

MODEL / MODÈLE / MODELO: LGK25  
PART / PIÈCE / PARTE: 10699



## CERAMIC CHARCOAL GRILL

IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY  
MANUAL MUST BE READ BEFORE OPERATING!

## BARBECUE À CHARBON EN CÉRAMIQUE

IMPORTANT : À CONSERVER POUR DE FUTURS BESOINS DE  
RÉFÉRENCE : À LIRE SOIGNEUSEMENT. VOUS DEVEZ LIRE CE  
GUIDE AVANT D'UTILISER LE BARBECUE !

## PARRILLA CERÁMICA A CARBÓN VEGETAL

IMPORTANTE, CONSERVE PARA FUTURA  
REFERENCIA: LEA CUIDADOSAMENTE.  
¡DEBE LEER EL MANUAL ANTES DE  
LA OPERACIÓN!



## ASSEMBLY AND OPERATION ASSEMBLAGE ET FONCTIONNEMENT MONTAJE Y OPERACIÓN

WARNING: Please read the entire manual before installation and use. Failure to follow these instructions could result in property damage, bodily injury or even death. Contact local building or fire officials about restrictions and installation inspection requirements in your area.

AVERTISSEMENT : Veuillez lire l'intégralité du manuel avant l'installation et l'utilisation. Le non-respect de ces instructions peut entraîner des dommages aux biens, des blessures ou même la mort. Communiquez avec les autorités locales en matière d'incendie et de bâtiment concernant les restrictions et les exigences d'installation dans votre région.

ADVERTENCIA: Lea el manual completo antes de instalar y utilizar. Incumplir estas instrucciones podría causar daños materiales, lesiones corporales, e incluso la muerte. Consulte a sus funcionarios locales de construcción y control de incendios para informarse sobre las restricciones y los requisitos de inspección de instalaciones en su región.

FOR OUTDOOR AND HOUSEHOLD USE ONLY. NOT FOR COMMERCIAL USE. FUEL AND ACCESSORIES NOT INCLUDED.

RÉSERVÉ À L'USAGE EXTÉRIEUR ET RÉSIDENTIEL UNIQUEMENT. NON DESTINÉ À UN USAGE COMMERCIAL. CARBURANT ET ACCESSOIRES NON INCLUS.

SOLO PARA USO EN EXTERIORES Y EN EL HOGAR. NO ES PARA USO COMERCIAL. COMBUSTIBLE Y ACCESORIOS NO INCLUIDOS.

# SAFETY INFORMATION

**MAJOR CAUSES OF APPLIANCE FIRES ARE A RESULT OF POOR MAINTENANCE AND A FAILURE TO MAINTAIN REQUIRED CLEARANCE TO COMBUSTIBLE MATERIALS. IT IS OF UTMOST IMPORTANCE THAT THIS PRODUCT BE USED ONLY IN ACCORDANCE TO THE FOLLOWING INSTRUCTIONS.**

Please read and understand this entire manual before attempting to assemble, operate or install the product. This will ensure you receive the most enjoyable and trouble-free operation of your new grill. Retain this manual for future reference.

## DANGERS AND WARNINGS

**You must contact your local home association, building or fire officials, or authority having jurisdiction, to obtain the necessary permits, mission or information on any installation restrictions, such as any grill being installed on a combustible surface, inspection requirements or even ability to use, in your area.**

1. A minimum clearance of 1,981 mm (78 inches) from combustible constructions to the sides of the grill must be maintained. **Do not install appliance on non-combustible floors, or floors protected with non-combustible surfaces unless proper permits and permissions are obtained by authorities having jurisdiction.** This appliance must not be placed under overhead combustible ceiling, overhang, awnings, parasol or gazebo. Do not use on decking or any other combustible surfaces such as dry grass, wood chips, leaf mulch, or decorative bark. Do not use this product in a tent, caravan, car, cellar, loft or boat. Keep your grill in an area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

**Should a grease fire occur, close the lid until the fire is out. Do not throw water on the unit. Do not try to smother the fire. Use of an all-class (class ABC) approved fire extinguisher is valuable to keep on site. If an uncontrolled fire does occur, call the Fire Department.**

2. Do not use this ceramic unit as a furnace. This product is intended for outdoor use only. Do not use indoors.

**FIRE HAZARD: May emit hot embers while in use. Do not transport your grill while in use or while the grill is hot. Ensure the fire is completely out and that the grill is completely cool to the touch before moving.**

3. This product will become very hot, and serious injury may occur. Never leave a burning fire unattended. Keep young children and pets away while in use. It is recommended to use heat-resistant barbecue mitts or gloves when operating the grill. Do not use accessories not specified for use with this appliance.

**This appliance is not recommended for children, persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are under direct supervision or instruction by a person responsible for their safety.**

4. After a period of storage, or non-use, inspect the unit prior to use for fatigue and damage, and replace as and when necessary. Clean before use. If the grill is stored outside during the rainy season or seasons of high humidity, unit should be dried out before performing any service or maintenance. Use a grill cover, if available.
5. It is highly recommended that you use lump charcoal in your ceramic barbecue. It burns for longer and produces less ash, which can restrict the airflow. Do not use coal in this product. Charcoal not included.

