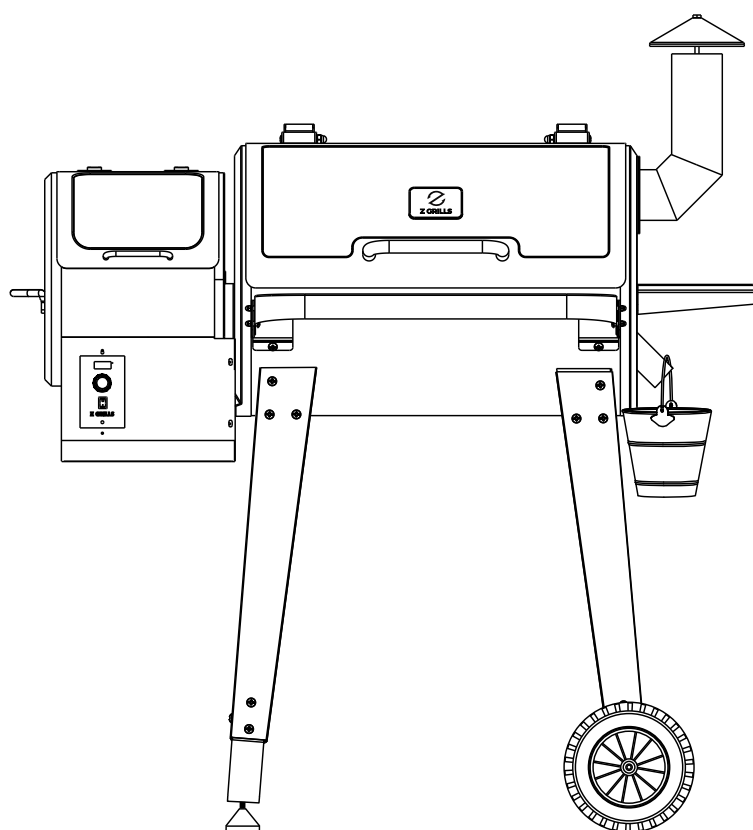


Z GRILLS

Australia



Z Grills 450A

Wood Pellet Smoker Grill

Owner Manual

www.zgrills.com.au

This owner manual edition is for Z Grills 450A (V2)

IMPORTANT SAFETY INFORMATION

DANGER!

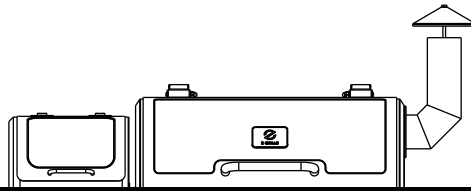
- **FLAMMABLE LIQUIDS:** Never use or store flammable liquids near the grill, or use flammable liquids to light the grill.
- **OUTDOOR USE ONLY:** Do not operate the grill indoors or in enclosed spaces as carbon-monoxide poisoning may occur. The grill may be used in an open air deck or balcony as long as SAFE DISTANCE guidelines are met and smoke is able to freely vent from the ceiling/roof area.
- **RAINING:** Do not operate outside in the rain. The electrical components are not water proof and wood pellets must not be exposed to water.
- **HIGH VOLTAGE ELECTRICITY:** Plug the grill into an earthed AC power supply with safety switch fitted in the house power box. Extension cable can be used.
- **DISCONNECT POWER:** Always disconnect the power supply (unplug) before completing any servicing of the grill.

WARNING!

- **FOLLOW INSTRUCTIONS:** Assemble and use this grill ONLY in accordance with the instructions in this manual.
- **SAFE DISTANCE:** Ensure the grill has a MINIMUM of 1m overhead clearance and 0.3m side/rear clearance from any wall or combustible material.
- **HOT SURFACES:** This grill will be extremely hot during operation and for some time after turning off. Take care to avoid burns. Use heat resistant gloves.
- **CHILDREN:** Never leave the grill unattended when young children are present.

CAUTION!

- **PELLET STORAGE:** Always store wood pellets in a dry location, away from heat or ignition sources. The wood pellets will expand, break apart and even jam the auger feed system if they get wet or are exposed to high humidity. Store pellets in air tight containers and only pour as much as required for your cook into the hopper.
- **PELLET TYPE:** Only use wood pellets which are made specifically for pellet grills and no larger than 6mm in diameter and 20mm long.
- **CLEANING:** Keep the grill clean in line with the instructions in this manual. A dirty grill can result in dangerous grease fires or a fire out situation.
- **TIP OVER RISK:** Take care when moving the grill as it can tip over, especially on uneven surfaces. Lock the wheels when in position ready for use.
- **FLAT SURFACE:** The grill must be positioned on a flat surface for safe and clean operation.



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1. Quick Reference Guide

INITIAL STARTUP PROCEDURE

- The Initial Startup Procedure must be completed before first use and each time after the grill runs out of wood pellets. See section 11 for details.

NEW GRILL BURN IN

- It is important to complete a 45 minute HIGH temperature BURN IN before cooking any food on a new Z Grill. See section 12 for details.

NORMAL STARTUP PROCEDURE

- Open the grill lid, turn the power ON and set the controller to Smoke.
- Keep the lid OPEN until smoke clears and the “roaring” fire sound is heard.
- Shut the lid and turn the Temperature Dial to the desired setting.
- Wait 10 minutes, or until the temperature is reached before putting food in.

NORMAL SHUTDOWN PROCEDURE

- After cooking, always turn the Temperature Dial to Shut Down and let the grill run until the fan turns off (do not disconnect the power until fan is off).
- If cooking at 190°C or higher, turn to Smoke setting and let the grill run for at least 10 minutes before turning to Shut Down.

GREASE FIRE

- Turn the grill OFF and leave the grill Lid CLOSED until the fire is out.
- Do NOT apply water or try to smother the flames.
- Clean the grill regularly to avoid grease fires.

ERRORS

- Never turn the grill straight back on after any error is displayed.
- Open the grill lid, unplug from power and then complete troubleshooting diagnosis in section 14.

2. Technical Specifications

Grill Model	ZPG-450A V2
Bottom Grill Rack	390 x 550 mm (0.214m ²)
Top Grill Rack	150 x 560 mm (0.084m ²)
Total Grilling Area	0.298 m ² (462 square inches)
Power Supply	240VAC 50Hz
Max Power Usage	300W
Normal Power Usage	25 ~ 50W after 5 min startup period
Hopper Capacity	7 kg
Assembled Dimensions	1150 wide x 710 deep x 1250 mm tall

3. Food Minimum Temperature Chart

- When cooking meat and fish use food probes to monitor the internal temperature.
- Minimum temperatures must be reached to kill bacteria ensuring the meat is safe to eat. It can also indicate how well cooked it is.
- Below chart is provided as a reference only.
- Check online for more detailed temperature values for the specific food you are cooking.

Minimum Safe Internal Temperatures

Beef & Veal (Whole cuts)	63°C
Lamb (Whole cuts)	63°C
Pork (Whole cuts)	63°C
Minced Beef	72°C
Sausages	74°C
Fish	63°C
Poultry	74°C

4. Cleaning the Grill

Clean the Grill after each use, as accumulation of grease, ash and soot can increase the risk of a grease fire and result in inefficient operation.

Grease Tray, Drain & Bucket

- Remove foil from the grease tray and wipe off any surface grease.
- Clean out the the V-shaped drain and spout to the grease bucket. This is easiest to do while the grill is still warm (but not hot). Be careful!
- Dispose of any grease in the grease bucket and wash clean with warm soapy water. For easy clean up, line the bucket with foil.

Grilling Racks

- Use a Koala Claw wood scraper or other gentle material to scrape off any large chunks.
- Do NOT use a stainless steel wire brush as it can damage the ceramic coating.
- Using a wet cloth while the grill racks are still hot can remove the majority of the grease (use tongs, Koala Claw or wear heat proof gloves).
- Do NOT use acidic or strong chemical cleaners as they may damage the grill rack ceramic coating.

Fire-pot and Chimney

- Ash accumulates in the fire-pot and the base of the grill drum. Vacuum out after each long cook or every 5kg of wood pellets used. Only vacuum when the grill is cold, switched OFF and unplugged from power supply.
- Once every 50+ hours of use, remove the chimney cap and clean off any soot with old toothbrush and wipe clean with BBQ wipes.

Grill Surfaces

- Wipe down the inside and outside of the grill with BBQ cleaning wipes, or warm soapy water and moist (not too wet) cloth.
- Cover the grill with the protective cover when not in use if stored outdoors. The grill must not be exposed to rain.
- Gently clean the temperature sensor inside the grill periodically to ensure accurate temperature readings.

