

ACCU-PROBE® Cook Assist

Confidently tend to the grill and your guests while using the integrated ACCU-PROBE® technology. Monitor internal grill temperature. Easily program your food type, target temperature, and cooking time using your smart device with the Napoleon Home App.

You will receive notifications on your device when your food is cooked to perfection. ACCU-PROBE® supports both Wi-Fi and Bluetooth® connectivity. If your default Wi-Fi is not available, the Bluetooth® function allows you to connect to ACCU-PROBE® with ease. The device must be initially provisioned using Wi-Fi. After provisioning, Bluetooth® will be available for connectivity, and Wi-Fi may still be used if supported.

See "Quick Start Instructions" and "Napoleon Home App" sections for more information on getting connected. Download the Napoleon Home

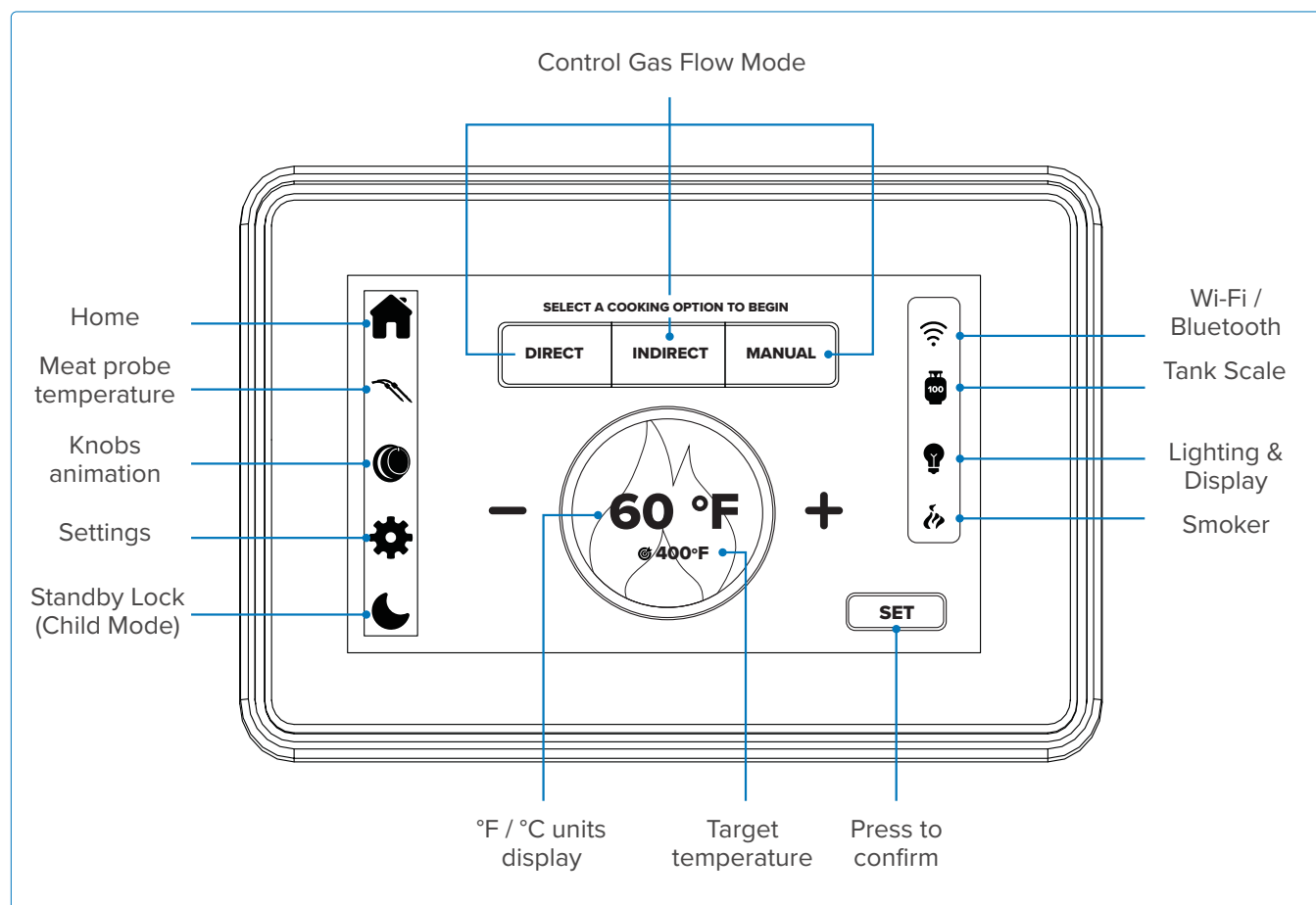
App and enjoy smart cooking.

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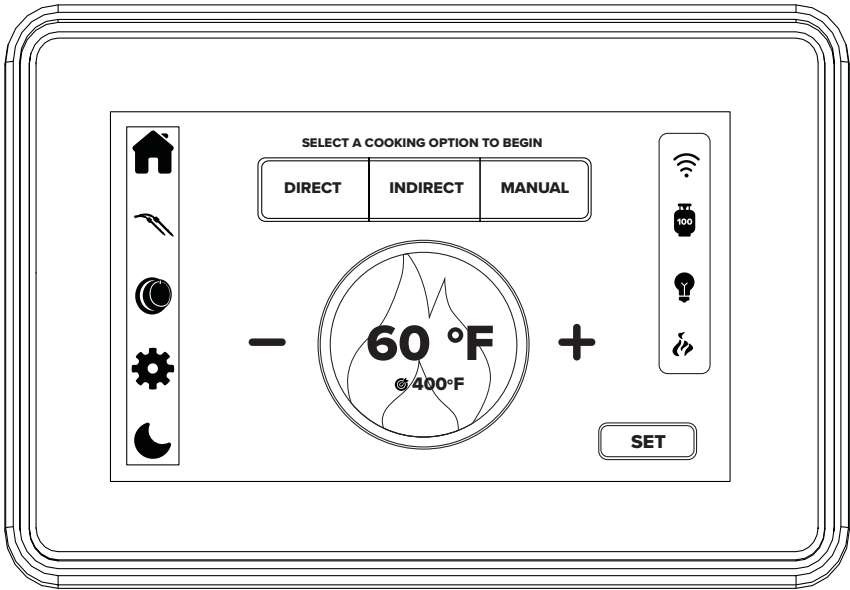
Compatible Devices

The Napoleon Home App is designed to work with a wide range of Android and iOS devices. Device compatibility is not guaranteed due to numerous different models and manufacturing standards.

Display Overview



Display Operation



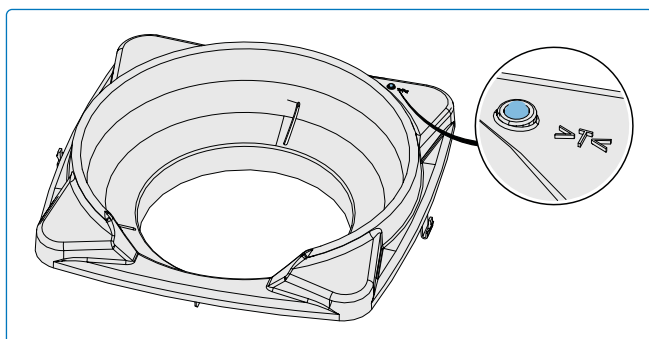
Function	Action	Duration	Description
Paring Mode	Press and hold the power button for 10 seconds OR tap the Wi-Fi icon, then in the pop-up select Reset Network to make the system pairable	10 seconds	When the system restarts, the Napoleon logo will appear. The Wi-Fi and Bluetooth® icons will flash, indicating that the device is in pairing (Access Point) mode. You will need to provision the device again using the Napoleon Home App. This process should be completed when the display is active. If the display is off or in display timeout, continue to press and hold the button until Access Point Mode is reached. Alternatively, you can initiate pairing mode by tapping the Wi-Fi icon and selecting Reset Network from the pop-up menu.
Wake-up Display	Single tap on the display or tap the moon icon	N/A	After awakening, the display will seamlessly return to its previous state. A tap on the moon icon will put the display screen into standby mode; tapping the same spot again will turn the screen back on.
Temperature Unit Change	Select the gear icon	N/A	Toggle between Celsius and Fahrenheit.

How to Zero the Propane Tank Scale

1. Remove the empty propane tank.
2. Press the Zero button to initiate the tare process.
3. Wait 20 seconds for the scale to calibrate.
4. Place the new propane tank on the scale.

Selecting a New Propane Tank

- Open the Napoleon Home App and go to the Tank Scale section (**Fig. 9**).
- Choose one of the following options:
 - » **North America:** Preselected default tank weights.
 - » **Europe:** Select from available tank specifications.
 - » **Custom Tank (Optional):** Enter the weight of an empty and full tank for accurate monitoring (**Fig. 10**).



NOTE:

It may take about 1 minute to get the data updated to the app.

