

NINJA

**NINJA FLEXFLAME
OUTDOOR COOKING SYSTEM**
PG300 Series | Instruction booklet



IMPORTANT SAFETY INSTRUCTIONS

OUTDOOR HOUSEHOLD USE ONLY. READ ALL INSTRUCTIONS BEFORE USE

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⚠ DANGER

If you smell gas: Shut off gas to the appliance and unplug cord from outlet. Extinguish any open flame. Open lid. If odour continues, keep away from the appliance and immediately call your gas supplier or your fire department.

⚠ WARNING

Do not store or use gasoline or other flammable liquids or vapours in the vicinity of this or any other appliance. A liquid propane (LP) cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

Failure to follow these instructions could result in electric shock, fire, or burn hazard, which could cause property damage, personal injury, or death. When using electrical appliances, basic safety precautions should always be followed, including the following:



Read and review instructions to understand operation and use of product.



Indicates the presence of a hazard that can cause personal injury, death, or substantial property damage if the warning included with this symbol is ignored.



Avoid contact with hot surface. Always use hand protection to avoid burns.



Indicates risk of fire or electric shock, presence of live parts, dangerous voltage.

NOTE: The burners may have some visible discolouration. This is a result of our normal manufacturing process. To ensure optimal performance, we test each individual grill before it gets to you.

IMPORTANT SAFETY INSTRUCTIONS

OUTDOOR HOUSEHOLD USE ONLY. READ ALL INSTRUCTIONS BEFORE USE

For outdoor use only. Not for commercial use.

Note to Consumer

Leave this Instruction Booklet in a convenient place for future reference.

Note to Installer

Leave this Instruction Booklet with the customer after delivery and/or installation.

Read this Instruction Booklet carefully.

Be sure your grill is properly assembled, installed according to the assembly instructions.

Keep any packaging materials far away from children—these are a potential source of danger (e.g., of suffocation). Remove any stickers from the appliance.

The grill is intended only for outdoor cooking and should never be used as a heater or any other purpose.

Your grill will get extremely hot. Never lean over the cooking area while using your grill. DO NOT touch cooking surfaces, grill and pellet box housing lid, or pellet box while the grill is in operation, or until the grill has cooled down after use. Use suitable heat-protection gloves, covering hands and forearms.

⚠ DANGER: ELECTRICAL SHOCK AND FLAME FLARE-UP

To protect against electric shock, DO NOT immerse cord or plugs in water or other liquid. DO NOT place a grill cover or anything flammable on or in the storage area under the grill while it is in use. Should a grease fire occur, turn off burners and keep lid closed until fire is extinguished.

⚠ WARNING

- This is a liquid propane configured grill. DO NOT attempt to reconfigure for use with natural gas.
- Keep electrical power cord and fuel supply hose away from any heated surfaces and route the power cord in such a way that no one can trip over it.
- Connect **ONLY** to a grounded electrical socket or extension cord employing RCD protection. The cord should be arranged so that it will not drape over the grill where it can be pulled on by children or tripped over unintentionally.
- **DO NOT** install and use portable or built-in outdoor cooking gas appliances in or on a recreational vehicle, portable trailer, boat or in any other moving installation.
- Unplug from outlet when not in use and before cleaning.
- **DO NOT** operate any outdoor cooking gas appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner.
- **DO NOT** let the extension cord hang over the edge of a table where it can be pulled on by children or tripped over unintentionally.
- **DO NOT** let appliance cord or extension cord touch hot surfaces.
- Use only extension cords with a three-prong grounded plug, rated for the power of the appliance, and approved for outdoor use with a W-A marking.
- **DO NOT** leave the grill unattended.
- Children must not be permitted to play with the appliance, nor be permitted to carry out any cleaning or maintenance work on the appliance.
- The appliance and its power cord must always be kept far away from children under 8.
- This appliance may be used by children (at least 8 years of age) and by persons with reduced physical, sensory, or mental capabilities, or lacking experience and knowledge, provided they have been given supervision or instruction concerning the use of the appliance and fully understand all dangers and safety precautions involved.
- **DO NOT** line the bottom of the grill housing with aluminum foil, sand or any substance that will restrict the flow of grease into the grease tray. Failure to comply with these instructions could result in a fire or explosion which could cause serious bodily injury, death, or property damage.

THIS PRODUCT IS FOR PROPANE USE ONLY (NOT BUTANE).

SAVE THESE INSTRUCTIONS

BEFORE FIRST USE

BEFORE YOUR FIRST COOK: RUN A BURN-OFF CYCLE

- Follow ignition instructions, set grill temperature to 315C and leave on for at least 20 minutes before cooking on your grill for the first time.

⚠ CAUTION

- Use only the gas pressure regulator supplied with this appliance. This regulator is set for an outlet pressure of 11 in w.c. (37 mBar).
- Turn off LP supply at cylinder when appliance is not in use.

⚠ CAUTION

- Make sure that the supply voltage corresponds with the voltage marked on the rating label.
- The power cord should be regularly examined for any signs of damage. In the event of such damage being found, the appliance must no longer be used.
- The minimum ambient operating temperature for safe use of the appliance shall be (9° C).
- **DO NOT** exceed a maximum load of 22 kg for the side tables.
- If you need to move the grill, unplug from extension cord, unlock wheels, move to new location, lock wheels.
- **DO NOT** use a power washer to clean.

INSECT AND SPIDER WEB SAFETY INSPECTION

⚠ CAUTION : BEWARE OF FLASHBACK

- Spiders and small insects occasionally spin webs or make nests in the grill burner tubes during transit and warehousing. These webs can lead to gas-flow obstruction that could result in a fire in and around burner tubes. This type of fire is known as flashback and can cause severe damage to your grill and create an unsafe operating condition for the user.
- Although an obstructed burner tube is not the only cause of flashback, it is the most common cause and can lead to a fire beneath the grill.
- To reduce the chance of flashback, check and clean the burner/venturi tube for insects and insect nests. We recommend cleaning the burner tubes at least once a month in late summer or early fall when spiders are most active. A clogged tube can lead to fire under the outdoor cooking gas appliance. Also perform this cleaning procedure if your grill has not been used for an extended period.
- See how to clean the burner tubes and burners according to the cleaning instructions found in this owner's guide.