Food Temperature Probes

- Food probes must be scrubbed thoroughly after each use with hot soapy water to avoid food contamination.
- Do not immerse the entire probe or cable in water.

Wood Pellets

- Wood pellets can absorb moisture if sitting for an extended period of time in the hopper. They may not burn properly and, if very moist, can even cause the auger to become blocked.
- Always store wood pellets in an air tight bag or container.
- If not using the grill for several weeks, scoop out wood pellets in the hopper and run the grill until all pellets are depleted.

5. Controller Operation

The controller monitors the temperature sensor inside the grill and turns on/off the auger motor to deliver wood pellets into the fire-pot as well as managing the fan speed.

The grill internal temperature and two food temperature probes can be monitored on the controller LCD display.

ON/OFF Switch

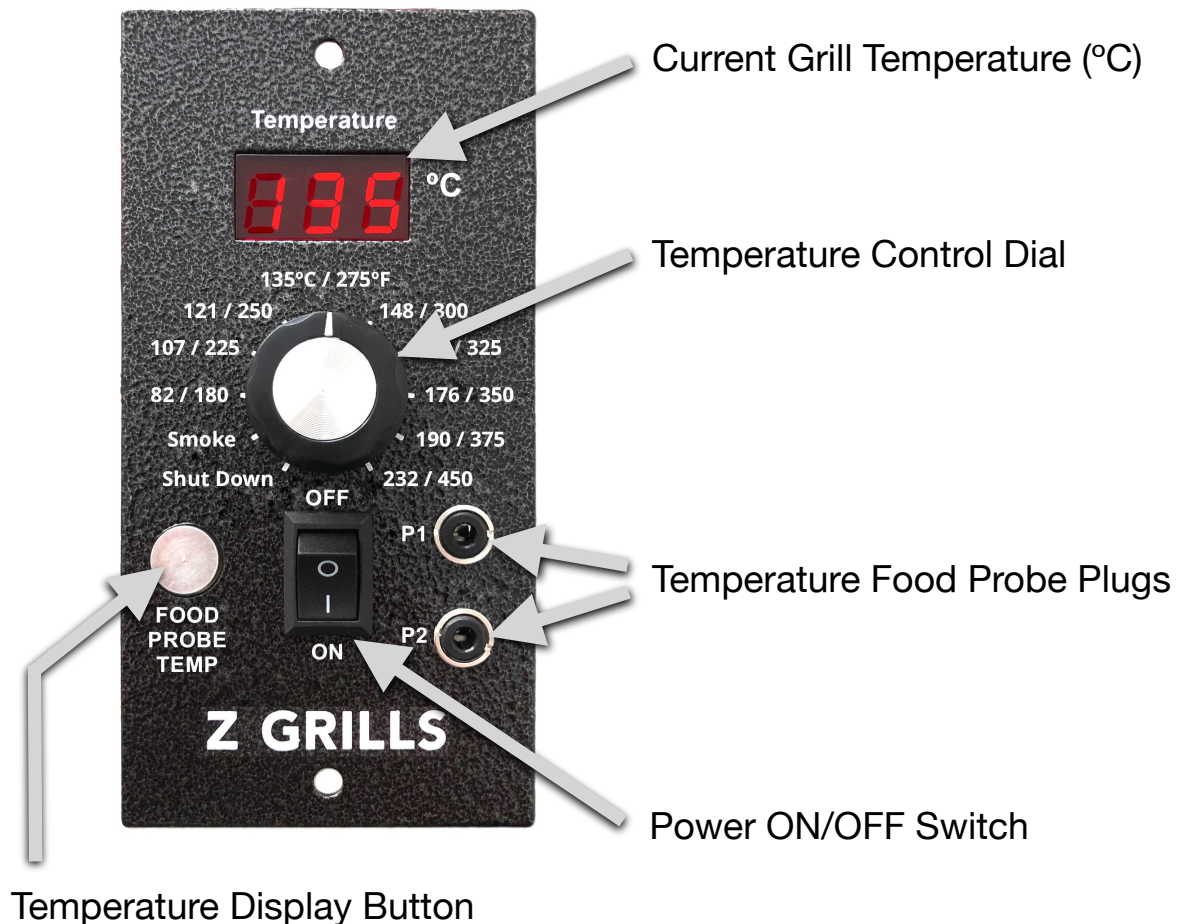
- This switch is the master power to the controller. Always ensure the dial is set to Shut Down when switching the power on otherwise error ER2 will be displayed on the screen.
- After using the grill, only switch OFF once the grill has shut itself down after completing the Shut Down cycle.

Controller Dial Settings

- **Shut Down:** Safe shutdown after operation.
- **Smoke:** Low temperature operation with maximum amount of smoke. Smoke will appear in cycles. The operating temperature will swing between around 75 to 90°C.
- **82 ~ 232°C Settings:** Target temperature settings shown in both Celsius and Fahrenheit. Note the LCD screen only displays temperature in Celsius (°C).

FOOD PROBE TEMP Button

- The default is the current internal grill temperature
- Press the FOOD PROBE TEMP button to cycle through:
Grill Temperature ➤ Probe 1 ➤ Probe 2 ➤ Grill Temperature



6. Error Codes

Error codes will be displayed on the controller LCD screen. All grill operation will cease when there is an Error, so the problem must be solved before the grill can operate normally again.

Check section 14 Troubleshooting for more detailed information, or scan the QR code beside the error to visit our help page online for a more detailed explanation.



Er1 = Temperature Sensor Error

- Controller is not receiving a signal from the temperature sensor.
- May be due to bad wire connection on the controller, loose plug in middle of the cable or faulty temperature sensor.



Er2 = Controller System Error

- Reset the controller by following these steps:
 - Switch the grill OFF and turn to Shut Down position.
 - Switch grill back ON and then turn to SMOKE to start normal operation
- Er2 will be displayed if the controller dial is already turned to a temperature setting when switching the power on.



LEr = Low Temperature Error

- Grill internal temperature has fallen below 49°C for too long.
- Possible reasons include:
 - Grill may have run out of pellets (if mid cook)
 - Fire has gone out due to moist pellets (if mid cook)
 - Ignition rod is not operating (if during startup period).



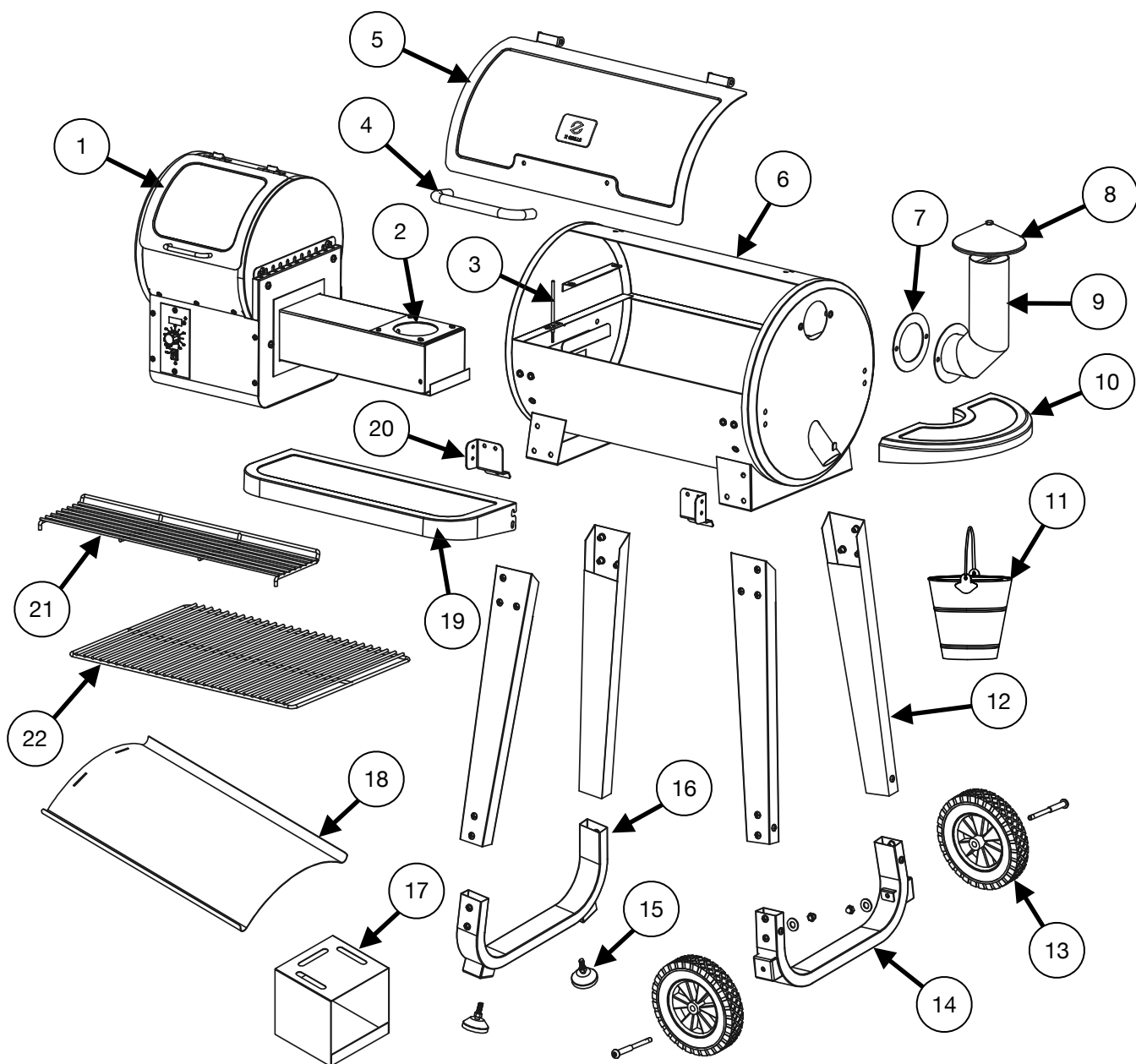
HEr = High Temperature Error.

