

Traeger FAQ

- 1. How do I start my Traeger grill for the first time?** After full assembly, plug your Traeger into any electrical wall socket. This operates the digital thermostat, the convection fan, the igniter rod and the auger that moves the wood pellets into the heavy duty steel fire box. (NOTE: The first time you use your Traeger, it will take approximately 7 minutes for the auger to move pellets from the hopper to the fire box.) Then open the lid and set the thermostat to the “smoke” setting. Pellets will begin to move into the fire box. where the electric igniter rod will ignite them. In a few minutes, smoke will appear, this is normal. When the fire is fully ignited in the fire box, the smoke will dissipate. Close the lid and set the thermostat to the setting called for by the recipe instructions and you are ready to cook.
- 2. Do I need to clean the stainless steel fire box?** As you use your Traeger, small amounts of residual wood ash will build up inside the fire box. This ash should be cleaned out occasionally in order to keep the igniter rod clear. Simply remove the grill grate, the steel drip tray and the U-shaped steel heat shield and clean the ash out of the fire box. Do this **ONLY WHEN THE GRILL IS TOTALLY COLD.**
- 3. How do I clean the angled drip tray?** A helpful tip to keep the drip tray clean is to cover it with heavy duty aluminum foil before using the grill. Then to clean the drippings off the drip tray, simply remove and discard the dirty aluminum foil and replace it with clean, foil. If the steel drip tray still needs cleaning, use an abrasive kitchen sponge with soap and warm water.
- 4. Can I substitute homemade pellets, other brands of pellets or heating fuel pellets for Traeger brand barbecue pellets?** No. In fact, doing so will void your Traeger warranty. Our barbecue pellets are made exclusively from natural food-grade hardwoods and are designed specifically to optimize the performance of your Traeger. They are manufactured and packaged at our own mill according to strict specifications for density, hardness, and moisture content. The safety and/or performance of your grill may be compromised if you substitute any fuel other than Traeger-brand barbecue pellets
- 5. If I have any problems, or questions about how my Traeger is functioning, who can I contact?** At Traeger, nothing is more important than assuring our customers are 100% satisfied with their Traeger grill. If you have any questions or concerns about your Traeger, we are here to help 7 days a week between 5am and 7pm PT. You can call us toll free at (800) 872-3437 or visit us online at www.traegergrills.com to chat with one of our customer service representatives.