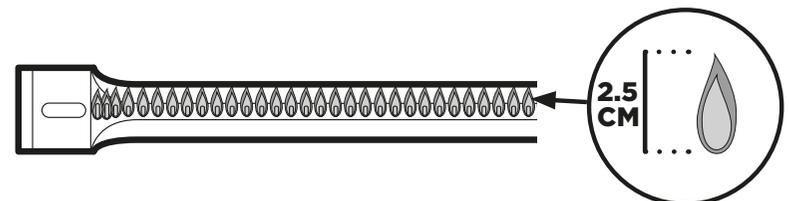
⚠ DANGER: FLAME AND FLARE-UP

- Close lid and keep closed.
- Turn dial to **OFF**.
- Unplug from outlet.
- Turn gas on tank to **OFF**.

SAVE THESE INSTRUCTIONS

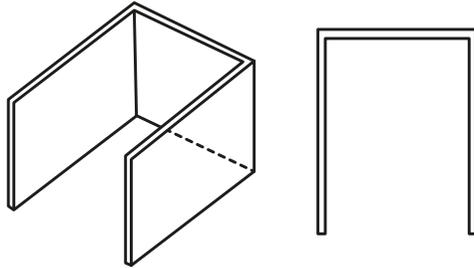
FLAME CHECK

- Check to ensure the burner tubes are assembled before using the gas grill. The location of the burner tubes with respect to the orifice is vital for safe operation. If a burner tube does not fit over the valve orifice, lighting the burner may cause explosion and/or fire.
- After igniting, check the colour of the flames. They should be blue. (Slight yellow tipping is normal for liquid propane gas.) The flames should be approximately 1" (2.5cm) high, but will be slightly higher at the far left burner ports. If they ARE NOT, refer to the Cleaning section.



PLACEMENT & CLEARANCE

- 1 To reduce the risk of fire, electrical shock, explosion, seriously bodily injury or death to persons, or property damage when using the outdoor cooking gas appliance, follow basic precautions, including the following:
- 2 The installation must conform with local codes or, in the absence of local codes, with either; ANSI Z 223.1/NFPA S4 NATIONAL FUEL GAS CODE, CSA B149.1 Natural gas and propane installation code or CSA B149.2 Propane storage and handling code
- 3 LP gas grill models are designed for use with a standard 13 kg. Liquid Propane Gas tank, not included with grill. Never connect your gas grill to an LP gas tank that exceeds this capacity.
- 4 **DO NOT** use charcoal or lava rocks.
- 5 This outdoor cooking gas appliance must be electrically grounded to an earthed socket.
- 6 This outdoor cooking gas appliance shall be used only outdoors and shall not be used in a building, garage, or any other enclosed area.



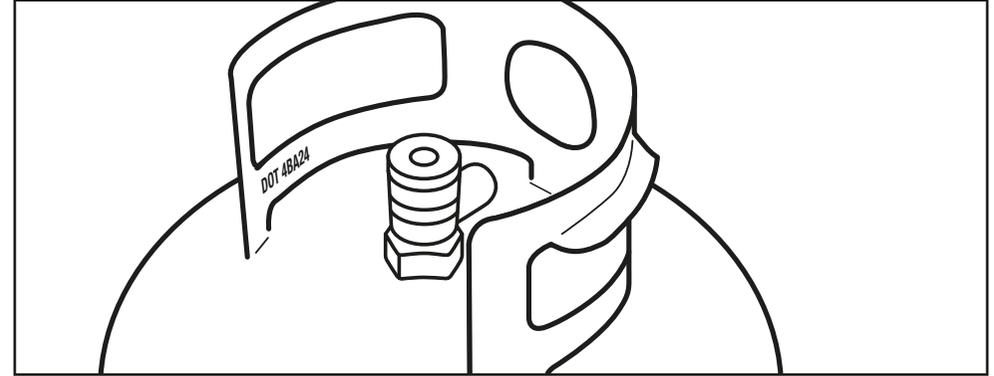
- 7 An appliance is considered to be outdoors if installed with shelter no more inclusive than with walls on three sides, but with no overhead cover; all openings must be permanently open; sliding doors, garage doors, windows, or screened openings are not considered as permanent openings.
- 8 The grill must be placed on a level and heat-resistant surface.
- 9 The outdoor cooking gas appliance shall not be located and used under overhead unprotected combustible construction.
- 10 Keep a minimum of 1m clearance must be maintained between the front of the grill lid, sides, and back of the grill and any combustible construction. A minimum clearance of 1m must also be maintained below the cooking surface, and the grill shall not be used under overhead combustible construction.
- 11 Open the cabinet door and inspect the gas cylinder supply hose before each use. If the hose shows excessive abrasion or wear, or is cut, it **MUST** be replaced before using the outdoor cooking gas appliance.

GAS BOTTLE REQUIREMENTS

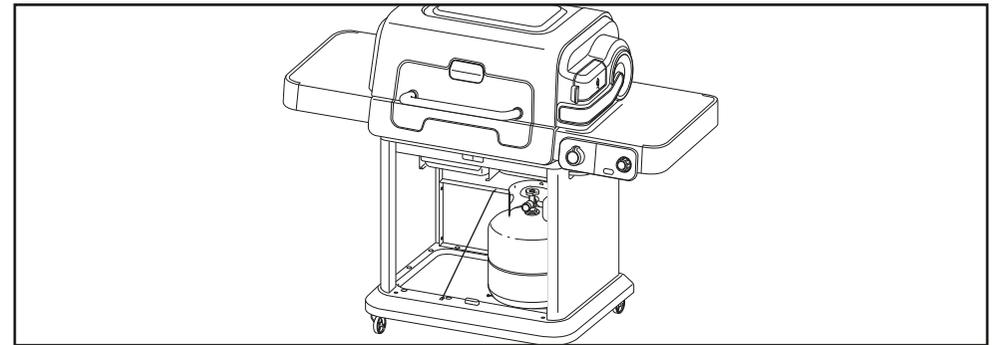
⚠ WARNING

This is a liquid propane configured grill. **DO NOT attempt to reconfigure for use with natural gas.**

- The Patio Gas bottle (not included) shall be a standard 6kg or 13kg LP capacity no more than 320mm in diameter and 580mm high.
NEVER connect your grill to a tank that exceeds this capacity.