- Grill internal temperature has exceed 287°C
 - Turn to Shut Down and switch the Grill OFF
 - Open the grill lid then switch the grill back ON and turn to Smoke position. Wait to confirm that fire has been established.
 - Wait until the controller display has dropped below 90°C, then close the grill lid and turn to the desired temperature.
- High temperature error can also occur in hot weather when the grill in direct sun. Open the grill lid and move it into the shade to reduce the temperature.
- If HEr occurs when the grill is definitely NOT too hot, the grill temperature sensor or controller may not be functioning properly. Please contact our support team.

7. Main Grill Components

1	Hopper Assembly
2	Fire Pot
3	Grill Temperature Sensor
4	Grill Lid Handle
5	Grill Lid
6	Grill Drum
7	Chimney Gasket
8	Chimney Cap
9	Chimney Stack
10	Side Shelf
11	Grease Bucket

12	Legs
13	Wheels
14	Right Leg Base
15	Foot Pad
16	Left Leg Base
17	Heat Baffle
18	Grease Tray
19	Front Shelf
20	Front Shelf Bracket
21	Small Grill Rack
22	Main Grill Rack



8. Unpacking & Assembly Instructions

The boxes and some of the components are heavy. Two people are required to safely complete the assembly process.

Unpacking

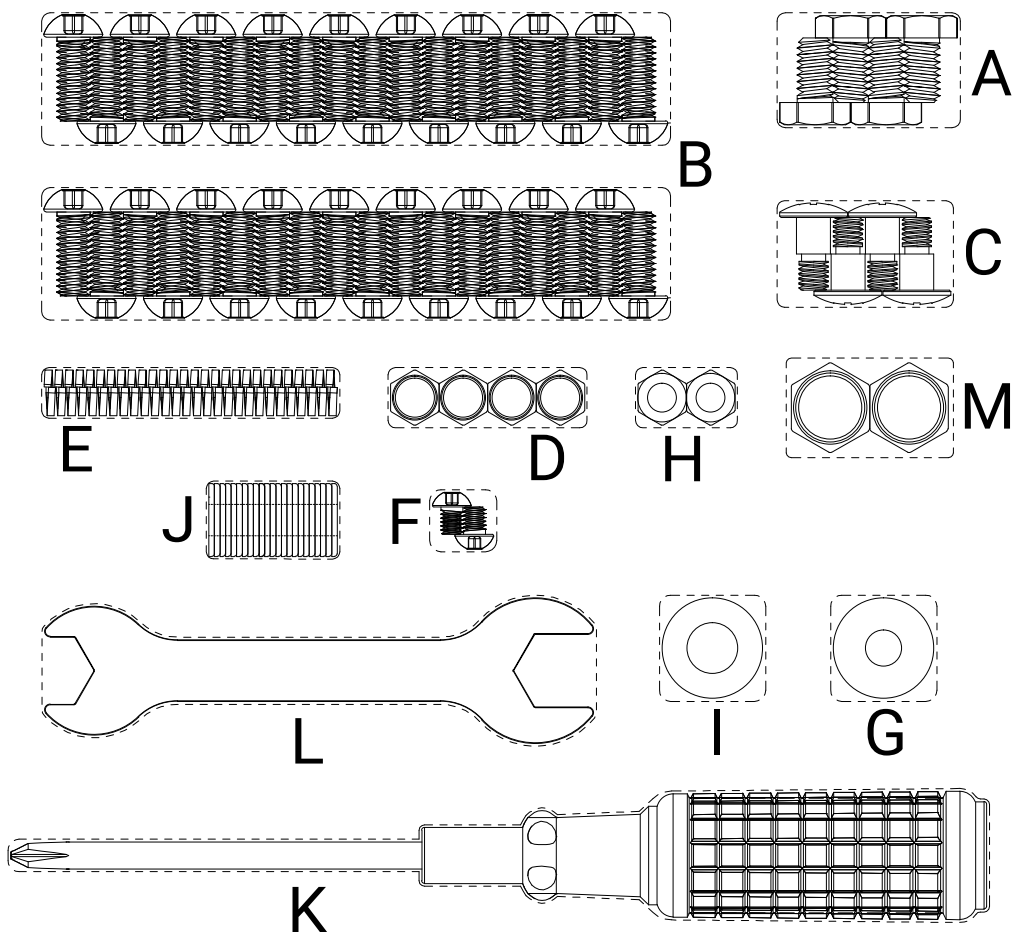
- Do not place painted metal components directly on bricks or concrete as it may scratch the paint. Lay down a sheet of cardboard to sit them on.
- It is recommended to unpack all components and lay them out before beginning assembly.

Assembly Process

- Follow the step by step assembly instructions on the following pages.
- Wear gloves when handling the grease tray and baffle plate if they have a layer of oil to prevent rusting during storage in the box.

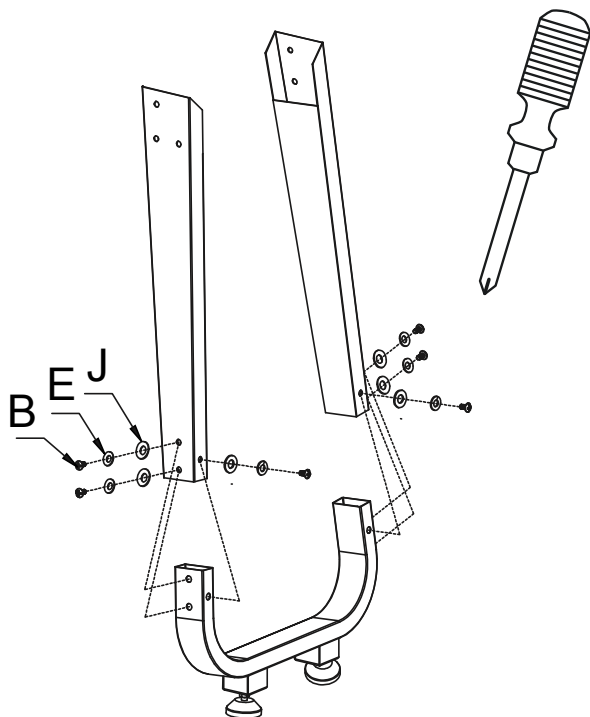
Tools and Fasteners

- All the required fasteners (screws, nuts and bolts) and tools are provided in the shrink-wrapped package. Note the letter code beside each fastener as they are referred to in the assembly instructions.
- Take care when doing up screws not to damage the heads as they are made of a corrosion resistant metal alloy which is not very hard.
- Always start the thread by hand before final tightening. If using the electric screwdriver, use a low torque, low speed setting to avoid damaging the threads or screw heads.



