

# MASTERBUILT

## Gravity Series (Generation 1) - Component Troubleshooting

### WELCOME:

This document will help you identify if one of your components needs to be replaced.

### Please reference this document for any of the following concerns:

- My grill won't turn on
  - My controller won't turn on
  - My controller is not working properly
  - My fan won't turn on
  - My fan is not working properly
- 

### How to Use:

This guide is broken into two troubleshooting sections.

First identify your concern (in the red blocks), then follow the corresponding troubleshooting steps.

### There are 4 main components that can cause the above concerns:

- Controller
  - Fan
  - Wire Harness
  - Switches
- 

### Applied Products:

- Gravity Series 560
- Gravity Series 800
- Gravity Series 900
- Gravity Series 1050

## PHASE 1

### TROUBLESHOOTING FOR:

Grill won't turn on

Controller won't  
turn on

Controller is not  
working properly

START

Implement  
standard test  
protocol

1. Reset your controller. *(Turn off and on: main power button on controller)*
2. Unplug grill from wall and plug back in. *(Wait 60 seconds before plugging back in.)*
4. Confirm the GFI outlet or Breaker has not been tripped.
5. Ensure the power cord is fully seated in unit. *(check cord for damage)*
6. Ensure the unit is plugged directly into the wall. Remove any extension cords.
7. Test other outlets to see if the problem persists.

Is cord visibly  
damaged?

Yes

Cord is  
damaged

A new power  
cord is needed

No

Cord is not  
damaged  
and a different product  
works in  
the outlet

Unplug grill and  
plug grill back in

Listen for  
"beep" when  
plugged in

Yes

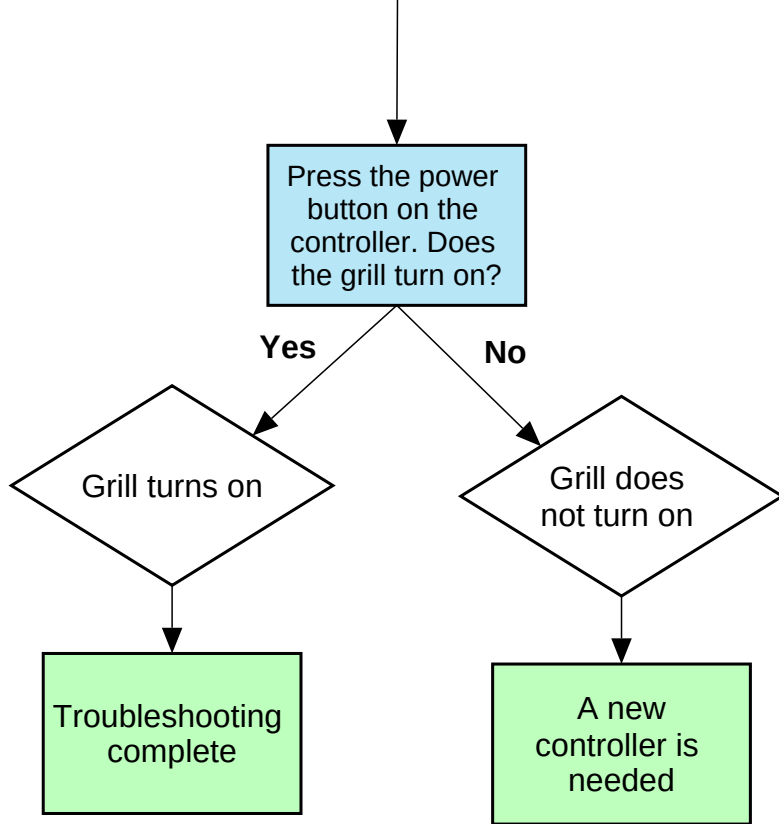
Do you hear a beep  
when you first plug in  
grill?

No

It does not  
beep when  
turned on

It beeps,  
then nothing  
happens

A new controller  
is needed



## PHASE 2

### TROUBLESHOOTING FOR:

Fan won't turn on

Fan is not working properly

**Note:**

The fan will turn off in the middle of a cook once the set temperature has been reached.