- Other tanks may be acceptable provided they are compatible with the grill retention means.
- The tank must include a collar to protect the tank valve.
- The tank must include a safety relieve device that has a direct connection with the vapor space of the tank. This prevents the tank from being overfilled, which may cause malfunction of the LP gas tank, regulator, and or grill.



IMPORTANT: If the information above is not followed exactly, a fire causing serious injury or death could occur.

ATTACHING LP GAS CYLINDER TANK AND REGULATOR

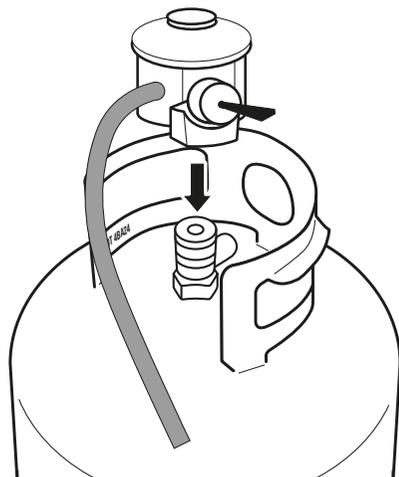
Regulator assembly information

- 1 The regulator and hose assembly supplied with this grill must be used. This regulator has a flow-limiting device built into the grill that will restrict the flow of gas in the event that a leak is detected.
- 2 Regulator is designed for vapour withdrawal. Cylinder must be upright when grill is in use.
- 3 Only a replacement regulator and hose assembly specified by SharkNinja Operating LLC must be used.

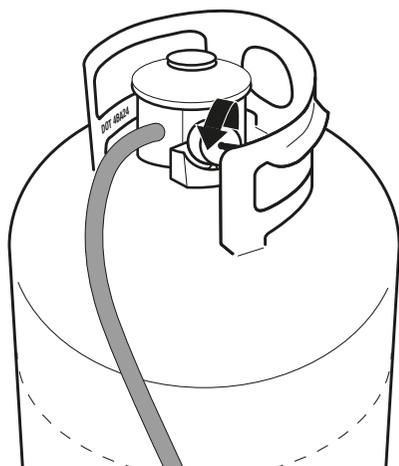
GAS BOTTLE PLACEMENT

- 1 Open cabinet doors.
- 2 Place the Patio Gas bottle into opening slot area.
- 3 Fasten and secure the tank strap to ensure the tank is held in place
- 4 Prior to connecting the regulator, inspect tank valve for damage. Ensure the valve is undamaged and free from any dirt or foreign objects.
- 5 Inspect regulator valve, port, and assembly. Look for any damage or debris. Remove as necessary.
- 6 Inspect hose for damage.

- 7 Make sure the regulator valve is open.
- 8 Place the regulator on the tank valve, apply downward pressure. You will hear a clicking noise which indicates the regulator is in place.



- 9 Turn the valve lever. You may hear a hissing sound; this is the gas being released into the system.



GAS LEAK CHECK

Never perform leak check with an open flame. Do not smoke while performing leak check.

- 1 Before lighting the grill, test all connections.
- 2 Apply an approved noncorrosive leak-detection or soap solution* to all gas connections.
- 3 If growing bubbles appear in the solution applied, this indicates connection is not secure or a leak exists.
- 4 Turn off tank valve.
- 5 Recheck connection or replace connection unable to resecure on own.
- 6 Repeat gas leak check.
- 7 Additionally, perform leak check on cylinder and seams. If any leaks appear, turn off tank valve and contact gas supplier or local fire department for assistance.

***Soap Solution:** Fill spray bottle with one part water and one part liquid detergent.

DISCONNECTING GAS BOTTLE AND REGULATOR

- 1 Turn off burner valve.
- 2 Turn off tank valve counterclockwise fully to a stop.
- 3 Detach regulator assembly from tank valve, turning counterclockwise.

ADDITIONAL AND IMPORTANT INFORMATION ABOUT LP GAS AND CONNECTIONS.

- 1 A dented or rusty gas bottle may be hazardous and should be checked by your liquid propane supplier.
- 2 **DO NOT** use a gas bottle with a damaged valve.
- 3 Even if your gas bottle may appear to be empty, gas may still be present, and the bottle should be transported and stored accordingly.
- 4 The gas bottle must be installed, transported, and stored in an upright, secure position. gas bottles should not be dropped or handled roughly.
- 5 **NEVER** store or transport the gas bottle where temperatures can reach (51.7°C).
- 6 **DO NOT** store a spare gas bottle under or near this appliance.
- 7 Place dust cap on cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve outlet that is provided with the cylinder valve. Other types of caps or plugs may result in leakage of propane.
- 8 Use only a reputable propane gas dealer to fill, inspect, and requalify at each filling.

HANDLING AND STORAGE

- 1 When grill is not in use, turn off gas at the regulator and disconnect the bottle.
- 2 Indoor storage is acceptable **ONLY** if the gas bottle is disconnected and removed from the grill.
- 3 Gas bottle shall be stored outdoors, out of the reach of children, and shall not be stored in a building, garage, or any other enclosed area.
- 4 **DO NOT** store or use petrol or other flammable vapours and liquids in the vicinity of this or any other appliance.