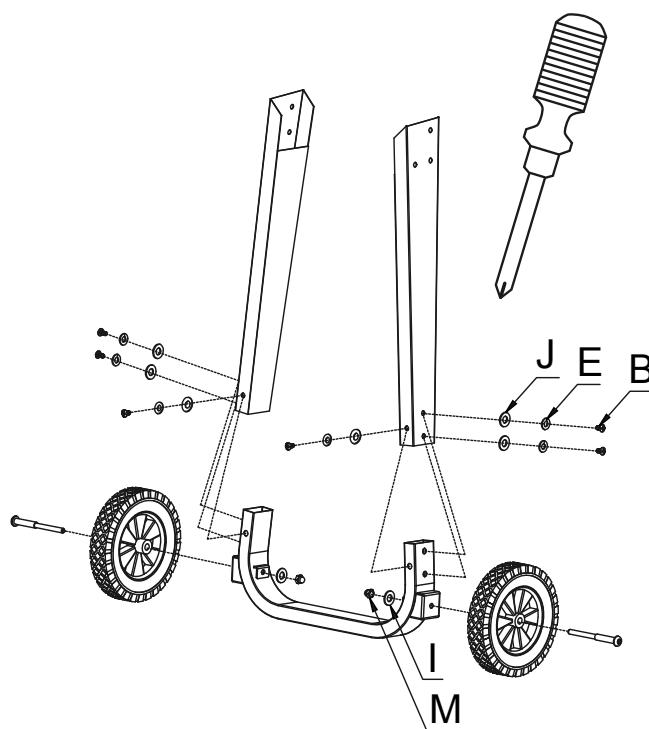
STEP 1 - FRONT (FEET) LEGS

Fasteners: 6 x B, 6 x E, 6 x J



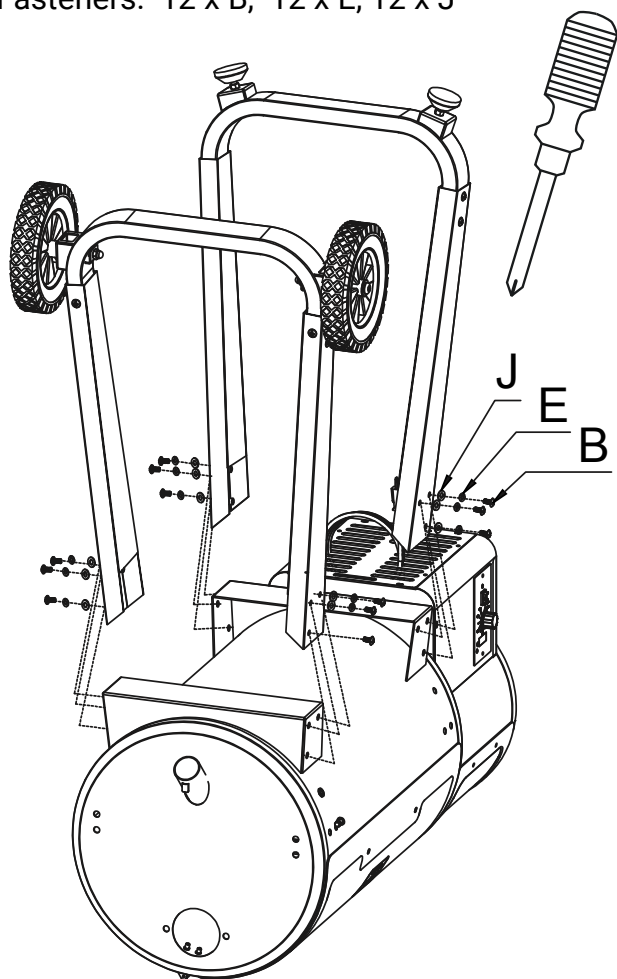
STEP 2 - REAR (WHEEL) LEGS

Fasteners: 6 x B, 6 x E, 6 x J, 2 x I, 2 x M



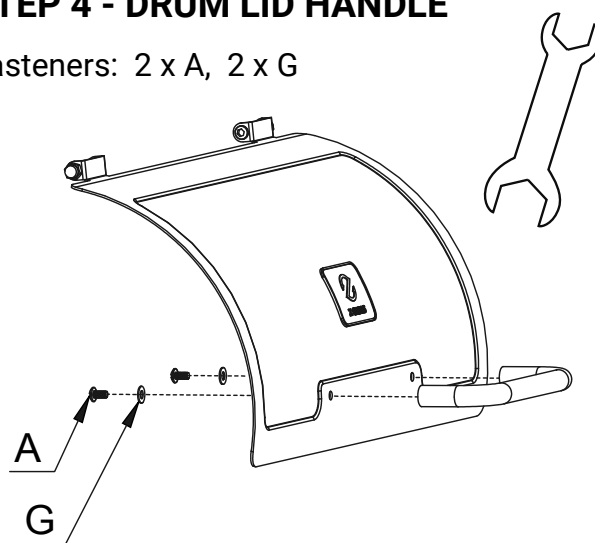
STEP 3 - LEGS to DRUM

Fasteners: 12 x B, 12 x E, 12 x J



STEP 4 - DRUM LID HANDLE

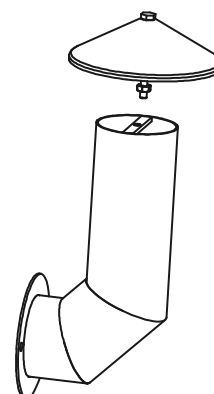
Fasteners: 2 x A, 2 x G



STEP 5 - CHIMNEY CAP

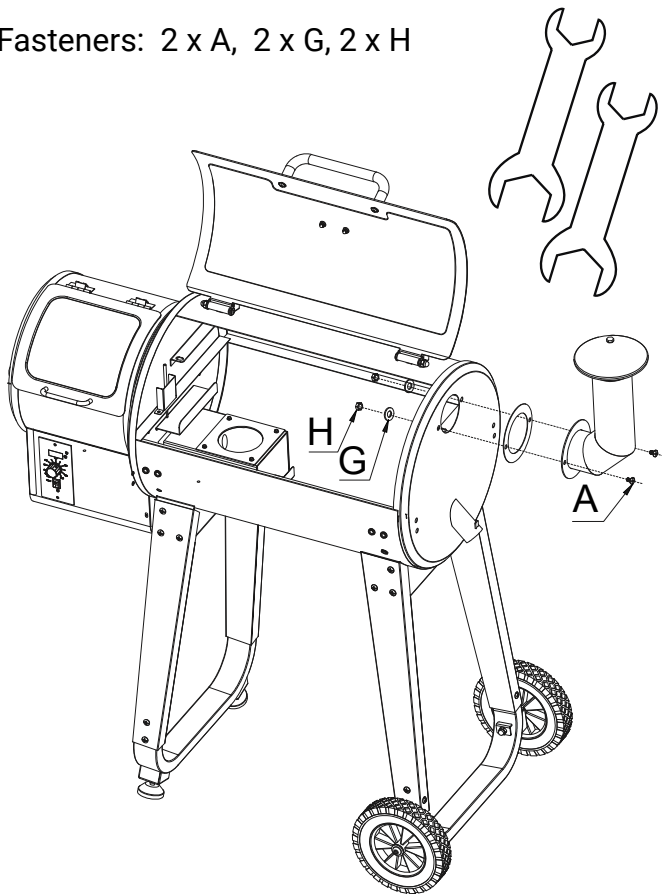
TIP:

Carefully align the bolt thread into the Chimney Stack, then rotate the whole Cap until tight.



