



# BUILT-IN GRIDDLE

## Owner's Manual

BIG32FT

Appliances illustrated in this manual may differ from model purchased.



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# CONGRATULATIONS ON YOUR NAPOLEON GRIDDLE!

You've Just Upgraded Your Grilling Game.

Appliance displayed in the photo may differ from the model purchased.

**WE WANT YOUR GRILLING EXPERIENCE TO BE MEMORABLE AND SAFE.**

Please read and follow this Owner's Manual before using your appliance to avoid property damage, personal injury, or death.

Remove all packaging material, promotional labels and cards from the appliance before use.

**USE OUTDOORS IN A WELL-VENTILATED SPACE.**

**DO NOT OPERATE IN A BUILDING, GARAGE, OR ANY OTHER ENCLOSED AREA.**

## DANGER!

### IF YOU SMELL GAS:

- Shut off gas to the appliance.
- Extinguish any open flame.
- Open lid.
- If odor continues, keep away from the appliance and immediately call your gas supplier, or fire department.



## WARNING!

Do not try to light this appliance without reading the LIGHTING instructions section of this manual.

Do not store or use gasoline, or other flammable liquids or vapors in the vicinity of this or any other appliance.

An L.P. (propane) cylinder not connected for use must not be stored in the vicinity of this or any other appliance.

If the information in these instructions is not followed exactly, a fire or explosion may result and cause property damage, personal injury, or death.



**Alert adults and children about the hazard of hot surface temperatures.  
Supervise young children near the appliance.**

**NOTICE TO INSTALLER:** Leave these instructions with the appliance owner for future reference.

**NOTICE TO CONSUMER:** Keep these instructions for future reference.



IAPMO GMK10796  
AS/NZS 5263.1.7

# Welcome to Napoleon!

## SAFETY FIRST



### **WARNING! General Information**

This appliance should be installed in conformity with AS/NZS 5601 and local codes.

If a rotisserie motor is used, it must be electrically grounded in accordance with local codes. If an external electrical source is utilized, the appliance must also be grounded in accordance with local codes.



### **WARNING! Electrical Precautions**

Keep all electrical supply cords and fuel supply hoses away from all heated surfaces.

To protect against electric shock, do not immerse the cord or plug in water or other liquids.

When connecting, first connect plug to appliance, then plug the appliance into outlet. Use only a residual-current device (RCD) protected circuit with this outdoor cooking appliance.

Never remove the grounding plug. Never use with an adapter of 2 prongs. Use only extension cords with a 3 prong grounding plug that has been rated for the power of the equipment and approved for outdoor use with W-A marking.

If the power cord is damaged, replace with a full power cord and transformer assembly recommended by Napoleon.



### **WARNING! Installation & Assembly**

Assemble this appliance exactly as instructed in the Assembly Guide. If the appliance was assembled in-store, review the assembly instructions to ensure it is done correctly. Do not install in, or connect to, the consumer piping or gas supply system of a boat or caravan. Perform the required Leak Test before operating the appliance.

Do not modify this appliance under any circumstances.

Allow appliance to cool before installing or removing parts.

Do not use a cylinder that is not equipped with an LCC27 type connection.

Only use the pressure regulator and hose assembly supplied with this appliance or replacement parts specifically recommended by Napoleon.

### **WARNING! Operation**



Read this entire Owner's Manual before operating this appliance.

Leak Test this appliance before each use, annually and when any gas components are replaced.

Follow the lighting instructions carefully.

Do not let the cord hang over the edge of a table.

Do not use this appliance for purposes other than intended.

Do not operate this appliance with a damaged cord, plug, or after the appliance malfunctions or has been damaged in any manner. Contact Napoleon for repair.



### **WARNING! Storage & Disuse**

Turn off gas at the propane cylinder or natural gas supply valve.

Disconnect the hose between the propane cylinder and appliance.

Remove the propane cylinder and store outdoors in a well-ventilated space away from children.

Unplug from the outlet when not in use and before cleaning.

DO NOT store propane cylinders in a building, garage, shed, or any other enclosed space.

Disconnect the natural gas hook-up from the supply when storing the appliance indoors.

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# Full System Features

Automatic detection and shut-off of gas flow in case of burner blowout.

Premium Stainless-Steel Construction designed for enduring quality and durability.

Industry-leading evenness of heat and quick warm-up times.

Large stainless steel cooking surface.

Precision Cooking with Dual Zone Control to cook a variety of foods at different temperatures simultaneously.

Hinged, removable stainless steel lid.

Same installation footprint as our BIG32 built-in grill, for easy installation or upgrades.

Safety Glow Lights ensure safety and ambiance with glowing blue lights that transition to red when burners are in use.

Hassle-free cleaning with a removable front-loaded grease tray and integrated tool scraping system, maintaining a tidy cooking space.

Includes convenience of integrated power source to connect to BIB side burners (optional).

Integrated tool hook.

One-touch startup with an integrated electric ignition system.



The appliance illustrated in this Owner's Manual may differ from the model you purchased. Featured model: BIG32FT



# Getting Started



**DANGER / WARNING!** Advises of a hazard that could result in a fire, explosion, death or serious physical injury.



**WARNING / CAUTION!** Advises of a hazard that could result in minor physical injury or property damage.



Wear protective gloves.



Wear safety glasses.



**CAUTION!** Hot surface.



Important information.



Do not smoke while performing a gas leak test. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.



Never use an open flame to check for gas leaks. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.



**DANGER!** Immediately shut off the gas supply and disconnect.

## ADDITIONAL SAFE OPERATING PRACTICES

- Burner controls must be off when turning the gas cylinder valve on.
- Do not operate the appliance with the lid closed.
- Do not move the appliance during use.
- Turn off the gas supply at the source after use.
- Do not modify the appliance.
- Maintenance should only be done when the appliance is cool.
- Do not store lighters, matches, or any other combustibles inside the enclosure.
- Keep all electrical supply cords and fuel supply hoses away from all heated surfaces.
- Clean the drip tray regularly to avoid build-up and grease fires.
- Keep the burner venturi tubes free from spider webs and other obstructions by inspecting and cleaning regularly.
- Do not use a pressure washer to clean any part of the appliance.
- Do not locate this appliance where it can be exposed to high winds, especially when the wind can come from directly behind the appliance.
- Do not operate appliance under any combustible construction.
- This appliance is not intended to be installed in, or connected to, boats or recreational vehicles.
- This appliance must be kept away from flammable materials while in use.
- Always maintain proper clearance to combustibles: minimum 17" (432mm) to the rear of the appliance, 9" (229mm) to the sides, and 47" (1200 mm) overhead.
- Additional clearance of 24" (610mm) is recommended near vinyl siding or panes of glass.
- Always maintain a minimum distance of 17" (432mm) between other additional appliances.
- The minimum ambient operating temperature for safe use of the appliance is 0°F (-17.8°C).

**CAUTION!** The hook-up and installation of the gas and hose connection must be performed by a licensed gas fitter, and leak tested before operating the appliance.

**CAUTION!** Ensure the hoses do not contact any high temperature surfaces of the appliance.

**WARNING!** Accessible parts may be very hot. Keep young children away.





## LOCATING YOUR APPLIANCE

It is important when selecting a location for your gas appliance to ensure clearances to adjacent combustibles are met. This appliance is intended for installation on an outdoor patio or in your yard.

This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

Any enclosure in which the appliance is used shall comply with one of the following:

- An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover. (Fig. 1)
- Within a partial enclosure that includes an overhead cover and no more than two sidewalls. These sidewalls may be parallel, as in a breezeway, or at right angles to each other. (Fig. 2 & Fig. 3)

Within a partial enclosure which includes an overhead cover and more than two walls, the following shall apply:

- At least 25% of the total wall area is completely open; and
- At least 30% of the remaining wall area is open and unrestricted. (Fig. 4 & Fig. 5)

In the case of balconies, at least 20% of the total of the side, back and front wall areas shall be and remain open and unrestricted.

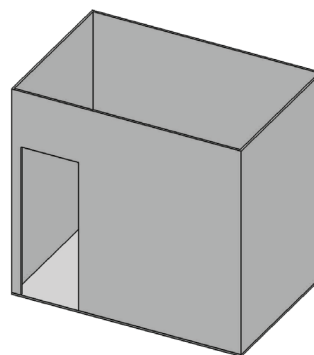


Fig. 1

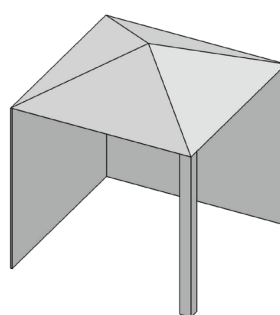


Fig. 2

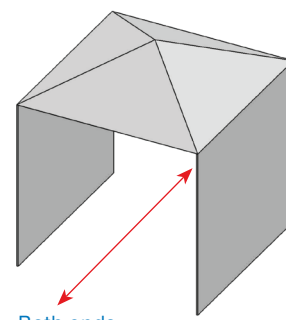


Fig. 3

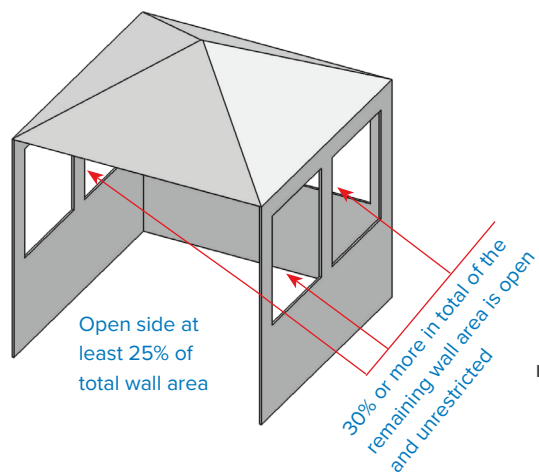


Fig. 4

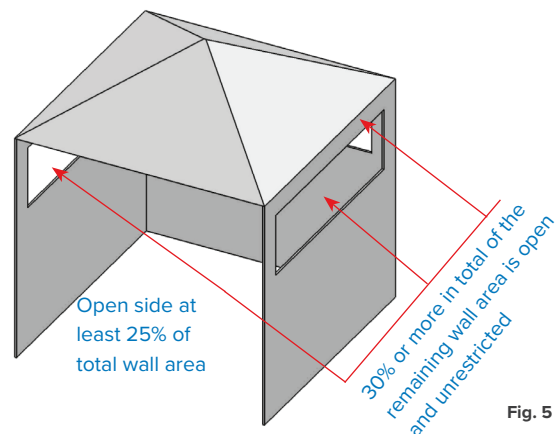
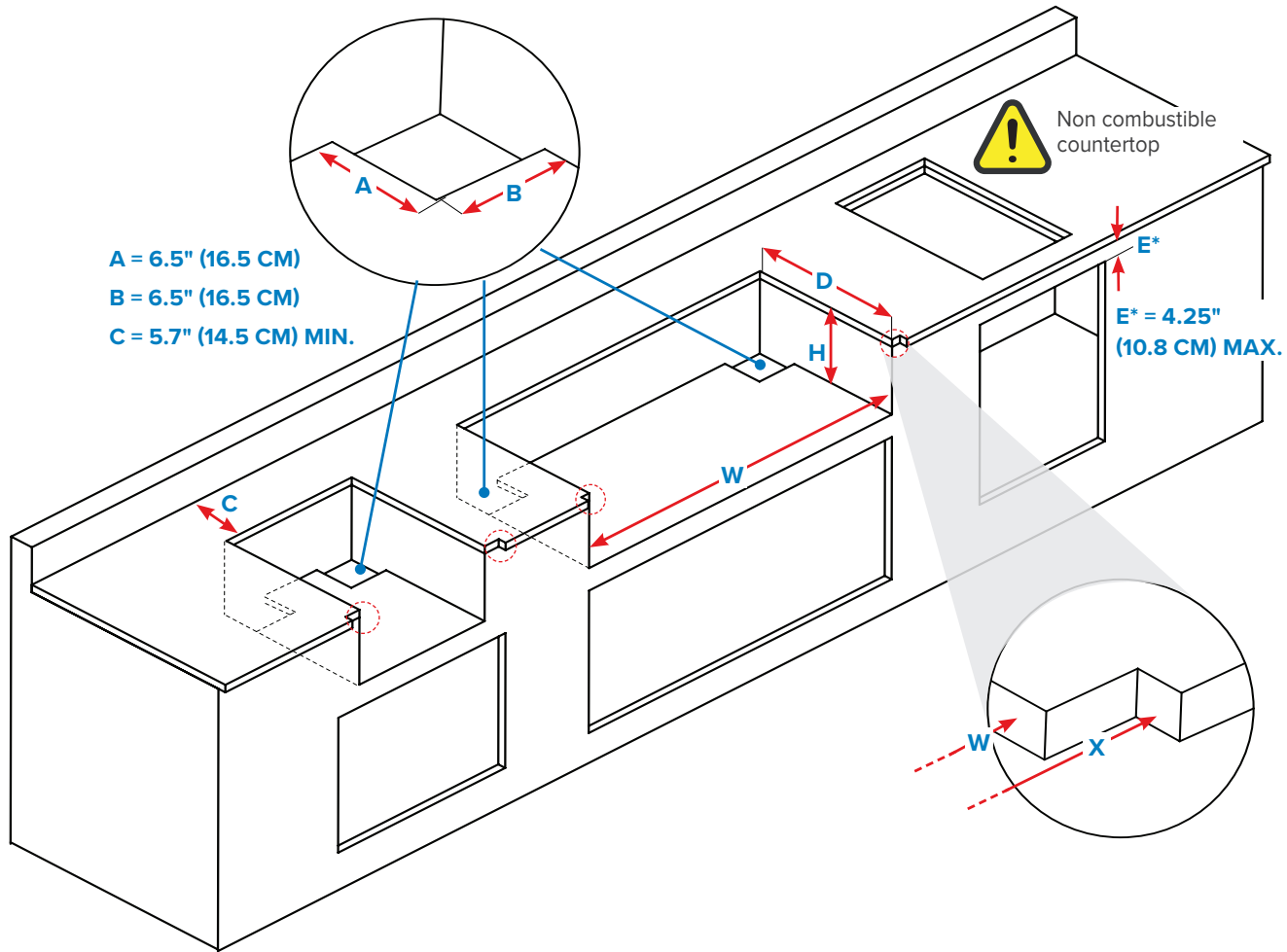


Fig. 5



## CUT-OUT DIMENSIONS

MODEL		OPENING DIMENSIONS (INCH / CM)				OPENING DIMENSIONS (INCH / CM) INSTALLING ZERO CLEARANCE LINER			
		W	X	D	H	W	X	D	H
BIG32FT	Min.	30 / 76.2	33.50 / 85.1	19.4 / 49.3	10.25 / 26.0	34 / 86.4	35.38 / 89.9	21.38 / 54.3	10.38 / 26.4
	Max.	32 / 81.3	-	19.75 / 50.2	-	-	-	-	-



**E\*** = For use with the installation of a Napoleon BI door.

**WARNING!** The cabinet frame and the cabinet **MUST** be made from non-combustible material when the appliance is not installed with the Zero Clearance Liner corresponding to your unit. Refer to the parts list in your Assembly Guide for specific information.