**Do not use spirit, petrol, gasoline, lighter-fluid or kerosene for lighting or refreshing a fire in your grill. Keep all such liquids well away from the appliance when in use.**

## DISPOSAL OF ASHES

Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal. When ashes are disposed by burial in soil, or otherwise locally dispersed, they should be retained in a closed container until all cinders have thoroughly cooled.

## CARBON MONOXIDE (“THE SILENT KILLER”)

Carbon monoxide is a colorless, odorless, tasteless gas produced by burning gas, wood, propane, charcoal or other fuel. Carbon monoxide reduces the blood’s ability to carry oxygen. Low blood oxygen levels can result in headaches, dizziness, weakness, nausea, vomiting, sleepiness, confusion, loss of consciousness or death. Follow these guidelines to prevent this colorless, odorless gas from poisoning you, your family, or others:

- See a doctor if you or others develop cold or flu-like symptoms while cooking or in the vicinity of the appliance. Carbon monoxide poisoning, which can easily be mistaken for a cold or flu, is often detected too late.
- Alcohol consumption and drug use increase the effects of carbon monoxide poisoning.

Carbon monoxide is especially toxic to mother and child during pregnancy, infants, the elderly, smokers, and people with blood or circulatory system problems, such as anemia, or heart disease.



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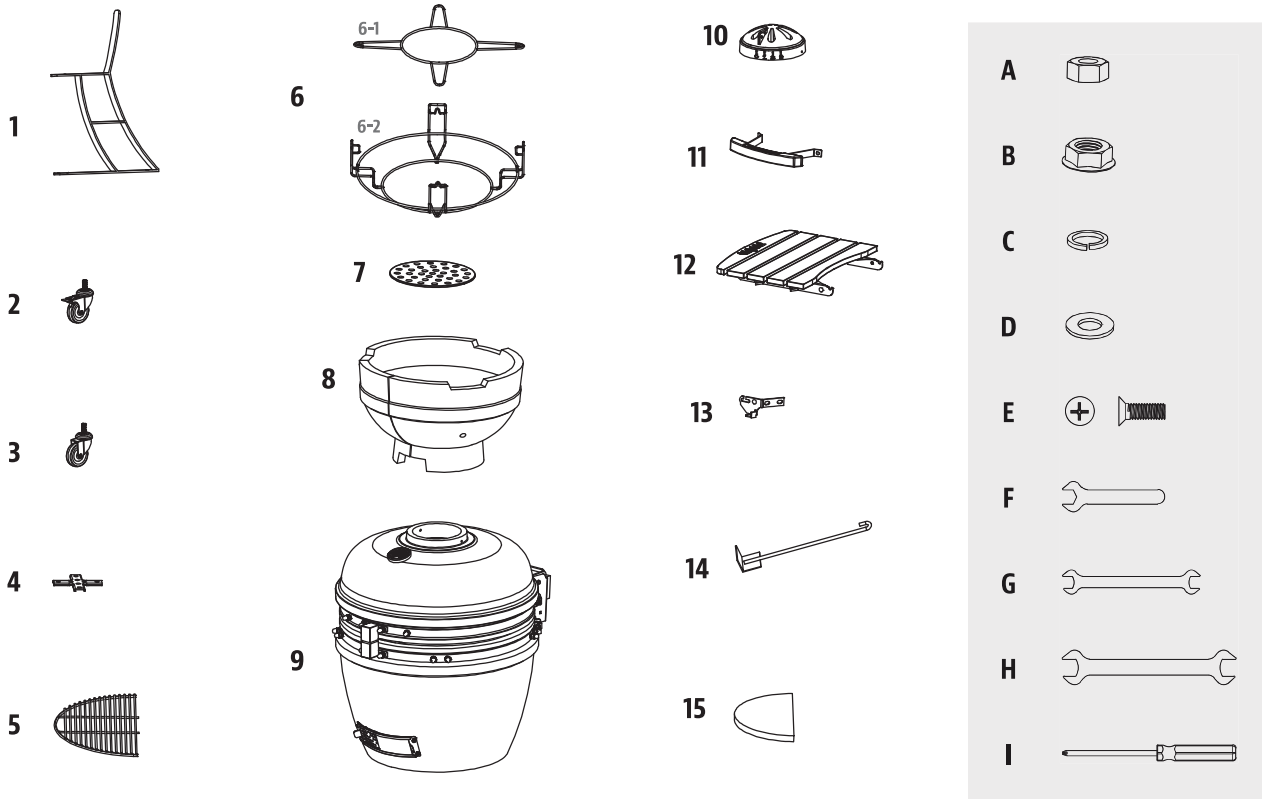


# PARTS & SPECS

Part#	Description
1	Support Bracket (x4)
2	Locking Caster Wheel (x2)
3	Caster Wheel (x2)
4	Support Bracket Crosspiece (x2)
5	Cooking Grid (x2)
6	Cooking Grid Support (x2)
7	Charcoal Plate (x1)
8	Firebox (x1)
9	Ceramic Body (x1)
10	Top Damper Vent (x1)
11	Lid Handle (x1)
12	Side Shelf (x2)
13	Side Shelf Bracket (x4)

Part#	Description
14	Ash Tool (x1)
15	Heat Deflector (x2)
A	Nut - Small (x16)
B	Nut - Large (x4)
C	Locking Washer (x16)
D	Washer (x16)
E	Screw (x16)
F	Flat Wrench (x1)
G	Wrench 9/11 (x1)
H	Wrench 16/19 (x1)
I	Screwdriver (x1)

NOTE: Due to ongoing product development, parts are subject to change without notice. Contact Customer Service if parts are missing when assembling the unit.