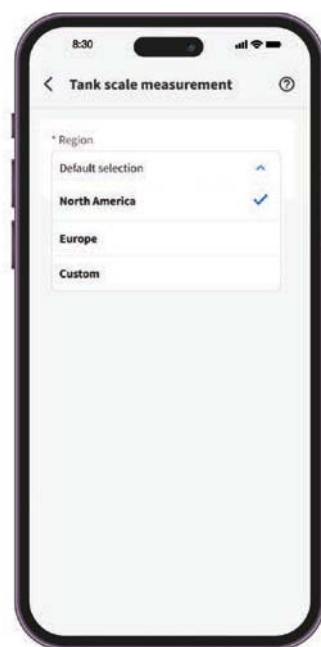


Fig. 9

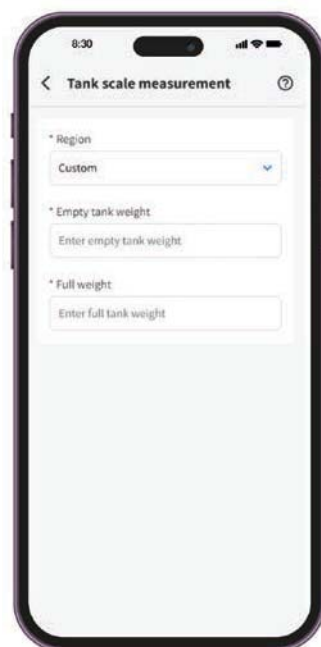


Fig. 10

Safeguards

- Avoid high humidity or extreme temperatures.
- Avoid long exposure to direct sunlight or strong ultraviolet light.
- Do not disassemble or try to repair the unit on your own.
- Do not expose the unit or its accessories to flammable liquids, gases, or other explosives.
- Probes can operate from -4 ° F (-20 ° C) to 572 ° F (300 ° C).
- Probe cords can operate from -4 ° F (-20 ° C) to 716 ° F (380 ° C).
- **IMPORTANT:** Do not allow the probes to be directly exposed to flames or temperatures exceeding 572 ° F (300 ° C).
- For accurate readings, insert the probes into the center of meat, ideally before it is placed on the grill.
- **IMPORTANT:** Point the tips of the probes downward but do not allow the tips to touch the cooking grids. Also try to ensure that probes do not touch the body of the grill.
- Place meat on the side of the grill closest to the thermometer.
- Position the cord at a high exit point so the cord stays sufficiently above the cooking grids when the lid is closed.
- Alternatively, probe handles may be positioned under the lid seal. Ensure the sides of the grill do not exceed the highest probe operating temperature.
- When using more than one probe, colored probe rings can help identify the number of each probe. Place each ring around the probe tip and push until it reaches the base holder.

Clearance

- Check that the cooking area does not exceed the maximum temperature and cords are not kinked or frayed by closed doors or lids.
- First check the cord clearance at ambient temperature with the lid closed. Examine the cord for any severe kinking or bending. Then turn the grill ON and check for hot spots where the cord may make surface contact.

Infrared Grilling Guide

Food	Internal Temperature	Control Knob Setting	Cooking Time	Cooking Tips
 Steak 1 inch (2.54 cm) thick.	Medium-Rare 63 °C (145 °F)	HIGH for 2 min each side, then MEDIUM	4–6 minutes each side, depending on thickness.	Ask for marbled fat in cut. Sear on high heat to lock in juices, then reduce heat for desired doneness. Let rest for 3 minutes before serving.
	Medium 60 °C (140°F)			
	Well Done 77 °C (170 °F)			
 Hamburger ½ inch (1.27 cm) thick.	Medium-Rare 54 °C (129 °F)	HIGH for 2–3 min each side	5–7 minutes total.	Shape patties to equal thickness for consistent cooking. Patties 1 inch thick or more should be grilled using indirect heat.
	Medium 60 °C (140°F)			
	Well Done 77 °C (170°F)			
 Poultry	74 °C (165 °F)	HIGH, then LOW	90 minutes total (depending on size)	Cut ¾ through the joint between the thigh and leg so the meat lies flat on the burner for even cooking.
 Pork Chops	64 °C (147 °F)	MEDIUM	6 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 Fish	70 °C (158 °F)	MEDIUM	5–10 minutes, depending on thickness	Cook until opaque and flakes easily.

Food	Internal Temperature	Control Knob Setting	Cooking Time	Cooking Tips
 Shellfish/ Shrimp	60°C - 65°C (140 °F - 149 °F)	HIGH	3–5 minutes	Discard any shellfish that don't open during cooking.
 Spare Ribs	74 °C (165 °F)	HIGH for 5 min, then LOW	25–30 minutes total	Grill until meat pulls easily from the bone.
 Lamb Chops	64 °C (147 °F)	HIGH for 5 min, then MEDIUM	10–15 minutes per side	Choose thick cuts for tenderness. Trim excess fat to prevent flare-ups.
 Hot dogs	74 °C (165 °F)	MEDIUM to LOW	5–7 minutes total	Grill or boil until heated through.

Smoker Guide

Quick Smoking Tips

To help you get the most out of your smoker, we've created this quick-reference guide filled with practical tips for better results. These proven techniques enhance flavor, improve smoke adhesion, and help you achieve more consistent cooks—so you get the best flavor every time and make the most of your cooking experience.



Start With Smoke

Start the smoker ahead of time and wait for it to produce clean smoke before placing any food on the grill or igniting the burners.



Cold Meat = Better Smoke Ring

Place meat straight from the fridge into the smoker. The cooler surface absorbs more smoke early on.



Keep It Moist

Mist the meat with a spray bottle every 45–60 minutes. Don't overdo it—just enough to keep the surface tacky, not soaked.



Use a Water Tray

A water pan maintains humidity. Moist air helps smoke cling better and keeps meat juicy.



Rough = More Smoke Flavor

Score the surface or apply a coarse rub (e.g., cracked pepper, herbs). Creating a rough texture—through scoring or seasoning—enhances smoke absorption. The increased surface area and irregularities help trap smoke particles more effectively, resulting in a deeper, richer, and more complex smoky flavor.



Avoid White Billowy Smoke

Thick white smoke means incomplete combustion. Use quality wood chips, or chunks for cleaner burning.



Temperature Zones Matter

Understand your BBQ's hot and cool zones. Rotate meat as needed to cook evenly and avoid dry spots.



Patience Pays Off

Don't rush. Keep the lid closed—every peek adds 10–15 minutes to the cook time. Trust the process!

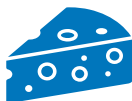


SMOKING PRO TIPS!

- Let meat rest after smoking to allow juices to redistribute. It can make a big difference in tenderness and flavor.
- If not cleaned, your smoker can build up creosote—a tar-like residue that gives food a bitter, unpleasant taste.
- Use a meat thermometer for accuracy. Don't rely on time alone—internal temperature is key.
- Practice makes perfect. Every cut of meat behaves differently. Stay patient and keep experimenting.

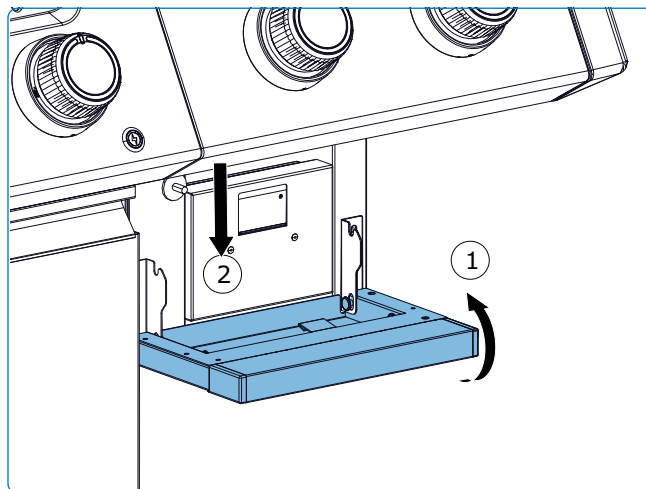
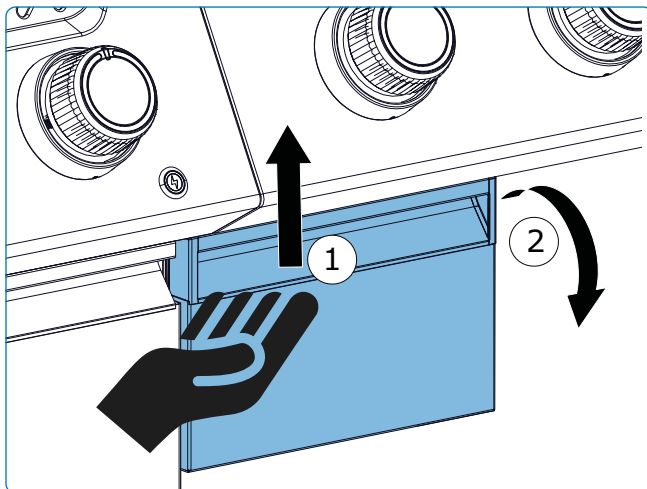
Food Type		Wood Type(s)	Smoke Temp °C (°F)	Smoke Time	Cooking Tips
 Beef	Brisket	Hickory, Oak, Mesquite	107–116 °C (225–240 °F)	6–8 h (until wrapped, at 74 °C / ~165 °F)	Cook Time: 12–18 h total. Use water pan for moisture; wrap in foil after the stall.
	Short Ribs		107–116 °C (225–240 °F)	3–4 h (until wrapped)	Cook Time: 6–8 h total. Keep bone side down; rest 1 h after cooking.
	Meatloaf	Hickory, Oak, Applewood, Pecan	107–135 °C (225–275 °F)	2.5 - 3.5 h	Let the meatloaf rest for 10–15 minutes before slicing to retain moisture.
 Pork	Boston Butt	Apple, Cherry, Pecan	107–116 °C (225–240 °F)	12–14 h	Smoke to 90–95 °C (195–203 °F) for shredding.
	Baby Back Ribs	Apple, Cherry, Hickory		~5 h (3-2-1 method)	Wrap in foil at hour 3; finish unwrapped for bark
	Spare Ribs			~6 h	Spritz with apple juice every hour for moisture.
	Tenderloin	Apple, Cherry, Oak		~2–4 h	Don't overcook — remove at 63 °C (145 °F)
 Chicken	Whole	Apple, Cherry, Maple	121–135 °C (250–275 °F)	3–4 h	Tie legs and tuck wings; smoke to 74 °C (165 °F)
	Legs/Thighs	Apple, Maple, Pecan	121–135 °C (250–275 °F)	~2 h	Higher temps crisp the skin; no need to flip
	Wings	Apple, Cherry, Maple	121–135 °C (250–275 °F)	1.5–2 h	Toss in oil/spices before smoking; finish over direct heat for crispiness.
	Breast	Apple, Cherry, Maple	107 °C (225° F)	~1 h	Use meat thermometer, remove at 71 °C (160 °F), rest to 165 °F.