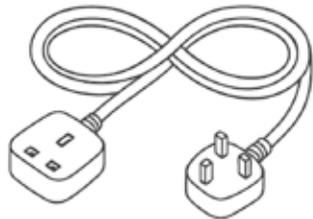
HOW TO IGNITE BURNERS AND SET TEMPERATURE

BE SURE TO FOLLOW THESE STEPS BEFORE IGNITING BURNERS:

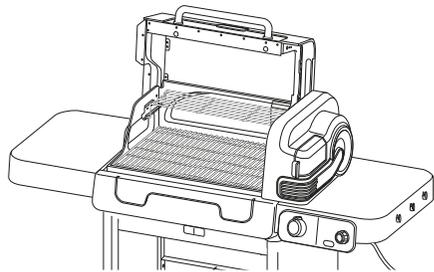


SCAN HERE
for step-
by-step
ignition
video

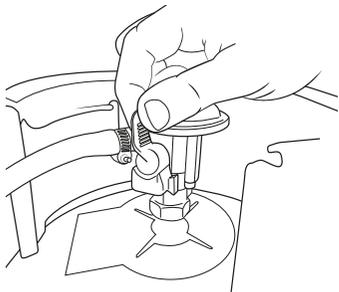
Plug In Grill: Plug in using a suitable extension cord, rated for outdoor use.



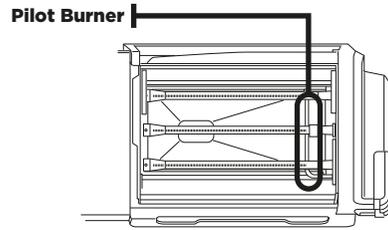
Open Grill Lid before igniting.



Turn On Gas Supply by opening tank valve completely.



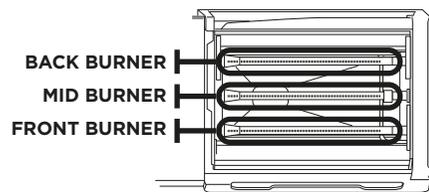
GET TO KNOW YOUR BURNERS:



The pilot burner is the small vertical burner located on the right-hand side of the grill. The pilot burner needs to be lit for the main burners to ignite.

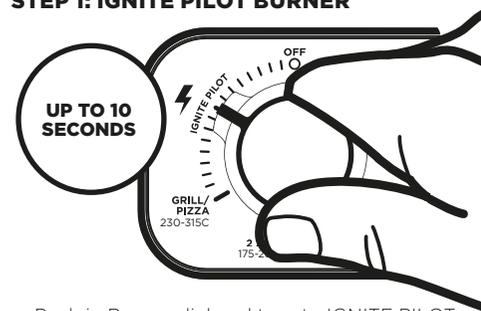
During the ignition process, the pilot burner will be the only burner that ignites before selecting a function.

Main Burners



After the pilot burner is lit, turn the dial to select a function and ignite the main burners. The 3 main horizontal burners automatically adjust depending on your function and temperature selection.

STEP 1: IGNITE PILOT BURNER

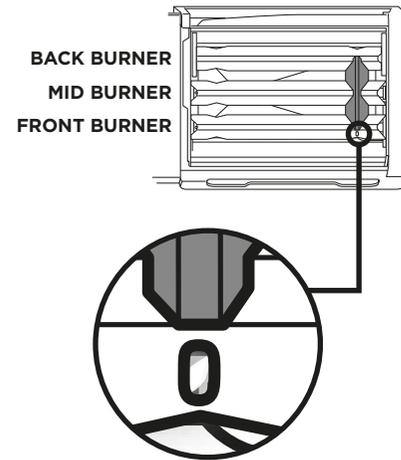


Push in Burner dial and turn to **IGNITE PILOT**. Hold in for up to 10 seconds.

You will hear a ticking noise, indicating the pilot burner is igniting.

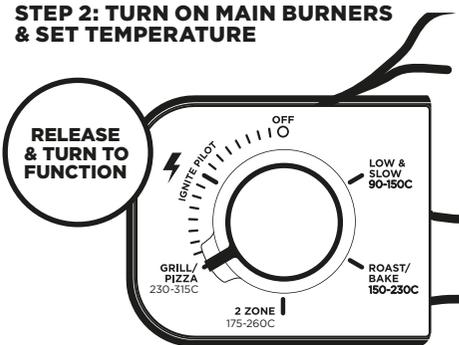
Look through the peep hole to see if the pilot burner is ignited.

If ignition was unsuccessful, turn dial to OFF and try again.



NOTE: Pilot burner flames are small and may be difficult to see in direct sunlight. Flames will become more visible when the main burners are lit.

STEP 2: TURN ON MAIN BURNERS & SET TEMPERATURE



Turn on the Main Burners:

Release dial and turn counterclockwise to select a cooking function to turn on the main burners.

Main burners will automatically adjust based on the function/temperature selected, and the active burners will illuminate on the LED screen.

SELECTED BURNERS

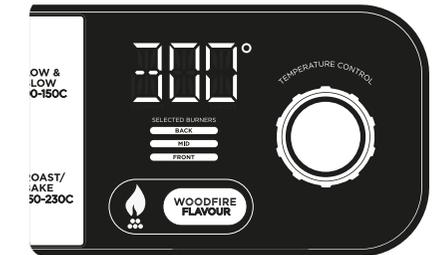
BACK

MID

FRONT

Ensure dial is set directly on a function and lined up with its respective tick mark.

Set a Temperature:



Turn the **TEMPERATURE CONTROL** dial to set a precise temperature within the temperature range of your selected function.

Switch functions to access different temperature ranges.

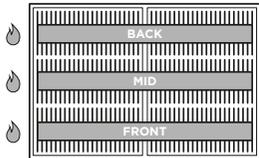
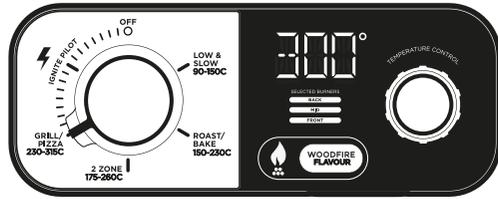
The display screen will flash between the set temperature and current temperature during preheat and will show the set temperature when the grill is preheated.