**CAUTION!** Securely fasten a protective cover to the appliance to protect it from severe weather.

**CAUTION!** If enclosure houses an LPG cylinder, this construction must comply with the built-in cylinder enclosure instructions. Refer to **Gas Connections**.





## GAS CONNECTIONS

This appliance must operate with a gas supply pressure of 2.75 kPa (0.39 psi) for propane and 1.00 kPa (0.25 psi) for natural gas. If the gas supply exceeds these requirements a regulator must be installed upstream of the appliance's components. If the gas supply is lower than the requirements, the unit will be under fired and will not reach the maximum temperatures. Use a gas pressure regulator and hose supplied by Napoleon; if not included, use a regulator and hose that meet national and regional codes.

The recommended length of the hose is 0.9 m. The hose must never be longer than 1.5 m. Check the hose regularly for rips melting or wear. Replace if needed. The piping up to the appliance is the responsibility of the installer.

**Note:** The hose should be replaced before the expiry date printed on it.

### To a House Gas Supply Line

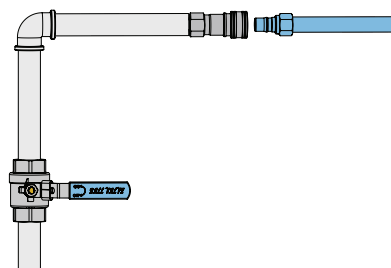
The piping up to the appliance is the responsibility of the installer.

- The gas pipe must be sized to supply the MJ/h specified on the rating plate, based on the length of the piping run.
  - If you are installing a side burner, a separate gas line must be branched off to the unit through a specific opening in that location.
1. A readily accessible manual shut-off valve must be installed upstream of the unit. A flexible metal connector is included to simplify the installation. Connect the other end of the connector to the gas piping.
  2. Tighten using two wrenches. Do not use thread sealer or pipe dope.
  3. Ensure that the connector does not pass through a wall, floor, ceiling or partition, and is protected from damage.
  4. Leak test all joints prior to operating the appliance. See **Leak Test**.

**Note:** The gas griddle is designed to operate at a test point pressure of 1.00 kPa for natural gas and must be checked

after installation by turning all burners on and measuring at the regulator outlet test point provided.

- This unit includes an internal regulator which stabilizes the gas pressure and improves appliance performance.
- This regulator cannot be adjusted.
- There is a pressure tap located on the side of the regulator. It can be used by a qualified service person when servicing the appliance to determine if the regulator is functioning properly.
- The screw within the pressure tap must always be kept tight, except when performing a pressure test on the regulator. This must be done by qualified service personnel only.



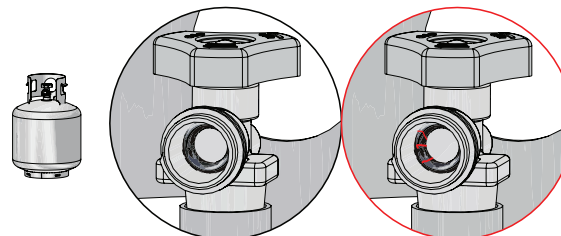
### To a Portable Propane Cylinder

Only use a propane cylinder constructed and marked in accordance with the AS/NZS 5601 and local codes. The cylinder connection device must be compatible with the connection for this outdoor appliance.

The propane cylinder must have:

- A shutoff valve with an LCC27 connection. Do not use an adapter at the cylinder connection.
  - A safety relief device
  - A collar to protect the valve
  - A listed Overfill Protection Device
1. Check the cylinder for dents or rust, and have it inspected by your propane supplier.
  2. Ensure the gas regulator hose has no kinks.
  3. Do not route the hose in close proximity to the drip pan.
  4. Remove the cap or plug from the cylinder fuel valve.

5. Insert the LCC27 regulator connection onto the LCC27 fuel valve. Hand tighten to right. Do not use tools.
6. Ensure the hose does not contact any high temperature surfaces of the appliance because it will melt and cause a fire.
7. Leak test all joints prior to operating the appliance. See **Leak Test**.



**WARNING!** The supplied regulator with 3/8" SAE 45° Flare Inlet Connection (5/8-18 UNF thread) must be connected with rigid pipe, copper tube or approved flexible metal which must comply with AS/NZS 5601.

**WARNING!** Periodically check the test date on the gas cylinder to ensure it is within its service life specification. If required, contact an approved testing facility or gas supplier for re-certification or replacement.

**WARNING!** Close the individual shutoff valve to isolate the appliance from the gas supply piping system during any pressure testing equal to or less than ½ Psi (3.5 kPa).

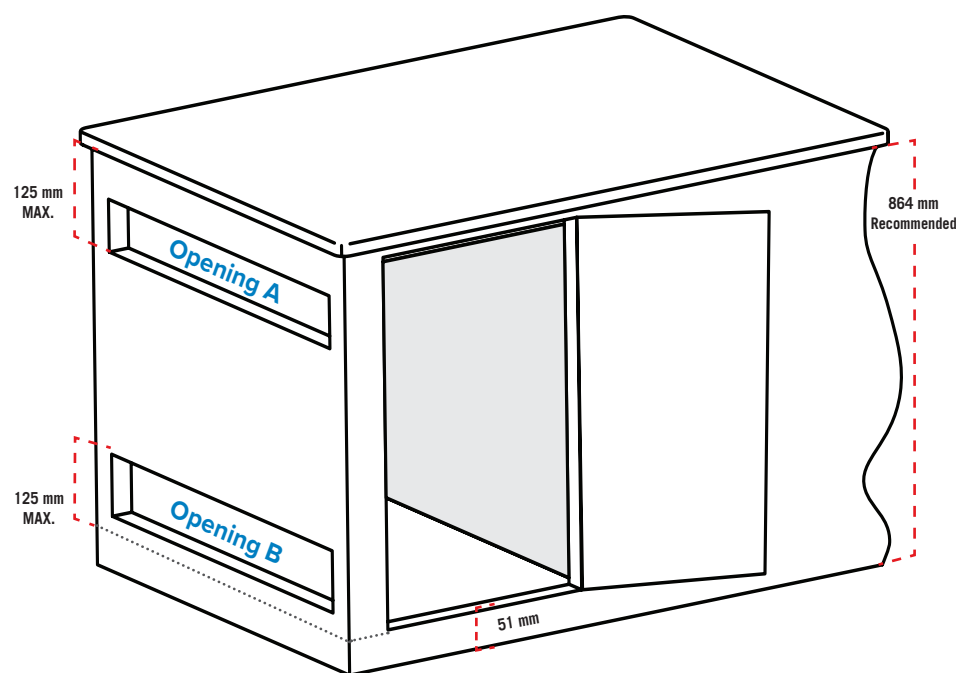
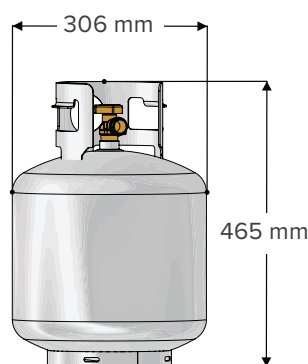


### If Placing the Cylinder in a Built-in Enclosure

- The design of the enclosure should allow for the gas cylinder to be connected, disconnected, and the connections inspected and tested outside of it. The connections that could possibly be disturbed when installing the cylinder in the enclosure can be leak tested inside.
- The cylinder must be isolated from the grill enclosure, sources of ignition (such as electrical connections) and protected from radiation, flames, hot drippings, and other foreign or hazardous materials.
- A door on the enclosure to access the cylinder is acceptable if it is non-locking and can be opened without using tools.
- There must be a minimum clearance of 51 mm between the floor of the cylinder enclosure and the ground.
- The cylinder compartment(s) shall have permanent openings ventilating directly to the outside of the appliance and consisting of either of the following:
  - Perforations, uniformly distributed over the height of the enclosure and with a total free area of not less than 25% of the sidewall area.
  - Separate openings at high and low level, such that -
    - the total free area at high level (Opening A) is not less than 20 000 mm<sup>2</sup> and is within 125 mm of the top of the cylinder compartment; and
    - the total free area at low level (Opening B) is not less than 20 000 mm<sup>2</sup>; and
      - At least 25% of the required area is within 15 mm of the base of the cylinder compartments;
      - The total required area is within 125 mm of the base of the cylinder compartment; and
    - The openings cannot be obstructed by the cylinder(s).

CYLINDER SIZE	OPENING A AREA	OPENING B AREA
9.1 kg (20 lb)	>20 000 mm <sup>2</sup>	>20 000 mm <sup>2</sup>

### MAXIMUM CYLINDER DIMENSIONS



**Note:** See **Assembly Guide** for additional propane storage.

**WARNING!** Do not store a spare gas cylinder below the appliance.

**WARNING!** Do not use a gas cylinder that is more than 80% full.

**WARNING!** Follow all specifications and instructions precisely to prevent fire, explosion, property damage, personal injury, or death.

**WARNING!** Check the hose for evidence of excessive abrasion, melting, cuts or cracks. If the hose is damaged, it must be replaced with an assembly specifically recommended by Napoleon.





## LEAK TEST

### Why and When to Leak Test?

A leak test confirms no gas is escaping after you connect the hose to the gas supply.

Each time the tank is refilled and reinstalled, ensure that there are no leaks in the fitting where the regulator connects to the tank.

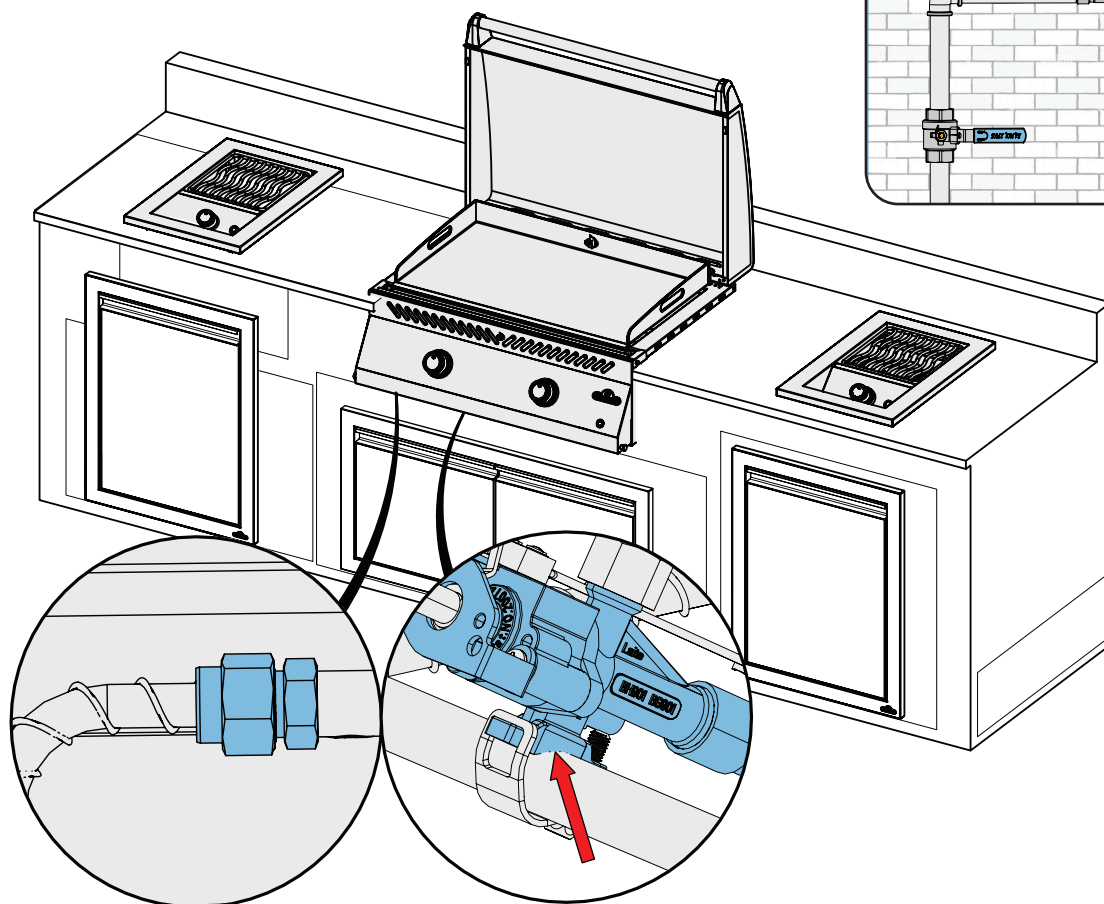
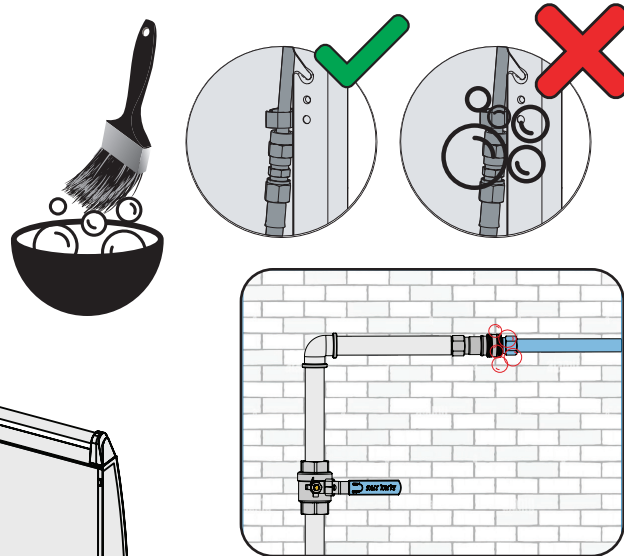
Leak test this appliance before use, annually, and when any gas components are replaced.

### Leak Test Steps

1. Do not smoke while performing the test.
2. Remove all sources of ignition.
3. Turn all burner controls to the off position.
4. Turn the gas supply valve on.
5. Brush a half-and-half solution liquid soap and water onto all joints and connections of the regulator, hose, manifolds, and valves.
6. Bubbles indicate a gas leak.