Food Type		Wood Type(s)	Smoke Temp °C (°F)	Smoke Time	Cooking Tips
 Turkey	Whole	Apple, Cherry, Pecan	116 °C (240 °F)	5–7 h	Use water pan; spatchcock for even cooking.
	Breast			~ 4 h	Baste every hour for moistness.
 Venison	Tenderloin	Oak, Cherry, Hickory	107 °C (225 °F)	~45 min/lb	Mild wood preserves game flavor; don't over smoke.
 Game Birds	Duck – Whole	Apple, Cherry, Pecan	121–135 °C (250–275 °F)	3–4 h	Score skin for fat rendering; finish at high heat to crisp skin.
	Duck – Breast	Apple, Maple, Alder	107 °C (225 °F)	~ 1.5 h	Smoke skin-side up; pull at 135–140 °F / 57–60 °C for medium rare.
	Quail	Applewood , Cherry, Pecan	107 °C (225 °F)	1–1.5 h	Lightly mist with apple juice or broth during smoking to maintain moisture and enhance smoke adhesion.
 Seafood	Salmon – Fillet	Alder, Cherry, Maple	104 °C (220 °F)	1 h	Salmon can be cold smoked by curing it with salt and exposing it to smoke at 68–86°F (30 °C–20 °F) without cooking. Use skin-on fillets; finish with lemon glaze.
	Trout – Whole	Alder, Oak, Cherry	107 °C (225 °F)	1 h	Stuff cavity with lemon/ herbs; smoke in a basket
	Lobster Tails	Alder, Apple, Cherry		~ 45 min	Split tails for better smoke penetration.

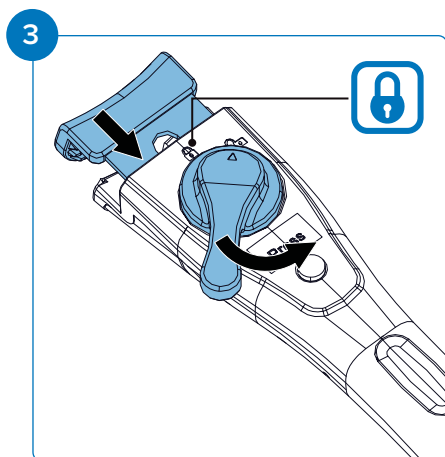
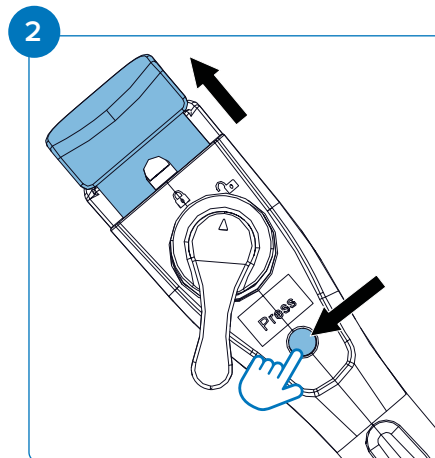
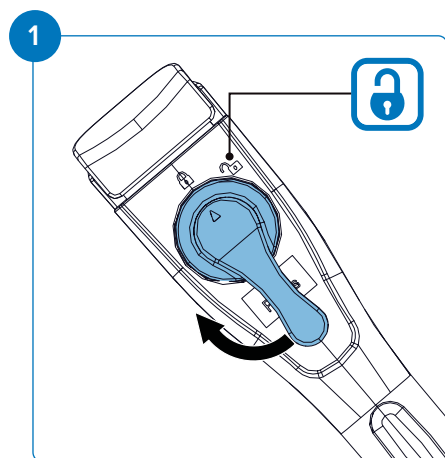
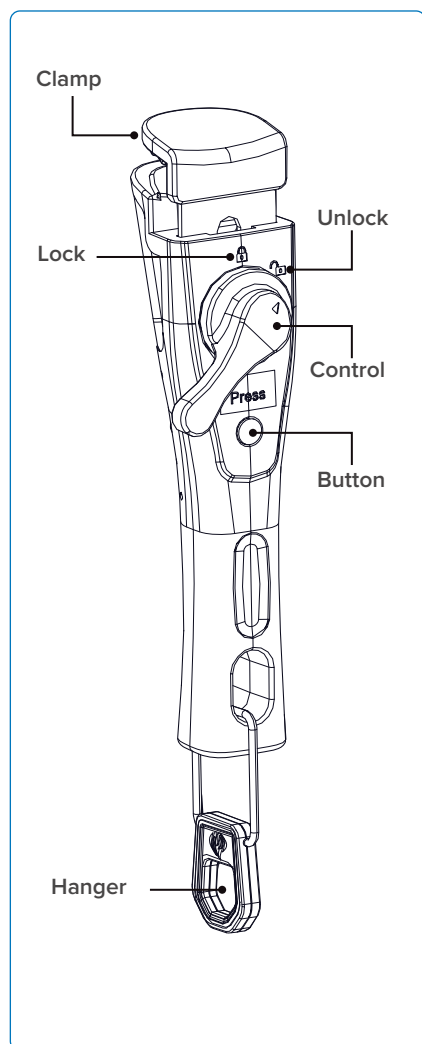
Food Type		Wood Type(s)	Smoke Temp °C (°F)	Smoke Time	Cooking Tips
 Vegetables	Bell Peppers	Apple, Cherry	107–116 °C (225–240 °F)	1.5–2 h	Slice in halves or thick strips; oil lightly.
	Potatoes – Whole	Apple, Cherry, Pecan		2–3 h	Poke holes and rub with oil/salt; wrap in foil for soft skin.
	Carrots			1.5–2 h	Smoke with a touch of honey or brown sugar for sweetness.
		Tomatoes (Romas)	Cherry, Apple	93–107 °C (200–255 °F)	1.5–2 h
 Cheese	Cheddar (Aged)	Apple, Cherry, Maple	32 °C (90 °F) Note: Cold days make it easier to keep smoker temps low—ideal for cold smoking cheese without melting it.	1.5–2 h	Let sit unwrapped in fridge for 24–48 h after smoking to mellow
	Gouda	Apple, Pecan			Slice into small blocks or smoke whole; let rest 48 h.
	Mozzarella (Low Moisture)	Apple, Cherry		~ 1 h	Use firm blocks; smoke gently or it may melt.
	Swiss / Jarlsberg	Apple, Alder		2 h	Chill before smoking; let rest 2 days for full flavor
	Cream Cheese (Block)	Apple, Maple		1–2 h	Score top in crosshatch; season or coat with rub before smoking.
	Brie			~ 1 h	Freeze briefly before smoking to help it hold shape.
	Halloumi (Cold-Smoked)	Apple, Cherry, Pecan		1–1.5 h	Slice ¼–¾" thick; use indirect setup with ice pan; rest 24–48 h
	Halloumi (Hot-Smoked)		107 °C (255 °F)	30–45 min	Leave whole or thick-sliced; firm texture holds well; serve warm or seared.

