

# 28-INCH ELECTRIC SMOKER WITH 1500-WATT HEATING ELEMENT OWNER'S MANUAL



## Customer Service

📞 1-800-618-6798

### FOR YOUR SAFETY!

Use outdoors only! Do not use it inside a building, garage, or any other enclosed space. Read the instructions before assembling and using the appliance.

DO NOT use the smoker unless it is completely assembled, and all the parts are securely fastened. This smoker will become very hot, do not move it during use. Keep away from children and pets.

### CONTACT US FIRST!

This smoker has been made to high quality standards. If you have any questions that are not addressed in this Owner's Manual, or you need parts, please call our customer service hotline or send an email to [service@royalgourmetusa.com](mailto:service@royalgourmetusa.com). Please keep this Owner's Manual for future reference.

Learn more at:

[www.royalgourmetcorp.com](http://www.royalgourmetcorp.com)

# CONTENTS

For Your Safety .....	2-3
Operating Instructions .....	4
Troubleshooting Guide .....	5
Warranty and Customer Service .....	6
Parts Diagram & Parts and Hardware List .....	7
Preparation .....	8
Assembly .....	9-13



## CALIFORNIA PROPOSITION 65 WARNINGS

1. This product can expose you to chemicals including carbon black, which is known to the State of California to cause cancer, and carbon monoxide which is known to the State of California to cause birth defects or other reproductive harm.
2. Handling the brass material on this product can expose you to lead, a chemical known to the State of California to cause cancer, birth defects or other reproductive harm.

For more information, go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

- This smoker is for **OUTDOOR USE ONLY**.
- Do not use it inside a shed, garage, building, tent or inside any other enclosed space.
- Never operate the smoker under overhead construction such as roof coverings, carports, awnings, or overhangs.
- Never use the smoker as a heater. This appliance is not intended for commercial use.
- Maintain a minimum distance of 10 feet (3 meters) from overhead constructions, walls, rails, or other structures.
- Keep a minimum 10 feet (3 meters) clearance of all combustible materials such as wood, dry plants, grass, brush, paper, or canvas.
- Keep the smoker clear and free from combustible materials such as gasoline, and other flammable vapors and liquids.
- Use the smoker on a level, non-combustible, stable surface such as dirt, concrete, brick, or rock.
- The smoker **MUST** be on the ground.
- Avoid using the smoker on wooden or flammable surfaces.
- Never use the smoker for anything other than its intended use. This smoker is **NOT** for commercial use.
- Keep a fire extinguisher accessible at all times while operating the smoker.
- Before each use, check all nuts, screws, and bolts to make sure they are tight and secured.
- The use of alcohol, prescription or non-prescription drugs may impair the user's ability to properly assemble or safely operate the smoker.
- Keep children and pets away from the smoker at all times. Close supervision is necessary when children or pets are in the area where the smoker is being used.
- Avoid bumping or impacting the smoker.
- Never move the smoker when in use. Allow the smoker to cool completely (below 115 °F (45°C)) before moving or storing.
- The smoker is **HOT** while in use and will remain **HOT** for a period of time afterwards and during cooling process. Use **CAUTION**. Wear protective gloves/mitts especially when adding wood.
- Never use glass, plastic, or ceramic cookware in the smoker. Never place empty cookware in the smoker while in use.
- Be careful when removing food from the smoker because of hot surfaces which may cause burns. Use protective gloves/mitts, or long, sturdy cooking tools.
- Always use the smoker in accordance with all applicable local, state, and federal fire codes.

 **WARNING** 

1. Do Not place the smoker on tables or counters.
2. Do Not move the smoker across uneven ground.
3. Do Not leave the smoker unattended.
4. Do Not allow children to use the smoker.
5. Do Not touch **HOT** surfaces of the smoker while in use.
6. Do Not allow anyone to conduct activities around the smoker during or following its use until it has cooled.