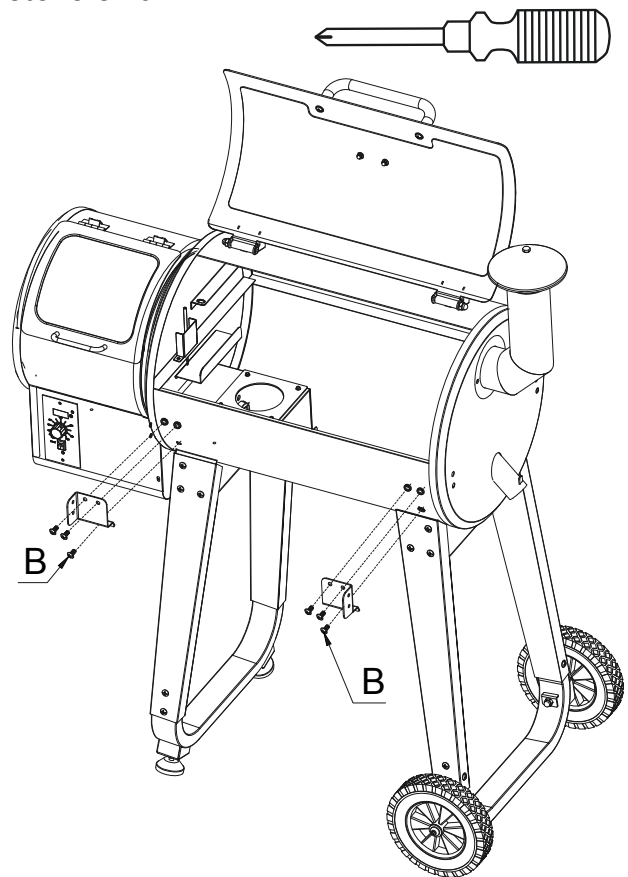
STEP 6 - CHIMNEY TO DRUM

Fasteners: 2 x A, 2 x G, 2 x H



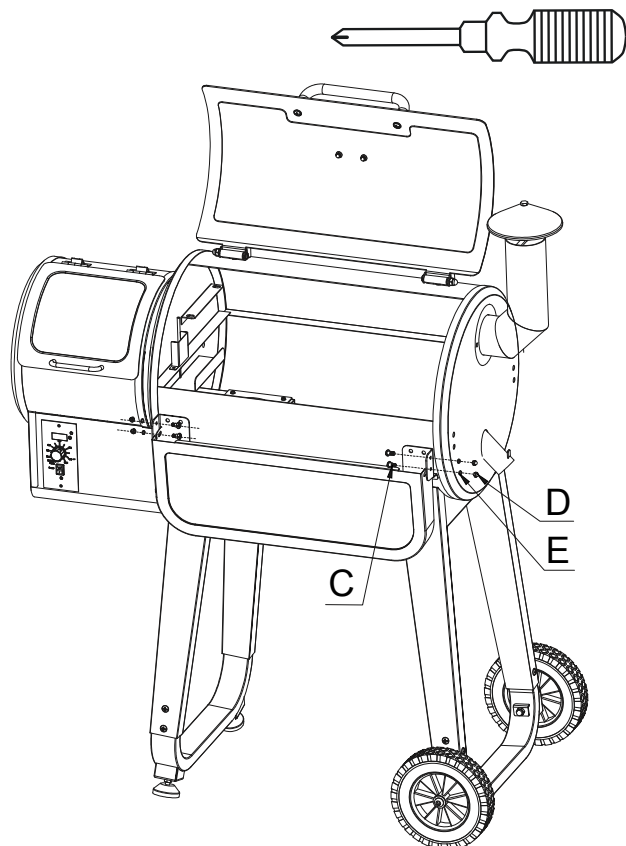
STEP 7 - FRONT SHELF BRACKETS

Fasteners: 6 x B



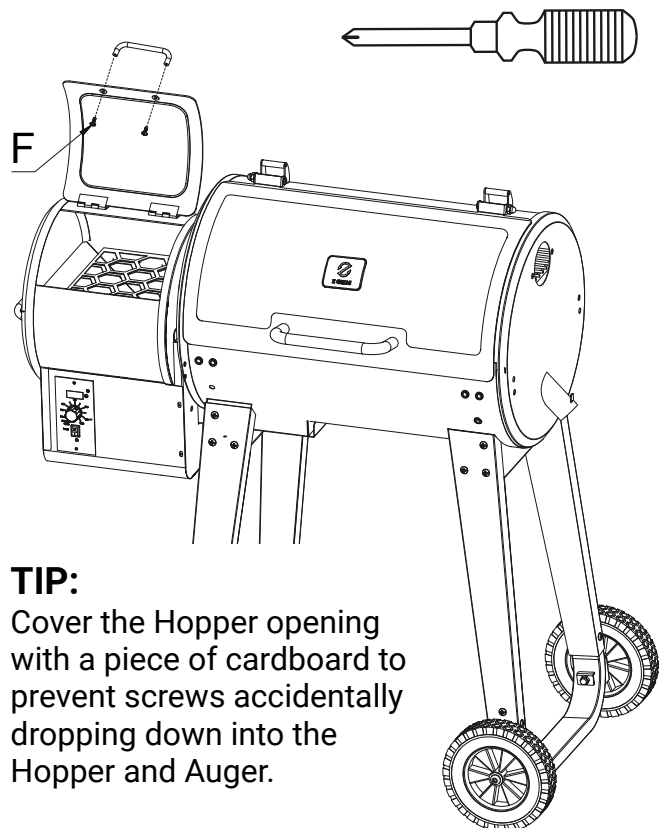
STEP 8 - FRONT SHELF

Fasteners: 4 x C, 4 x D, 4 x E



STEP 9 - HOPPER HANDLE

Fasteners: 2 x F

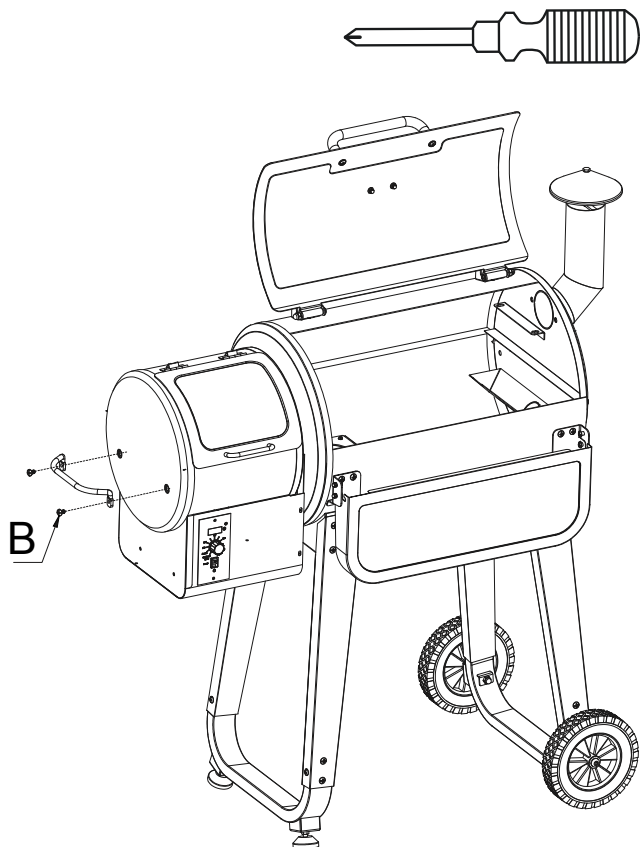


TIP:

Cover the Hopper opening with a piece of cardboard to prevent screws accidentally dropping down into the Hopper and Auger.