Operation

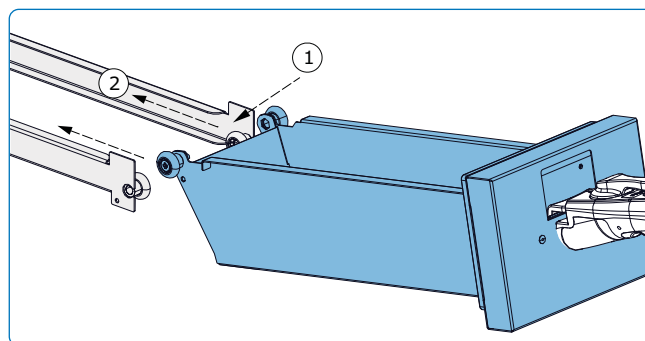
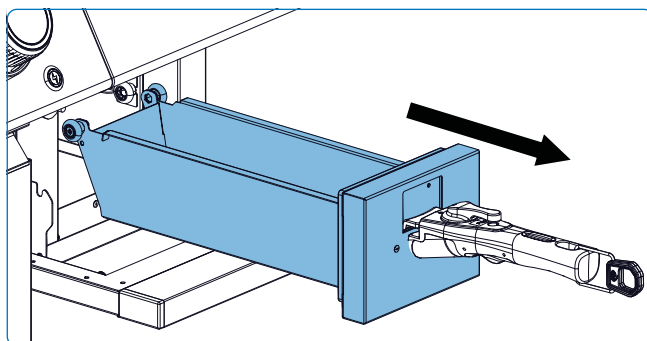
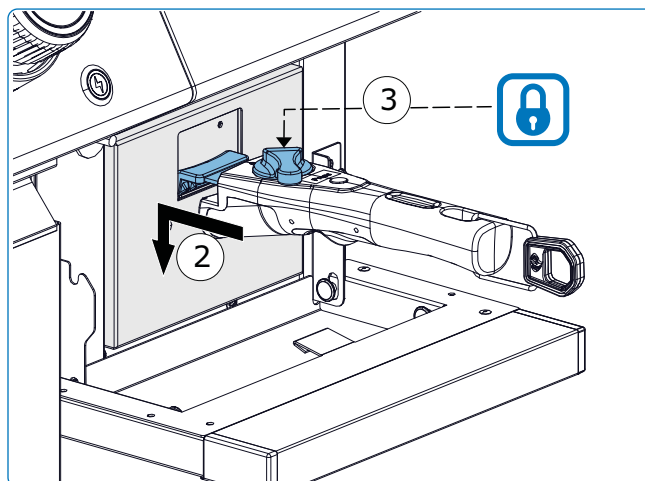
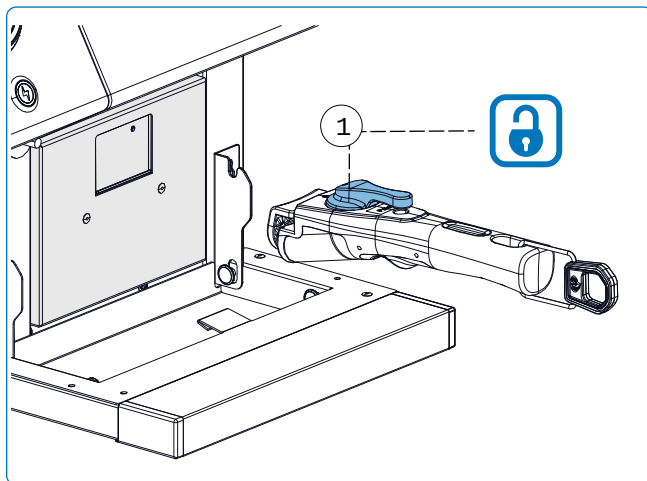
Door



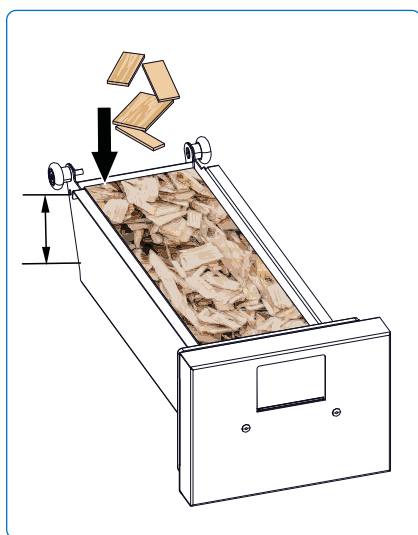
Tool Overview



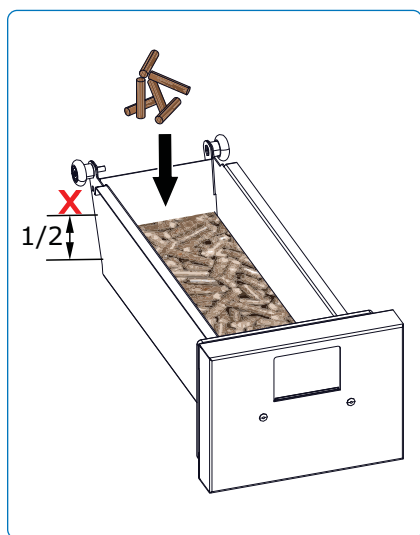
Wood tray



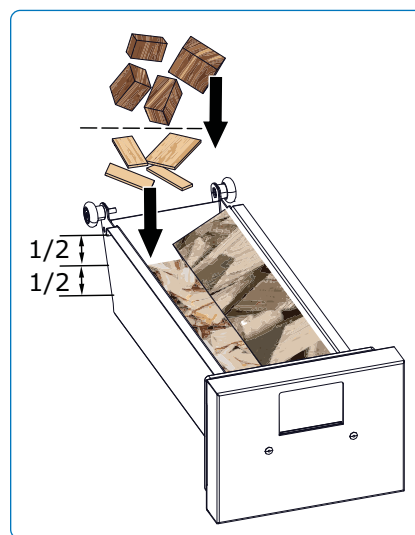
Setting Up Your Smoker



- Fill with woodchips up to the top of the tray. Approximately 480 g. or 6 cups.



- Fill with wood chips no more than half way. Approximately 180 g or 2 cups.



- Layer with wood chips no more than half way. Place wood chunks on top of wood chips.

Cleaning Instructions

Cleaning the Smoker Box

To keep your smoker box in top condition and ensure the best smoky flavor for your grilled food, follow these simple cleaning steps after each use:

1. **Cool Down Completely** – Let the smoker box and grill cool before handling to prevent burns and ease ash removal. Ash and creosote can accumulate inside, especially near the heating element.
2. **Unplug Before Cleaning** – Always unplug the smoker box before cleaning near the heating element for safety.
3. **Empty the Ashes** – Remove the wood tray from the grill and dump out any remaining wood chips or ash into a metal container.
4. **Remove and Clean the Mesh** – Take out the mesh that holds the wood chips. Shake off any remaining debris and brush it clean (**Fig. 11**).
5. **The smoker outlet pipe** – can be unscrewed for cleaning—insert a screwdriver into the tip holes for extra leverage (**Fig. 12&13**).
6. **Scrape Off Residue** – Use a grill brush or metal scraper to remove charred wood bits or stuck-on debris from the interior surfaces, inner shell, and wood chip tray.
7. **Wipe Down the Smoker Box** – Clean inside and outside surfaces with a 50/50 mix of warm water and apple cider vinegar using a sponge. This cuts through creosote. Use a metal brush or abrasive pad for stubborn buildup. Avoid excess moisture near electrical parts (**Fig. 14**).
8. **Reassemble and Store** – Once dry, return the wood tray to the grill.