MODEL	UNIT ASSEMBLED (WXHXD)	UNIT WEIGHT	COOKING AREA
LG LGK25	1,400MM X 1,200MM X 905MM / 55.12 IN. X 47.24 IN. X 35.63 IN.	117 KG / 257.94 LB	2,541.9 CM <sup>2</sup> / 394 IN <sup>2</sup>

# ASSEMBLY PREPARATION

Parts are located throughout the shipping carton, including underneath the grill. Inspect the grill, parts, and hardware blister pack after removing from the protective shipping carton. Before assembly of product, review all parts and reference the parts list. If any part is missing or damaged, do not attempt to assemble. Shipping damage is not covered under warranty. Contact your dealer or Customer Service for parts: Monday through Sunday, 4am - 8pm PST (EN/FR/ES).

service@louisiana-grills.com | Toll-Free: 1-877-303-3134 | Toll-Free Fax: 1-877-303-3135

**IMPORTANT: To ease installation and avoid injury, use two people when assembling this appliance.**

**Tools required for assembly:** Flat Wrench, Wrench 9/11, Wrench 16/19, Screwdriver. *Tools included.*

# ASSEMBLY INSTRUCTIONS

**IMPORTANT: It is advised to read each step entirely before starting assembly on instructions. Do not tighten screws completely until all screws for that step have been installed. Hardware combination involving a locking washer and washer should be installed with the locking washer closest to the head of the screw.**

## 1. ATTACHING THE CASTER WHEELS

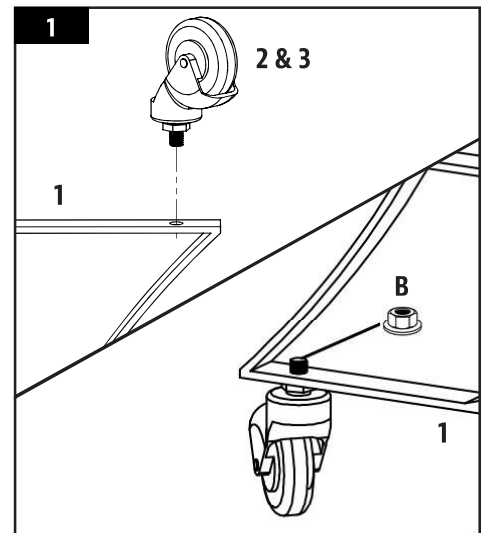
### Parts Required:

- 4 x Support Bracket (#1)
- 2 x Locking Caster Wheel (#2)
- 2 x Caster Wheel (#3)
- 4 x Large Nut (#B)

### Installation:

- Attach the four pre-threaded caster wheels to each of the four support brackets by hand-tightening them into the hole. Secure each caster wheels with large nut.

**NOTE: To keep support brackets level, ensure the bolt on the wheel does not extend the large nut.**



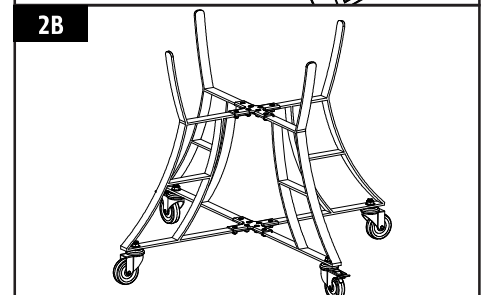
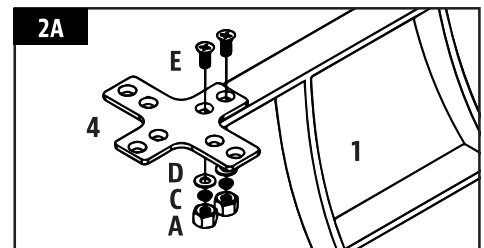
## 2. ASSEMBLING THE CART

### Parts Required:

- 2 x Support Bracket Crosspiece (#4)
- 16 x Screw (#E)
- 16 x Washer (#D)
- 16 x Locking Washer (#C)
- 16 x Nut (#A)

### Installation:

- To assemble the cart, attach the support bracket crosspiece to one of the four support brackets. Secure the support brackets to the crosspieces by using a screw, locking washer, washer, and nuts. Note the position shown in 2A.
- Continue to attach the crosspieces into the other three support brackets. The cart is now complete. Note 2B.