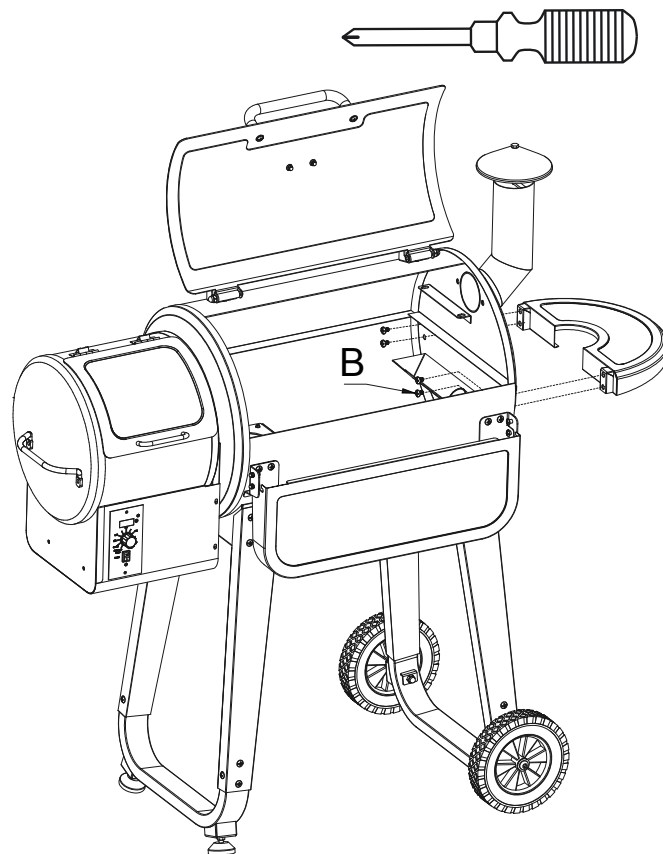
STEP 10 - SIDE HANDLE

Fasteners: 2 x B

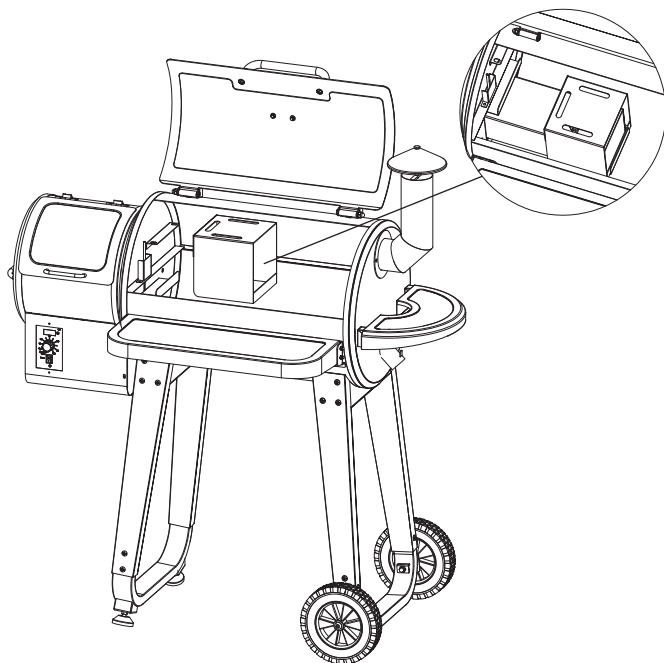


STEP 11 - SIDE SHELF

Fasteners: 4 x B

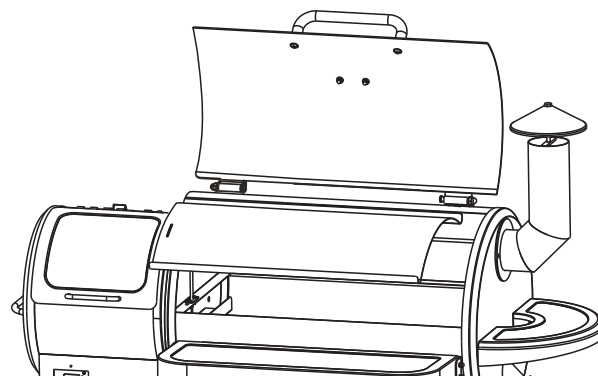


STEP 12 - HEAT BAFFLE

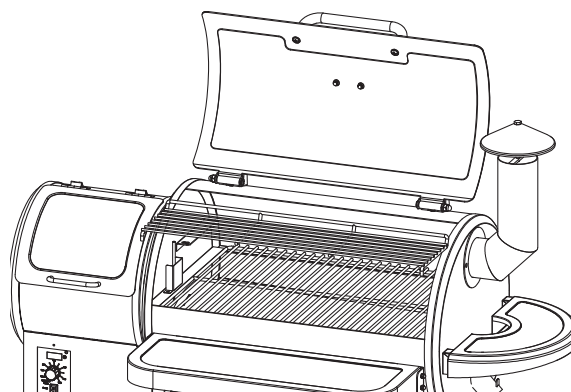


The heat baffle sits in over the fire-pot to more evenly disperse the heat.

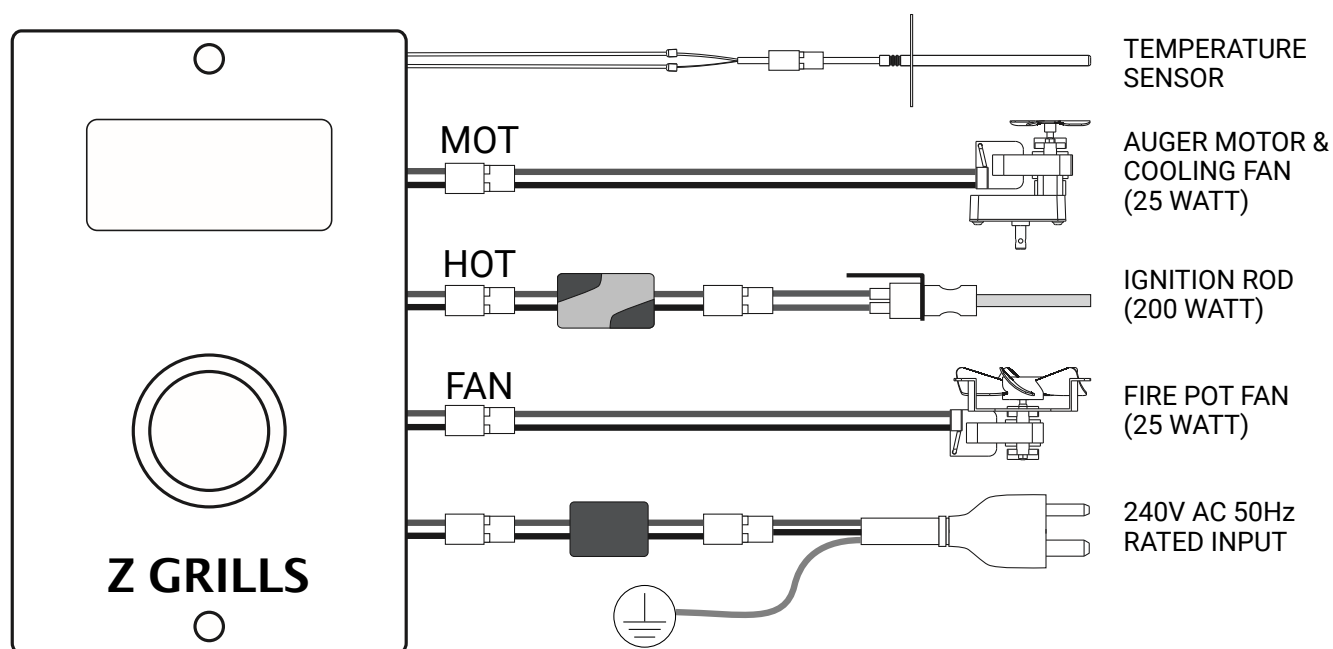
STEP 13 - GREASE TRAY



STEP 14 - GRILL RACKS



9. Wiring Diagram



10. Spare Parts List

If a component is damaged, lost or just worn out through normal use, spares are available. Please refer to the chart below for most common spare components.

Contact support@zgrills.com.au to order spare parts.

Component Description	Part Name
Grill Temperature Sensor	ZG-450-TSENSOR
Controller Board	ZG-CONT
Fire-pot Fan	ZG-FPFAN
Ignition Rod	ZG-IROD
Auger Shaft	ZG-450-AUGER
Auger Motor	ZG-AMOTOR-1.6
Heat Baffle	ZG-450-HBAFF
Great Tray with Heat Vent Holes	ZG-450-GTRAY-H
Small Top Grill Rack	ZG-450-SGRACK
Main Grill Rack	ZG-450-MGRACK

11. Initial Startup Instructions

Follow the initial startup process before first use, and each time after the grill runs out of wood pellets.

1. Remove grill racks, grease tray and heat baffle from the grill.
2. Open the pellet hopper and grill lids and check to ensure there are no foreign objects in the hopper or auger.
3. With the power switch in the OFF position, plug in the power cord to 240V grounded 10 Amp power supply. It is ok to use a 10 Amp extension power cable.
4. With the controller dial in the shut down position, switch the grill ON and then turn the temperature dial to the SMOKE position.
5. Check the following:
 - ✓ Confirm the auger is rotating (turns very very slowly and will stop/start intermittently)
 - ✓ Hold your hand above the fire-pot to confirm air flow
6. Pour some wood pellets into the hopper (Up to the guard plate level is sufficient)
7. Turn the controller dial to the highest temperature (232°C). It will take 7-8 minutes for the pellets to begin to drop into the fire-pot. If LER is displayed, just turn to Shut Down and then back to SMOKE (make sure the grill lid is open).
8. Once pellets begin to drop into the fire-pot, turn the dial to Shut Down then immediately back to SMOKE. After 3-4 minutes a big cloud of smoke will be released then a fire will be established.
9. Place the heat baffle, grease tray and grill racks back into the grill. The grill is now ready to complete the New Grill Burn-In (first time use), or normal cooking.

12. New Grill Burn-In

This process runs the grill at the highest temperature setting (burning wood pellets for heat) to burn off any surface oils on the baffle and grease tray. This must be completed before cooking any food. The smoke will have an oily odour, so avoid breathing in the smoke or completing the Burn-In near an open window.

1. If you have just completed the Initial Startup Process, the unit should already be running on the Smoke setting with the heat baffle, grease tray (no foil) and grill racks all placed inside. Proceed to step 3.
2. If OFF, turn ON, open the grill lid and turn to Smoke. Once lots of smoke appears, then begins to clear and you hear the roaring sound of the fire, proceed to step 3.
3. Close the grill lid and turn the dial to 232°C.
4. Run on 232°C setting for 45 minutes. The grill should reach over 200°C after about 15 to 20 minutes. It is normal for the temperature to first exceed the target temperature and then stabilise.
5. After 45 minutes, or once no more smoke is visible, turn the dial to Smoke and run for another 10 minutes. If you accidentally turn to Shut Down, just immediately turn to Smoke.
6. After waiting for at least 10 minutes, turn the dial to Shut Down. The fan will continue to run for about 10 minutes then the grill will turn itself off.
7. Wipe down the grill racks with a moist cloth and cover the grease tray with foil before using. Follow the Normal Operation process to start the grill up and begin cooking.

13. Normal Operation

How It Works

1. The controller monitors the grill temperature and intermittently runs the auger motor to deliver wood pellets into the fire-pot. The frequency and duration of the auger motor operation depends on how far above or below the temperature setting the grill currently is. The fan speed is also adjusted up and down to help maintain the desired temperature.
2. Each time the pellets are delivered into the fire-pot and ignite, a small batch of heat is released resulting in small temperature swings around the setting, which is normal.

