

FREQUENTLY ASKED QUESTIONS

➤ **Why is my smoker not heating?**

- Make sure you are following the operating instruction properly, and timely. Delayed input into the controller can cause it to time out. If you are still having issue with the element not heating, you may require a replacement, and need to contact Masterbuilt Customer Service.

➤ **Do Long Cooking Sessions cause the element to burn out?**

- Not under normal household use.

➤ **Can I use my smoker in a garage or screen room?**

- We recommend to only use outdoors where it is well ventilated. The burning of the wood chips gives off carbon monoxide, which has no odor and can cause death.

➤ **Can I use my smoker in the rain?**

- The smoker is electrical and should not be used in any inclement weather such as rain, snow, hail or storm of any type. The smoker should not be exposed to moisture, so to protect it from electrical shock.

➤ **How do I use my meat probe?**

- Insert the meat probe into the thickest part of the meat when first placing it into the smoker. To read the temperature of your meat, press the meat probe button. When removing the probe, use an oven mitt, and pull from end of probe stick. Never pull probe out by wire.

➤ **Why is my meat turning out dry?**

- Make sure you are adding water to the water bowl when placing meat into the smoker. For more tender meat, you can double wrap the meat in foil ½ way through the cooking time.

➤ **Why don't I have a good smoke ring?**

- For a more defined smoke ring, add wood chips (1/2 cup every 45 minutes – 1 hour) throughout entire cooking time.

FREQUENTLY ASKED QUESTIONS – CONT'D

- **Why doesn't my smoker produce smoke at 150 Degrees?**
 - Wood does not naturally start to smoke until it reaches 180 Degrees. Smoking at lower temperatures would require a Cold Smoker attachment.

- **Why does my smoker's controller shut off when trying to use the wireless remote?**
 - You can only use one or the other as your master controller. If you plan on using your wireless remote, you'll need to turn the smoker on with it, and set your time and temp.

- **Why does my meat probe read a different temperature than my internal temperature gage?**
 - The meat probe is designed to measure internal meat temperature and will not provide an accurate reading for air temperature.

- **Why is there a variance in temperature inside of my smoker?**
 - Heat moves throughout the smoker and circulates. This will cause a variance in temperature, with warm and cold spots throughout. Since the elements kick on and off to maintain temperature, it is normal to sometimes see a 20 degree variance to the preset temperature.