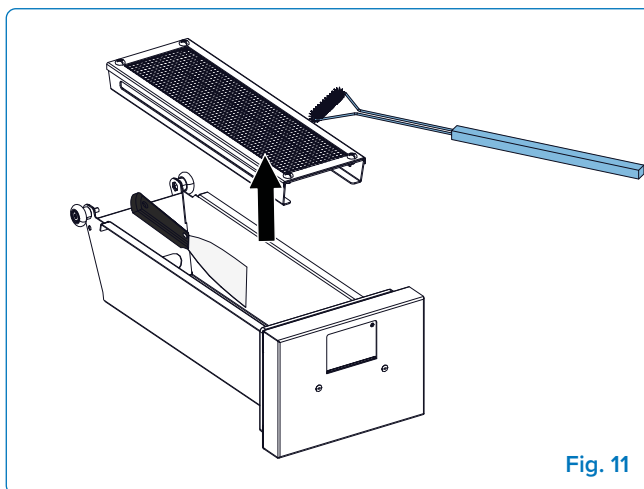


Fig. 11

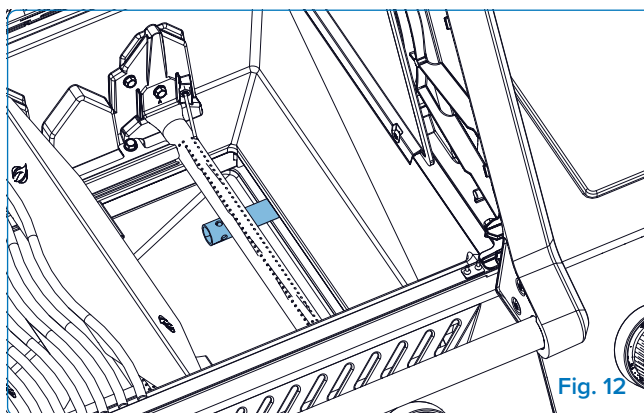


Fig. 12

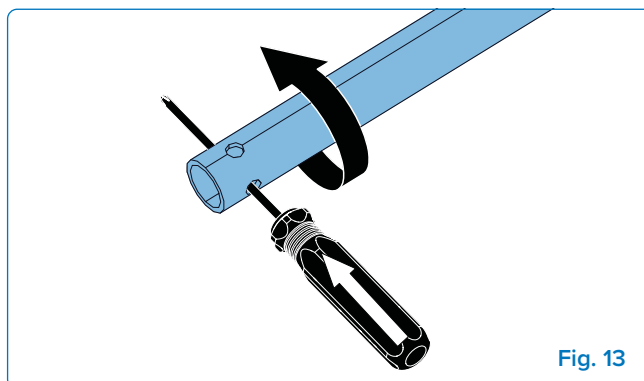


Fig. 13

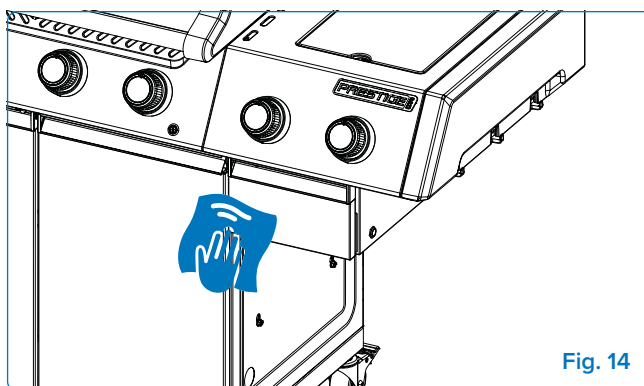


Fig. 14

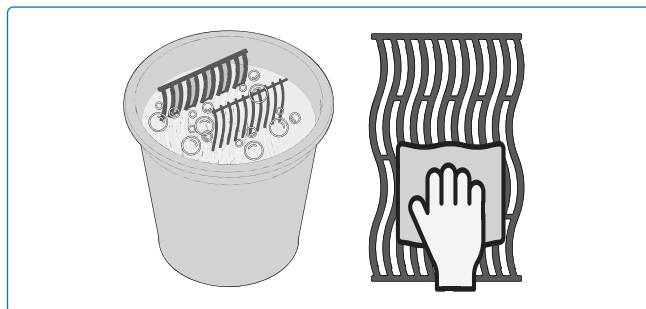


PRO TIP!

Regular cleaning preserves flavor and extends smoker life!

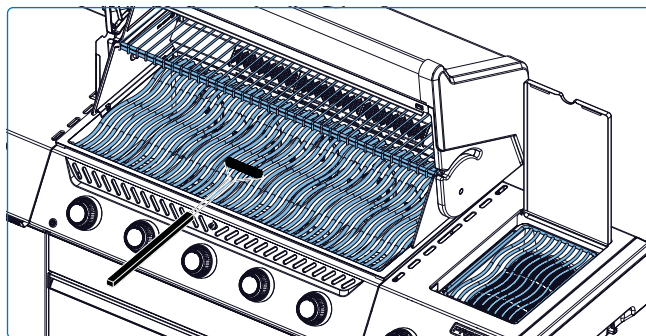
Cleaning your Grill for First Time Use

1. Wash grids by hand with water and mild dish soap to remove any residue from the manufacturing process. **DO NOT** wash in a dishwasher.
2. Rinse thoroughly with hot water and dry completely with a soft cloth to prevent moisture from entering.



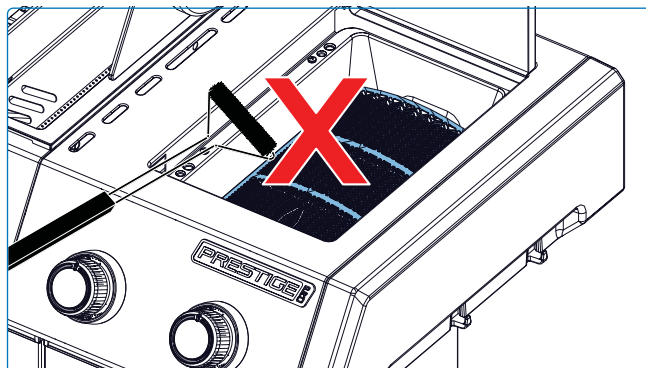
Stainless Steel Grids

- Stainless steel cooking grids can be cleaned by preheating the grill and using a wire brush to remove residue.
- Stainless steel grids will permanently discolor from regular use because of high temperatures when grilling.



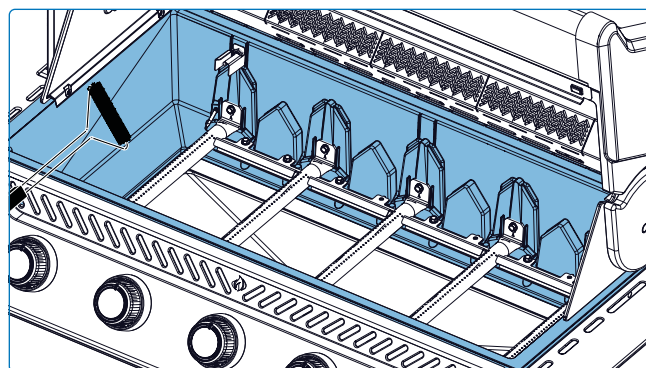
Infrared Side Burner

- Most drippings and food particles that fall on the infrared burner surface incinerates immediately because of the high intensity heat.
- Do not clean the ceramic tile with a wire brush.
- Do not use water or other liquids to clean the burner. An immediate change in temperature will cause cracking of the ceramic tile.
- Light burner and operate on high for 5-10 minutes to remove any left-over residue.



NOTE:

To clean the stainless steel mesh cover on the side burner, use a soft-bristle brush. Do not use the brush on the ceramic tiles.

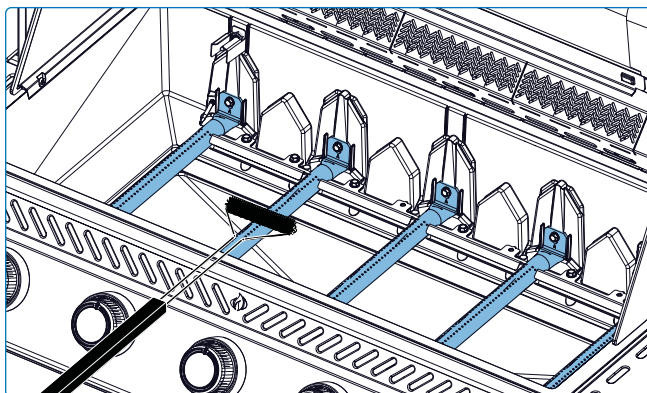
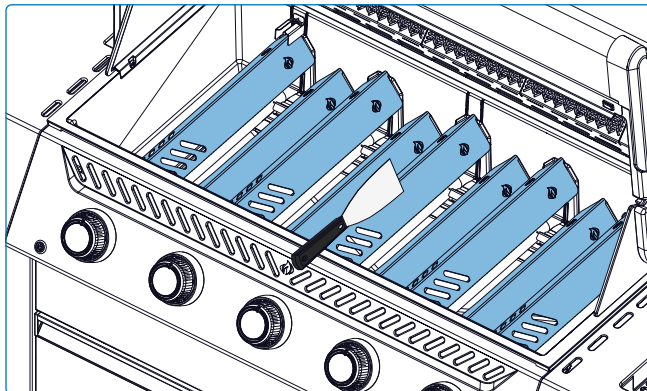


DANGER!

- Always wear protective gloves and safety glasses when cleaning your grill.
- Cleaning should only be done when the grill is cool to avoid the possibility of burns.
- Accumulated grease is a fire hazard.

Inside of the Grill

1. Remove the cooking grids.
2. Brush debris from the lid and sides with a brass wire brush.
3. Scrape sear plates with a putty knife, then brush off ash.
4. Remove sear plates and clean burners with a wire brush.
5. Sweep debris into the drip pan.



Drip Pan

Every grill head, side burner and drop-in burner has a corresponding drip pan. It is easily accessible through doors or openings.

- Grease and excess drippings collect in the drip pan located beneath the grill and accumulate in the disposable grease tray below the drip pan (if applicable).
- Only use Napoleon approved liners on the drip pan. Never use aluminum foil, sand or any other unapproved material. This can prevent grease from flowing properly.
- Clean frequently to avoid grease build-up – approximately every 4-5 uses.

Cleaning steps:

1. Slide the drip pan from the grill to access the disposable grease tray or to clean the drip pan.
2. Scrape the drip pan using a hard plastic scraper to prevent scratches that could lead to rust.
3. Replace the disposable grease tray every 2–4 weeks depending on grill usage (if applicable).
4. See your Napoleon Grill dealer for supplies.

Thermocouples

Flame sensor and thermocouples are located near the main burners (**Fig.15**). In case of grease buildup, gently wipe the metal tips with a soft cloth or use fine-grit sandpaper if needed. Avoid using water, harsh chemicals, or applying pressure, as these components are delicate and can be easily damaged by forceful cleaning. Make sure all parts are dry before reassembly.