TIP: Reference cooking charts in the charts section for chef-recommended temperatures and cook times for different food loads for each cooking function.

BEFORE YOUR FIRST COOK: RUN A BURN-OFF CYCLE

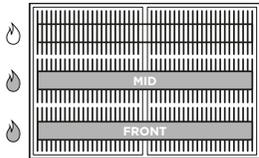
Follow ignition instructions, set grill temperature to 315°C and leave on for at least 20 minutes before cooking on your grill for the first time.

GETTING TO KNOW THE NINJA FLEXFLAME OUTDOOR COOKING SYSTEM

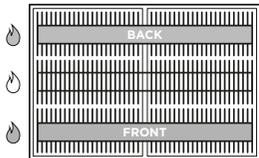


FUNCTION BUTTONS

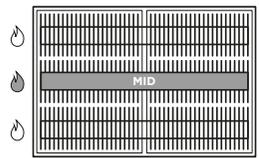
GRILL (230°C - 315°C): High-heat searing and char-grilling for steaks, burgers, and more. All 3 burners are on, use the precision temperature dial to set an exact temperature between 230°C - 315°C.



2-ZONE GRILL (175°C - 260°C): Cook with direct heat on the two front burners while using the back burner to indirectly cook food using our convection technology. Use the precision temperature dial to set an exact temperature between 175°C - 260°C.



ROAST/BAKE (150°C - 230°C): Even, surround browning and crisping on large proteins and vegetables. The back and front burners are on, combined with the fan, creates even heat distribution for optimal surround colour. Use the precision temperature dial to set an exact temperature between 150°C - 230°C.



LOW & SLOW (90°C - 150°C): High-heat searing and char-grilling for steaks, burgers, and more. All 3 burners are on, use the precision temperature dial to set an exact temperature between 90°C - 150°C.

NOTE: For best results, make sure to follow Low & Slow Tips in the Quick Start Guide



WOODFIRE FLAVOUR: Add pellets and press after selecting your cooking function to add authentic smoky flavours. When pressed, flame icon will illuminate on the display screen.

NOTE: Your grill's standard fan speed ensures optimal cooking performance. For quieter operation, press and hold the Woodfire Button for 5 seconds to activate a lower fan speed (not available while smoking). Note: This mode may slow cooking and reduce browning and evenness.



TEMPERATURE CONTROL: Turn dial to set a precise grill temperature within the range determined by your function selection.

NOTE: When the grill is powered on, the display will be illuminated.

CLEANING AND MAINTAINING YOUR NINJA FLEXFLAME OUTDOOR COOKING SYSTEM

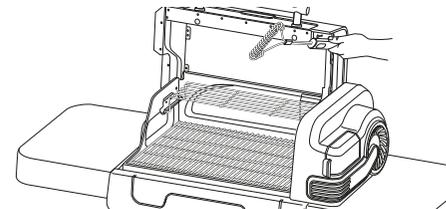
- ALWAYS ensure gas flow is OFF, Burner Dial is in OFF position, and grill is unplugged before cleaning or maintenance.
- ALWAYS allow grill, accessories, and pellet box to cool before any cleaning or maintenance.
- We recommend you thoroughly clean the grill regularly. Especially after every 20 hours of cooking, 12 cooks, or completing a cook using Low & Slow or Bake/Roast functions.

Inside of Firebox

Regularly check and clean the firebox to ensure safe operation. Excessive grease accumulation is a fire hazard. Use a plastic scraper to move any debris buildup inside the firebox to the opening that funnels down to the grease tray and ensure grease tray is always emptied before each use.

Firebox Lid

Use a stainless steel grill brush to scrape away any colored flakes that resemble paint on the inside of the lid. These flakes result from carbonized grease and smoke and are harmless. We recommend cleaning them as you notice them to avoid them peeling off and falling into food.



For regular maintenance, use a sponge with liquid dish soap and water to clean any grease and smoke residue. Ensure all parts are clean of soap residue when done cleaning.

Pellet Box and Smoker Housing

Remove pellet box and safely discard all contents after every use. It is not required to clean the pellet box and smoke box housing after each use—we recommend using a wire brush to remove extra creosote after every 10 uses.

NOTE: Only use soap and water. **DO NOT** use over the counter cleaning solutions on pellet box. This may cause combustive or flare-up event.

Grease Tray

Carefully remove cooled grease tray and safely discard grease contents after each use. Hand-wash grease tray in warm, soapy water. Grease tray liners are available for purchase for easy, hassle-free cleanup. Check grease tray and dump any water or other contents after a rain or snowstorm.

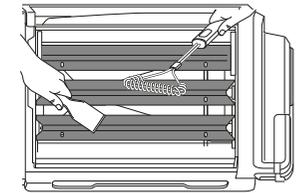
Grill Grates

We recommend cleaning the grates after every few uses. Preheat the grill, use a stainless steel grill brush to clean off any residue on the grates from your previous cook, then oil the grates before adding food.

Flame Tamers

The flame tamers catch any grease or other dripping residue during grilling and protect the burners to prevent clogging and flare-ups. Remove the grill grates and set aside before cleaning flame tamers.

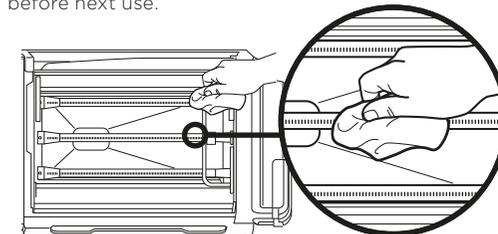
Use a plastic scraper to clean any residue/debris from the flame tamers. If necessary, a stainless-steel grill brush may also be used.



Burners

Remove the grill grates and flame tamers before cleaning burners. It is essential to keep both the burner ports and mesh spider screens clean to ensure safe operation.

Use a damp sponge to clean the top of the burners and make sure they are fully air dried before next use.