### 3. LIFTING THE CERAMIC BODY ONTO THE CART

#### Parts Required:

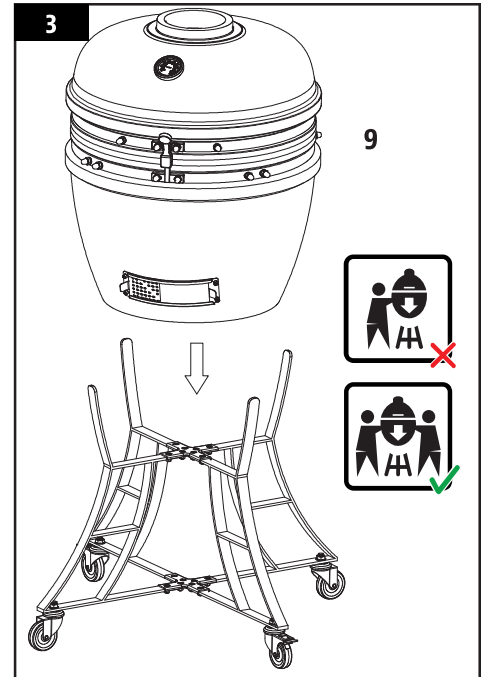
- 1 x Ceramic Body (#9)

#### Installation:

- First, remove all of the parts that are inside of the ceramic body to make lifting easier. Make sure the cart is secure, and all of the bolts are tight before placing the ceramic body into it. Press down on the caster levers to lock the castor wheels to ensure the ceramic charcoal barbecue cannot move.

**CAUTION: Use a minimum of two people when lifting the ceramic body onto the cart. Failure to comply may result in serious injury or damage to the product.**

- To place the ceramic body on the cart, place one of your hands in the bottom vent of the ceramic body and the other under the grill. Place the ceramic charcoal barbecue on the cart with the bottom vent facing to the front of the cart, allowing the vent to open and close without any interruption.



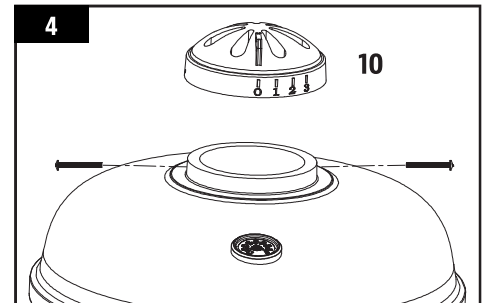
### 4. ATTACHING THE TOP DAMPER

#### Parts Required:

- 1 x Top Damper Vent (#10)

#### Installation:

- Align the side notch of the top damper vent with the thermometer on the front of the ceramic body, and set over the top opening. Secure with pre-attached screws, washers, and nuts.



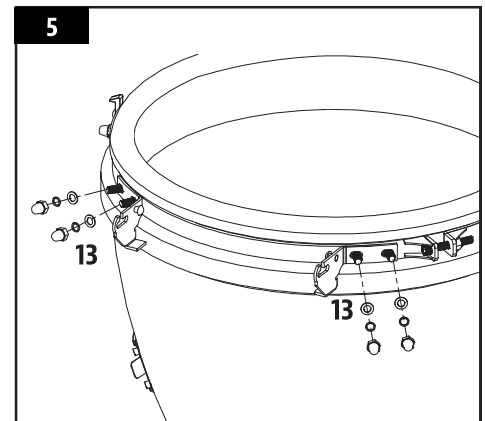
### 5. INSTALLING THE SIDE SHELF BRACKETS

#### Parts Required:

- 4 x Side Shelf Bracket (#13)

#### Installation:

- Attach the side shelf brackets to the ceramic body using the pre-attached screws with their corresponding washers, locking washers, and nuts on the trim.
- Repeat the same installation for the other side shelf brackets. Tighten all screws securely once all brackets are installed.



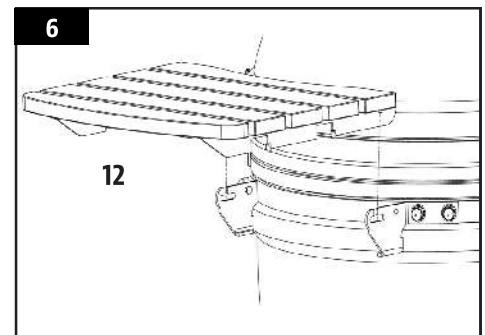
### 6. MOUNTING THE SIDE SHELVES

#### Parts Required:

- 2 x Side Shelf (#12)

#### Installation:

- Insert the hinges of each side shelf into each of the side shelf brackets on both sides of the ceramic body.



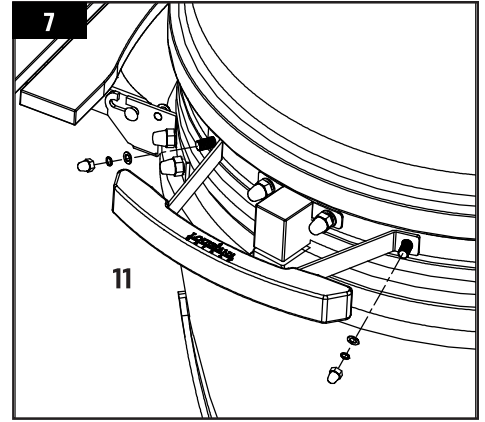
## 7. ATTACHING THE LID HANDLE

### Parts Required:

- 1 x Lid Handle (#11)

### Installation:

- Attach the lid handle to the ceramic body use the pre-attached screws washers, locking washers, and nuts on the trim.



