabinet temperature probe. Auger is not working properly. Bad connection between controller and auger motor. Auger jammed.	Call Smoke Hollow® for replacement. Reconnect cabinet temperature probe and ensure connection is fully seated. Reference assembly step 7. Call Smoke Hollow® for replacement. Reference Auger Check Instructions. Unplug connection and reconnect. Reference Controller Access Instructions. Reference Auger Tube Cleaning Instructions.
Flame going out and not reigniting to maintain the cabinet set temperature.	Ash build up in the crucible. Auger not feeding. Element not reigniting pellets.	Reference Cleaning and Storage in Operating Instructions. Reference "Auger not feeding" in the troubleshooting guide and follow troubleshooting solutions. Reference "Element not on" in the troubleshooting guide and follow troubleshooting solutions.

SYMPTOM	CAUSE	POSSIBLE SOLUTION
No power to controller. (Does not beep when plugged into outlet.)	Not plugged into outlet.	Plug into power source.
	House breaker tripped.	Reset breaker.
Power light not on. (Controller beeps when plugged in.)	Bad connection at controller.	Unplug connection and reconnect. Reference Controller Access Instructions.
	Controller fuse blown.	Reference Controller Fuse Replacement Instructions.
	Faulty controller.	Call Smoke Hollow® for replacement.
	Smoker not powered on.	Press on/off button.
No display on controller. (Power light is on.)	Controller fuse blown.	Reference Controller Fuse Replacement Instructions.
	Faulty controller.	Call Smoke Hollow® for replacement.
Heating light not on.	Smoker not powered on.	Press on/off button.
	Faulty controller.	Call Smoke Hollow® for replacement.
Smoking light not on.	Smoker in smoke cycle.	Smoke light will be on. Once smoker has completed the set smoke cycle the smoker will change to the cook cycle and the heating light will turn on for the duration of the cook cycle.
	Cook cycle not set.	Set temperature and time per operating instructions.
Smoking light not on.	Faulty controller.	Call Smoke Hollow® for replacement.
	Smoker in cook cycle.	Smoker has completed the set smoke cycle and has changed to the cook cycle and the heating light is on. Smoke light is only on during the smoke cycle.
	Smoke cycle not set.	Set time per operating instructions.
	Faulty controller.	Call Smoke Hollow® for replacement.
Element not on.	The element is only on during the initial ignition or reignition of the pellets.	Reference Element Check instructions.
	Bad connection to controller.	Unplug connection and reconnect. Reference Controller Access Instructions.
Meat probe does not read on controller. Error code: "ERR1"	Faulty element.	Call Smoke Hollow® for replacement.
	Bad connection at "probe 1."	Unplug connection and reconnect to controller at "probe 1." Press "PROBE" button to scroll back to "probe 1", if ERR1 is still displayed proceed to next solution.
	Faulty meat probe.	Plug meat probe into "probe 2" and scroll back to "probe 2." If ERR2 is displayed meat probe is faulty, call Smoke Hollow® for replacement.
	Faulty controller.	If meat probe is found to be good from the above 2 solution steps, call Smoke Hollow® for replacement.
Meat probe does not read on controller. Error code: "ERR2"	Bad connection at "probe 2."	Unplug connection and reconnect to controller at "probe 2." Press "PROBE" button to scroll back to "probe 2", if ERR2 is still displayed proceed to next solution.
	Faulty meat probe.	Plug meat probe into "probe 1" and scroll back to "probe 1." If ERR1 is displayed the meat probe is faulty, call Smoke Hollow® for replacement.
	Faulty controller.	If meat probe is found to be good from the above 2 solution steps, call Smoke Hollow® for replacement controller.






This smoker has 10 smoke program options that range from SP 0 to SP 9. Your smoker will default to SP 4 (smoke program 4). If the desired smoke is not produced, this setting can be changed. See Smoke Program Options.

7. Press the probe button  to check internal food temperature. The indicator light will alternate between probe 1 and probe 2 each time the button is pressed.
8. Once cooking is complete press the on/off button .
 - Do not unplug the smoker at this time. The smoker is off, but the fan will continue to run for 5 minutes. This will prevent any burn back in the auger.
 - Once the fan has automatically shut off, unplug smoker.

CLEANING AND STORAGE

1. Clean your smoker after each use. Make sure the unit is cool prior to cleaning and storing.
2. Remove and wash racks, grease tray and grease deflector with mild dish detergent.
3. Disposal of ashes – Ashes should be placed in a metal container with a tight-fitting lid on a non-combustible surface, away from any combustible materials. Ashes should remain in closed container until all cinders are cool. Ashes can then be discarded by covering with soil or otherwise locally dispersed.
4. We recommend removing the pellets from the smoker prior to storing as they are susceptible to moisture. If pellets are exposed to moisture they will expand, making components difficult to clean. To remove pellets from the hopper:
 - Place a bucket under the hopper cleanout door.
 - Rotate knob on cleanout door and pull. This will allow pellets to fall out of the hopper.
- To remove pellets from the auger:
 - Turn the unit on. Press and hold the smoke button  until the letter "P" appears on the display screen. This will move any remaining pellets from the auger to the crucible.
 - Use a vacuum to clean ash and pellets from the crucible.
5. To clean the interior, exterior and door seal of the smoker, simply wipe down with a damp cloth to keep unit in proper working condition. Do not use a cleaning agent and make sure to dry thoroughly.
6. After cleaning, store smoker in a dry and covered area. Store only when smoker is unplugged and all surfaces are cold. When not in frequent use, and when using a cover, check your smoker periodically to avoid possible rust and corrosion due to moisture buildup.

OPERATION

1. Before turning the smoker on, fill the hopper with food grade wood pellets.
2. Prime the auger using the Auger Priming Instructions.
3. Do not overload smoker with food. Extra large amounts of food may trap heat, extend cooking time and cause uneven cooking. Add food to the center of the rack, leaving space between food and smoker sides, making sure not to cover more than 75% of the rack. This will ensure even cooking and proper heat circulation. Do not cover racks with aluminum foil. This will not allow heat to circulate properly. For best results, rotate racks between the top and bottom positions during cooking. Close air damper to retain moisture and heat. If cooking foods such as fish or jerky, open air damper to release moisture.
4. Set the cook cycle (this includes the cook time and temperature).
 - Press the temperature button . Use the up and down arrows to set the desired temperature.
 - Press the temperature button once more. The temperature is now set.
5. Set the timer.