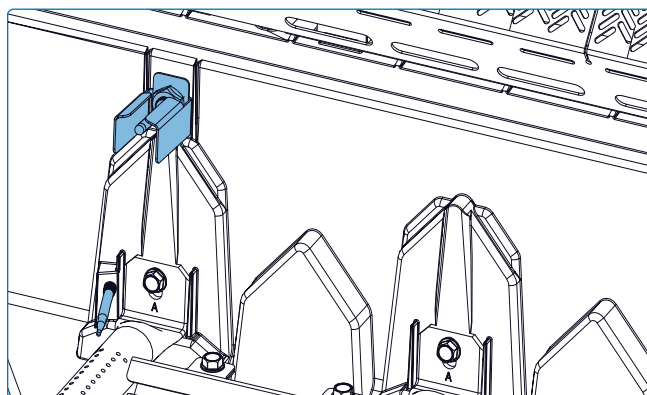
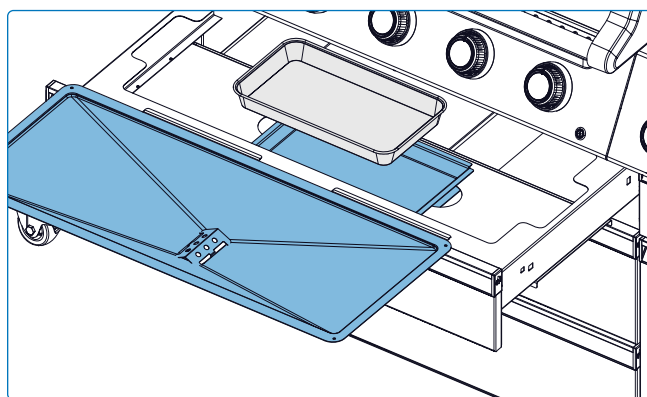
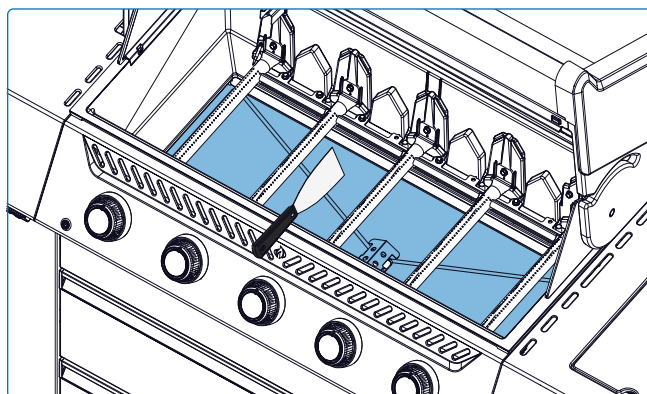
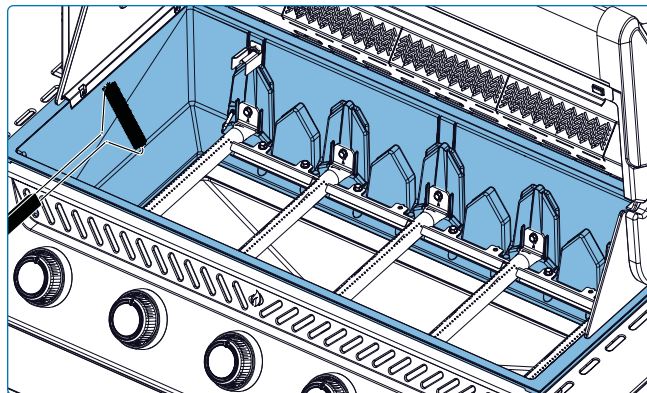


Fig. 15

Control Panel

ONLY use warm soapy water. Text is printed directly printed on the bezels. Proper cleaning will ensure the text remains dark and legible. Avoid abrasive or stainless steel cleaners, as they can damage the finish and printed text.

Aluminum Castings

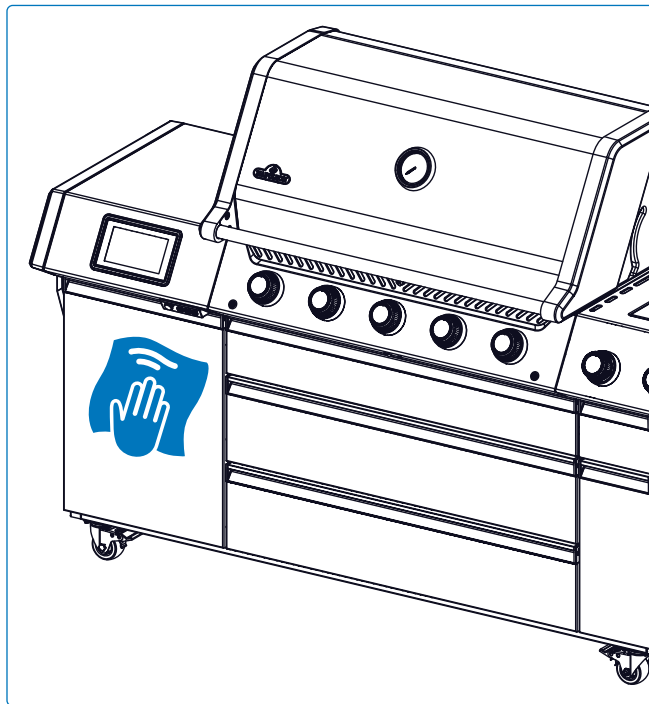
Clean with warm soapy water. Aluminum doesn't rust, but high temperatures and weathering can cause oxidation on the surface of the castings that look like white spots.

See **"Maintenance Instructions"** for more information on how to prevent oxidized aluminum.

Outside Grill 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 discolor overtime when heated and will turn a golden or brown hue. This is normal and won't affect the performance of the grill.



WARNING!

- Ensure all burners are turned off, the gas bottle is closed, and the grill is cool before cleaning. Do not use oven cleaner on any part of the grill.
- Do not put cooking grids or any other parts of the grill in a self-cleaning oven to clean. Clean the grill in an area where cleaning solution won't harm decks, lawns, or patios.
- Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the grill 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 flashback at the air shutter underneath the control panel.

1. Remove the screw (s) that attaches the burner to the back wall of the grill. Slide the burner back and upwards to remove. **(Fig.16).**
2. Clean the inside of the burner using a flexible venturi tube brush or, for delicate areas, a soft bristled brush to gently remove debris.
3. Shake loose debris from the burner through the gas inlet.
4. Check the burner ports and valve orifices for blockages: burner ports can close over time because of cooking debris and corrosion.
5. Use an open paper clip or drill bit to clean the burner ports. While this can be done with the burner attached, it is easier if removed from the grill.
6. Do not flex the drill bit when drilling the ports because the drill bit will break.
7. This drill bit is for burner ports NOT for brass orifices that regulate the gas flow to the burner.
8. Do not enlarge the holes.
9. Ensure the insect screen is clean, tight, and free of any lint or other debris.
10. Reverse the procedure to reinstall the burner.
11. Ensure the valve enters the burner when installing.
12. Replace sear plate mount and tighten screws to complete re-installation.

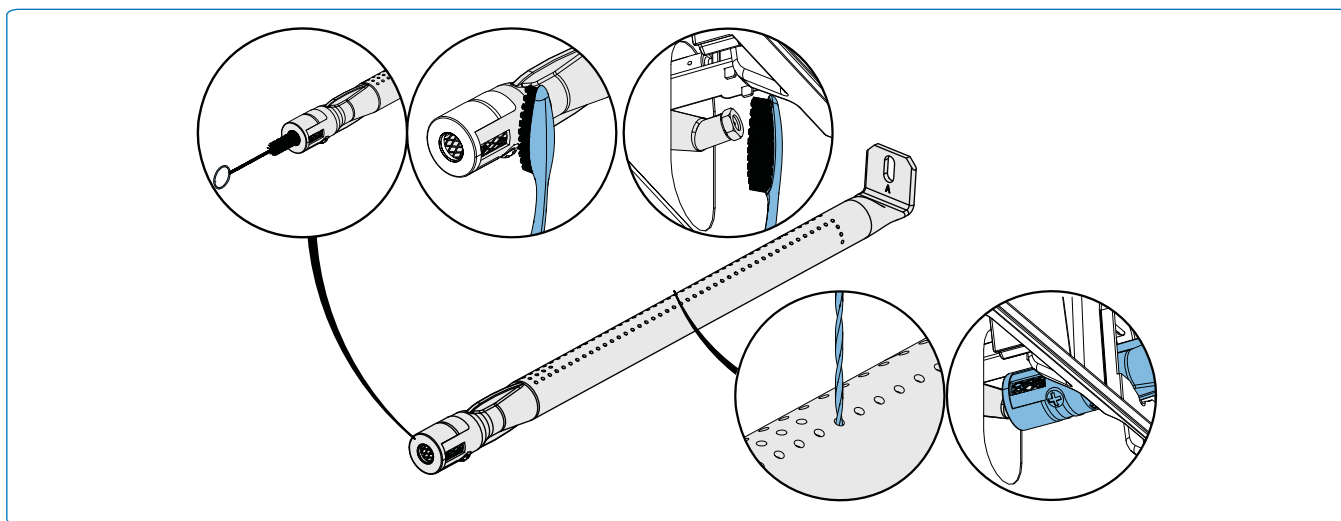


Fig. 16



DANGER!

- It is very important the valve/orifice enters the burner tube when reinstalling the burner after cleaning and before lighting your grill, or a fire or explosion could occur.
- Avoid unprotected contact with hot surfaces.
- Do not use abrasive cleaners or steel wool on any painted, porcelain, or stainless steel parts of your grill because it will scratch the finish.



SAFETY FIRST!

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

Temperature Probes

- Clean the probes before using for the first time.
- Hand wash the metal portion of probes and dry thoroughly after each use. Do not wash in a dishwasher.
- Probes are rust-proof and corrosion resistant. Do not use any chemicals or cleaning solutions to clean the probes except mild soap.



NOTE:

The probe jacks, probe cables, and display unit are water resistant but should not be left in the rain. The appliance should never be immersed in water.



WARNING!

- Keep the grill away from combustible materials, gasoline, and other flammable vapors and liquids.



WE WANT TO HELP!