### If You Find a Leak

1. Tighten any loose joints.
2. If the leak cannot be stopped, immediately shut off the gas supply and disconnect the appliance.
3. Have the appliance inspected by a certified installer, or dealer.
4. Do not use the appliance until the leak has been fixed.



**WARNING!** Never use an open flame to check for gas leaks. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.

**WARNING!** Only use the pressure regulator and hose assembly supplied with the appliance, or one in conformity with local codes.



# Operation

## LIGHTING YOUR APPLIANCE

### Is it the Very First Time? Perform a Burn-off

Run the burners on high for 30 minutes with the lid open. It is normal for the appliance to emit an odor the first time it is lit. This odor is caused by the “burn-off” of internal paints and lubricants used in the manufacturing process and will not occur again.

### Burner Lighting

1. Open appliance lid.
2. Pushing the knob in activates the igniter, you will hear a rapid clicking sound. Push and turn the burner control knob counter-clockwise to the HIGH position. Continue to push inwards on the control knob until the burner lights (the knob light will turn red when the burner lights). Release the control knob. (Fig. 1)
3. If the burner will not light, the knob will blink red until it senses a flame. If no flame is detected – turn the control knob clockwise to the OFF position. Wait 5 minutes for gas to dissipate. (Fig. 1)
4. Repeat step 2, or light with a match.

**Note:** The knobs will also blink if there is a blow out or malfunction. See **Troubleshooting**.

### Lighting with a Match

1. Clip the match into the supplied lighting rod.
2. Insert the lit match to the side underneath the griddle plate.
3. While turning the corresponding burner knob to high. (Fig. 2)

**Note:** In the event of a power outage, the appliance can be lit with a match.

### Lid Removal (Optional)

For your convenience, the appliance lid is designed to easily be removed. See **Assembly Guide**.

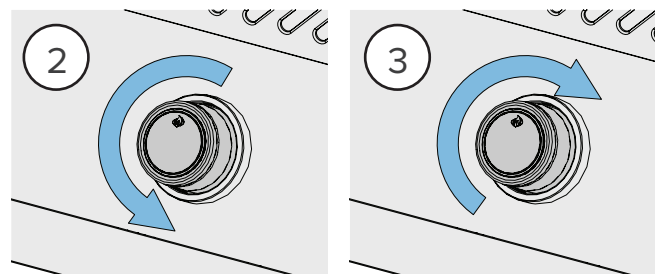
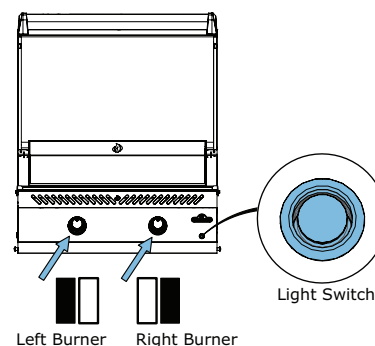


Fig. 1

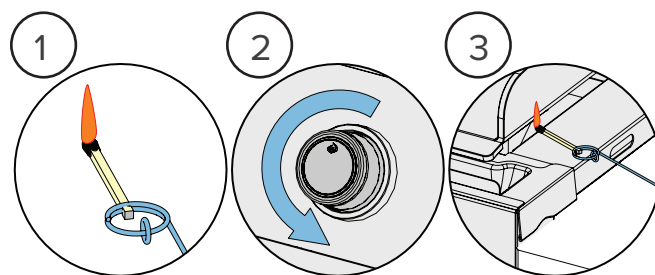


Fig. 2

### WE WANT TO HELP!

Napoleon is here to ensure your cooking experience is memorable. Contact us if you require additional help.

### REGISTER YOUR APPLIANCE!

Register your appliance! Go to [Napoleon.com](http://Napoleon.com) or your Assembly Guide for replacement part instructions.



**WARNING!** Ensure all burner controls are in the OFF position before slowly turning on gas supply valve.

**WARNING!** Follow the lighting instructions carefully.

**WARNING!** Make sure the lid of the appliance is OPEN while igniting.

**WARNING!** Do not adjust the griddle plate while the appliance is hot, or operating.





## COOKING INSTRUCTIONS

### Burner Use

- Preheat the appliance for up to 15 minutes or until the cooking surface reaches the desired temperature.
- Always keep the lid open when preheating and cooking.
- Use the two cooking zones to cook a variety of foods at different temperatures. (Fig. 1)
- Food is more likely to stick to the griddle plate if it is not hot enough. Use a thermometer designed for measuring the surface temperature of griddles to ensure the cooking surface is at the optimal temperature.
- The griddle plate should be oiled before cooking to prevent food from sticking. See **Can You Season a Stainless Steel Griddle?** (Fig. 2)
- Use the griddle plate to melt or warm sauces. Place pots or pans off to one side over low to medium heat. (Fig. 3)

#### BE CAREFUL!

The griddle and the entire firebox can become very hot when in use.

#### COOKING PRO TIP!

Use a thermometer to check the internal temperature of meat to ensure it is cooked perfect.

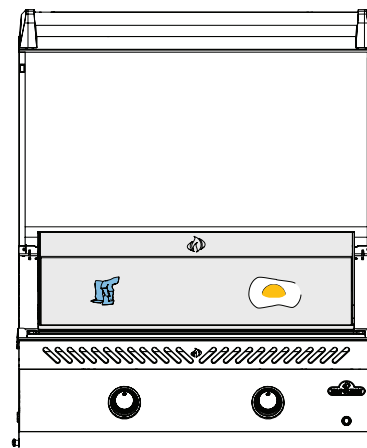


Fig. 1

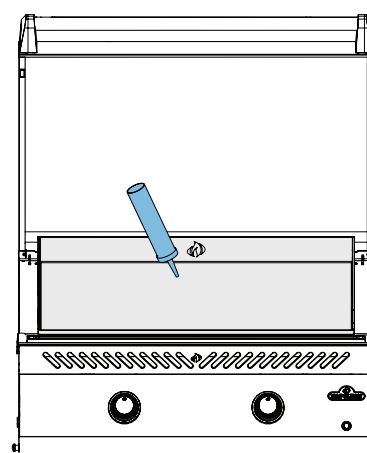


Fig. 2

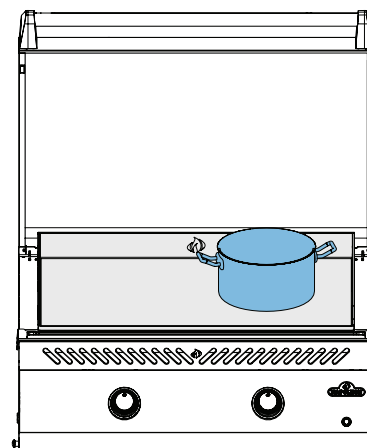


Fig. 3

**WARNING!** Never close the lid of the appliance when operating or hot. Let the appliance cool completely before closing the lid.

**WARNING!** Regularly clean grease out of the entire appliance to avoid build-up and grease fires.

**WARNING!** Do not leave food unattended.



## THE COOKING EXPERIENCE CHECKLIST

Refer to this list every time you cook.

☐ **Read Owner's Manual**

Be sure to have read the owner's manual and all the safety instructions.

☐ **Clean grease tray**

Always ensure you clean the grease tray prior to cooking to avoid fires and flare-ups.

☐ **Check the hose**

Ensure the appliance is off and cool. Check the hose for evidence of excessive abrasions, or cuts. Have the hose replaced before use if the hose is damaged.

☐ **Preheat the appliance**

Preheat your appliance to its lowest setting and apply a small amount of cooking oil to the griddle plate. See **Can You Season a Stainless Steel Griddle?**

**Note:** It is recommended to clean the griddle plate after every use. See **Cleaning Instructions**.

☐ **Prep area**

Make sure everything you need while cooking such as your utensils, seasonings, sauces, and dishes are within your reach. Don't leave your food unattended, or it could burn.

☐ **Leave space**

Leave some space on the griddle and between food, so you have room to move food around if you need to.

☐ **Use a thermometer**

Use a thermometer to ensure food is cooked thoroughly. Follow the appropriate temperatures guidelines for all types of meat, especially poultry.

### COOKING PRO TIP!



Get inspired to create delicious meals from the recipes and cooking techniques at [www.napoleon.com](http://www.napoleon.com) and Napoleon's cookbooks.

### OIL AND FAT SUGGESTION!



- Grape-seed Oil
- Sunflower Oil
- Soybean Oil
- Sesame Oil
- Avocado Oil

If not available, select an oil or fat that has a high smoke point. Do not use salted fats like butter or margarine.

## CAN YOU SEASON A STAINLESS STEEL GRIDDLE?






**Yes! Stainless steel has microscopic pores, seasoning the cooking surface will fill these pores with oil and help prevent food from sticking giving you results like the pros. Here's how to do it:**

1. Wash cooking surface with warm soapy water and a soft cloth. Pat dry and allow griddle plate to completely dry.
2. Preheat appliance to it's lowest setting.
3. Apply a small amount of high smoke point cooking oil to the center of the griddle plate and spread evenly using a spatula or clean cloth. Avoid the corners.
4. Heat to 350°F (176°C) until the oil starts to smoke then turn the griddle OFF and allow it to cool.
5. Once the cooking surface has cooled, wipe off the excess oil.
6. Griddle is now seasoned. Repeat after cleaning.





# Cooking Guide

FOOD	CONTROL KNOB SETTING	COOKING TIME	SUGGESTIONS
 <b>Steak</b> <b>1 inch (2.54 cm) thick</b>	HIGH – 2 minutes each side	Rare – 4 minutes	Ask for marbled fat in cut. Fat is a natural tenderizer and keeps meat juicy.
	HIGH to MEDIUM – High heat 2 minutes each side then turn to medium heat	Medium – 6 minutes	
		Well done – 8 minutes	
 <b>Hamburger</b> <b>½ inch (1.27 cm) thick</b>	HIGH – 2 minutes each side	Rare – 4 minutes	Keep patties all the same thickness for equal cooking times.
	HIGH – 2 ½ minutes each side	Medium – 5 minutes	
	HIGH – 3 minutes each side	Well done – 6 minutes	
 <b>Pork Chops</b>	MEDIUM	6 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 <b>Lamb Chops</b>	HIGH to MEDIUM – High for 5 minutes then Medium until finished	15 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 <b>Hot dogs</b>	MEDIUM to LOW	4 – 6 minutes	Select larger wieners and slit lengthwise before cooking.

## COOKING PRO TIP!

Choose the right kinds of food to cook. Your griddle excels at cooking foods hot and fast. Although you can cook large chunks of meat on a griddle over a low heat, a Napoleon gas or charcoal grill will produce better results.

## DID YOU KNOW?

It's recommended to clean your griddle plate after each use to prevent grease or food particles from hardening on the cooking surface.

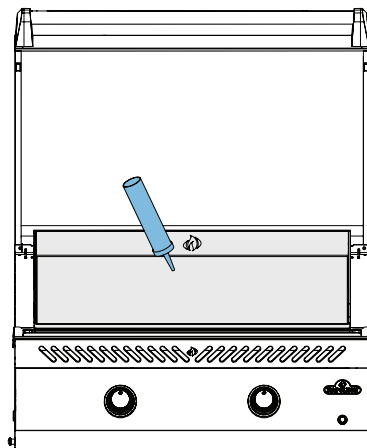
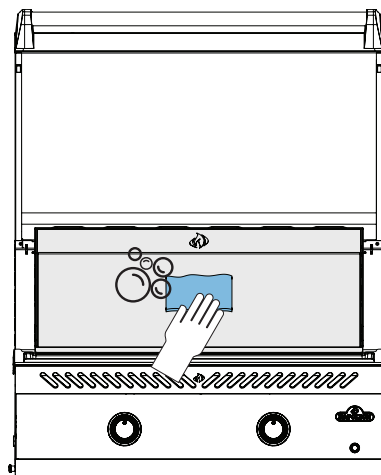
# Cleaning Instructions

## First Time Use

1. Wash the griddle plate by hand with water and mild dish soap to remove any residue from the manufacturing process.
2. Rinse thoroughly with hot water and dry completely with a soft cloth.

## Griddle Plate

- After every use and once cool, thoroughly wipe the plate using a cloth to remove food particles and other cooking residue. Always wipe in the direction of the grain.
- To remove heavy built-up residue, apply warm soapy water with a scouring pad. Special food-safe griddle cleaners may also be suitable. Always wipe in the direction of the grain.
- Thoroughly rinse the griddle plate with water after using any cleaning agents.
- Thoroughly dry the griddle plate with a clean cloth. Coat the plate lightly with your preferred cooking oil. See **Can You Season a Stainless Steel Griddle?**
- Expect the stainless steel griddle plate to permanently discolour from regular use at high cooking temperatures. This is normal and will not affect the performance of the appliance.



### COOKING PRO TIP!



Applying a thin layer of cooking oil to the griddle plate will help prevent delicate foods such as eggs or fish from sticking to the cooking surface.

**WARNING!** Always wear protective gloves and safety glasses when cleaning your appliance.

**WARNING!** Accumulated grease is a fire hazard.

**WARNING!** Cleaning should only be done when the appliance is cool to avoid the possibility of burns.



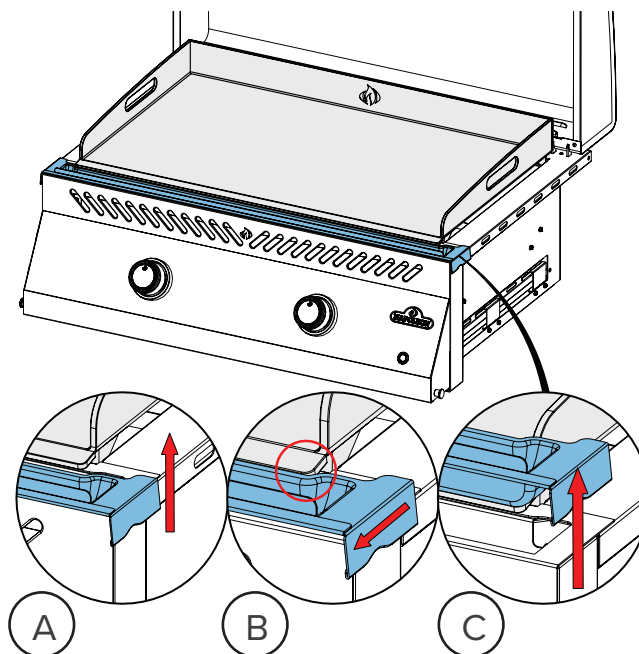
### Drip Tray

Clean the drip tray after each use.