Countdown Timer Option:

 - Press the time button once-LED display for hours will blink.
 - Use the up and down arrows to set hours.
 - Press the time button again to lock in hours. The minutes LED will start blinking.
 - Use the up and down arrows to set minutes.
 - Press the time button to lock in minutes and start the timer.

Duration (Count-up) Timer Option:

 - This timer will start counting from 00:00.
 - Press and hold the time button once for LED display to start counting from 00:00. Press again to pause the timer and again to continue. Press and hold to cancel.

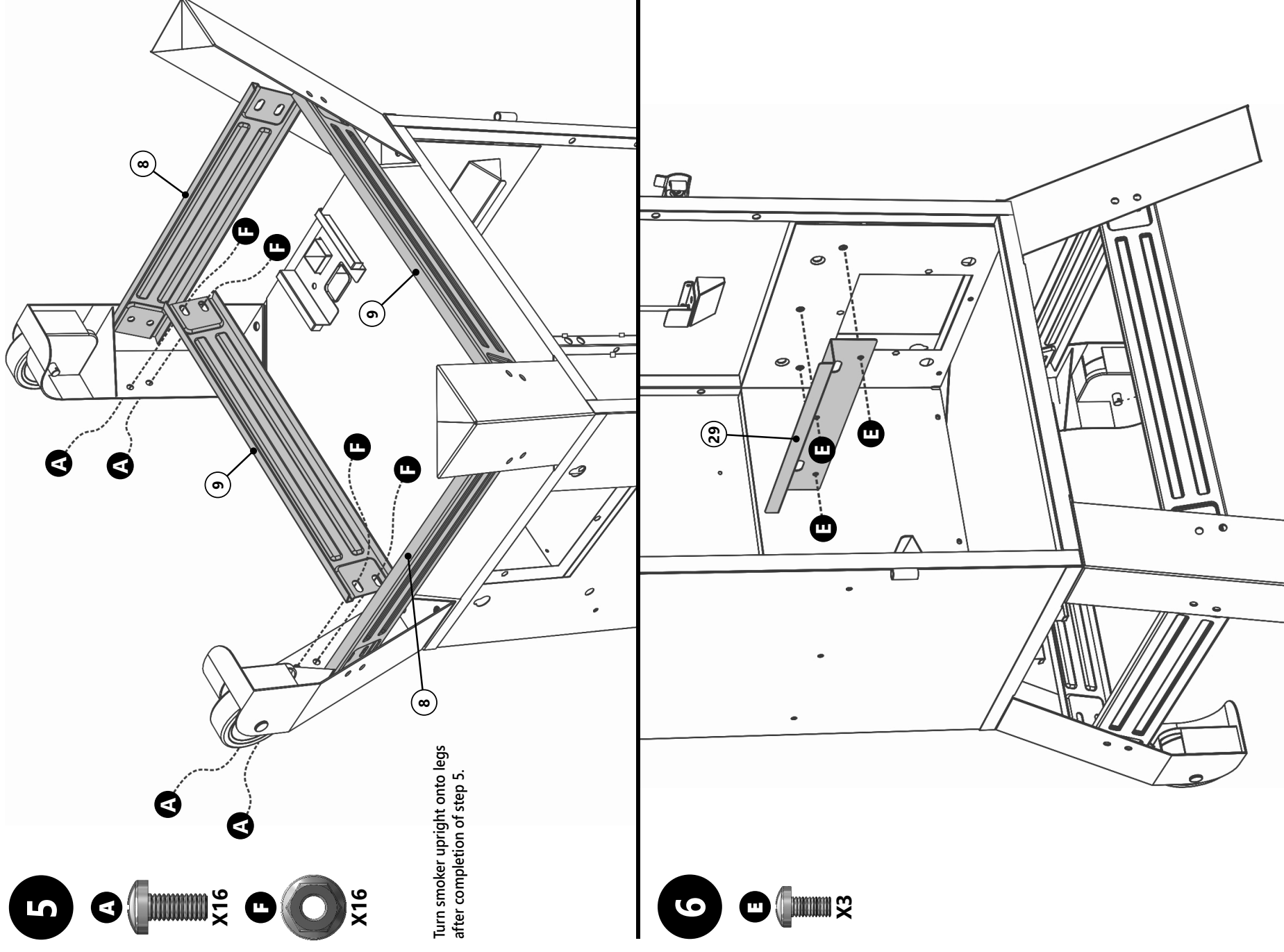
NOTE: When outside temperature is cooler than 65°F (18°C) and/or altitude is above 3,500 feet (1067m), additional cooking time may be required. To ensure that meat is completely cooked use a meat thermometer to test internal temperature or use meat probe, sold separately.