Mesh Spider Screens

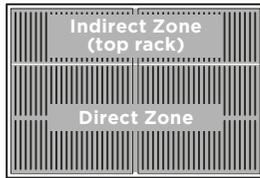
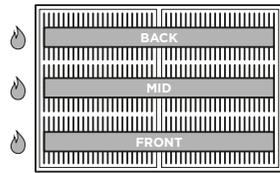
Use a non-abrasive, soft bristle brush to clean the mesh spider screens.



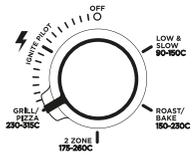
DIRECT AND INDIRECT COOKING: HOW TO SET UP

IMPORTANT: Review all warnings at the beginning of this Instruction Booklet before proceeding.

GRILL/PIZZA



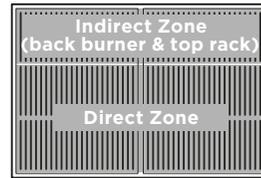
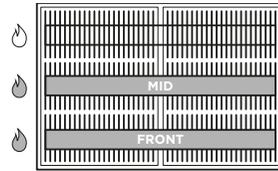
SET FUNCTION DIAL TO GRILL/PIZZA



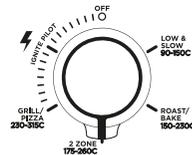
DIRECT COOKING is when food is cooked directly over the heat source. Best for quick cooks and foods that need less than 20 minutes of cooking. Consider this method for your every day food items such as steak, burgers, chicken breasts, and smaller vegetables. Direct cooking is used to create direct charring and caramelization.

TWO-ZONE unlocks the ability to cook with both direct heat and indirect heat. Cook with direct heat using the two front burners to sear your food over direct flame, for quick, hot contact. Use the back burner and top rack as a place to move your food so it's not cooking over a direct flame, or as a space to cook smaller, more delicate food loads to avoid overcooking.

2-ZONE



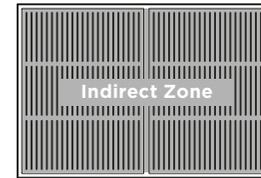
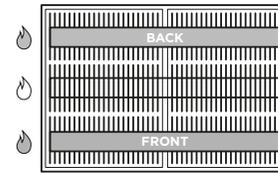
SET FUNCTION DIAL TO 2-ZONE



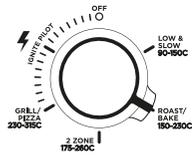
INDIRECT COOKING is when food is cooked indirectly over the heat source. Best for longer cooks and foods that need longer than 25 minutes of cooking. Consider this method for your larger items such as roasts, dense vegetables, whole chickens, etc., or for delicate items that are too fragile for direct heat, such as fish and small vegetables.

IMPORTANT: Review all warnings at the beginning of this Instruction Booklet before proceeding.

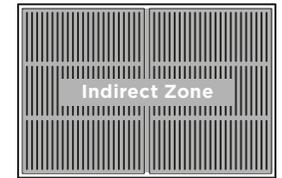
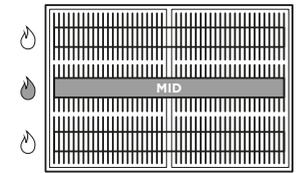
ROAST/BAKE



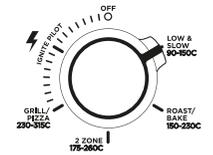
SET FUNCTION DIAL TO ROAST/BAKE



LOW & SLOW



SET FUNCTION DIAL TO LOW & SLOW



WHEN TO COOK WITH THE LID UP OR DOWN

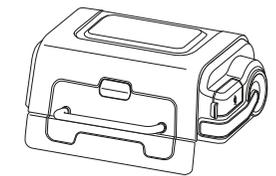


LID UP

Best for flat plate griddling and shorter, more interactive cooks.

If grilling with lid up, you will not have the benefits of the convection fan which may cause cook times to vary.

VS



LID DOWN

Enables the convection fan for even, surround cooking, faster preheat and temperature recovery, and better fat rendering.

Convection fan is only on when lid is down. When using Woodfire Flavour, lid **MUST** be down.

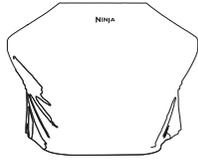
NINJA FLEXFLAME UPGRADES - SOLD SEPARATELY



EXPLORE NINJA FLEXFLAME UPGRADES

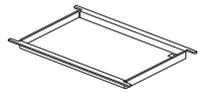
SOLD SEPARATELY

Scan QR code to view the full assortment.



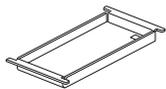
Grill Cover

Helps protect your grill from the elements year-round.



Premium Full Flat Plate

Transform your grill into a Flat Plate to unlock more creations like pancakes, hibachi-style fried rice, and more.



Half Flat Plate

Transform half your grill into a Flat Plate so you can grill and Flat Plate at the same time.



16" Pizza Stone

Create hand crafted artisan-style pizzas to feed a crowd.



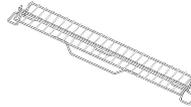
Ninja Woodfire Pellets

Available in Robust and All Purpose blend, both flavour blends can be used with anything you make.



Grease Tray Liners

Make cleanup a breeze with this 10-pack of liners. Simply place in provided grease tray and dispose when full.



Expandable Roast & Smoke Rack

Double your top-rack cooking space. Swap out the included top rack for this folding rack for increased capacity.



16" Pizza Peel

Easily add and remove pizza from the pizza stone for hassle-free pizza making.

TROUBLESHOOTING GUIDE

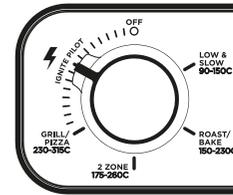
GRILL WILL NOT IGNITE.

Before troubleshooting, reference how to ignite burners and set temperature to ensure proper ignition instructions were followed.