1. Once the appliance has cooled completely, remove the drip tray from the appliance:
  - A. Grip the tray on both sides and lift it slightly up.
  - B. Pull it towards you, just past the edge of the griddle plate.
  - C. Continue to lift and pull up on an angle without tilting it.

**Note:** Tilting the drip tray may cause oil or debris to enter the interior of the appliance.

2. Clean the tray with hot soapy water. If using chemicals, be sure to carefully follow the manufacturer's instructions to avoid damaging the stainless steel.
3. Fully insert the drip tray back into the appliance.



### Control Panel

ONLY use warm soapy water.

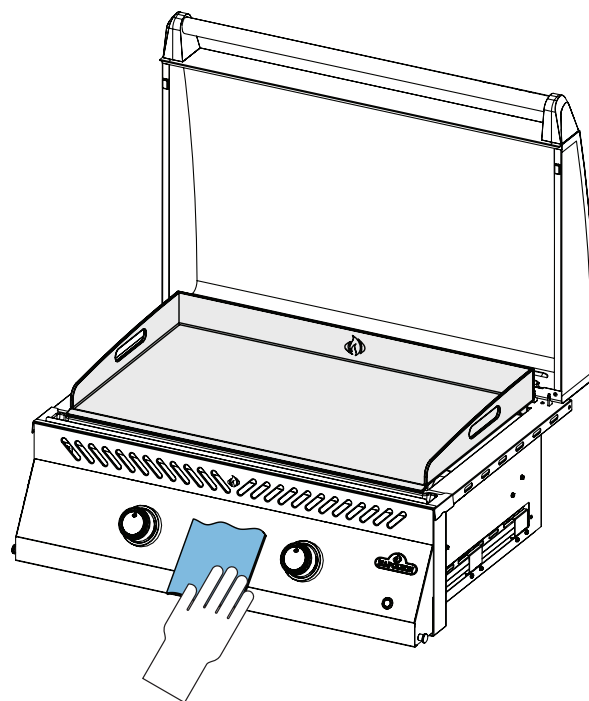
Text is printed directly on the control panel and will gradually rub off if abrasive or stainless steel cleaners are used.

Proper cleaning of the control panel will ensure the text remains dark and legible.

### Outside Appliance Surface

- Only use a non-abrasive cleaner. Abrasive cleaners or steel wool will scratch the finish.
- Always wipe in the direction of the grain.
- Handle porcelain enamel components with care. The baked-on enamel finish is glass-like and will chip if struck.
- Stainless steel parts discolour overtime when heated and will turn a golden or brown hue. This is normal and won't affect the performance of the appliance.

**Note:** Do not use abrasive cleaners or steel wool on any painted, porcelain, or stainless steel parts of your appliance because it will scratch the finish.



**WARNING!** Ensure all burners are turned off and appliance is cool before cleaning. Do not use oven cleaner to clean any part of the appliance. Do not put griddle plates or any other part of the appliance in a self-cleaning oven to clean. Clean the appliance in an area where cleaning solution won't harm decks, lawns, or patios.

**WARNING!** Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the appliance components unless cleaned regularly.





## Insect Screen and Burner Ports

Spiders and insects are attracted to small enclosed spaces.

Napoleon has equipped the burner with an insect screen on the air shutter. This reduces the likelihood of insects building nests inside the burner, but doesn't eliminate the problem.

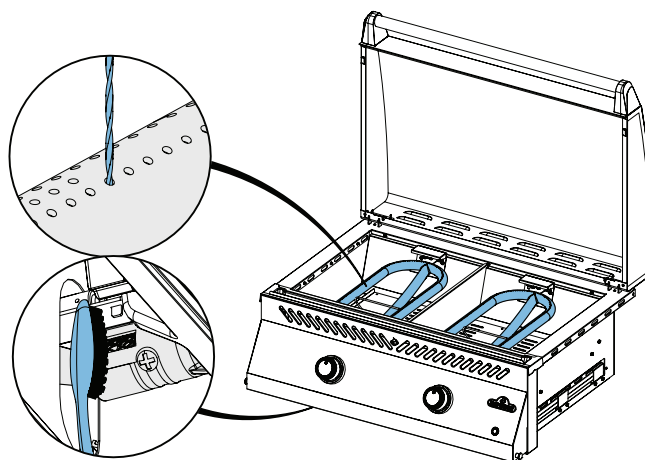
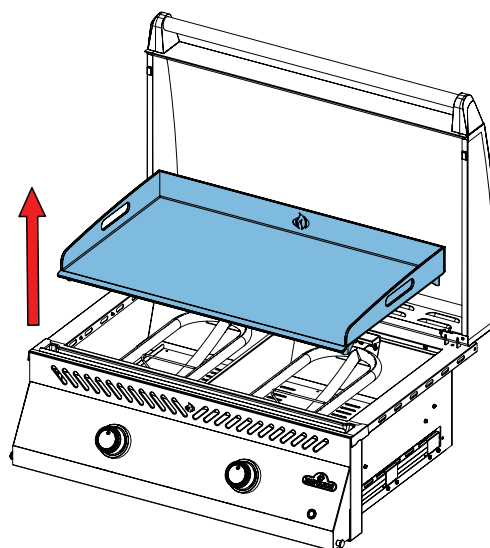
A nest or web can cause the burner flame to burn a soft yellow or orange and cause a fire or backflash at the air shutter underneath the control panel.

1. Remove the griddle plate by lifting it straight up and off.

**CAUTION!** The griddle plate is heavy, it is recommended to do this with two people.



2. Check the burner ports for blockages: burner ports can close over time because of cooking debris and corrosion.
3. Use an opened paper clip, or the supplied port maintenance bit to clean burner ports.
4. Drill out blocked ports using the supplied drill bit in a small cordless drill; this can be done with the burner attached to the appliance.
5. Do not flex the drill bit when drilling the ports because the drill bit will break.
6. This drill bit is for burner ports NOT for brass orifices that regulate the gas flow to the burner.
7. Do not enlarge the holes.
8. Ensure the insect screen is clean, tight, and free of any lint or other debris.



### SAFETY FIRST!



Always wear protective gloves and safety glasses when servicing your appliance.

**WARNING!** It is very important the valve/orifice enters the burner tube when reinstalling the burner after cleaning and before lighting your appliance, or a fire or explosion could occur.

**WARNING!** Avoid unprotected contact with hot surfaces.

**WARNING!** Turn off gas at the source and disconnect the unit before servicing.



# Maintenance Instructions

## Recommendations

This appliance should be thoroughly inspected and serviced annually by a qualified service person.

- Do not obstruct the flow of ventilation and combustion air.
- Keep the cylinder enclosure ventilation openings located on the side of the cart or enclosure and front and back of the bottom shelf clear from debris.

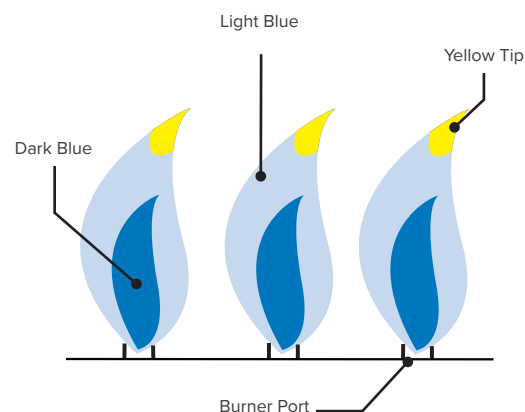
**WARNING!** Keep the appliance away from combustible materials, gasoline, and other flammable vapors and liquids.



## COMBUSTION IN AIR ADJUSTMENT

**IMPORTANT!** This must be done by a qualified gas installer.

- The air shutter is factory set and should not require adjusting under normal conditions. Adjustments might be required under extreme field conditions.
- The flames of the air shutter will be dark blue, tipped with light blue and occasionally yellow when adjusted correctly.
- Too little air flow to the burner will produce soot and lazy yellow flames.
- Too much air flow to the burner will cause flames to lift erratically and cause igniting difficulties.



## Adjusting the Air Shutter

1. Remove griddle plate. Leave lid open.
2. Loosen air shutter lock screw and open or close air shutter as required.
3. Light the burners on high.
4. Visually inspect burner flames.
5. Turn burners off, tighten locking screws, and replace removed parts when shutters are set correctly.
6. Ensure insect screens are installed.

MODEL		ORIFICE SIZE		AIR SHUTTER	
		Left Burner	Right Burner	Left Burner	Right Burner
BIG32FT	Propane	1.02mm	1.02mm	12mm	12mm
	Natural Gas	1.65mm	1.65mm	10mm	10mm

**WE  
WANT  
TO HELP!**



Contact the Napoleon Customer Solutions Department for recommended replacement parts.  
1-866-820-8686.

**CAUTION!** Food particles and grease should not be left on the griddle plate because it attracts rodents which are unsanitary and can chew on wires causing permanent damage to the electrical components.



## STAINLESS IN HARSH ENVIRONMENTS

Stainless steel oxidizes or stains in the presence of chlorides and sulfides, especially in coastal regions, warm and highly humid areas, and around pools and hot tubs. These stains look like rust, but they can be easily removed or prevented. Wash stainless and chrome surfaces every 3-4 weeks. Clean with warm soapy water.

### Burner Maintenance

- Extreme heat and a corrosive environment can cause surface corrosion to occur even though the burner is made from heavy wall 304 stainless steel.



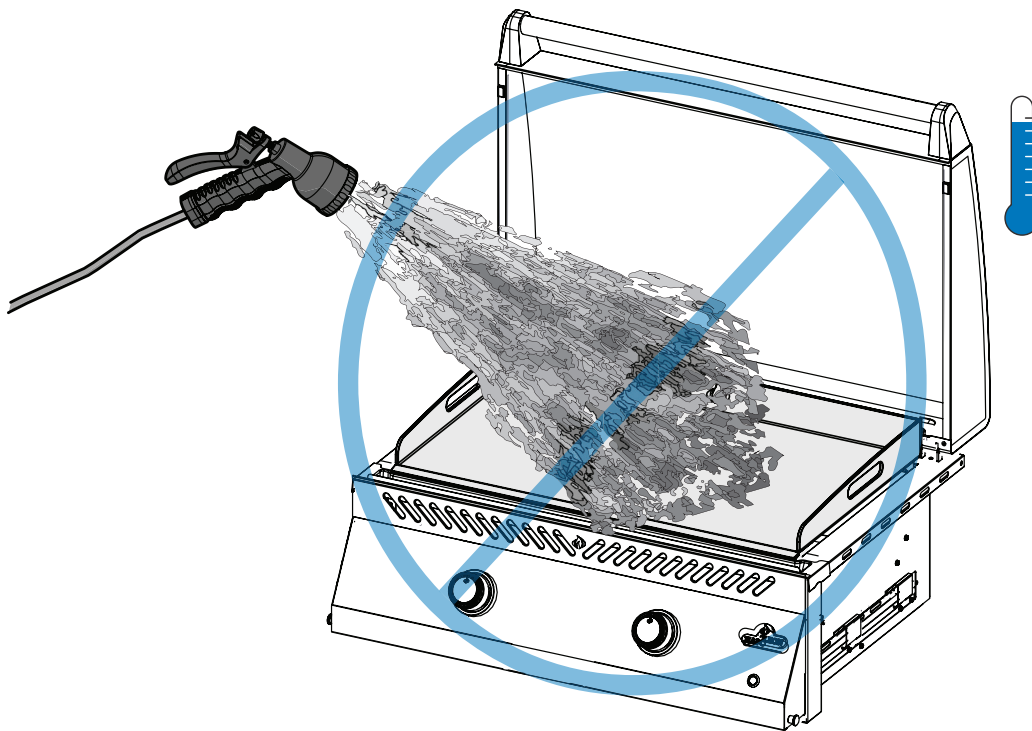
**IMPORTANT!** Damage resulting from by failure to follow these instructions is NOT covered by your appliance warranty.

### Avoid Damaging Hot Griddle Surfaces

- Never flood a hot griddle plate with cold water. This can cause warping or damage.
- Never bang or tap metal tools or cookware on the griddle surface.

### Clearance Ventilation of Hot Air

- Hot air must have a way to escape the appliance for the burners to function properly.
- The burners can become deprived of oxygen if the hot air is not allowed to escape causing them to backflash.



#### SAFETY FIRST!



Never preheat or cook on the appliance with the lid closed.

**WARNING!** Do not use abrasive cleaners or steel wool on any painted, porcelain, or stainless steel parts of your appliance because it will scratch the finish.

**WARNING!** Maintenance should only be done when the appliance is cool to avoid the possibility of burns.

**WARNING!** A leak test must be performed annually and when any component of the gas train is replaced, or when the smell of gas is present.





# Troubleshooting

## Lighting Problems

- Burners will not light with the igniter but will light with a match.

Possible causes	Solution
Loose electrode wire or switch terminal wires.	Check electrode wire is firmly pushed onto the terminal on the back of the igniter. Check the lead wires from the module to the ignition switch (if equipped) are firmly pushed onto their respective terminals.
Lifting flames on burner.	Close air shutter according to <b>Maintenance Instructions - Combustion Air Adjustment</b> section in this Owner's Manual. <b>IMPORTANT!</b> This must be done by a qualified gas installer.
Burner will not light, knobs blinking.	The knobs will blink until a flame is detected. See <b>Lighting Your Appliance.</b> Check fuel supply.
Burner lit, knobs blinking.	Ensure sensor is contact with flame and that there is no carbon build up on the sensor, clean if required.
Igniter not working, knob lights not working.	Check power supply. In the event of a power outage, the appliance can be lit with a match.

## Noises and Uneven Heat

- Humming regulator.
- Uneven heat.

Possible causes	Solution
Normal humming noise on hot days.	This isn't a defect. It's caused by internal vibrations in the regulator and doesn't affect the performance or safety of the appliance. Humming regulators WILL NOT be replaced.
The cylinder valve was opened too quickly.	Open cylinder valve slowly.
Improper heating.	Preheat appliance with the burners on high for 10 to 15 minutes.

## Illumination Problems

- Control Panel lights not working.

Possible causes	Solution
Appliance is not connected to power.	Plug power cord (from working GFI protected outlet) into electrical box on the back of the appliance. Plug transformer cord into power box.
Blown fuse.	Replace fuse located on outlet line of transformer.
Faulty transformer.	Check transformer output – should be 12VAC. Replace if required.
Terminal on switch or circuit board are corroded or loose.	Clean connections and ensure connectors are pushed together firmly. Access to circuit board is under electrical cover on left side of cabinet.