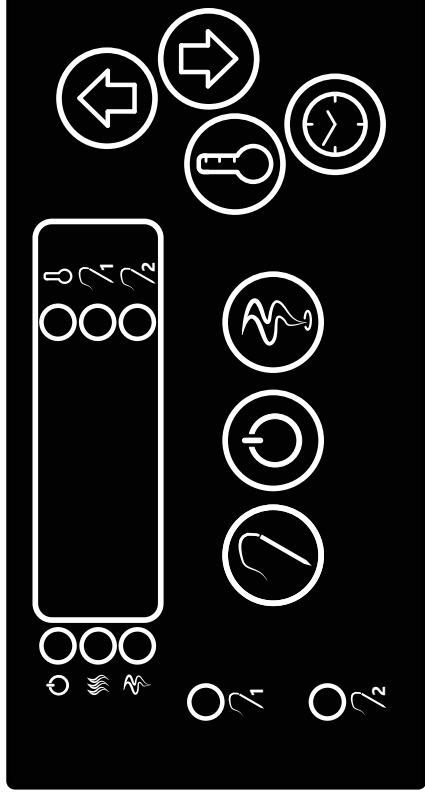
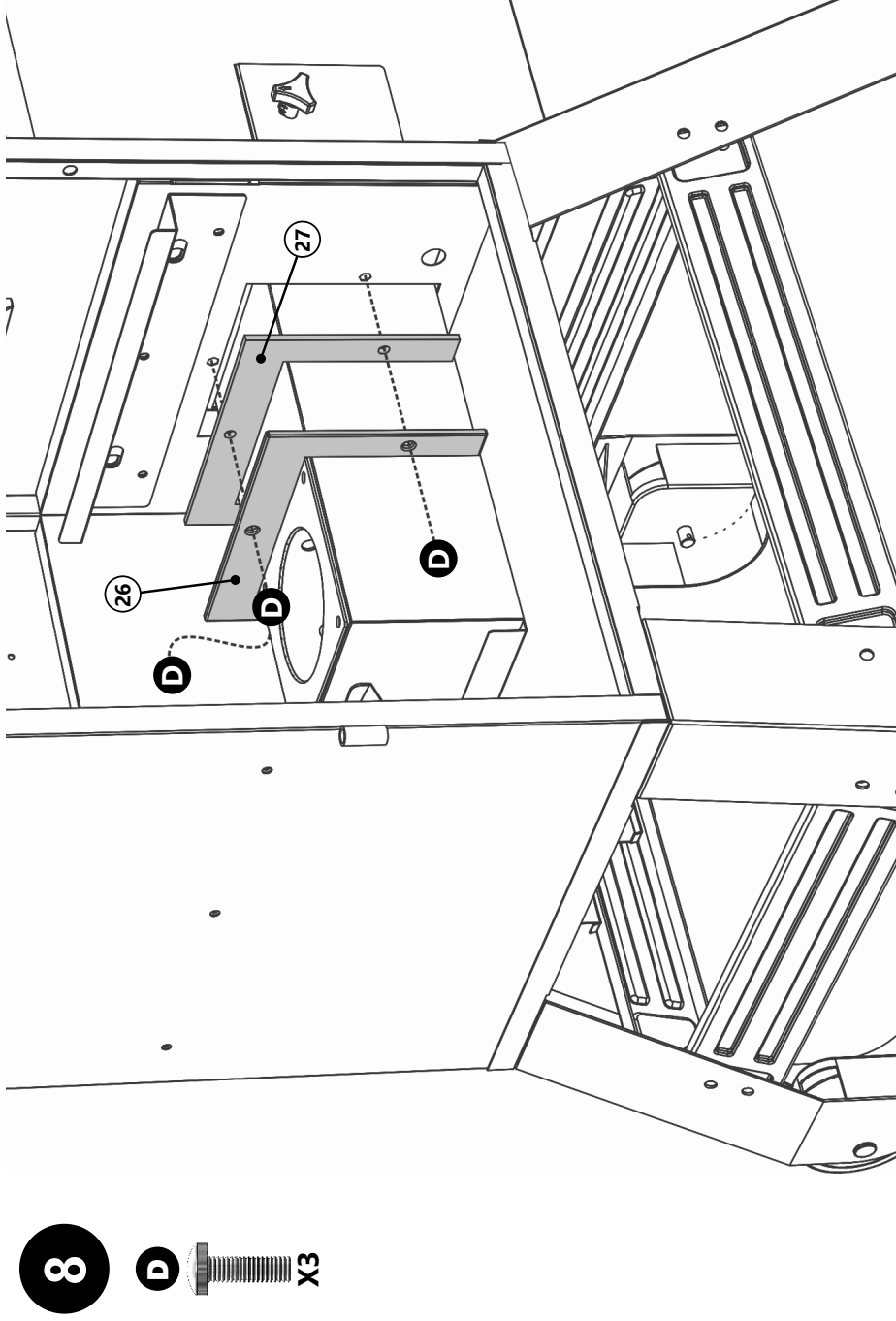
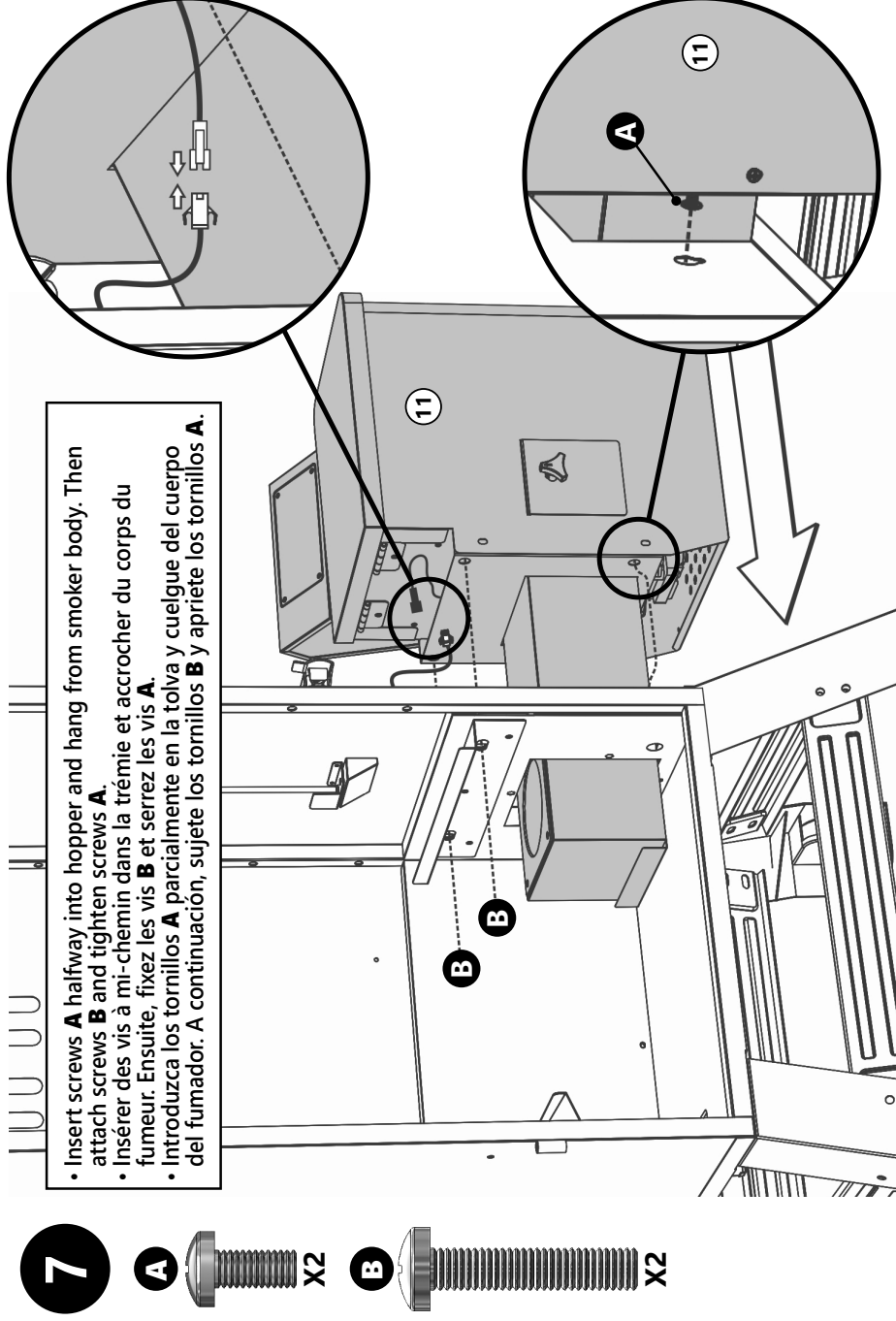
NOTE: You do not have to set the timer when cooking. The element will begin heating once the temperature has been set.