Contact the Napoleon customer solutions department for recommended replacement parts
1-866-820-8686.

Maintenance Instructions

General Requirements

This grill 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.

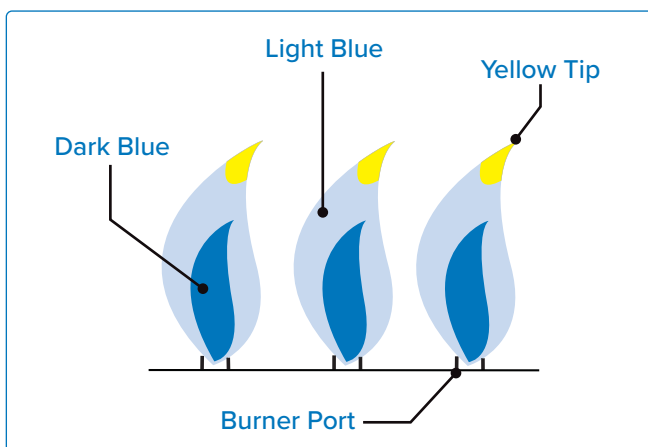
Combustion Air Adjustment



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 cooking grids and sear plates. Leave lid open.
2. You must remove the burner to access and adjust the air shutter screw, as it is not otherwise accessible..
3. Remove the back cover to adjust rear tube burner air shutter.
4. Loosen air shutter lock screw and open or close air shutter as required.
5. Light the burners on high.
6. Visually inspect burner flames.
7. Turn burners off, tighten locking screws, and replace removed parts when shutters are set correctly.
8. Ensure insect screens are installed.



NOTE:

Infrared burners have no air adjustment.

Air Shutter Settings			
Model	Type of Gas	Main Burner	Rear Tube Burner
PRO665	Propane	Open	* 1/4" (6 mm)
	Natural Gas	* 1/8" (3 mm)	* 1/16" (2 mm)
* Each side of the air shutter			

Table 1

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.

Maintenance and Protection of Infrared Burners

Your infrared burners are designed to provide a long service life, but you must be careful to prevent cracking of their ceramic surfaces. Fractures will cause the burners to malfunction



IMPORTANT!

- Damage resulting from by failure to follow these instructions is **NOT** covered by your grill warranty.

Clearance Ventilation of Hot Air

- Hot air must have a way to escape the grill 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 back-flash. The ceramic can crack if this occurs repeatedly.

Steps to Avoid Damaging Ceramic Surfaces

1. Never douse a flame or control flare-ups with water (**Fig. 17**).
2. Do not allow cold water (rain, sprinkler, hose etc.) to come in contact with hot ceramic burners. An immediate change in temperature will cause cracking of the ceramic tile.
3. A ceramic burner that becomes wet before use will create steam when operated later and produce pressure that will crack the ceramic.
4. Repeated soaking of the ceramic can cause it to swell and expand producing pressure that will make the ceramic crack and crumble.
5. Inspect the ceramic for possible water soaking if you find standing water in the grill. Remove the burner if the ceramic is wet. Turn it upside down to drain the excess water. Bring ceramic indoors to dry thoroughly.
6. Do not allow hard objects to impact the burner. Take care when inserting or removing cooking grids and using accessories.

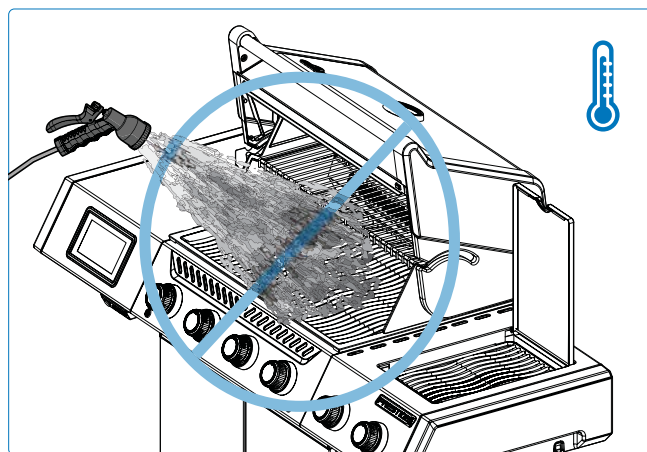


Fig. 17



DANGER!

- Turn off gas at the source and disconnect the unit before servicing.
- 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.
- Maintenance should only be done when the grill is cool to avoid the possibility of burns.



SAFETY FIRST!

Never cover more than 75% of any main or side burner cooking surface with any solid metal (e.g. griddles or pans)

Door Adjustment

The appliance cart doors can be adjusted if they are uneven.

1. Locate the adjustment bracket at the top of the door (**Fig. 18**).
2. Using a screwdriver, turn the door adjustment screw clockwise to raise the door, or counterclockwise to lower it.
3. After one or two turns of the screwdriver, open and close the door and check alignment at the top of the doors.
4. Adjust the hinge screws to align the cabinet doors so they are level with each other (**Fig.18**).
5. If necessary, repeat these steps until the doors are aligned.

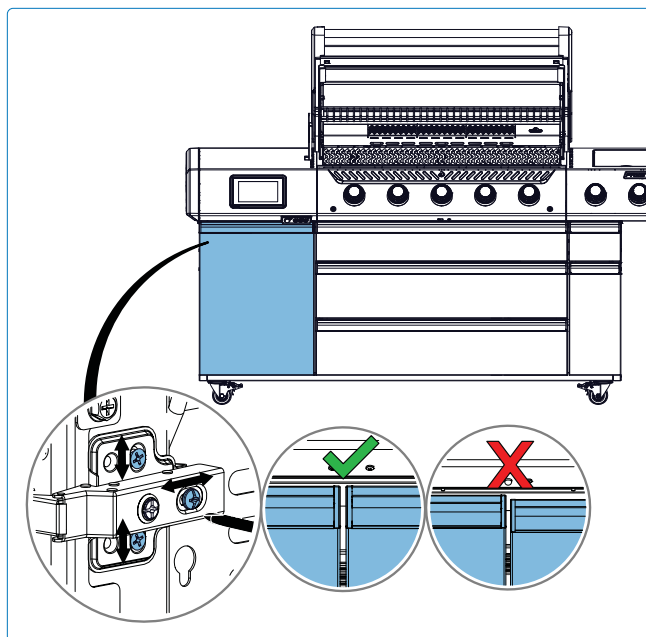


Fig. 18



WARNING!

- Only elevate one side of the appliance at a time. Do not tilt the appliance forward or backward.

Troubleshooting

Lighting Problems

- Main, rear or side burners will not light with the igniter, but will light with a match.
- Burners will not cross light each other.

	Possible causes	Solution
Main Burner	JETFIRE™ outlet is dirty or clogged.	Clean JETFIRE™ outlet with a soft bristle toothbrush.
	Dirty or corroded cross light brackets.	Clean or replace as required.
Rear and Side Burners	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 “ Maintenance Instructions ”- Combustion Air Adjustment section in this Owner’s Manual. IMPORTANT! This must be done by a qualified gas installer.

Noises and Flare-ups

- Humming regulator.
- Excessive flare-ups and 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 grill. Humming regulators WILL NOT be replaced.
	The cylinder valve was opened too quickly.	Open cylinder valve slowly.
	Sear plates installed incorrectly.	Ensure sear plates are installed with holes towards the front, and the slots on the bottom. See Assembly Instructions Guide.
	Improper heating.	Preheat grill with all main burners on high for 10 to 15 minutes.
	Excessive grease and ash build on sear plates and in drip pan.	Clean sear plates and drip pan regularly. Do not line pan with aluminum foil. Refer to “ Cleaning Instructions ”.

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 Operation – "Lighting Instructions" .
Natural gas – undersized supply line.	Pipe must be sized according to installation code.
Leaking gasket surrounding the ceramic tile, or a 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 grill with both main 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 "Cleaning Instructions" .
Improper air shutter adjustment.	Open or close air shutter slightly according to this manual. See "Maintenance Instructions" . IMPORTANT! 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 grill. 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 inside lid or hood.

Possible causes	Solution
Grease build-up on inside surfaces.	This is not a defect. The finish on the lid and hood is porcelain or stainless steel and will not peel. The peeling is caused by hardened grease (known as creosote), which dries into paint-like shards, that flake off. Regular cleaning will prevent this. See " Cleaning instructions ".

Infrared Burner Flashes Back

- During operation the burner abruptly makes a loud whoosh sound, followed by a continuous blow-torch type sound and grows dim or has a large flame on start up.

Possible causes	Solution
Ceramic tiles overloaded with grease drippings and build-up. Ports are clogged.	Turn burner OFF and allow to cool for at least 2 minutes. Reignite burner and burn on HIGH for at least 5 minutes, or until the ceramic tiles are evenly glowing red.
Burner overheated due to inadequate ventilation. Too much grill surface covered by griddle or pan.	Ensure no more than 75% of the grill surface is covered by objects or accessories. Turn burner OFF and allow to cool for at least 2 minutes. Reignite.
Leaking gasket surrounding the ceramic tile, or a 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.



WE WANT TO HELP!

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

Smoker

- Fails to start, doesn't reach or hold temperature, produces little or no smoke, or cooks food unevenly
- Makes unusual noises, shows error codes, creates excessive smoke, or has fuel feeding issues.

