



Kamado Grill FAQ, Tips and Tricks

Thank you for purchasing a Kamado Ceramic Grill. Once you experience this superior method of cooking we believe you will never return to gas cooking after tastes into your foods that turns weekend grillers into neighborhood chefs. Our Kamado Ceramic Grill builds on this heritage with fresh aesthetics, safety and convenience features, a user-friendly easy-lift lid with spring assist and high-quality materials to the thick ceramic construction of our grill provides superior thermal insulation allowing you to grill, cook, bake or smoke regardless of the season, from the hot summer days to the cold snowy days.

Q. Help, the grill stand/cart screw holes do not align.

A. When assembling the cart place each screw in and do not tighten. This will allow for some movement to align all the pre-drilled holes. It may also be helpful to use a power drill to secure the screws once all pre-drilled holes are aligned.

Q. Why do the side shelf brackets not align?

A. Each side shelf bracket is made for either right or left side, try flipping the bracket over to the other side.

Q. Help the front handle does not align.

A. Due to the natural material used and possibly heating and expanding during shipping, you may need to slightly bend open the metal to properly align the screw holes, to mount to the grill body.

Q. What type of charcoal Should I use

A. For best results, we recommend using natural lump charcoal made from hardwoods. Compared to briquettes, natural charcoals start faster, burn cleaner and longer, reach higher temperatures and produce less ash.

Q. How do I start my Kamado?

A. Starting your Kamado Ceramic Grill is simple and fast: Open grill lid, open top and bottom vents wide open, fill the inner fire bowl with enough charcoal to just cover the air holes, then light the charcoal using either an electric starter or approved grill starters. After several coals are burning, spread evenly, close lid, adjust top and bottom vents, and wait for the grill to reach your desired cooking temperature.

Q. Can I use lighter fluid?

A. No! Never use lighter fluid as this will cause damage to the ceramic shell.

Q. Why does my ceramic have hairline cracks.

A. While our products are tested for durability and long life expectancy, ceramic is a natural material, and is expected to crack and vein over time. This will not affect the performance of the grill.

For any additional questions please contact our customer support department, Monday through Friday 9am to 5pm PST: 657-341-0362, 9:00 a.m. - 5 p.m., PST, Monday - Friday or email your questions to cs@scsources.com.