## Gas Flow

- Low heat or low flame when valve is turned to high.
- Burners burn with yellow flame, accompanied by the smell of gas.
- Flames lift away from burner, accompanied by the smell of gas, and possible lighting difficulties.
- Burner output on HIGH, but setting is LOW. Rumbling noise and fluttering blue flame at burner surface.

Possible causes	Solution
Propane – improper lighting procedure.	Ensure lighting procedure is followed carefully. All gas valves must be in the OFF position when the tank valve is turned on. Turn tank on slowly to allow pressure to equalize. See <b>Operation – Lighting Instructions</b> .
Natural gas – undersized supply line.	Pipe must be sized according to installation code.
Weld failure in the burner housing.	Allow burner to cool and inspect very closely for cracks. Contact your authorized Napoleon dealer to order replacement burner assembly if any cracks are found.
Both gas propane and natural gas – improper preheating.	Preheat appliance with both burners on high for 10 to 15 minutes.
Possible spider web or other debris.	Thoroughly clean nest or webs out of your burner orifice by removing it and following instructions in this manual. See <b>Cleaning Instructions</b> .
Improper air shutter adjustment.	Open or close air shutter slightly according to this manual. See <b>Maintenance Instructions</b> . <b>IMPORTANT!</b> This must be done by a qualified gas installer.
Lack of gas.	Check gas level in propane cylinder.
Supply hose is pinched.	Reposition supply hose as necessary.
Propane regulator in low flow state.	Turn the burners off and close the tank valve, wait 5 minutes before fully re-opening the valve, allow a few seconds for the pressure to equalize before following the Lighting Instructions to start the appliance. Ensure igniting procedure is followed carefully every time you cook. All gas valves must be OFF when the tank valve is turned on. Always open the tank valve slowly.

## Peeling Paint

- Paint appears to be peeling.

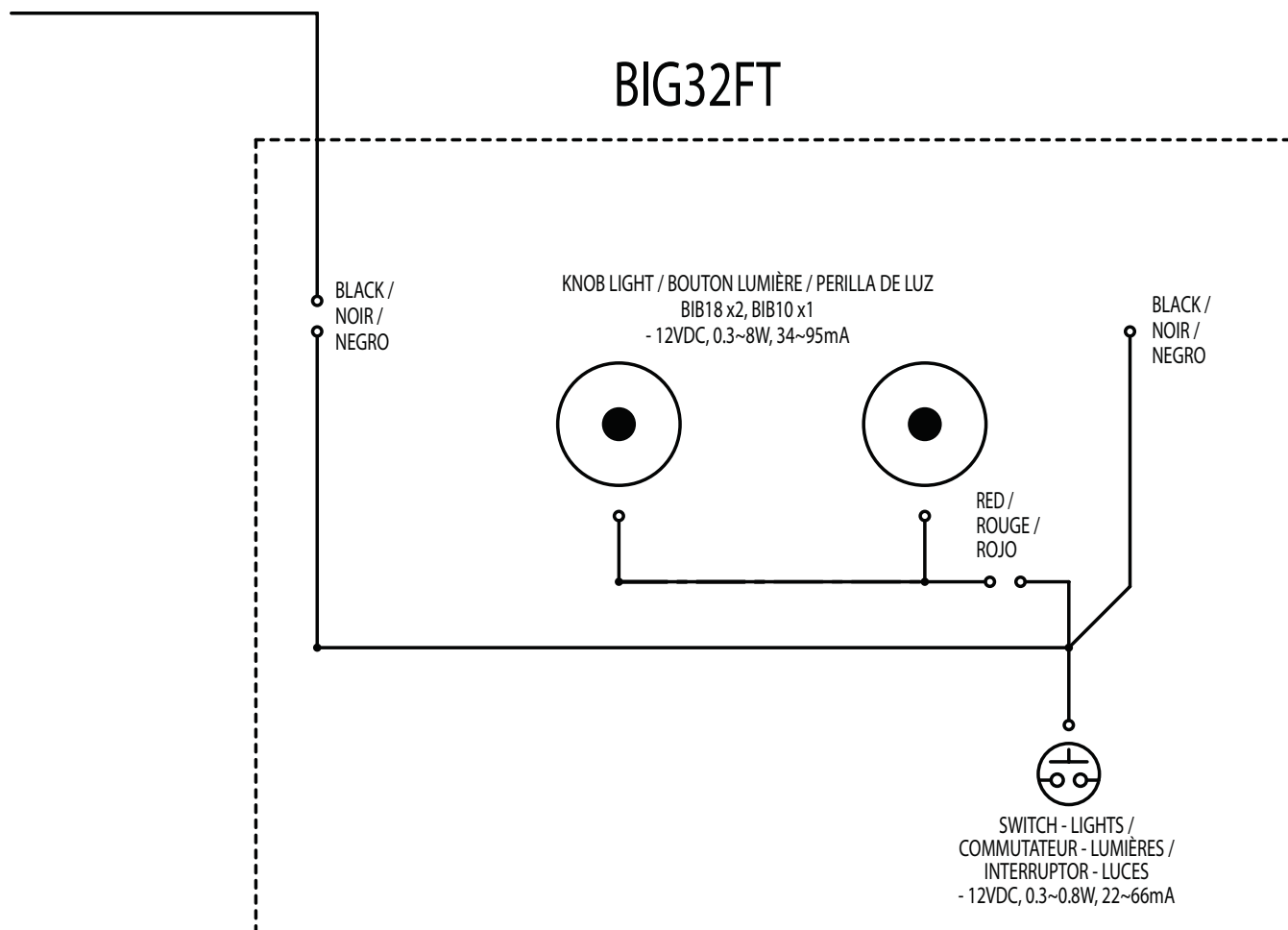
Possible causes	Solution
Grease build-up on inside surfaces.	This is not a defect. The finish is stainless steel and will not peel. The peeling is caused by hardened grease, which dries into paint-like shards, that flake off. Regular cleaning will prevent this. See <b>Cleaning Instructions</b> .

## Crowning

- Griddle plate is uneven in the center.

Possible causes	Solution
Thermal expansion.	It is normal for the stainless steel griddle plate to crown (become slightly uneven) a bit in the center. This is caused by the natural contracting and expansion of the metal and is expected in the thermal expansion process that occurs below the griddle plate.

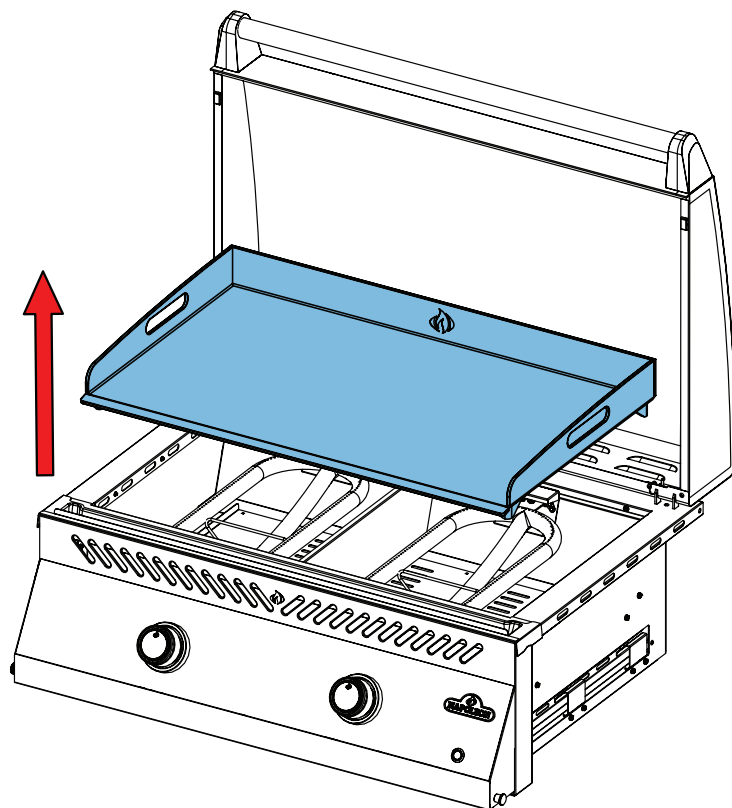
## DIAGRAM FOR ELECTRICAL CONNECTIONS





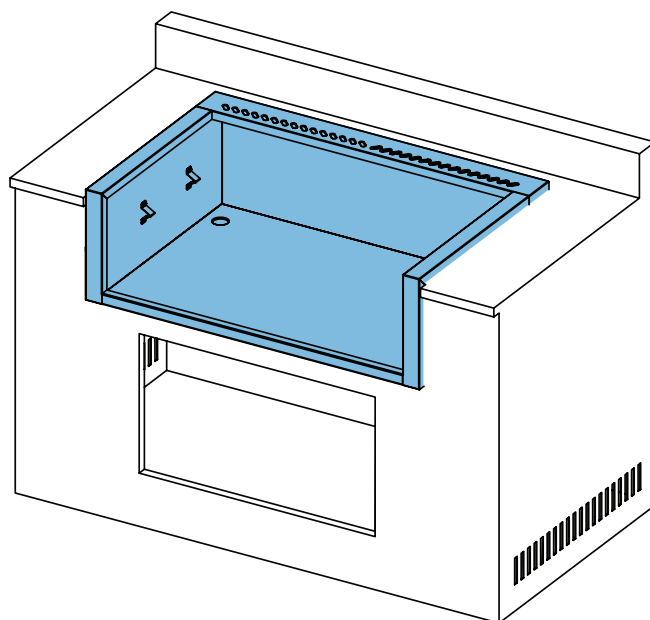
# Assembly Guide

1



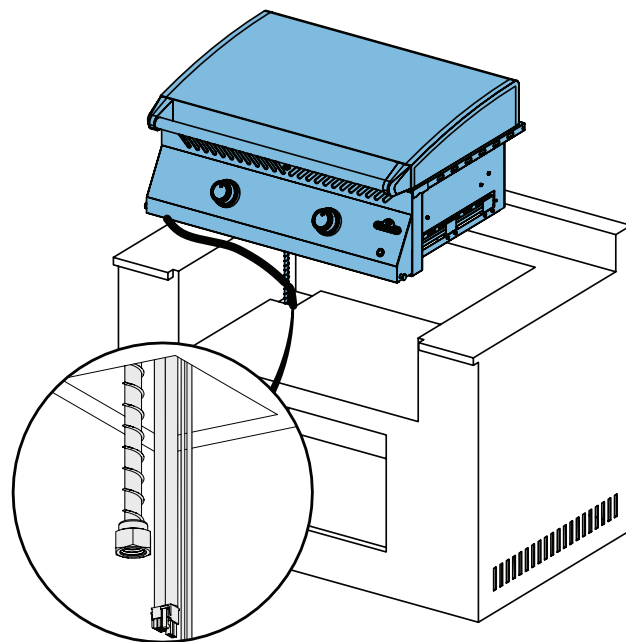
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Zero clearance liner optional.