Startup Procedure

1. With the controller dial on Shut Down, switch the power ON.
2. Open the grill lid and turn the dial to Smoke.
3. A big cloud of smoke should be released after 3-4 minutes. Once it clears and the “roaring” sound of the fire can be heard (after 5-7 minutes), close the grill lid and turn to the desired temperature setting.
4. Wait for the grill to reach the target temperature before placing in food.

Shutdown Procedure

1. If set to 190°C or above, first turn to Smoke setting for 10min. For lower temperature settings proceed directly to step 2.
2. Turn the controller dial to Shut Down
 - ✓ The auger will stop turning and no more pellets will be delivered to the fire-pot.
 - ✓ The fan will run for ~10 minutes until all pellets in the fire-pot burn to ash.
3. Once the fan has stopped, turn the power switch OFF and disconnect the power.
4. During operation if power is accidentally turned OFF, or if there is a power outage:
 - ✓ If power immediately comes back on: Turn the dial to Shut Down, then to the desired temperature setting to continue normal operation.
 - ✓ If no power for more than 30 seconds: OPEN THE GRILL LID and switch the grill back ON and turn the dial to Smoke. Once there is smoke, or it is clear that fire is burning, turn the dial to SHUT DOWN (if turning off), or turn to the desired temperature setting (if still cooking).

Inaccurate Temperature

1. Temperature spikes above a low temperature setting are common in the first 10-15 minutes of operation due to the large amount of pellets delivered into the fire-pot during the startup cycle. Open the lid for a minute to release some heat, or just wait for the temperature to gradually come back down. Next time, leave the lid open a bit longer after the initial cloud of smoke clears to release some more heat.
2. The grill will gradually settle at the desired setting but small swings of +/- 5°C around the setting are normal. Because the heat is indirect this temperature cycling will not adversely effect the cooking of food.
3. The displayed grill temperature may differ by +/- 10 to 15°C from the grill rack temperatures, especially during the heating up phase.
4. When the grill lid is opened the temperature reading can drop due to cool air entering the grill drum area. Opening the lid too often or for too long can cause temperature spikes as more pellets are delivered into the fire-pot. ***“If you keep looking, you’re not cooking!”***

Changing from High to Low Temperature Setting

1. If the grill has been operating at a high temperature and is then set to a lower temperature, the grill will take a long time to cool down as fire in the fire-pot will keep producing heat.
2. Open the lid to release heat until the displayed temperature drops close to the lower set temperature, then shut the lid and continue cooking.

Wood Pellet Tips

1. The grill only uses as many pellets from the hopper as required to maintain the desired temperature. It will not use all the pellets in the hopper each time it is used.
2. The grill uses pellets at a rate of 0.3 to 0.5kg per hour at low temperatures (<121°C) and up to 1.5kg per hour at high temperatures. Just pour in as many pellets as required for the cook (plus a bit extra). Only fill the hopper if doing a very long cook.
3. Leaving pellets sitting for a long time (weeks) in the hopper can result in poor burning results as the pellets can absorb moisture. Very moist pellets can even clog up the auger. It is best to keep the pellets in an air-tight bag or container.
4. If not planning to use the grill for several weeks or longer, scoop out most of the pellets with a plastic cup or bowl. Start the grill and run at a high temperature setting until the remaining pellets in the hopper are used up. The grill will automatically turn OFF and display LEr (low temp error) once the pellets run out, which is normal.
5. If the hopper is totally empty of wood pellets, follow the Initial Startup Instructions to prime the the auger tube with fresh wood pellets. As soon as pellets drop into the fire-pot, turn the controller dial to Shut Down then SMOKE to startup as normal.

14. Troubleshooting

Visit zgrills.com.au/help or scan the QR code for the latest troubleshooting guides and videos.



Scan for help information

Problem	Reason	Investigation/Solution
Grill not turning on. Controller display not showing any numbers. No fan or auger operating noises.	NO POWER	<ul style="list-style-type: none"> Check power supply to the grill. Power requirement is standard residential 10Amp 240V AC. If using a portable power supply, ensure minimum 400Watt power supply (240V AC).
	BLOWN FUSE	<ul style="list-style-type: none"> With grill unplugged, pull out the fuse (in back of controller panel) and check to see if blown. If it is blown DO NOT just replace with new one, as that will blow too. Check the auger motor and fan for any discolouration or heat damage. If they look ok the problem is most likely the ignition rod. Contact Z Grills customer service to get replacement ignition rod.
	WIRING NOT CONNECTED	<ul style="list-style-type: none"> Check to ensure that all wiring plugs are tightly connected.
	CONTROLLER FAILURE	<ul style="list-style-type: none"> If the power supply is confirmed, fuse is not blown and the controller LCD display is not lighting up, the controller may be faulty and need to be replaced. Contact Z Grills customer service to get a replacement controller.
LEr Error or No smoke or fire	NO PELLETS IN FIRE-POT	<ul style="list-style-type: none"> Check to ensure there are pellets in the hopper. If there are pellets in the hopper, watch in the fire-pot to see if they are being delivered and if the auger is very slowly turning. Ensure Initial Startup procedure has been completed to prime the auger feed tube with pellets.
	AUGER MOTOR FAILURE	<ul style="list-style-type: none"> Remove the grease tray and heat baffle so you can see in the fire-pot. Turn the grill ON and turn the dial to Smoke setting and check to see if auger is rotating. It turns very slow and comes on and off. If auger is not rotating after several minutes, it may be a faulty auger motor or controller. Check to see if any discolouration to the auger motor which would indicate failure. Contact Z Grills Australia customer support for replacement parts.
	IGNITION ROD FAILURE	<ul style="list-style-type: none"> With the grease tray and heat baffle removed, turn the controller dial to SMOKE setting so pellets are fed into the fire-pot. Watch for signs of smoke and the ignition rod to get hot. If no smoke appears the ignition rod may have failed. Contact Z Grills Australia customer support for a replacement part.
	MOIST PELLETS	<ul style="list-style-type: none"> Moist pellets will not burn well and the fire can go out. This will be apparent if lots of unburnt pellets are in the fire-pot. Clean out all existing pellets and replace with clean, dry pellets and try running the grill again.
	TOO MUCH ASH	<ul style="list-style-type: none"> Lots of ash will smother the fire. Clean out the ash from the fire-pot and refer to section 5 Cleaning Instructions.

Problem	Reason	Investigation/Solution
HEr High Temperature Error on Controller Display	OPERATING WITH GRILL LID OPEN FOR TOO LONG CAUSING FIRE POT TO BE TOO FULL OF PELLETS	<p>If the grill is operated with the lid open for an extended period of time at a high temperature setting, the set temperature will not be reached and too many pellets may be delivered into the fire-pot. Once the lid is shut the temperature can shoot up to very high levels (too many pellets burning) causing a high temperature error.</p> <ul style="list-style-type: none"> • Switch the grill OFF and turn the Controller Dial to Shut Down. • Immediately turn the power switch back ON, open the lid and set to Smoke. • Wait until the “roaring” sound is heard, close the lid and set to the desired temperature. • Avoid opening the lid for longer than required to manage your cooking.
	LOOSE TEMPERATURE SENSOR CONNECTION Or FAULTY GRILL TEMPERATURE SENSOR	<p>If the HEr error is happening when the grill is NOT very hot it may be a loose temperature sensor connection or faulty temperature sensor.</p> <ul style="list-style-type: none"> • Check the sensor plug located between the grill drum and hopper. • Check the sensor connection into the back of the controller (with the grill power unplugged) • If still getting HEr contact Z Grills customer support for a replacement temperature sensor.
Incorrect Grill Temperature	DIRTY TEMP SENSOR	<ul style="list-style-type: none"> • Clean the Grill Temperature Sensor to ensure accurate temperature readings.
	FAULTY CONTROLLER or FAULTY TEMPERATURE SENSOR	<ul style="list-style-type: none"> • If the temperature is consistently different to the setting on the temperature dial the controller may be faulty. Compare the grill probe temperature to a food probe (plugged into the controller) located next to the grill temperature sensor. If the grill temperature is consistently showing a higher/lower temperature (Eg. always 20°C higher) it is most likely a faulty temperature sensor. • It is normal for the grill temperature to cycle above and below the setting by as much as 20°C, especially during the initial heat up phase.
	TOO MUCH ASH	<ul style="list-style-type: none"> • Accumulated ash around the ignition rod can prevent or delay ignition of the wood pellets results in high temperatures when they finally ignite. • Vacuum out the fire-pot after each 5kg of pellet usage.
	WEATHER TOO HOT	<ul style="list-style-type: none"> • During hot, sunny weather the grill may exceed the temperature setting. Place the grill in a shaded area. • Open the lid to allow the temperature to drop to the set temperature level, then close the lid.
	LID OPEN TOO MUCH	<ul style="list-style-type: none"> • Avoid opening the lid too often or for too long as this will cause larger temperature swings. The controller will read lower temperatures (particularly when on higher temperature settings) than the setting and deliver too many pellets.