## 8. PLACING THE COOKING COMPONENTS

### Parts Required:

- 2 x Cooking Grid (#5)
- 2 x Heat Deflector (#15)
- 2 x Cooking Grid Support (#6)
- 1 x Charcoal Plate (#7)
- 1 x Firebox (#8)

### Installation:

- Open the lid of the ceramic body and insert the firebox, charcoal plate, cooking grid support, heat deflector, and cooking grids into the ceramic body. The front of the firebox with the arch of the bottom rim should face the front of the unit, aligning with the bottom damper for ash clean out. Cooking grids can be placed on first or second level of the cooking grid support, cooking grids can also be placed directly on top of fire box. Note 8A.

**NOTE: Heat deflector can be used for indirect cooking, it also can be used with the grids for cooking, where the grids is placed underneath the heat deflector.**

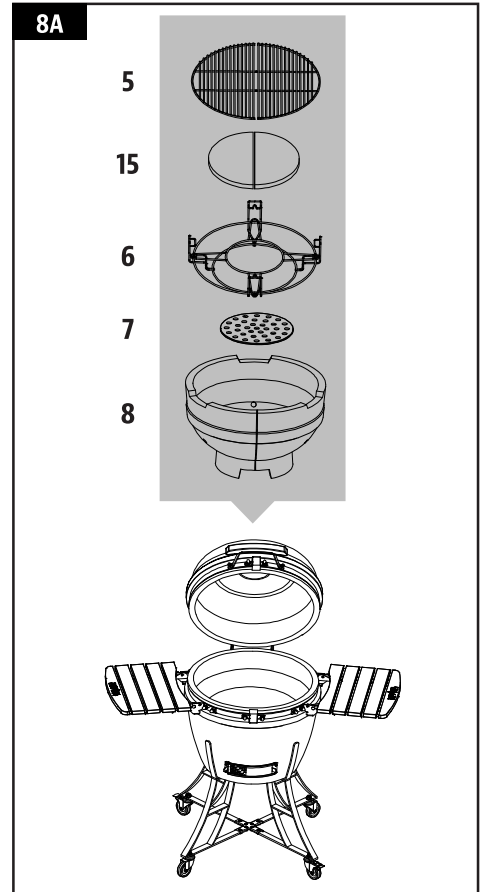
- The ceramic charcoal barbecue is now ready to use. Note 8B.

**IMPORTANT: Ensure that unit curing instructions are read thoroughly prior to use.**

**NOTE: The expansion joint in the firebox is created to account for expansion of the ceramic in extreme heat. This crack is not a fault in the ceramic, but intentional in the structure design.**

**IMPORTANT: The charcoal plate must be in the firebox while in use. Missing this part could result in lighting failure due to lack of oxygen to the charcoal once lit.**

**NOTE: To maintain the grilling performance of your cooking grids, regular care and maintenance is required.**



# OPERATING INSTRUCTIONS

## INTRODUCTION TO CERAMIC GRILLING

Ceramic charcoal barbecues are extremely versatile. Not only can they be used for grilling or smoking, but also pizzas, bread, pies and cookies can be baked effortlessly inside them. Due to their excellent heat-retention properties, high temperatures can be achieved and maintained by precise control of airflow via the top and bottom vents. High temperatures are ideal for quickly cooking burgers and sausages, while low heats can cook larger cuts over a longer period of time. Try adding some wood chips to the charcoal, or try combining different flavor wood chips to make your meats even more flavorful.

## UNDERSTANDING AIRFLOW AND DAMPER CONTROL

The heart of your grill lies in the relationship between the top and bottom ventilation dampers. Opening the dampers, allowing more air to flow through the system, allows the charcoal to burn very hot and create firey embers. To cook at lower temperatures, keep the dampers open only a small distance, allowing for minimal airflow and maximum heat retention in the ceramic chamber.

To ensure the grill performs correctly, proper maintenance and clean out of the firebox are essential. If the grill is not achieving the desired temperature, check to ensure that there is proper airflow to the fuel and that none of the dampers are blocked.

**TIP: The grill can run efficiently over extended periods of time as long as there is dry and sufficient fuel, proper airflow, and the cooking components are clean.**

## FIRST USE – CURING THE UNIT

Curing your ceramic charcoal barbecue is important for its long-term operation and care. Avoiding the curing procedure could lead to damage on the unit. If the first burns are too hot, they could damage the felt gasket seal before it has had the chance to mature with use. To start your first fire:

1. Place one lighter cube, or solid firelighters and one handful of lump charcoal on top of the charcoal plate. Open the bottom vent and light the lighter cube using a long-nosed lighter or safety matches.