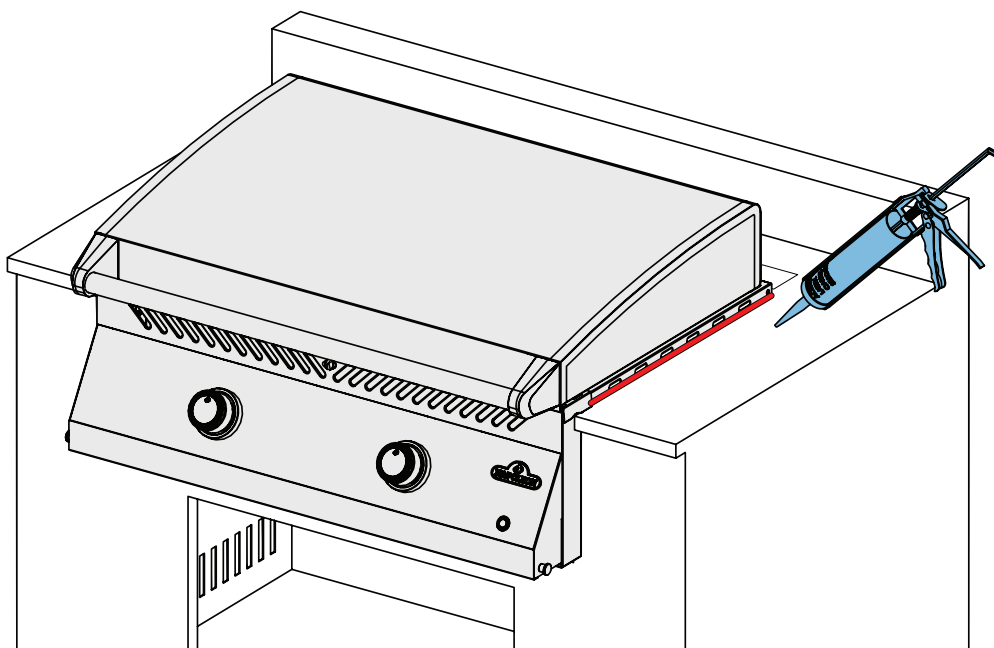




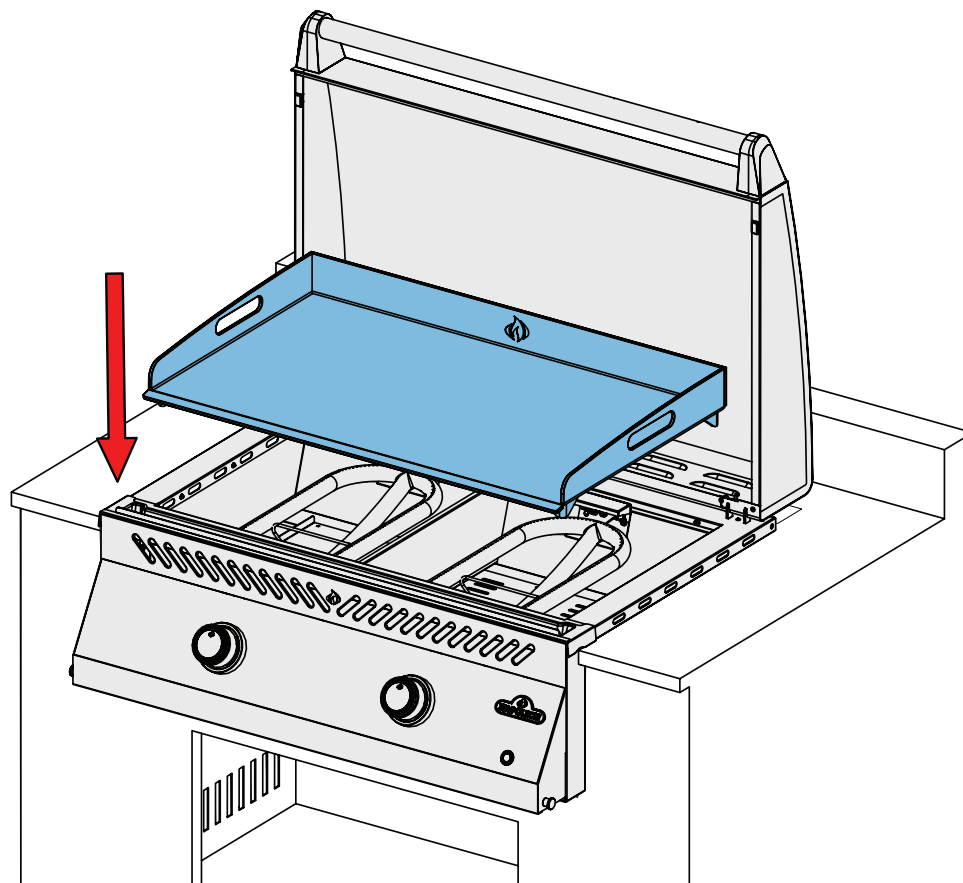
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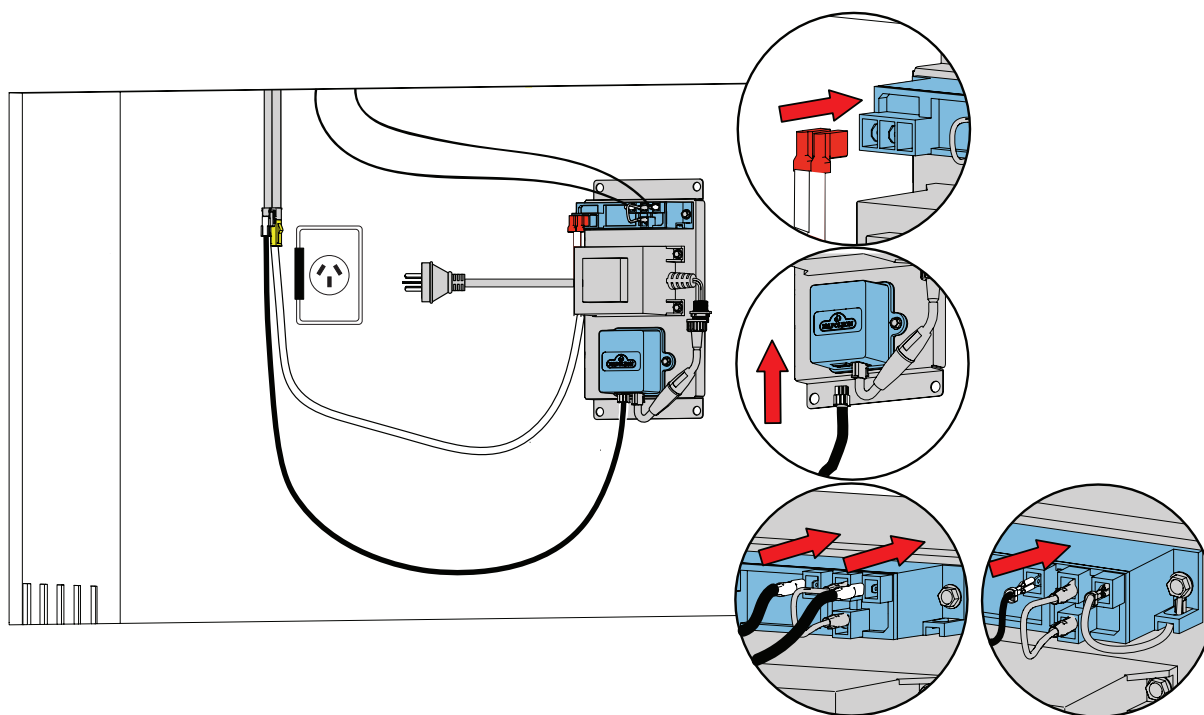
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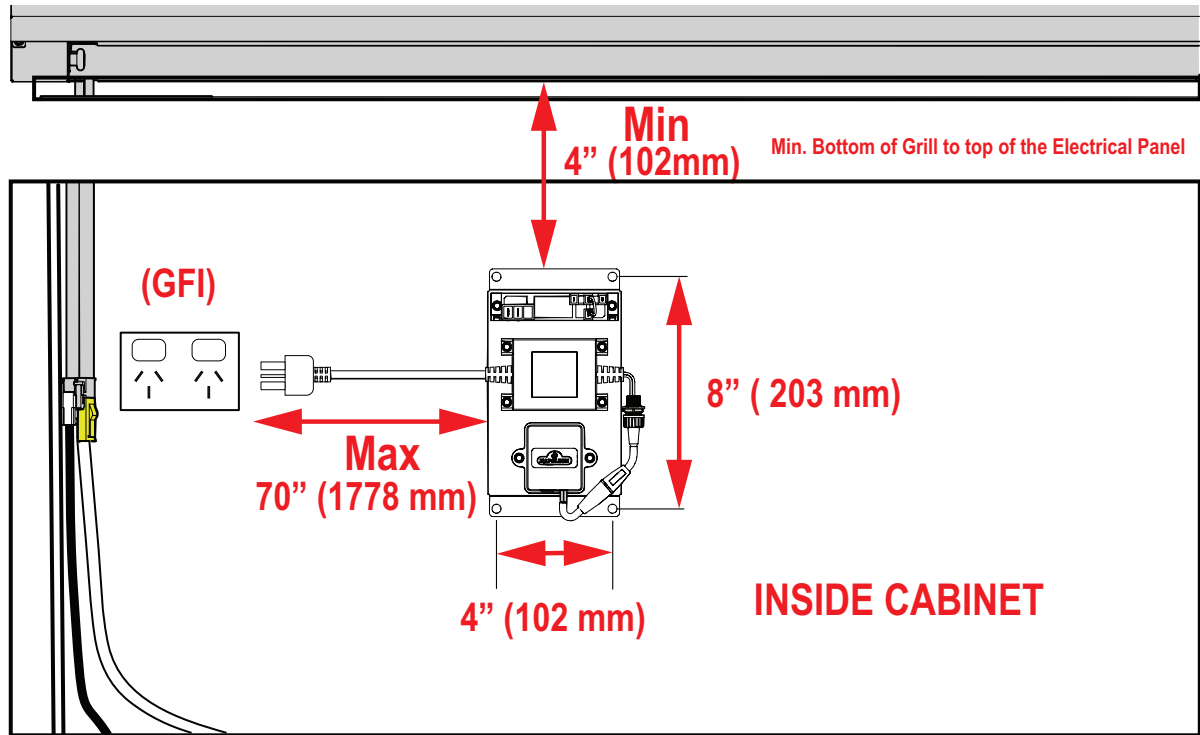
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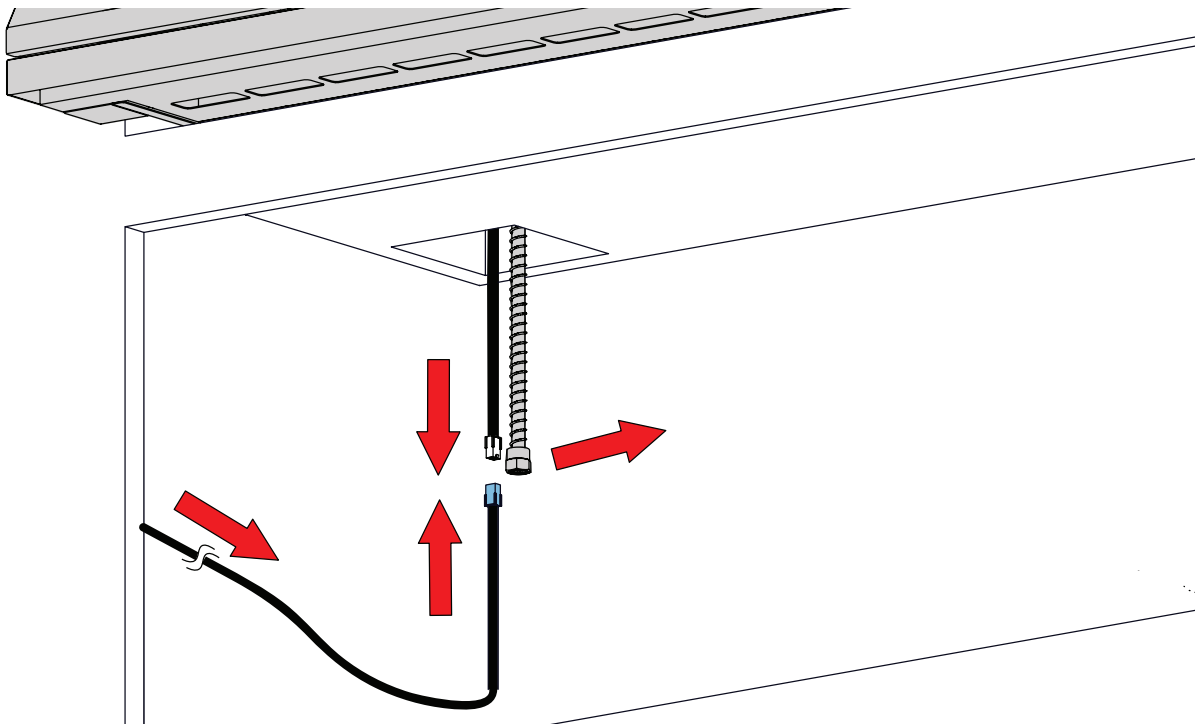
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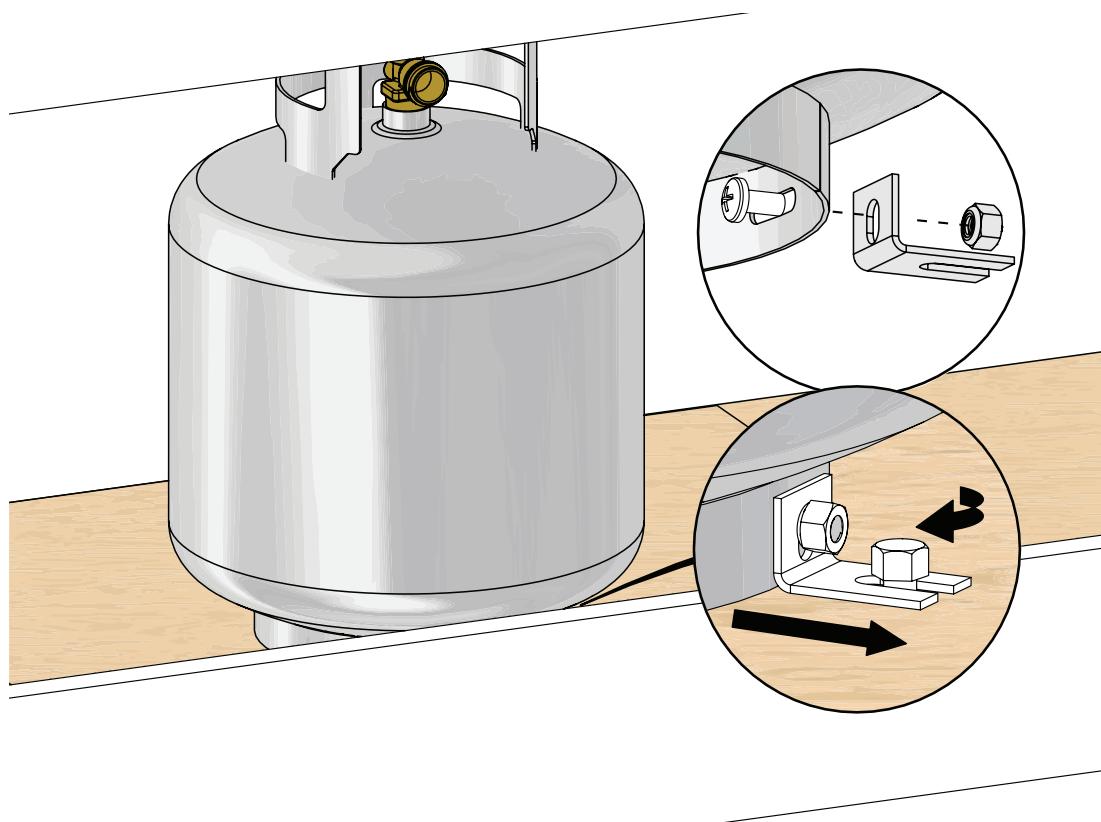
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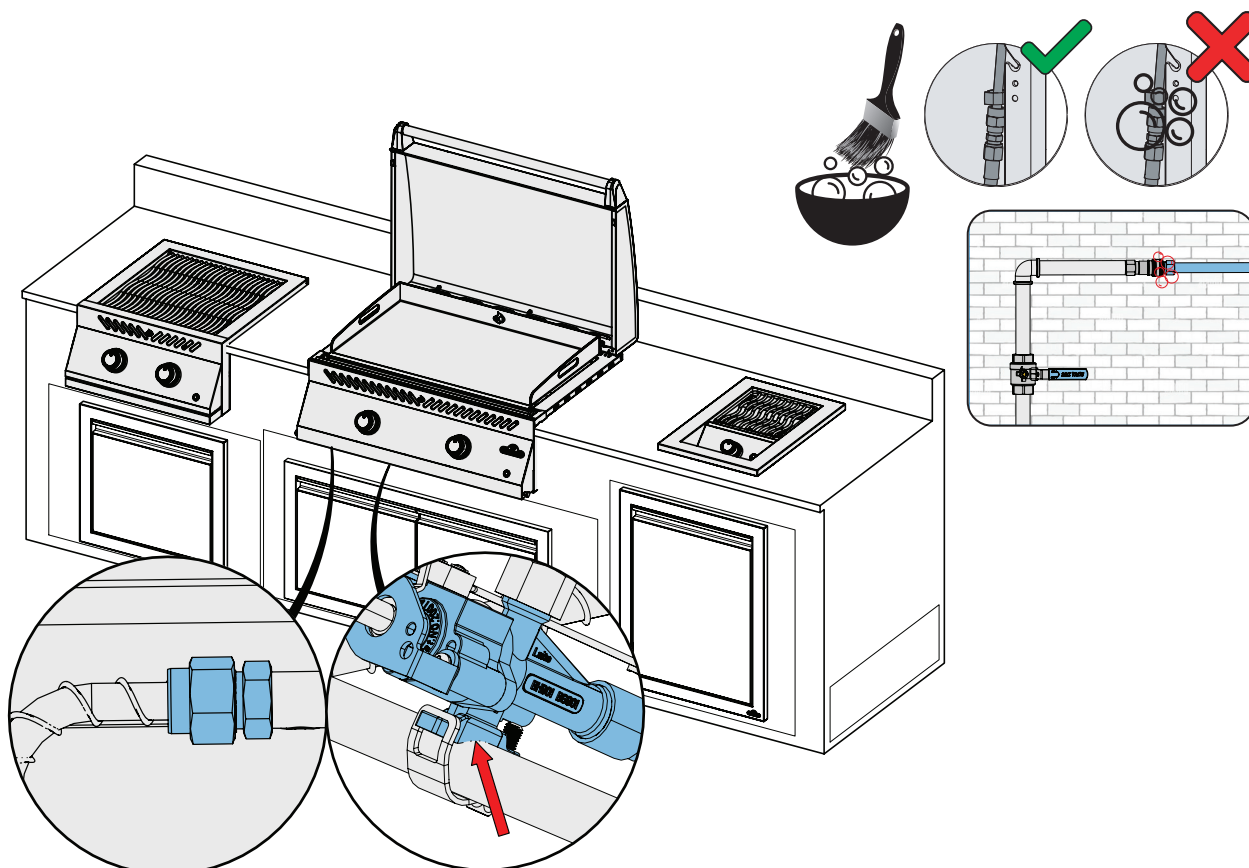
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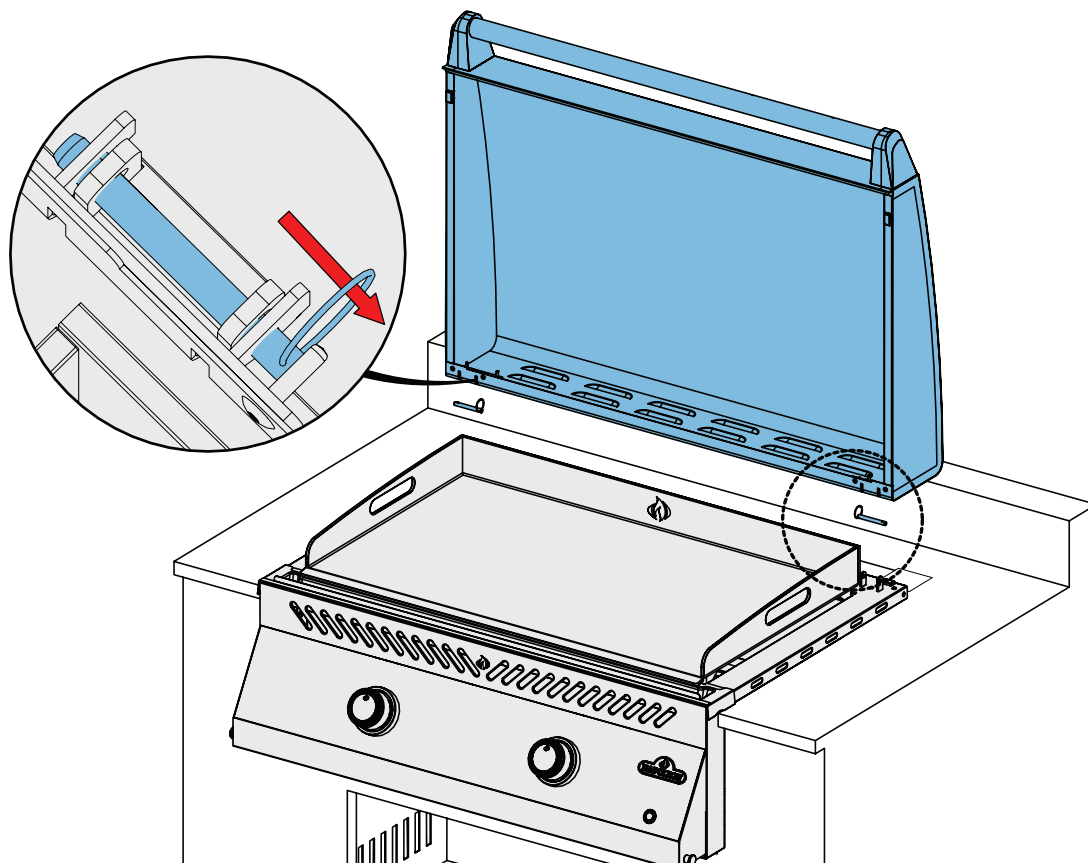
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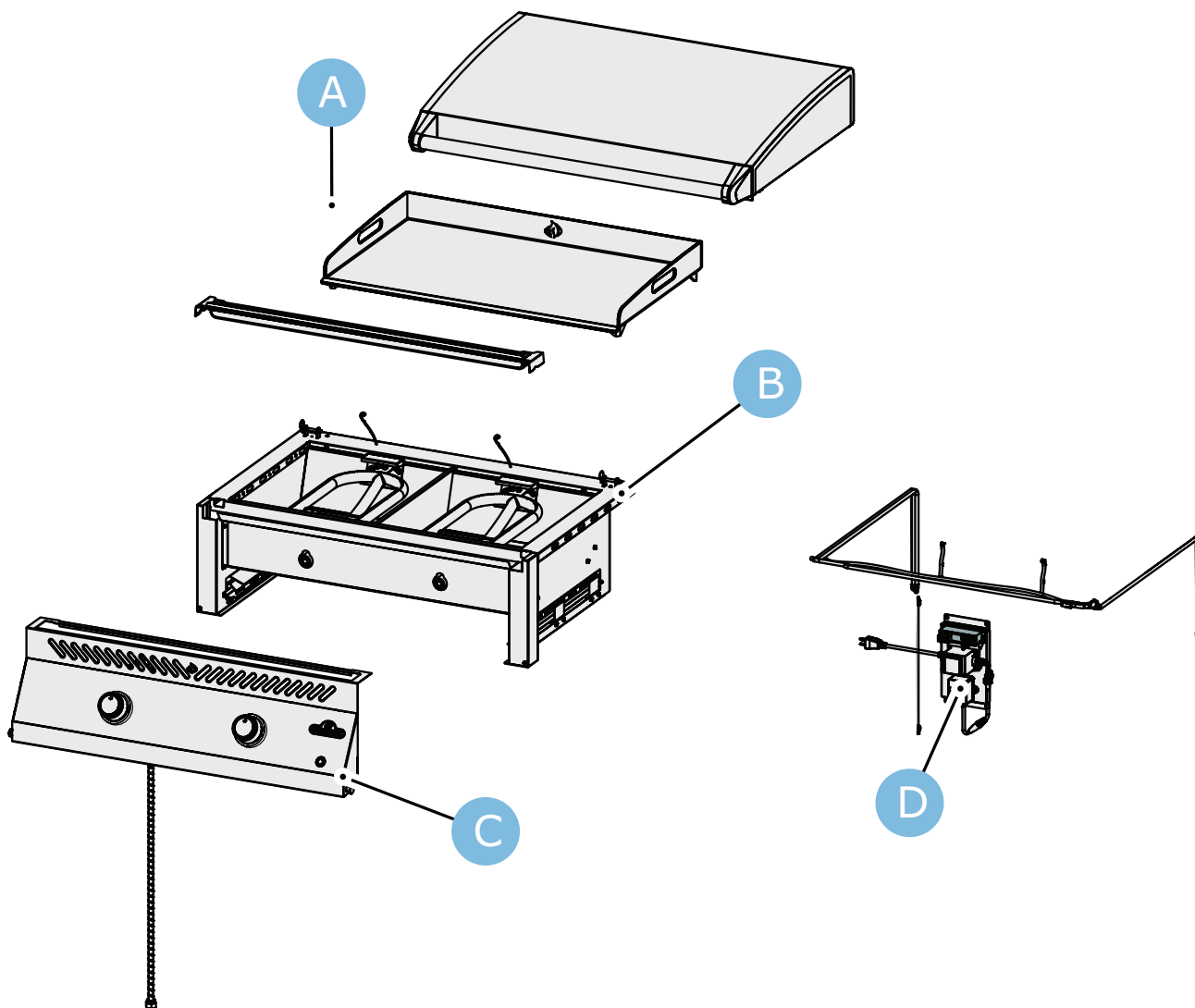