6. Set the smoke cycle (this is the amount of time heavy smoke is generated).
 - Press the smoke button . The letter "S" should appear.
 - Press the time button . Use the up and down arrows to set the smoke time.
 - Press the time button once more. The smoke cycle time is now set.




NOTE: We recommend smoking your food for about 20% of the total cook time. For example, if you're doing a 10-hour recipe, set the cook time for 12 hours and the smoke time for 2 hours – the total cook time should always equal the combination of your recipe cooking time and your chosen smoke time. If at any point you'd like to add more smoke, just hit the smoke button and set the extra time – if you add smoke in the middle of a recipe, you may need to extend your cook time. A key point to remember when smoking is – cook to internal temp, not time. That means always cook to the ideal internal temperature for your meat, as times may vary.

The BBQ pros know that "thin blue smoke" is the best kind of smoke. That means a steady, thin flow of smoke as you're cooking on the smoker. Don't be alarmed if you don't see large amounts of white smoke pouring out of your smoker at all times – thin blue smoke is the goal!













AUGER PRIMING INSTRUCTIONS

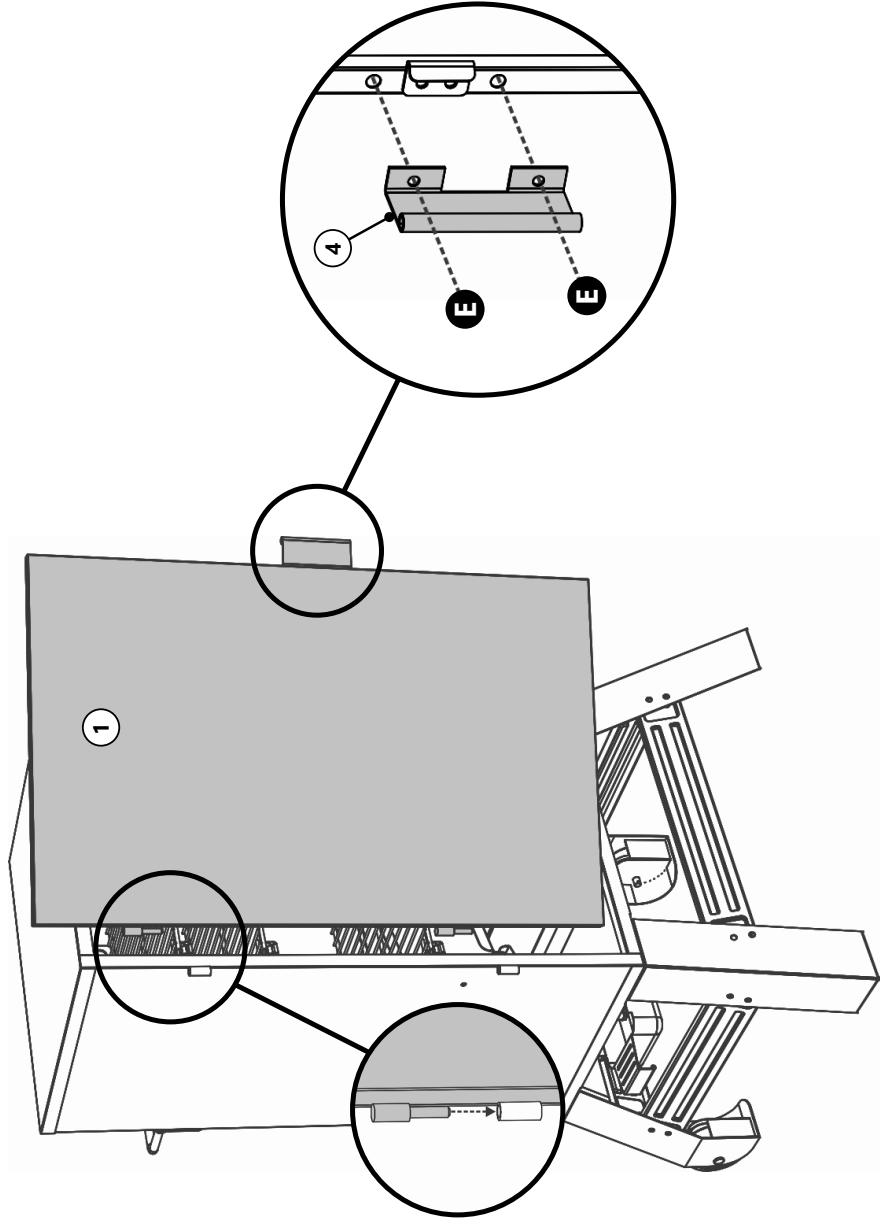
1. Before turning the smoker on, fill the hopper with food grade wood pellets.
2. Remove the bottom two smoking racks to access grease deflector and heat diffuser.
3. Remove grease deflector, and heat diffuser. This will allow you to see pellets falling into the crucible.
4. Press the on/off button .
5. Press and hold the smoke button  until the letter "P" (prime) appears on the display screen.
6. Pellets will begin falling into the crucible in about 4.5 minutes.
7. Once pellets are seen falling into the crucible, press the smoke button . This will stop the auger from feeding pellets into the crucible.