Problem	Reason	Investigation/Solution
Temperature rises too high (above temperature setting) in first 15-20 minutes of operation	LID CLOSED TOO SOON AFTER STARTUP.	<ul style="list-style-type: none"> After turning to Smoke for startup, don't shut the lid until lots of smoke is released and the fire has burnt for a few minutes. Shutting the lid too early results in the large initial quantity of pellets releasing lots of heat which easily overshoots lower temperature settings. Leave the lid open for up to 10min (especially in hot weather) during startup if temperature overshoots after closing the lid. Note that leaving the lid open for too long (>10min) will also cause issues as the the controller will continue to dump more and more pellets to try and achieve the target temperature.
Excessive or discoloured smoke or Grill not able to reach desired temperature	MOIST PELLETS	<ul style="list-style-type: none"> Empty the hopper of wood pellets. Run the grill at 232°C to push out remaining pellets in the augur tube. Turn the controller dial to Shut Down. Once cooled down, vacuum out the hopper and fire-pot. Pour in dry pellets (only as many as required for cooking) and then follow the Initial Startup Instructions.
Noisey Auger	LONG PELLETS	<ul style="list-style-type: none"> Occasional clunking and squeaking sounds are normal and are due to the auger breaking through longer pellets. Try using shorter pellets.
<p>Lots of smoke appearing from the Pellets in Hopper.</p> <p>Tiny amounts of smoke may appear in windy conditions which is normal.</p>	<p>WOOD DUST in AUGER TUBE and HOPPER or</p> <p>HIGH TEMP OPERATION WITH LID OFTEN OPEN or</p> <p>HIGH TEMP OPERATION IN WINDY CONDITIONS or</p> <p>DIRECTLY TURNING FROM HIGH TEMPERATURE TO SHUT DOWN</p>	<p>DO NOT pour any water into the Hopper</p> <p>Steps to Take</p> <ul style="list-style-type: none"> Open the grill and hopper lids. Turn the controller dial to Smoke setting (power switched ON). If after another 10 minutes there is no more smoke coming from the hopper, turn the grill to shut down, or back to the desired temperature to continue cooking. If the smoke does not stop appearing from the hopper after 10 minutes, remove all the pellets from the hopper right down to the auger (use vacuum if necessary) and run the controller on High until ALL pellets have cleared from the auger tube. Turn the unit to Shut Down. <p>Clean the Grill</p> <ul style="list-style-type: none"> Once the unit has fully shut down and is cool, vacuum out all pellets, dust and ash in the hopper, fire-pot, pellet feed tube and grill drum. Complete Initial Startup Procedure with clean pellets. <p>Future Prevention</p> <ul style="list-style-type: none"> Avoid pouring the wood dust from the bottom of bags of pellets into the hopper. Very dusty pellets should be sifted before use. Every 15-20kg of pellet usage, let the grill fully run out of pellets, so the pellet feed tube is empty. Then "Clean the Grill" as outlined above. After each use, vacuum out the fire-pot and grill drum area of ash. Make sure the chimney cap is not screwed down too much. There should be roughly a 0.5cm gap between the top of the chimney and the cap. Also clean the underside of the chimney cap and chimney of soot build up.

15. Grill Repair Instructions

DANGER!

HIGH VOLTAGE: Unplug the grill from electric power supply before completing any repairs. Only plug into power once all repairs are complete and covers are back in place.



Scan for help information

- All key components can be replaced DIY by a “handy person”.
- If a handy person is not available to complete the repairs, a BBQ repair shop, mechanical or electrical equipment repairer should be able to complete the work.
- Do not complete any repair work yourself unless suitably experienced and confident to do so.
- Refer to the table below for estimated time, difficulty, parts and tools required.
- How to repair videos are available on the Z Grills Australia [website](#).

Component	Time	Difficulty	Spare Parts	Tools Required
Fuse	5 min	✂	3A M205 Fast Blow Fuse 5 x 20mm *	✓ Phillips head screw driver ✓ Wire snips or scissors
Temperature Sensor	5 min	✂	ZG-450-TSENSOR	✓ Phillips head screw driver ✓ Pliers or small socket/spanner set
Controller Board	20-30 min	✂✂	ZG-CONT	✓ Phillips head screw driver ✓ Wire snips or scissors ✓ Pliers
Fire-pot Fan	20-30 min	✂✂	ZG-FPFAN	✓ Phillips head screw driver ✓ Wire snips or scissors ✓ Pliers
Ignition Rod	30-40 min	✂✂✂	ZG-IROD	✓ Phillips head screw driver ✓ Wire snips or scissors ✓ Wide Pliers or Small socket set
Auger Motor	30-40 min	✂✂✂	ZG-AMOTOR-1.6	✓ Phillips head screw driver ✓ Wire snips or scissors ✓ Pliers

* This is standard type of fuse widely available from electrical suppliers and retailers.

Questions?

- Send a [product support request](#) on our website. (BEST OPTION)
- Contact Z Grills Australia customer support at support@zgrills.com.au



Scan to go to support request page

16. Limited Product Warranty

Warranty Claim Process

- Contact Us on the Z Grills website and select Product Support for enquiry type.
- If you use the same email address that was used to purchase the grill online we will be able to find your purchase records. If you used a different address, or did not purchase online please provide proof of purchase (email or photo).
- Describe as clearly as possible the issue you are having and upload a photo of the problem if relevant.
- If within the 3 year parts warranty period, and confirmed to be a product fault, a replacement component will be shipped to you free of charge.
- If outside the 3 year parts warranty period, or not confirmed as a product fault, you will be able to purchase a replacement part.

Manufacturer's Limited Warranty Policy

Z Grills Australia Pty Ltd (Z Grills) provides a 3 years parts warranty from the date of purchase by the original owner.

This warranty applies to defects in all materials and workmanship.

During the warranty period, Z Grills will at its option repair or replace defective parts or units.

This limited warranty does not apply to painted components, the fire pot or fabric grill cover.

Z Grills takes every precaution to utilise materials that inhibit rust including the use of high-temperature paint where advisable. Even with these safeguards, the protective coating can be compromised by various substances and conditions beyond Z Grills' control. Humid environments, high temperatures, chlorine, insecticide, salt and disinfectant are some of the substances that can affect paint and metal coatings. For these reasons, rust or oxidation is not covered under this limited warranty.

During normal use and cleaning the ceramic coated grill racks may become cracked or chipped resulting in exposed metal that may show signs of rust. This is normal and is not covered under this limited warranty.

Z Grills shall not be liable for transportation charges, labor costs or export duties.

Z Grills shall not be liable if you fail to install, operate, clean or maintain your grill in accordance with this owners' manual instructions.

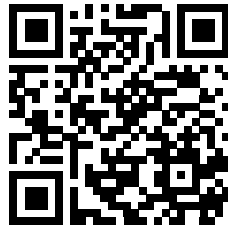
Misuse, abuse, alteration and natural disasters are not included in this warranty.

Z Grills goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



This ZPG-450A Electric Pellet Smoker BBQ has been certified to the following standards:
Low Voltage Directive 2014/35/EU, Electromagnetic Compatibility 2014/30/EU, EN 60335-1:2012+A11:2014, EN 60335-2-9:2003/A13:2010/AC:2012, EN 55014-1:2017, EN 55014-2:2015, EN 61000-3-2:2014, EN 61000-3-3:2013
Certificate No.: I/SETC.000920190319
Issued: 19/03/2019 Expiry Date: 18/03/2024
Made in China by Jiangsu Z Grills Technology Co., Ltd

Register Your Grill

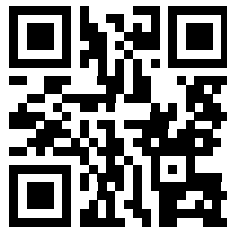


Scan QR code

Or go to: zgrills.com.au/product-registration

Registration is only required if you did NOT purchase from the Z Grills website. By registering, you will receive useful tips on how to use your grill and we will have your information on file should you ever need any support.

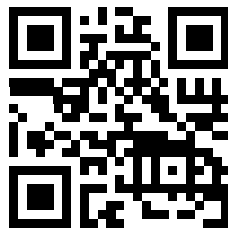
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