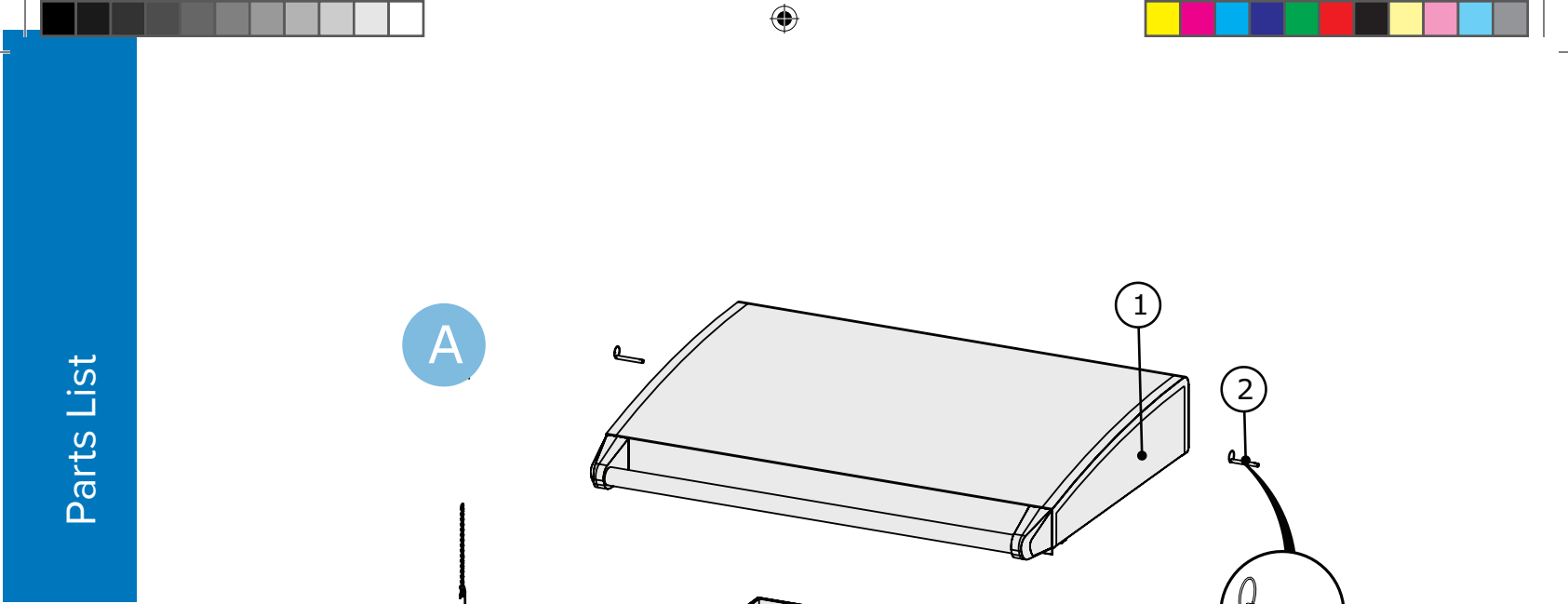
# Replacement Parts

## EXPLODED OVERVIEW

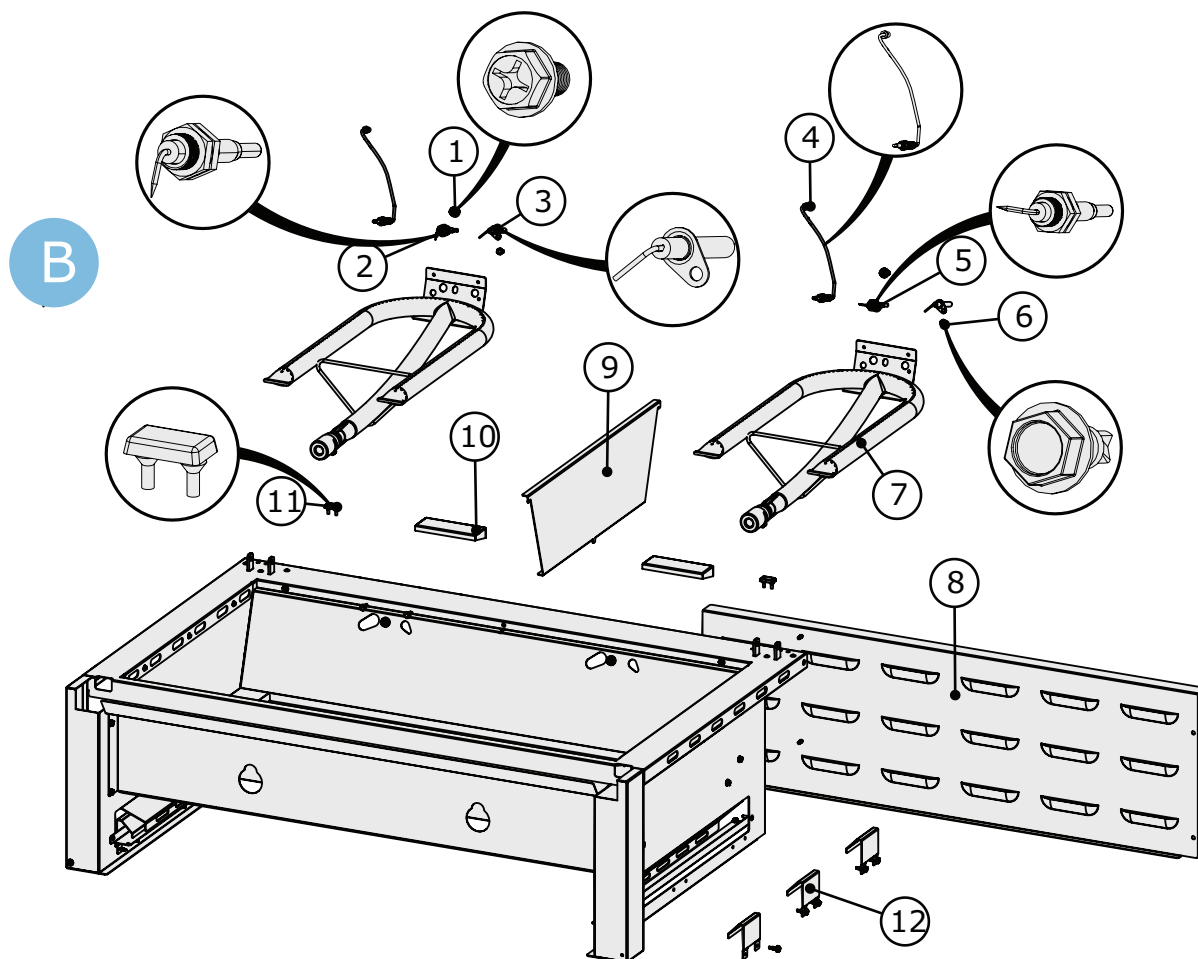
	Description
A	Components
B	Base Assembly
C	Control Panel Assembly
D	Wiring Components

For breakdown of assembly parts, refer to the assembly specific parts lists.