PRE-SEASON INSTRUCTIONS

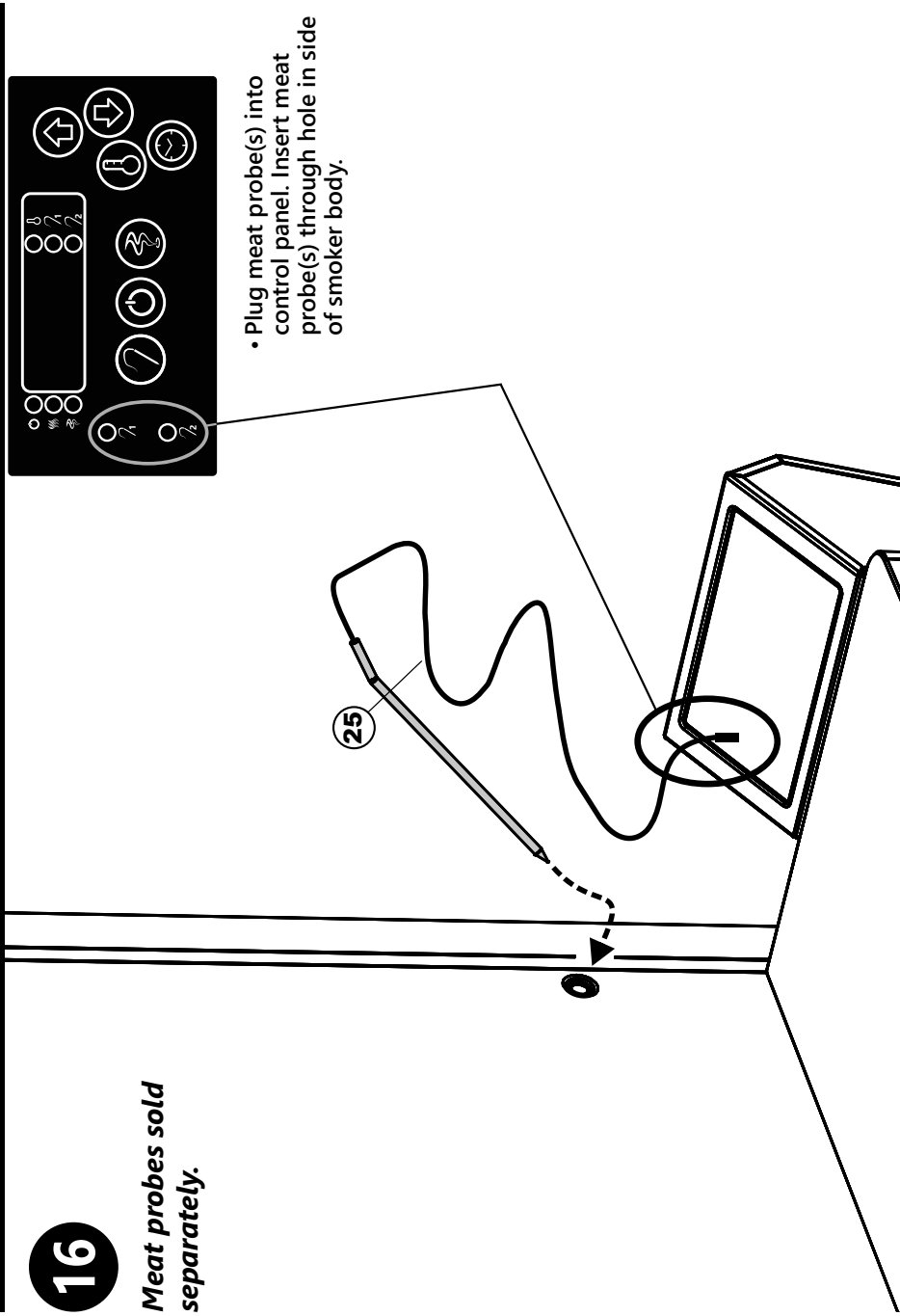
Pre-seasoning your smoker is an important and necessary step before you smoke your first recipe. This process will rid the smoker of oils from the manufacturing process. Even though you must complete this process before you use your smoker for the first time, you should also pre-season or cure your smoker periodically to prevent rust. If you regularly use your smoker, there is no need to pre-season in the future.

1. Set temperature to 350°F and run the smoker for 3 hours.
To set temperature and time:
 - Press the temperature button . Use the up and down arrows  to set the temperature to 350°F.
 - Press the temperature button  once more. The temperature is now set.
 - Press the time button . Use the up and down arrows  to set the cook time for 3 hours.
 - Press the time button  again. Set the minutes to 00.
 - Press the time button  once more. The cook time is now set.
 2. Once pre-seasoning is complete, press the on/off button .
 - Do not unplug the smoker at this time.
 - The smoker is off, but the fan will continue to run for 5 minutes. This will prevent any burn back in the auger.
 - Once the fan has automatically shut off, unplug smoker.
- If you are not ready to cook after pre-seasoning, follow the Cleaning and Storing Instructions.