**When using electrical appliances, basic safety precautions should always be followed including the following tips:**

- Do not plug in the electric smoker until fully assembled and ready for use.
- Use only approved grounded electric outlet.
- Do not use during an electrical storm.
- Do not expose the electric smoker to rain, or water at anytime.
- To protect against electrical shock, do not immerse the cord, plug, or control panel in water or other liquid.
- Do not operate any appliance with a damaged cord, or plug, or after appliance malfunctions, or it has been damaged in any manner. Contact our customer service for assistance.
- Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.
- If a longer detachable power-supply cords or extension cord is used:
  1. The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  2. The cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled by children or tripped over unintentionally.
- The extension cord must be a grounding-type 3-wire cord.
- Outdoor extension cords must be used with outdoor use products and are marked with suffix “W” and with the statement “Suitable for Use with Outdoor Appliance”.
- Do not let cord touch hot surfaces.
- Do not place on or near a hot gas or electrical burner, or in a heated oven.
- Fuel, such as charcoal briquettes, or heat pallets, shall not be used in the electric smoker.
- To disconnect, turn the control panel/knob OFF, then remove the plug from outlet.
- Unplug from outlet when not in use and before cleaning. Allow the smoker to cool completely before adding/removing grates, tray, or water pan.
- Slide the drip tray onto the grooves under the smoker body. Do not put the drip tray on the cooking grates. This may damage the electric smoker.
- Do not cover cooking grates with metal foil. This will trap heat and cause severe damage to the electric smoker.
- Do not clean this smoker with a water sprayer or the like.

**CAUTION:** To reduce the risk of electric shock, keep extension cord connection dry and off the ground.

## PRE-SEASONING INSTRUCTIONS

Pre-season the smoker prior to the first use. Make sure the water pan is in place with NO WATER. Set the control panel to MED and run the smoker for 3 hours. Shut down and allow to cool down. It is normal that some smoke may appear during this time.

**Note:** During the last 45 minutes, add 1 cup of wood chips in the wood chip box to complete pre-seasoning. Wear protective gloves/mitts as the hot surfaces may scald your hands.

### CAUTION

When the smoker door is opened, a flare-up may occur. Should wood chips flare up, immediately close the door, and wait for wood chips to burn out, then open the door again. Do not spray with water.

## OPERATING

Step 1: Connect the thermostat controller to the smoker body.

Step 2: Plug power cord into the electric outlet (refer to “For Your Safety” section of manual).

Step 3: Turn knob to desired setting. Indicator light will turn off when the temperature setting is reached.

**Note:** The thermometer on the smoker door reflects the setting on the thermostat controller and displays the temperature inside the smoker.

## TIPS FOR USING WOOD CHIPS

- Pre-soak wood chips in water at least 30 minutes.
- Before starting the smoker, place 1 cup of wood chips in the wood chip box.
- Never use more than 1 cup of wood chips at a time. Never use wood chunks.
- Wood chips should be level with top rim of wood chip box.
- Check wood chip box periodically to see if wood has burned down. Add more chips as needed.

## IMPORTANT FACTS ABOUT USING SMOKER

- Maximum temperature setting is 240°F (116°C).  
NOTE: When outside temperature is cooler than 65°F (18°C) and/or altitude is above 3,500 feet (1067m), additional cooking time may be required.
- Wood chip box MUST be in place while in use. This minimizes the occurrence of wood flare-ups.
- Check drip tray periodically during cooking. Empty drip tray before it gets full. Drip tray may need to be emptied periodically during cooking.
- Do not open smoker door unless necessary. Opening smoker door may cause heat loss and wood flare-ups. Closing the door will restabilize the temperature and avoid flare-ups.
- Do not leave old wood ashes in the wood chip box. Once ashes are cold, empty the box. Wood chip box should be cleaned out prior to and after each use to prevent ash accumulation.
- There will be a lot of smoke produced when using wood chip. It is normal that smoke may escape through seams and turn the smoker interior wall black as it is a smoker. To minimize smoke loss around door, door latch can be adjusted to further tighten door against body.

## FOR SAFETY USE, PLEASE DO AS FOLLOWINGS:

1. Pre-heat the smoker at least 30 minutes with the water pan filled with water for the first time.
2. DO NOT turn on the smoker when the water pan is empty.

It is normal that some smoke or artificial smell may appear during the first use.