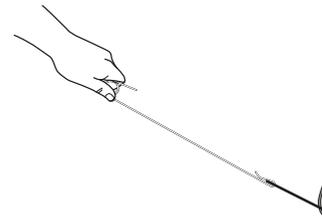
CHECK GAS FLOW:

Follow instructions to use a match to manually light the burners:

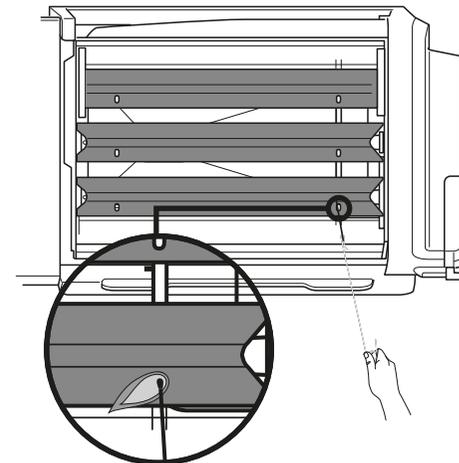
- 1 Unplug the grill, open lid and ensure burner dial is turned to OFF.



- 2 Turn on gas supply by following the instructions designated by your propane tank.
- 3 Place an unlit match in the provided matchstick holder, then light match.



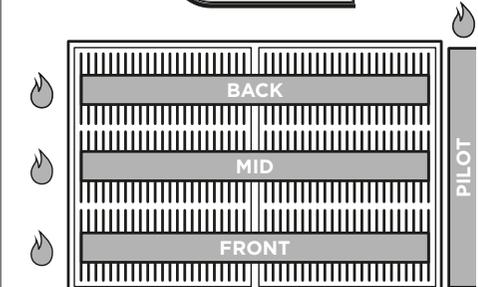
- 4 Position the lit match over the pilot burner peep hole to light the pilot burner. Position match towards the right to ensure match flame is directly over pilot burner.



- 5 Push burner dial in and turn to IGNITE PILOT, remove matchstick once flame is visible, continue to hold dial in for 5 seconds after flame is lit.

NOTE: This will ignite only the burner all the way to the right, the pilot burner. It's important to ensure the pilot burner is lit before turning on the main burners. You may check if the pilot burner is lit by looking through the peep hole on the pilot burner flame tamer. If ignition does not occur in 5 seconds, turn the burner dial to OFF, and try again.

- 6 Release dial and turn counterclockwise to select a cooking function and turn on the main burners.



- 7 If all burners successfully ignite manually, there may be an issue with your igniter or ignition system. Refer to the next page for further troubleshooting.

TROUBLESHOOTING GUIDE - CONT'D

CHECK IGNITION SYSTEM:

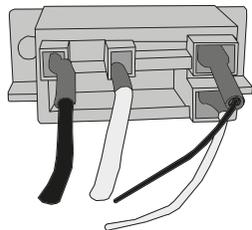
When you press and turn the BURNER DIAL, you should hear a "ticking" sound. If you do not hear the ticking sound, follow the below steps.

CONFIRM YOUR GRILL IS PLUGGED IN:

The grill needs to be plugged in to ignite. After you have confirmed grill is plugged in, retry igniting. If ignition is still unsuccessful, unplug the grill and proceed to check the wire connections.

CHECK WIRES:

Ensure grill is unplugged, gas is off, and Burner dial is in OFF position. Check ignition module wires are properly connected and have no visible damage. These connectors should be damage free and fully installed to ensure proper connectivity. If connectors are loose, fix connection and retry igniting.



IMPORTANT: If wires are damaged, call customer service 0800 862 0453.

GAS FLOW ISSUES

SYMPTOMS

- Uneven heating, or grill will not reach set temperature.
- Pilot burner doesn't ignite.
- Pilot burner is lit but main burners are not or will not ignite.
- Flame height is low during preheat, or when grill is set to 315°C and lid is open.
- Flames don't spread fully across entire length of burner.
- Improper flame pattern across burners.
- Flame colour appears yellow and behaviour is irregular.

SOAPY WATER TEST

- Combine 1 tsp. soap with 1 cup of water in a spray bottle.
- Spray mixture on all of gas lines and connection points.
- If you see expanding large bubbles, then you have a gas leak.
- If you have a gas leak, shut off gas and call customer service at 0800 862 0453.

PROBLEM	RESOLUTION
Gas flow issue	Ensure gas flow is off.
	Unscrew regulator hose.
Low or empty propane tank	Screw regulator hose back on, ensuring connection is not cross-threaded. Propane tanks often have a fail-safe mechanism to restrict flow of gas in the case of abnormal flow. This can happen if the regulator hose is not screwed on properly.
	Refill or replace tank.
Bent or kinked regulator hose	Ensure gas flow is off.
	Straighten bent or kinked regulator hose.
	Perform a soapy water test.
	If soapy water test passes, problem has been resolved.
Bent or kinked corrugated gas line	If soapy water test fails, replace regulator hose.
	Ensure gas flow is off.
	Straighten bent or kinked regulator hose.
	Perform a soapy water test.
Burner ports are dirty	If soapy water test passes, problem has been resolved.
	If soapy water test fails, call customer service 0800 862 0453 and do not use your grill.
"TRN GAS OFF" error message appears	Ensure gas flow is off, and burner dial is in OFF position.
	Clean burner ports (Refer to Cleaning & Maintenance section.)
Grill is running but temperature is not responding to set point and is dropping unexpectedly.	Grill is plugged in while ignition dial is not in the OFF position. Turn dial to OFF position.
	This could be caused by burner blowout or low gas level. Turn ignition dial to OFF , then attempt to reignite flame. If reignition is unsuccessful, check tank fuel level.

TROUBLESHOOTING GUIDE - CONT'D

- **There is an "E" error on my control panel.**

If you see any "E" error on the control panel, call customer service 1-855-427-5125.

- **Black specks are peeling from the inside of grill's lid.**

These flakes result from carbonized grease and smoke and are harmless. We recommend cleaning them as you notice them to avoid them peeling off and falling into food.

- **Where can I store my grill?**

The grill is weather-resistant and may be stored outdoors. We recommend keeping the grill covered when not in use.