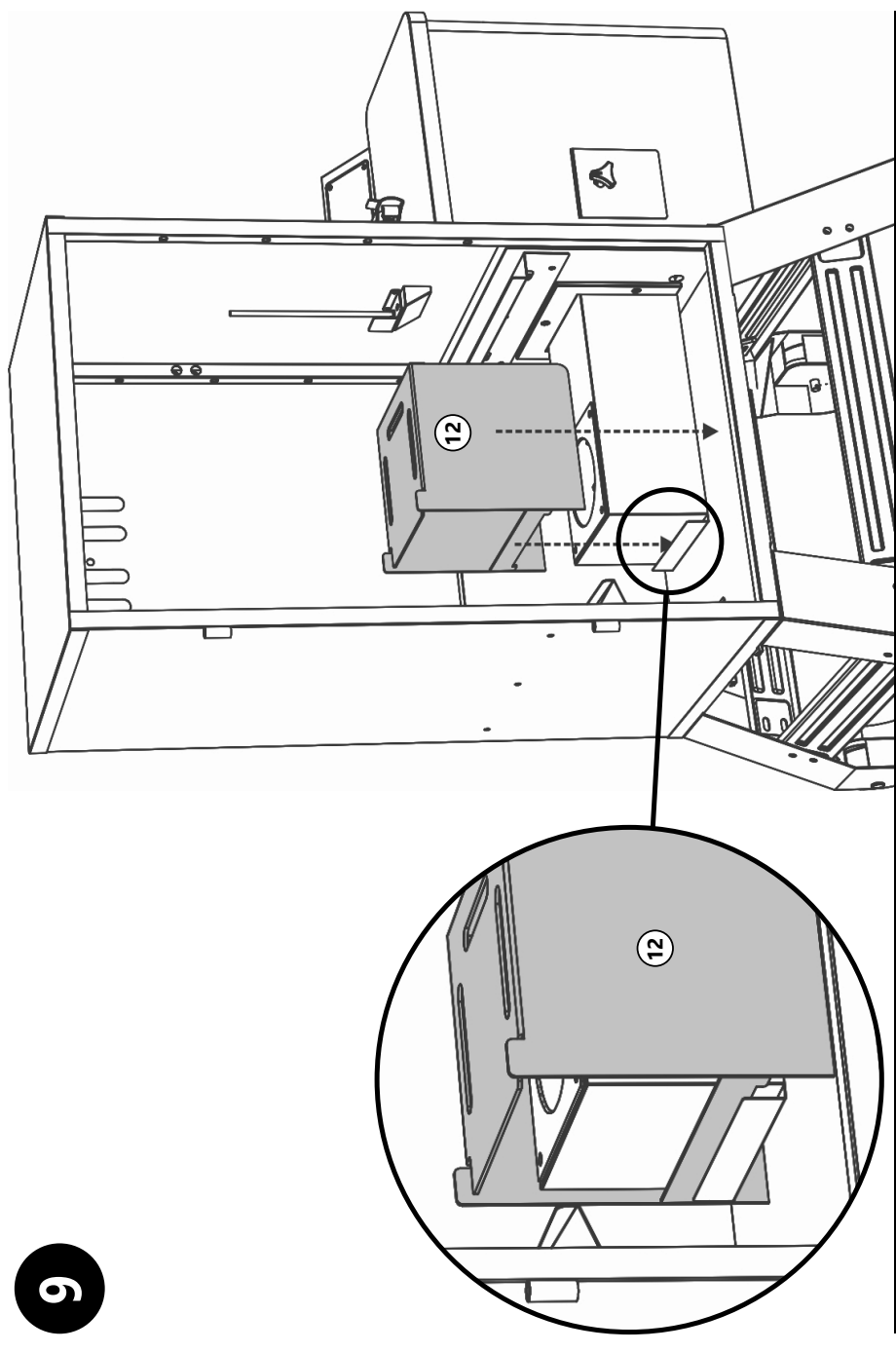
15 **E** X2



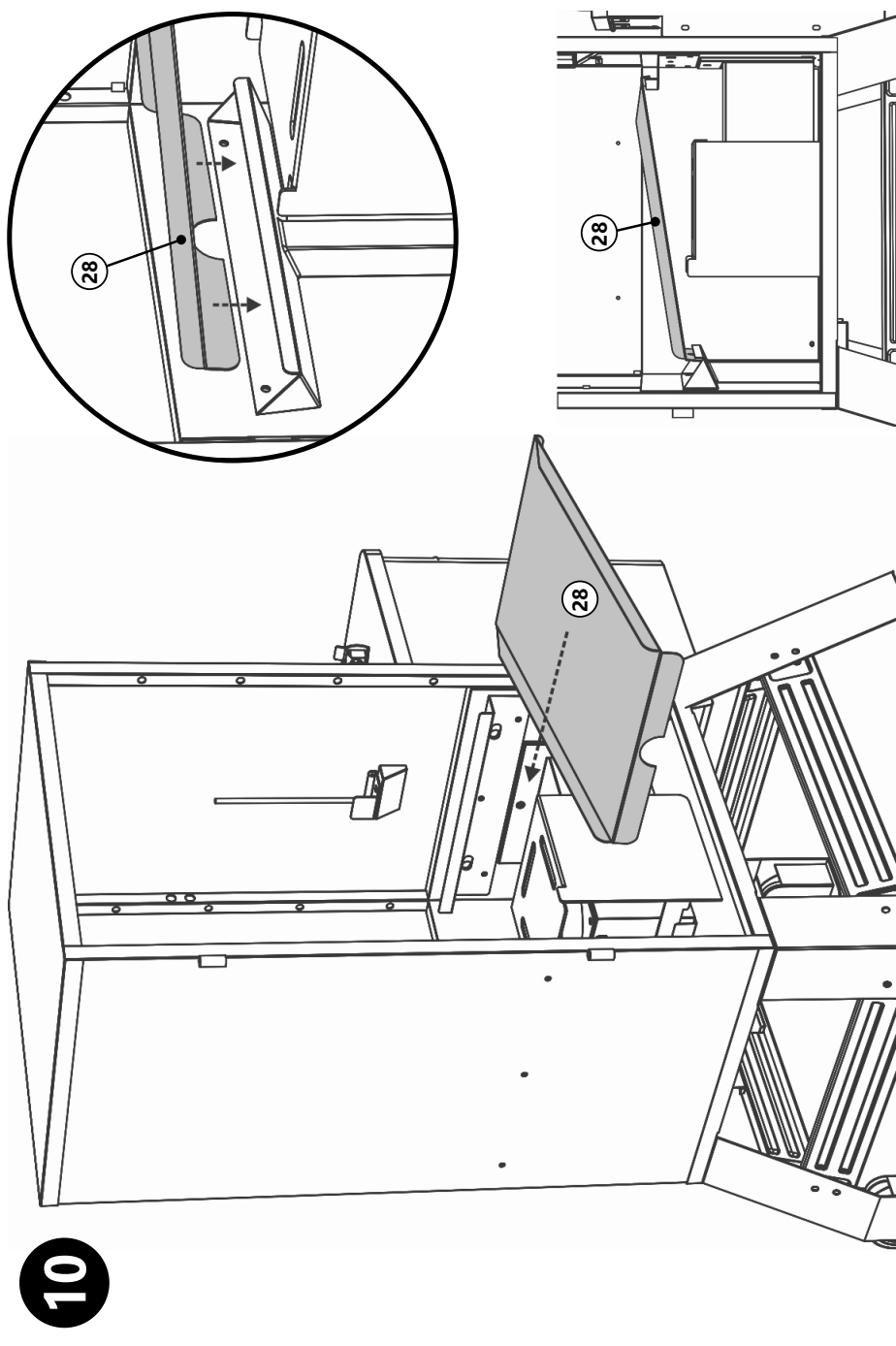
16 *Meat probes sold separately.*