Problem	Possible cause	Prevention/Solution
Smoker not heating	<ol style="list-style-type: none"> <li>1. No power</li> <li>2. Controller turned to OFF position</li> <li>3. Faulty controller or heating element</li> </ol>	<ol style="list-style-type: none"> <li>1. Be sure controller is fully seated in heating element bracket and smoker is properly plugged into outlet, or try another outlet.</li> <li>2. Turn controller knob to desired settings.</li> <li>3. Replace controller or heating element.</li> </ol>
Smoker does not generate enough heat	<ol style="list-style-type: none"> <li>1. Temperature was set too low</li> <li>2. Door open or unlatched Improper extension cord</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust temperature setting as needed.</li> <li>2. Close the door and secure with the latch.</li> <li>3. Check the cord rated for outdoor use.</li> </ol>
Little or no smoke	Not enough wood chips	Check wood chip box periodically and add wood chips according to Operation Instructions.
Grease leakage	<ol style="list-style-type: none"> <li>1. Drip tray not in place</li> <li>2. Excess grease or oil build-up in smoker</li> </ol>	<ol style="list-style-type: none"> <li>1. Place the drip tray onto the drip tray base underneath the smoker body.</li> <li>2. Clean the smoker.</li> </ol>
Flare-ups	<ol style="list-style-type: none"> <li>1. Excess grease or oil build-up in smoker</li> <li>2. Excessive cooking temperature</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn off the smoker. Wait for the smoker to cool down and then clean the smoker according to the instructions.</li> <li>2. Adjust temperature setting as needed.</li> </ol> <p><b>NOTE:</b> DO NOT use water to extinguish the fire.</p>

Thanks for purchasing this Royal Gourmet® 28-Inch Electric Smoker with 1500-Watt Heating Element.

Royal Gourmet warrants its products to be free from defects in materials and workmanship under proper assembly, normal residential use and recommended care for **1-Year Full Warranty** from the date of original retail purchase. The warranty does not cover paint finish as it may burn off during normal use. **RUST is not considered a manufacturing or materials defect.**

Within the stated warranty period, Royal Gourmet, at its discretion, shall replace defective components free of charge, with the owner being responsible for shipping. Royal Gourmet reserves the right to require that defective parts be returned, postage and or freight pre-paid by the consumer for review and examination. In the event of parts availability issues, Royal Gourmet reserves the right to substitute like or similar parts that are equally functional. Upon the expiration of such warranty, all such liability shall terminate.

**Note:** A dated sales receipt along with Model Number and Serial Number will be required for the warranty service.

The limited warranty will not reimburse you for the cost of any inconvenience, food, personal injury or property damage. All warranty coverage is void if this grill is ever used for commercial or rental purposes. And this limited warranty applies to the functionality of the product ONLY and does not cover cosmetic issues such as scratches, dents, corruptions or discoloring by heat, abrasive and chemical cleaners or any tools used in the assembly or installation of the appliance, surface rust, or the discoloration of stainless steel surfaces.

### ITEMS NOT COVERED IN THE WARRANTY SERVICE

Any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service, or failure to perform normal and routine maintenance, including but not limited to damage caused by insects within the burner tubes, as set out in the owner's manual.

Deterioration or damage due to severe weather conditions such as hail, hurricanes, earthquakes or tornadoes, discoloration due to exposure to chemicals either directly or in the atmosphere.

Cost of service calls to your home.

Costs of removal or re-installation.

Pickup and delivery of your product.

Shipping or transportation costs.

Labor costs for installation and repair.

Liability for indirect, or consequential damages.

This limited warranty is the sole warranty given by Royal Gourmet and is in lieu of all other warranties, expressed or implied including implied warranty, merchantability, or fitness for a particular purpose. Neither Royal Gourmet nor the retail establishment selling this product has authority to make any warranties or to promise any remedies in addition to or inconsistent with those stated above.

Royal Gourmet's **maximum liability**, in any event, shall not exceed the purchase price of the product paid by the original consumer purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such a case, the above limitations or exclusions may not be applicable.

**Do not return parts without prior to obtaining return authorization from our customer service department.**

Please do not hesitate to contact our customer service when you have any questions regarding assembly, warranty, or accessories. We will be happy to offer any replacement parts you need during the warranty period.



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Mon-Fri, 8:30 AM-5:30 PM, EST