- **How do I adjust which burners are on vs. off?**

Use the Burner dial to adjust burners. Burner configuration varies based on what function/temperature range is selected. Temperature range determines which burners are on/off. We've paired temperature ranges with cooking functions to take the guesswork out of knowing what temperature to set for your food.

- **What temperature ranges correlate to high, medium, and low?**

High: 315°C
Medium: 200°C
Low: 90°C-150°C

- **My grill does not have power.**

Make sure the grill is plugged in using a 3-prong grounded extension cord, rated for outdoor use.

- **How do I shut the grill off?**

Turn the Burner dial to the OFF position. Check to make sure the burners are all off. Shut off the gas supply (follow all instructions on propane tank.) Unplug the power cord if desired.

- **The grill is experiencing flare-ups.**

The grill should be thoroughly cleaned after each use. See the Cleaning section.

- **I am not seeing grill marks or charring on my food.**

If you are not seeing grill marks or charring on your food, try adjusting the temperature in your selected cooking function, or changing cooking functions to access a higher temperature range. The grill grates are reversible. Keep the flat side of the grates facing up for better direct contact with food.

- **How do I cook directly and indirectly?**

Direct cooking: You can cook directly by using the Grill/Pizza or 2-Zone function. Indirect Cooking: You can cook indirectly with any function by placing food on the top rack, using the back zone with the 2-Zone function, or using the Roast/Bake or Low & Slow function. See the Direct and Indirect Cooking section for more information.

- **Grill noises observed.**

You may notice some noises coming from your grill. The following noises are normal and are part of the standard grill operation: During burner ignition, you may hear a ticking (like igniting a gas stove), a whoosh from the visible flames, minor rattling from the fan, or creaking due to material expansion from weather.

- **Why are my burners discoloured?**

The burners may have some visible discoloration. This is a result of our normal manufacturing process. To ensure optimal performance, we test each individual grill before it gets to you. weather.

- **No Electrical Power When Plugged in?**

Turn off the grill. Unplug the from the power source. Wait 5 minutes. Plug back into power source. If the RCD continues to trip after resetting, it might indicate a problem with the grill itself and professional assistance may be needed. Please call SN customer service.

NOTE: If troubleshooting is unsuccessful, call customer service 0800 862 0453

REPLACEMENT PARTS

To order additional parts and accessories, visit ninjakitchen.co.uk or contact Customer Service at **0800 862 0453**. We ask that you register your product online at registryourninja.co.uk and have the product on hand when you call, so we may better assist you.

NINJA

MANUFACTURER'S GUARANTEE

The Ninja Guarantee

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "legal rights"). You can enforce your legal rights against your retailer, including Ninja if you bought your Ninja kitchen appliance from ninjakitchen.co.uk. However, at Ninja we are so confident about the quality of our products that we guarantee 10 years of use with this product (upon registration), this includes free parts and labour.

The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

The manufacturer's guarantee does not affect your legal rights.

How long are new Ninja machines guaranteed for?

Our manufacturer's guarantee lasts for one year from the date of purchase as standard, or for 10 years if you register your purchase with us within 28 days.

How do I register my Ninja guarantee?

If you have purchased your Ninja kitchen appliance directly from ninjakitchen.co.uk your guarantee is registered automatically. If you bought it from anywhere else in the UK, you can register your guarantee online within 28 days of purchase.

- To register online, please visit www.ninjakitchen.co.uk/register-guarantee or scan the QR code in your instruction booklet.

- Keep a note of the date you purchased the machine.

IMPORTANT:

- **Keep your receipt** if you bought your Ninja kitchen appliance from anywhere except ninjakitchen.co.uk. You will need it to claim under your guarantee.

- The free Ninja guarantee only applies in the UK.

What are the benefits of registering my free Ninja guarantee?

When you register your guarantee, you will get an extra year of cover. We'll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Ninja kitchen appliance and hear the latest news about new Ninja technology and launches.

What is covered by the free Ninja guarantee?

Repair or replacement (at Ninja's discretion) of your Ninja machine, including all parts and labour.

What is not covered by the free Ninja guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Ninja kitchen appliance which is not in accordance with the Ninja Operating Manual supplied with your machine.
- Damage caused by use of the Ninja kitchen appliance for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Ninja Genuine Components
- Faulty installation (except where installed by Ninja).
- Repairs or alterations carried out by parties other than Ninja or its agents.

How can I claim under the free Ninja guarantee?

Contact our customer service helpline on **0800 862 0453**. For service hours please visit our website under 'Contact Us'. It's free to call, and you'll be put straight through to a Ninja representative. You'll also find online support at <https://support.ninjakitchen.co.uk/>. The Ninja representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that the item will need to be boxed when you return it to us. It can be any suitable box, it does not have to be the original packaging.

Where can I buy genuine Ninja spares and accessories?

Ninja spares and accessories are developed by the same engineers who developed your Ninja kitchen appliance. You'll find a full range of Ninja spares, replacement parts and accessories for all Ninja machines at www.ninjakitchen.co.uk. Please remember that damage caused by the use of non-Ninja spares may not be covered under your guarantee.

THANK YOU FOR PURCHASING THE FLEXFLAME OUTDOOR COOKING SYSTEM



REGISTER YOUR PURCHASE

 registeryourninja.co.uk

 Scan QR code using mobile device

TECHNICAL SPECIFICATIONS

ELECTRICAL RATING: 220-240 V- 50-60 Hz 600W

CURRENT: 2.79-3.04A

GAS TYPE: Propane (G31)

OPERATING PRESSURE: 37 mbar

NOMINAL HEAT INPUT: 10.84 kW

APPLIANCE CATEGORY: I3P

IP RATING: IPX4

FACTORY: JM1

MADE IN CHINA

RECORD THIS INFORMATION

Model Number: _____

Serial Number: _____

Date of Purchase: _____

(Keep receipt)

Store of Purchase: _____

SharkNinja Europe Ltd,
1st/2nd Floor Building 3150,
Thorpe Park, Century Way,
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+44 (0)800 862 0453

www.ninjakitchen.co.uk

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60327 Frankfurt am Main,
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www.ninjakitchen.eu

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