**Do not use gasoline, white spirit, lighter fluid, alcohol or other similar chemicals for lighting or relighting.**

2. Once the lump charcoal has caught, cure the unit by closing the lid, and leaving both vents mostly closed. Burn until all the fuel is used and the fire is extinguished. This should take approximately two hours. Do not overload the unit with fuel.
3. After grill has cooled, inspect all fasteners. The metal band connecting your lid to the base will expand from the heat and could become loose. It is recommended you check and tighten the band, if necessary, with a wrench.
4. The ceramic charcoal barbecue can now be used as normal.

## LIGHTING PROCEDURE

When using the ceramic charcoal barbecue, push down on both of the locking wheels to stop the unit from moving around during use. Ensure the ceramic barbecue is positioned on a permanent, flat, level, heat-resistant non-flammable surface, away from flammable items. Position the ceramic charcoal barbecue with a minimum of 1,981 mm / 78 inch overhead clearance and at least 1,981 mm / 78 inch clearance from other surrounding items.

1. To start a fire, place rolled-up newspaper and some lighter cubes or solid firelighters on the charcoal plate, in the base of the ceramic charcoal barbecue. Then, place two or three handfuls of lump charcoal over the top of the newspaper.

**Do not use gasoline, white spirit, lighter fluid, alcohol or other similar chemicals for lighting or relighting.**

2. Open the bottom vent and light the newspaper using a long-nosed lighter or safety matches. Once it has caught, leave the bottom vent and lid open for about 10 minutes to build a small bed of hot embers.
3. Allow the charcoal to heat up and keep it red hot for at least 30 minutes prior to the first cooking on the ceramic charcoal barbecue. Do not cook before the fuel has a coating of ash.

**It is recommended that you do not stoke or turn the coals once they are alight. This allows the charcoals to burn more uniformly and efficiently.**

4. Once alight, only use heat-resistant gloves when handling hot ceramics or cooking surfaces.

## REFUELING PROCEDURE

With the top and bottom vent closed, the ceramic charcoal barbecue will stay at a high temperature for several hours. If you require a longer cooking time (e.g. when roasting a whole cut or slow-smoking), it may be necessary to add more charcoal.

1. Open the lid and remove the cooking grids and heat deflector using heat-resistant gloves or a spatula.
2. Add additional charcoal to the fire box
3. Replace cooking grids and heat deflector then continue to cook as normal.

**IMPORTANT: Do not use spirit, petrol, gasoline, lighter-fluid or kerosene for lighting or refreshing a fire in your grill. Also, do not attempt to add more fire starter into a fire that is already burning or into a hot burn grate. This may cause injury.**

## EXTINGUISHING THE GRILL

1. When finished cooking and extinguish unit, stop adding fuel. Close all the vents and the lid to allow the fire to die naturally by lack of oxygen.

**IMPORTANT: Do not use water to extinguish the charcoal as this could damage the ceramic charcoal barbecue.**

# CARE & MAINTENANCE

Any Louisiana Grills® unit will give you many years of flavorful service with minimum cleaning. An important step is allowing the grill and cooking grids to self-clean by running the grill at a high temperature after each use. Follow these cleaning and maintenance tips to service your grill:

### 1. *INSIDE SURFACES*

- It is recommended to clean the interior of the unit after every few uses. This will ensure proper lighting and avoid any hard build-up of debris or ash on the cooking components. Heat it up to 260°C / 500°F for 30 minutes and it will scorch off all food and debris.

**NOTE: Do not use water or any other types of cleaning product to clean the inside of your ceramic charcoal barbecue. The walls are porous and will absorb any fluids used, which could cause the ceramic charcoal barbecue to crack.**

- Use a long-handled grill cleaning brush, remove any food or build-up from the cooking grids. Best practice is to do this while they are still warm from a previous cook. Grease fires are caused by too much fallen debris on the cooking components of the grill. Clean the inside of your grill on a consistent basis. In the event you experience a grease fire, keep the grill lid closed to choke out the fire. If the fire does not go out quickly, carefully remove the food, turn the grill off, and shut the lid until the fire is completely out. Lightly sprinkle baking soda, if available.
- The chrome-plated charcoal plate is not dishwasher safe; use a mild detergent with warm water.
- After the unit has completely cooled, use the ash tool to scrape out carbon remnants through the bottom damper vent. Carefully open the slide plate and rake the ash into a small waste container under the vent opening. Dispose of container, or store for future use.

### 2. *OUTSIDE SURFACES*

- Upon close inspection, the finish of your ceramic charcoal barbecue may appear to have crack lines. This is not cracking of the ceramic. This is known as crazing and is caused by the different expansion rates between the glaze finish and the clay. The spider-web pattern of cracking is different from a break in the aspect that it cannot be felt on the surface, unless using a fingernail; however, it does become more visually apparent when the surface is dusty or magnified.
- Wipe your grill down after each use. Use warm soapy water to cut the grease. Do not use oven cleaner, abrasive cleansers or abrasive cleaning pads on the outside surfaces.



- Check and tighten the metal rings of the ceramic body and lid, and oil the hinges, twice a year or more if needed. You should not be able to easily turn a hex key while holding the nut in place.
- Use a grill cover to protect your grill for complete protection! A cover is your best protection against weather and outside pollutants. When not in use or for longterm storage, keep the unit under a cover in a garage or shed.