Possible causes	Cause	Solution
Smoker Not Turning ON	• Harness not connected to COMM port	• Plug in harness securely; inspect for damage
	• Power cable not plugged into smoker	• Plug power cable into smoker
	• Power cable not plugged into BBQ receptacle	• Plug power cable into BBQ receptacle
Wood Chips Not Igniting	• Wood chips are wet	• Use dry chips
	• Burnt chip buildup	• Clean tray
	• Door not shut properly	• Close door fully
Thick White Smoke	• Venturi system clogged or blower fan not running	• Clean system and check fan
	• Wet wood chips	• Replace with dry chips
	• Door not shut properly	• Ensure proper closure
	• Damaged or missing door seal	• Inspect and replace seal
Door Not Closing	• Chips jammed between tray and inner shell	• Clear obstruction
	• Ash/debris buildup	• Clean chamber
	• Tray misaligned	• Realign tray on track
White, Thick, or Bitter Smoke	• Incomplete combustion due to clogged Venturi	• Clean the Venturi system thoroughly
	• Incomplete combustion due to fan not running	• Inspect fan operation; if fan error is shown, follow diagnostic steps or contact support
	• Poor airflow or too much fuel	• Reduce fuel load and improve ventilation
	• Wet wood/chips smoldering	• Use dry wood chips or pellets

Possible causes	Cause	Solution
Integrated Smoker Malfunction (via LCD touchscreen)	Grill not connected to power	Check power connection
	Smoker feature disabled in touchscreen settings	Enable smoker feature via LCD controls
	COMM wire not connected	Connect COMM wire securely
	Blown fuse	Replace fuse
	Wiring issues	Inspect connections
	Loose or faulty wired connections on back of LCD touchscreen	Check and secure touchscreen wiring
	System needs reset	Follow manufacturer's reset instructions via touchscreen
No Smoke or Very Little Smoke	Temperature too high	Lower temperature setting
	Wet or poor-quality wood chips	Use dry, high-quality chips
	Incomplete combustion due to fan not running	Inspect fan operation; if fan error is shown, follow diagnostic steps or contact support
	Poor airflow due to clogged venturi	Clean the Venturi system thoroughly
	Ash buildup in woodchip tray	Clean woodchip tray regularly

Pairing the App with the Appliance

- On the display, always ensure that the Bluetooth® and Wi-Fi logo icon is flashing, indicating it is ready to pair with a smart device.

App Problem	Possible Causes / Solution
The app is not installed or is not properly installed.	• Connect to Internet via Wi-Fi and download the app from the Apple App Store or Google Play™. • Follow prompts to automatically install and open the app. • Uninstall and reinstall app if needed (see "Napoleon Home App" for more details). • Expand app permissions. • Check the app icon on home screen.
The app is installed but shows a screen with a "probe is not connected" text.	• Ensure probes are properly inserted into the slots on your appliance. • Maximize receptivity by facing the display on the appliance with the smart device in close range. • Completely close the app and restart it (be familiar with your device's basic operations and settings). • Close out any unnecessary programs on the smart device that may be consuming memory.
The app worked before, but the device name is not listed in the app device list.	• App is not searching or not able to find the device. • Click "Try Again" on the "no devices found" page or hit the back button on the "devices found" page to restart scan. • Turn the display off and on by holding the power button for 5 seconds. Ensure Bluetooth® is activated in the mobile smart device settings. • Bring the smart device close to the display unit. • Refresh the memory cache by closing and reopening the app. • Ensure your device's location setting is turned on. • Wait between 30 and 60 seconds between steps.

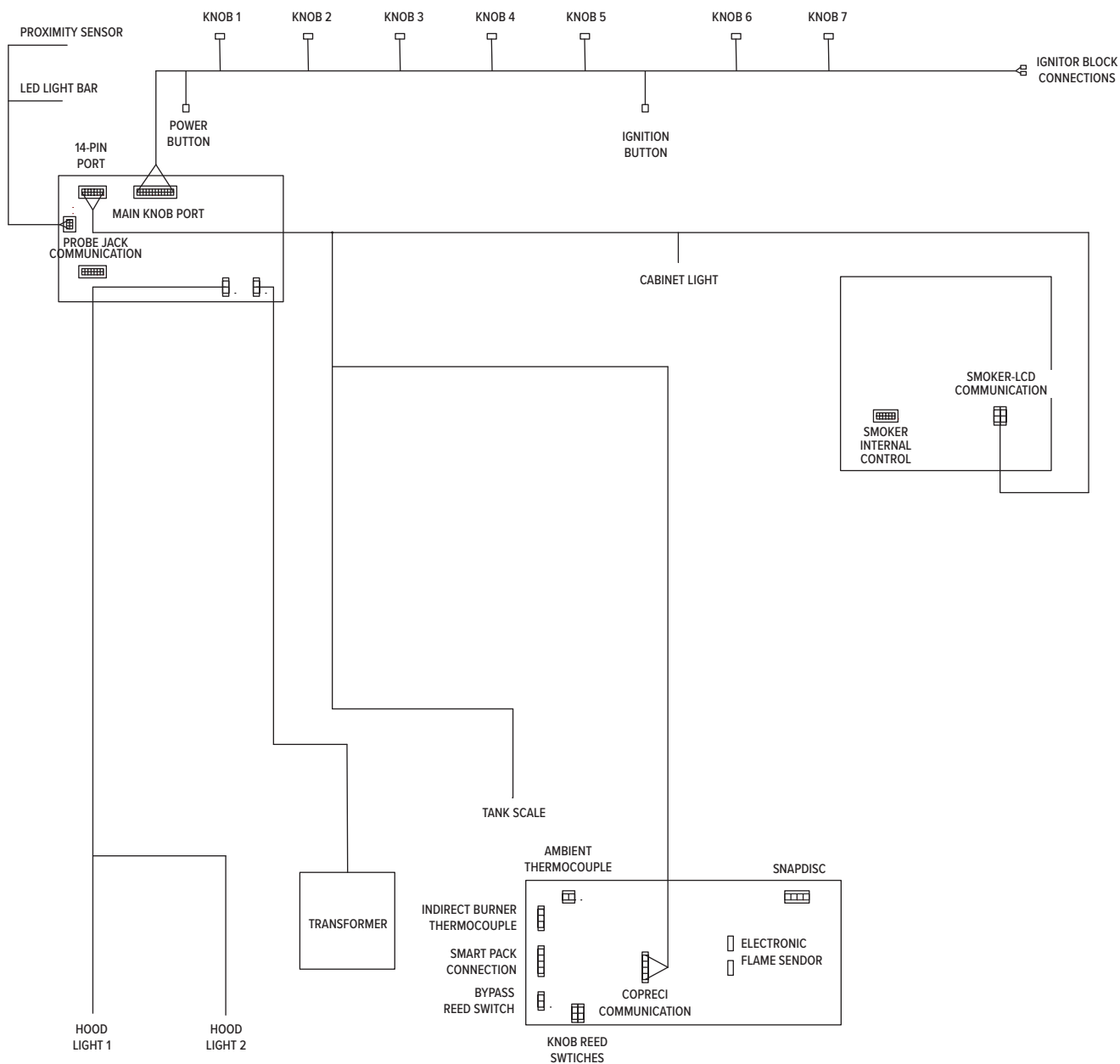
App Problem	Possible Causes / Solution
The appliance lost the connection while in operation and shows a "connection lost" page.	• Try to locate cause of frequency interference or physical obstruction. • Ensure both the appliance and smartphone have internet access, and Bluetooth® is enabled on your smartphone. • Toggle the display unit off and on. • Force close and reopen the app as a last resort.
The alarms are not working.	• Check the device connection. • Check appropriate sounds or notifications are turned on in your smart device settings. • Check that alarm (or vibrate) notification is selected in the Napoleon Home App.
The appliance will not connect to Wi-Fi.	• The appliance only supports the 2.4GHz Wi-Fi band. Check your router settings. Ensure your router is broadcasting in 2.4GHz. Some routers have the ability to broadcast in multiple bands. • Check your router's settings to ensure the 2.4GHz band is enabled. • Other electronic devices can interfere with the Wi-Fi signal. Try moving the device away from electronics that might be causing interference.



PARTS RESOURCES

Go to napoleon.com
or your Assembly
Guide for replacement
parts instructions.

Diagram for Electrical Connections



Compliance

Product Name	Model Number	FCC ID	IC ID
Napoleon Prestige Pro	PRO665VX	VA8-PRO665VX	7114A-PRO665VX

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, the antenna used with this transmitter must be installed to provide a minimum separation distance of at least 20 cm from all persons and

must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED Canada Statement:

This device contains license-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Radio Equipment Directive:

Hereby, Napoleon declares that the radio equipment type PRESTIGE P500VX - P665VX is in compliance with Directive 2014/53/EU.

Radiation Exposure: This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

RF Exposure Statement:

To maintain compliance with IC's RF Exposure guidelines, the antenna used with this transmitter must be installed to provide a minimum separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This radio transmitter [7114A-PRO665VX] has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device.

Detachable antenna:

-0.65 dBi at 2.4 GHz, 50Ω, External Antenna

The antenna of the device's BT and WiFi is detachable.

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
Electrical Components	3 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.

NAPOLEON[®]

LIMITED LIFETIME WARRANTY

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

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.

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.

Notes

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