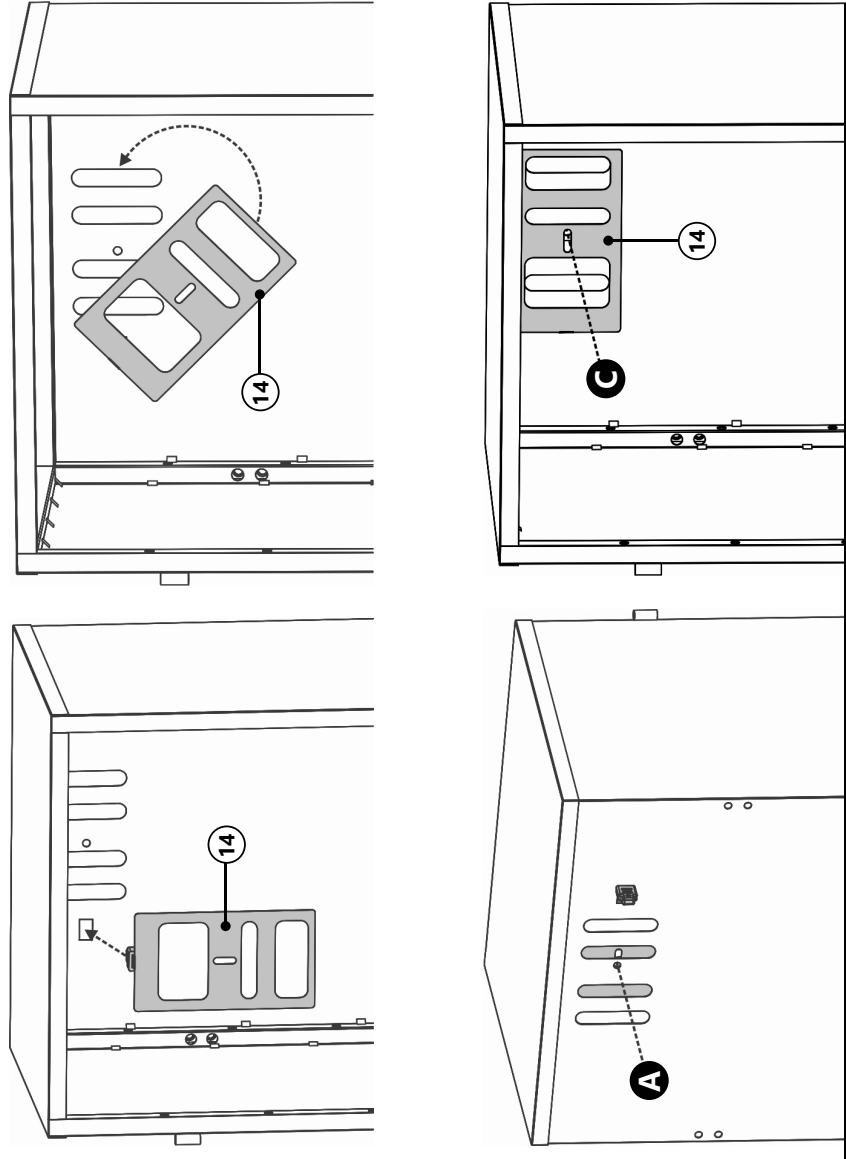
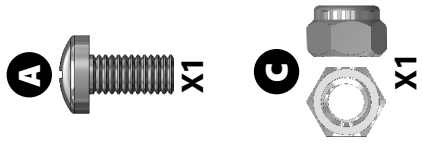
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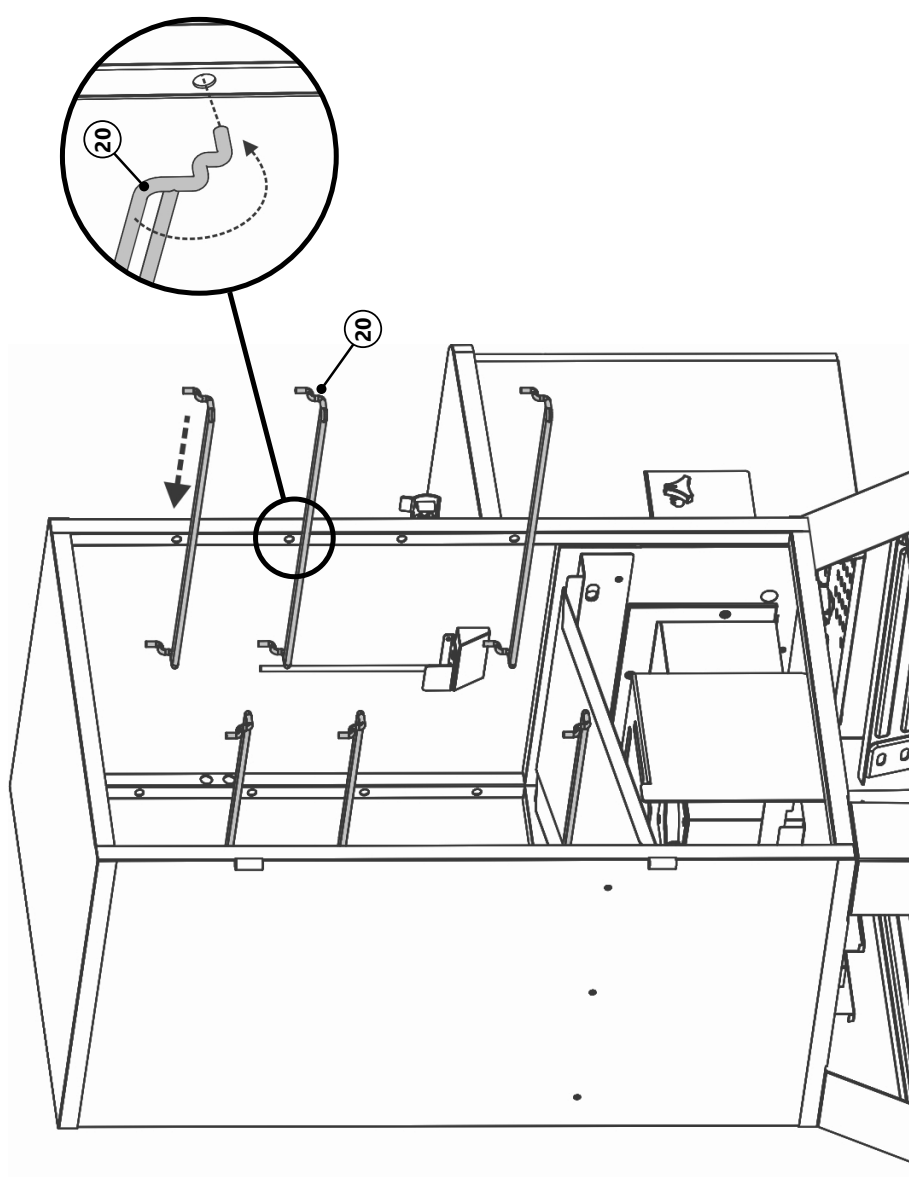