### CLEANING FREQUENCY TIME TABLE (NORMAL USE)

ITEM	CLEANING FREQUENCY	CLEANING METHOD
Bottom of Firebox	Every 5-6 Grill Sessions	Scoop Out, Shop-Vac Ash and Excess Debris
Cooking Grids	After Each Grill Session	Burn Off Excess, Grill Cleaning Brush
Lid Hinge	Twice A Year	Oil hinge components
Metal Rings	Twice A Year	Tighten using hex key
Charcoal Plate	Every 5-6 Grill Sessions	Warm Water & Mild Detergent
Interior Ceramic Body	Every 2-3 Grill Sessions	Heat to 260°C / 500°F for 30 minutes
Exterior Ceramic Body	After Each Grill Session	Soapy Water

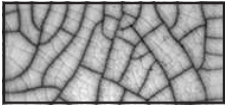
## TROUBLESHOOTING

Proper cleaning, maintenance and the use of clean, dry, quality fuel will prevent common operational problems. When your Louisiana Grills® grill is operating poorly, or on a less frequent basis, the following troubleshooting tips may be helpful.

For FAQ, please visit [www.louisiana-grills.com](http://www.louisiana-grills.com). You may also contact your local Louisiana Grills® authorized dealer or contact Customer Service for assistance.

**WARNING: Ensure the grill is completely cooled prior to any inspection, cleaning, maintenance or service work. Failure to comply may result in serious injury or damage to your unit.**

PROBLEM	CAUSE	SOLUTION
Grill Will Not Light	Damper Vents Are Closed, Lack of Air	Ensure that both the top and bottom vents are open. The fire needs oxygen to catch. Once it has caught, leave the bottom vent and lid open for about 10 minutes to build a small bed of hot embers.
	Incorrect Fuel Used	This grill requires the use of lump charcoal. Follow <b>Lighting Procedure</b> to continue use of grill; however, call Customer Service for assistance if required.
Grill Will Not Achieve Or Maintain Stable Temperature	Grill Gets Too Hot	Close the lid, mostly close both vents, and allow the barbecue to smother with lack of oxygen. For low temperature cooking, use less fuel.
	Grill Does Not Get Hot Enough	Check fuel level. The grill may quickly lose fire if there is not enough charcoal in the ceramic body. The recommended use of lump charcoal is a maximum of 1.81kg / 4lbs per burn. Add more fuel and leave both vents completely open. More oxygen flow will allow the fire to increase, burning more lump charcoal.
	Insufficient Air Flow Through Ceramic Body	Check bottom damper vent for ash build-up or obstructions. Follow <b>Care and Maintenance</b> instructions for ash build-up. Check top damper vent, and ensure it is working properly and airflow is not blocked. Follow <b>Care and Maintenance</b> instructions if dirty. Once all the above steps have been done, light the grill and perform a burn-off.
Flare-Ups	Cooking Temperature Too High	Attempt cooking at a lower temperature. Grease does have a flash point. Keep the temperature under 176°C / 350°F when cooking highly greasy food.
	Grease Build-Up On Cooking Components	Follow <b>Care and Maintenance</b> instructions.
	Need to Burp The Grill	To prevent any back-draft or flare-ups that may cause injury, it is well advised to lift the lid only slightly (also known as burping), which allows air to enter slowly and safely.
Bottom Damper Won't Slide	Damper Stuck On Ash	Tap the damper lightly with a rubber hammer to loosen. Follow <b>Care and Maintenance</b> instructions. If no improvement, call Customer Service.

Finishing on Unit	Finish is chipped	The finish of your unit may chip on the ceramic, but this does not affect the performance or lifespan of your unit. If chipping is substantial, call Customer Service.
	Spider-web pattern of cracking 	This is not cracking of the ceramic. This is known as crazing and is caused by the different expansion rates between the glaze finish and the clay. The spider-web pattern of cracking is different from a break in the aspect that it cannot be felt on the surface, unless using a fingernail; however, it does become more visually apparent when the surface is dusty or magnified. Follow <b>Care and Maintenance</b> instructions. While these cracks may appear as imperfections, crazing does not affect the performance or life span of your ceramic charcoal barbecue; therefore, it is not a warranty issue.
Lid Is Stuck	Unit Not Cured Properly	Curing your ceramic charcoal barbecue is important for its long-term operation and care. If the first burns are too hot, they could damage the felt gasket seal before it has had the chance to mature with use. If the lid gets stuck, or sealed, together with the base, use a knife to carefully unseal and cut off the felt gasket that trims the lid opening. Once removed, you will be able to open the lid. Before continuing to use the unit, replace the high-heat felt gasket, which can be purchased at your local fireplace store.

## WARRANTY

### CONDITIONS

All ceramic grills by Louisiana Grills®, manufactured by Dansons, carry a limited warranty from the date of sale by the original owner. The warranty coverage begins on the original date of purchase and proof of date of purchase, or copy of original bill of sale, is required to validate the warranty. Customers will be subject to parts, shipping, and handling fees if unable to provide proof of purchase or after the warranty has expired.