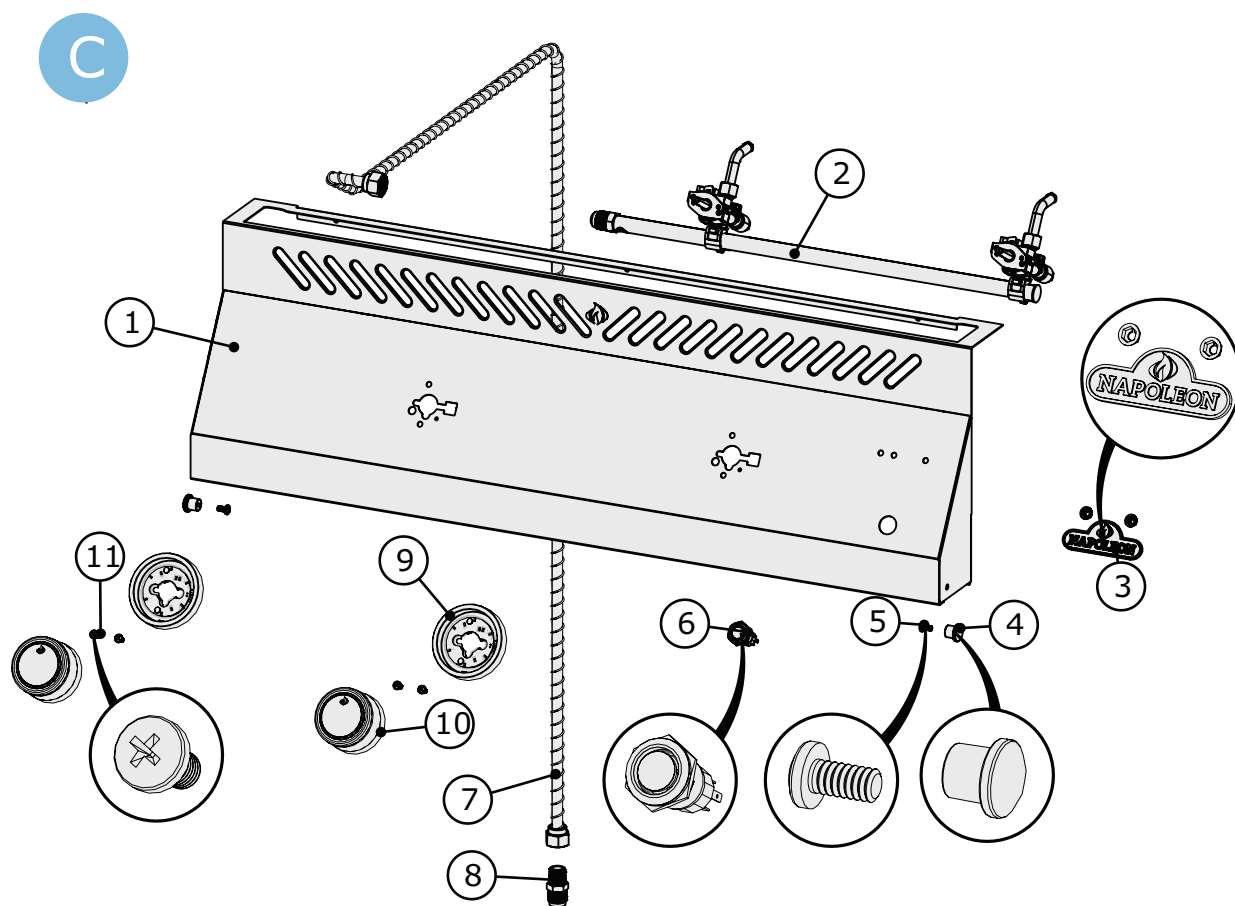


	Part #	Description
A	-	Components
1	Z010-0120-SER	Assembly, Lid
2	Z485-0004	Pin, Clevis Locking
3	Z010-0118	Assembly, Griddle Welded
4	Z710-0006	Drip Tray, Stainless Steel
5	Z555-0010	Rod, Lighting Match, Fixed

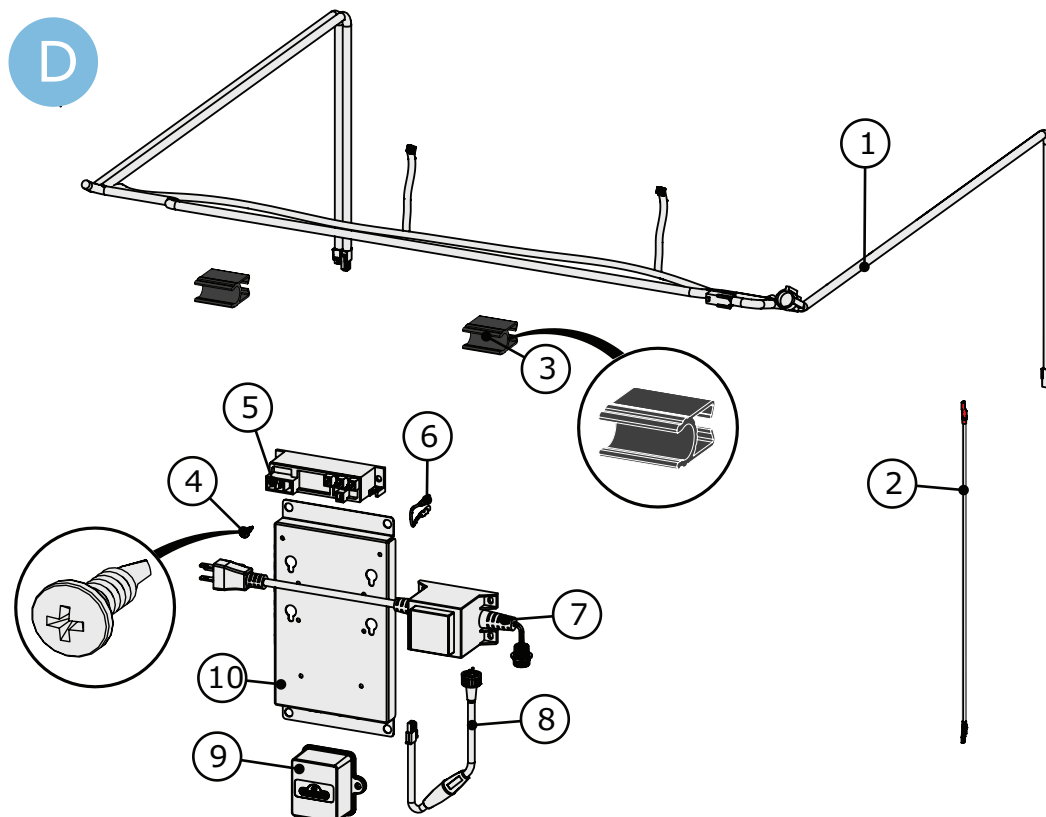


	Part #	Description
B	Z010-0117-SER	Base Assembly
1	N570-0038	Screw, 1/4-20 x 1/2 Stainless Steel Hex
2	Z680-0001	Flame Sensor, Left (Red)
3	N240-0032	Igniter Electrode
4	N680-0001	Thermocouple
5	Z680-0002	Flame Sensor, Right (Green)
6	N570-0008	Screw, #8 X 1/2 Hex Head Tek Stainless Steel
7	Z100-0007	Burner, U-Shape Tube
8	Z200-0001	Back Panel
9	Z035-0022	Heat Zone Divider Panel
10	Z350-0001	Housing, Igniter/Sensor
11	N510-0013	Black Silicone Bumper
12	N080-0462	Hose Clamp Bracket





	Part #	Description
<b>C</b>	N010-1790-LP	Control Panel Assembly (Propane)
	N010-1790-NG	Control Panel Assembly (Natural Gas)
<b>1</b>	Z475-0025	Control Panel, Stainless Steel
<b>2</b>	Z010-0119	Manifold (Propane)
	Z010-0122	Manifold (Natural Gas)
<b>3</b>	N385-0513-SER	Logo, Napoleon with Clips
<b>4</b>	Z340-0001	Tool Hook
<b>5</b>	N570-0042	Screw, 10-24 X 3/8 Round Head Philip Stainless Steel
<b>6</b>	N660-0005	Light Switch
<b>7</b>	N720-0094	Flex Tube Stainless Steel 60in X 1/2in
<b>8</b>	N255-0026	Union Fitting 1/2 - 3/8"
<b>9</b>	Z387-0001	LED Bezel, Red/Blue Large
<b>10</b>	N380-0035-CL	Control Knob With Magnet
<b>11</b>	N570-0078	Screw, M4 X 8mm Pan Head Philip Zinc



	Part #	Description
D	Z370-0208-AU	Wiring Components
1*	Z750-0002	Main Wire Harness
2*	N750-0038	Igniter wire 75"
3*	N160-0048	Clip, Control Panel Wires
4	N570-0013	Screw #8 X 5/8 In Pan Head Philip Stainless Steel
5	N357-0022	Igniter, Block 4 Spark 12VAC/D
6	N750-0034	Igniter Jumper Wire
7	N707-0026	Transformer 12V, 6 FT Cord
8	N750-0086	Wire, Transformer Connection
9	Z190-0001	Control Box
10	N475-0532	Panel, Electrical Components

\*Not included in Z370-0208-AU kit.

# NAPOLEON LIMITED LIFETIME WARRANTY

## FOR PRESTIGE®, PRESTIGE PRO™ AND BUILT-IN SERIES MODELS

Napoleon products are designed with superior components and materials and are assembled by trained craftsmen who take great pride in their work. The burner and valve assembly are leak tested and test-fired at a quality test station. This grill has been thoroughly inspected by a qualified technician before packaging and shipping to ensure that you, the customer, receive the quality product you expect from Napoleon. Thank you for purchasing a Napoleon product. Napoleon (Wolf Steel Ltd, Barrie, ON, Canada) warrants that the components in your new Napoleon product will be free from defects in material and workmanship from the date of purchase, for a period of 15 years.



Hood .....	Lifetime
Stainless Steel Lid.....	Lifetime
Porcelain Enamel Lid .....	Lifetime
Aluminum Castings .....	Lifetime
Stainless Steel Cooking Grids.....	Lifetime
Stainless Steel Tube Burners.....	Lifetime
Stainless Steel Sear Plates .....	15 Years
Porcelain Enamel Cast Iron Grids.....	15 Years
Stainless Steel Infrared Rotisserie .....	15 Years
Infrared Bottom/Side Burner .....	15 Years
All Other Parts .....	15 Years

### CONDITIONS AND LIMITATIONS:

This Limited Warranty creates a warranty period as specified in the aforementioned table, for products purchased through an authorized Napoleon dealer, and entitles the original purchaser (or gift recipient in the case where a new product is given as a gift) to the specified coverage in respect of any component replaced within the warranty period, either by Napoleon or an authorized Napoleon dealer, to replace a component of such product that has failed in normal private use as a result of a manufacturing defect. This warranty does not cover accessories or bonus items.

For greater certainty, “normal private use” of a product means that the product: has been installed (where applicable) by a licensed, authorized service technician or contractor, in accordance with the installation instructions included with the product and all local and national building and fire codes; has been properly cleaned and maintained according to the instructions; and has not been used as a communal amenity or in a commercial application. In the case of use in communal or commercial applications (where approved), the warranty is reduced to a period of two (2) years.

Similarly, “failure” does not include: damage caused by over-firing, blow outs caused by environmental conditions such as strong winds or inadequate ventilation, scratches, dents, corrosion, deterioration of painted and plated finishes, discoloration caused by heat, abrasive or chemical cleaners or UV exposure, chipping of porcelain enameled parts, or damages caused by misuse, accident, hail, grease fires, lack of cleaning and maintenance, hostile environments such as salt or chlorine, alterations, abuse, neglect or parts installed from other manufacturers. If you live in a coastal area, or have your product located near a pool or hot tub, maintenance includes regular washing and rinsing of the exterior surfaces as outlined in the accompanying owner’s manual, in order to prevent surface corrosion. Should deterioration of parts occur to the degree of non-performance (rusted through or burnt through) within the duration of the warranted coverage, a replacement part will be provided. Parts replaced under this warranty are warranted only for the balance of the period specified in the aforementioned table.

The replacement component is the sole responsibility of Napoleon defined by this warranty; in no event will Napoleon be responsible for installation, labor or any other costs or expenses related to the re-installation of a warranted part, for any incidental, consequential or indirect damages, or for any handling and transportation charges or export duties.



# NAPOLEON LIMITED LIFETIME WARRANTY

## FOR PRESTIGE®, PRESTIGE PRO™ AND BUILT-IN SERIES MODELS

The use and/or installation of parts on your Napoleon product that are not genuine Napoleon parts will void this warranty, and any damages that result hereby are not covered by this warranty. Any conversion of a gas grill not authorized by Napoleon and performed by a Napoleon authorized service technician will void this warranty.

This warranty is provided in addition to any rights afforded to you by local laws. These and other statutory rights remain unaffected by this warranty provision. Accordingly, this warranty imposes no obligation upon Napoleon to keep parts in stock. Based on the availability of parts, Napoleon may at its discretion discharge all obligations by providing a customer a prorated credit towards a new product. Napoleon may from time to time update the design of its products. Nothing contained in this warranty shall be construed as obligating Napoleon to incorporate such design updates into previously manufactured products, nor shall such updates be construed as an admission that previous designs were defective.

Registering your Napoleon product confirms your warranty coverage, will expedite any warranty claims you may need to make, and provides a link between you and Napoleon in case we ever need to contact you. When making warranty claims, Napoleon representatives may request from you the bill of sale or copy, together with a serial number and a model number. Napoleon reserves the right to have its representative inspect any product or part prior to honoring any warranty claim. You must contact Napoleon Customer Service or an authorized Napoleon dealer to obtain the benefit of the warranty coverage.



# NAPOLEON - CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



Napoleon products are protected by one or more U.S. and Canadian and/or foreign patents or patents pending.

Les produits de Napoléon sont protégés par un ou plusieurs brevets américains, canadiens et (ou) étrangers ou par des brevets en instance.

Los productos Napoleon están protegidos por una o más patentes o patentes pendientes en E.U., Canadá y/o otros países.

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7200 Trans Canada Highway, Montreal, Quebec H4T 1A3

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N415-0804-AU