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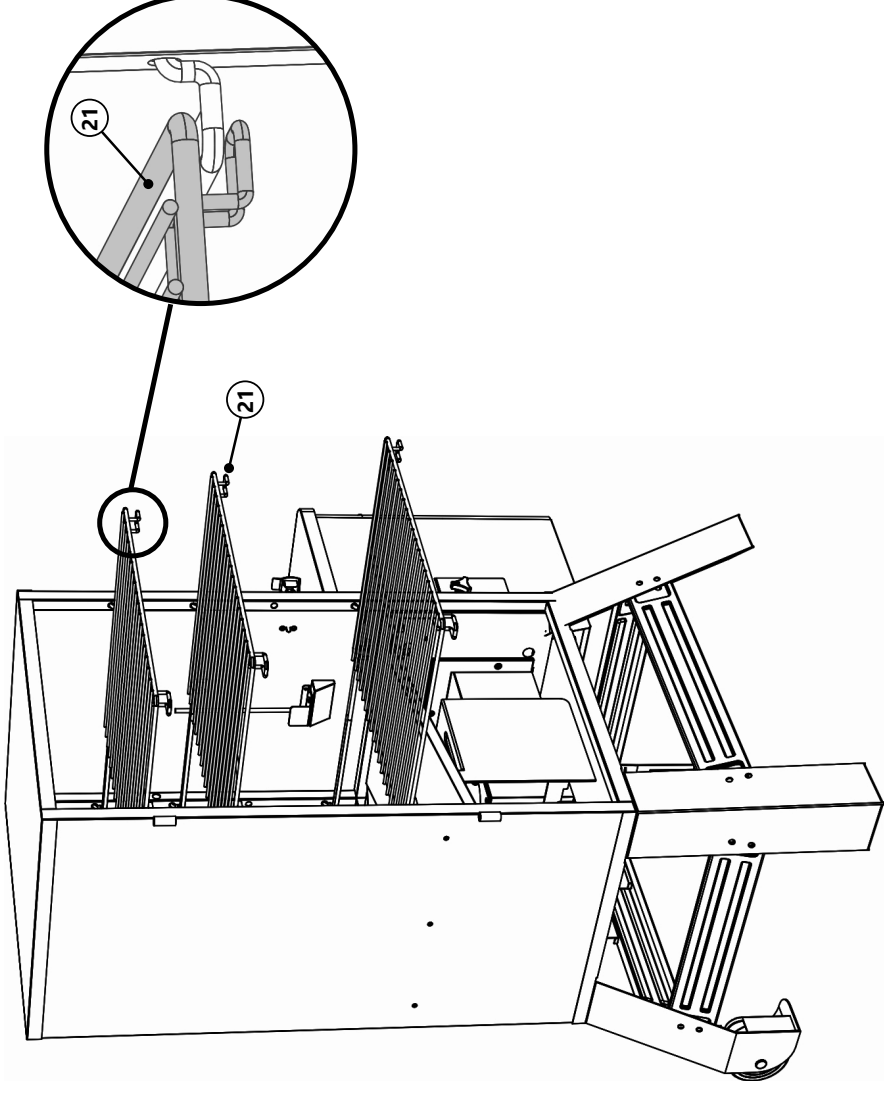
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