Dansons carries a Limited Lifetime Warranty on all ceramic parts used to manufacture the ceramic charcoal barbecue. Dansons warrants that all part(s) are free of defects in material and workmanship, for the length of use and ownership of the original purchaser. Warranty does not cover damage from wear and tear, such as scratches, dents, dings, chips or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance. Upon close inspection, the finish of your ceramic charcoal barbecue may appear to have crack lines. This is not cracking of the ceramic. This is known as crazing and is caused by the different expansion rates between the glaze finish and the clay. The spider-web pattern of cracking is different from a break in the aspect that it cannot be felt on the surface, unless using a fingernail; however, it does become more visually apparent when the surface is dusty or magnified. While these may appear as imperfections, crazing does not affect the performance or life span of your ceramic charcoal barbecue; therefore, it is not a warranty issue.

Dansons carries a five-year warranty on all metal and cast-iron parts used to manufacture the ceramic charcoal barbecue. Dansons warrants that all part(s) are free of defects in material and workmanship, for the length of use and ownership of the original purchaser. High temperatures, excessive humidity, chlorine, industrial fumes, chemicals, fertilizers, lawn pesticides and salt are some of the substances that can affect metal parts. For these reasons, the warranty **does not cover rust or oxidization**. Dansons recommends that you cover your grill when not in use. Even with these safeguards, the ceramic charcoal barbecue can be compromised by various substances and conditions beyond Dansons' control.

Dansons carries a one-year warranty on all plastic and composite components, thermometer, and caster wheels used to manufacture the ceramic charcoal barbecue. Warranty does not cover cosmetic or colour changes, weathering or cracks, unless there is a loss of structural integrity. Warranty does not cover damage from wear and tear, such as scratches, dents, dings, chips or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance. Repair or replacement of any part does not extend past the limited warranty. During the term of the warranty, Dansons' obligation shall be limited to furnishing a replacement for defective and/or failed components. As long as it is within the warranty period, Dansons' will not charge for repair or replacement for parts returned, freight prepaid, if the part(s) are found by Dansons' to be defective upon examination. Dansons' shall not be liable for transportation charges, labor costs, or export duties. Except as provided in these conditions of warranty, repair or replacement of parts in the manner and for the period of time mentioned heretofore shall constitute the fulfillment of all direct and derivate liabilities and obligations from Dansons to you.

This warranty is based on normal domestic use and service of the grill, and neither limited warranty coverage's apply for a grill which is used in commercial applications.

## VOID OF WARRANTY

The use or abuse of this product for purposes other than that for which it is designed will void the warranty. Damage caused by lack of proper use, assembly, maintenance or installation is not covered. The pouring of lighter fluid or other liquids on your grill will void this warranty. This could result in damage or serious injury to the user of the ceramic charcoal barbecue, and result in excessive damage to the grill and its many parts and components. This warranty is only applicable if the ceramic charcoal barbecue is purchased through an authorized dealer. The purchase of any product by a third party, or unauthorized dealer, voids the warranty. Only select dealers and retailers have permission, by Dansons, to sell Ceramic series products.

## EXCEPTIONS

There is no written or implied performance warranty on Louisiana Grills® units, as the manufacturer has no control over the installation, operation, cleaning, maintenance or the type of fuel burned. This warranty will not apply nor will Dansons assume responsibility if your appliance has not been installed, operated, cleaned and maintained in strict accordance with this owner’s manual. Burning other than quality lump charcoal may void the warranty. The warranty does not cover damage or breakage due to misuse, improper handling or modifications.

Neither Dansons, or authorized Louisiana Grills® dealer, accepts responsibility, legal or otherwise, for the incidental or consequential damage to the property or persons resulting from the use of this product. Whether a claim is made against Dansons based on the breach of this warranty or any other type of warranty expressed or implied by law, the manufacturer shall in no event be liable for any special, indirect, consequential or other damages of any nature whatsoever in excess of the original purchase of this product. All warranties by manufacturer are set forth herein and no claim shall be made against manufacturer on any warranty or representation.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this limited warranty may not apply to you. This limited warranty gives you specific legal rights and you may have other rights, which vary from state to state.

Our 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 for 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.

## ORDERING REPLACEMENT PARTS

To order replacement parts, please contact your local authorized dealer or visit our online store at: [www.louisiana-grills.com](http://www.louisiana-grills.com)

## CONTACT CUSTOMER SERVICE

If you have any questions or problems, contact Customer Service, Monday through Sunday, 4am - 8pm PST (EN/FR/ES).

**service@louisiana-grills.com | Toll-Free: 1-877-303-3134 | Toll-Free Fax: 1-877-303-3135**

## WARRANTY SERVICE

Contact your nearest Louisiana Grills® dealer for repair or replacement parts. Dansons requires proof of purchase to establish a warranty claim; therefore, retain your original sales receipt or invoice for future reference. The serial and model number of your grill unit can be found on the back of the lid hinge. Record numbers below as the label may become worn or illegible.

MODEL	SERIAL NUMBER
DATE OF PURCHASE	AUTHORIZED DEALER