The fan will turn back on if the temperature falls below the set temperature.

This is normal and a replacement part is not needed.

START

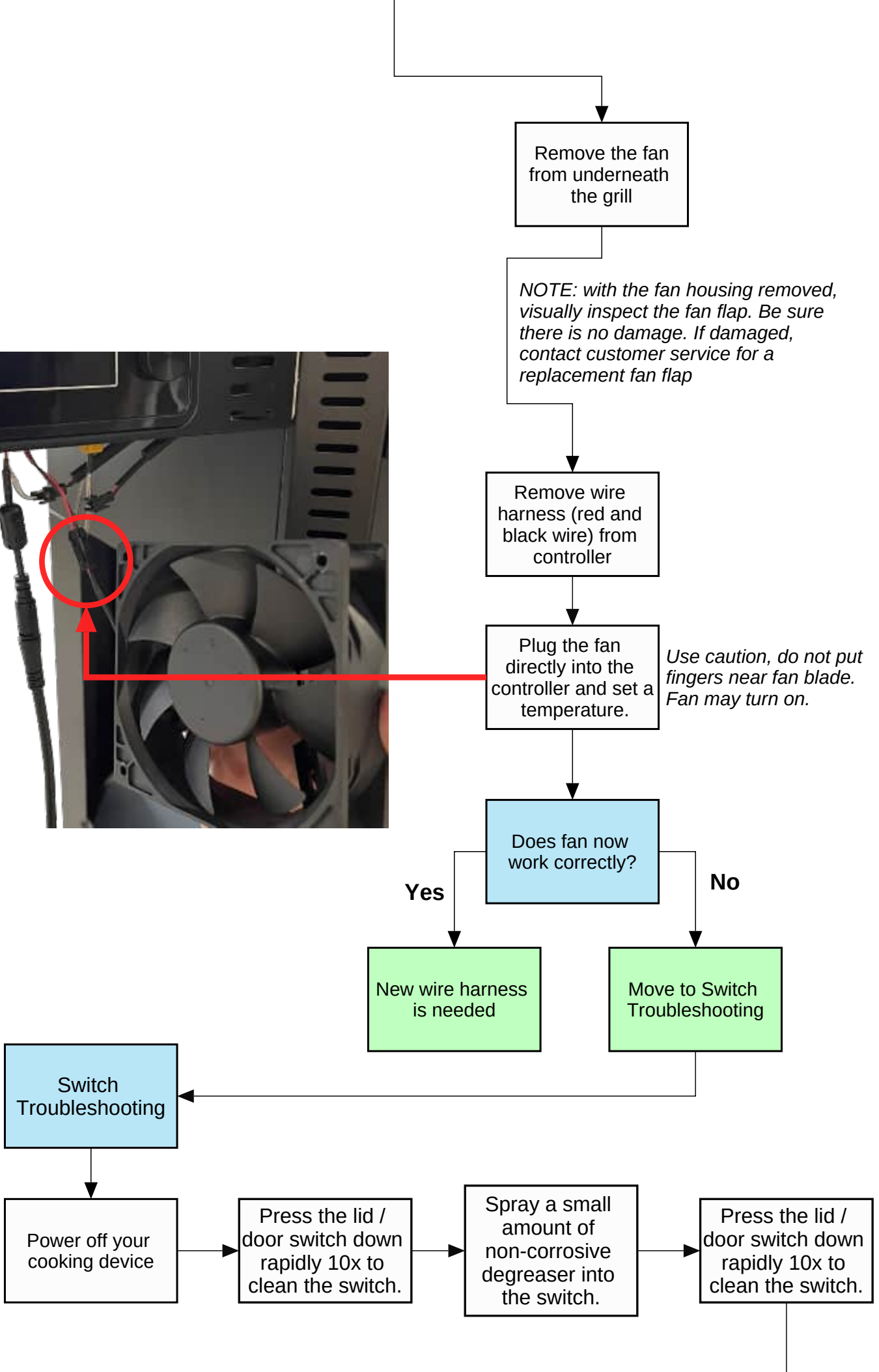
Implement  
standard testing  
protocol

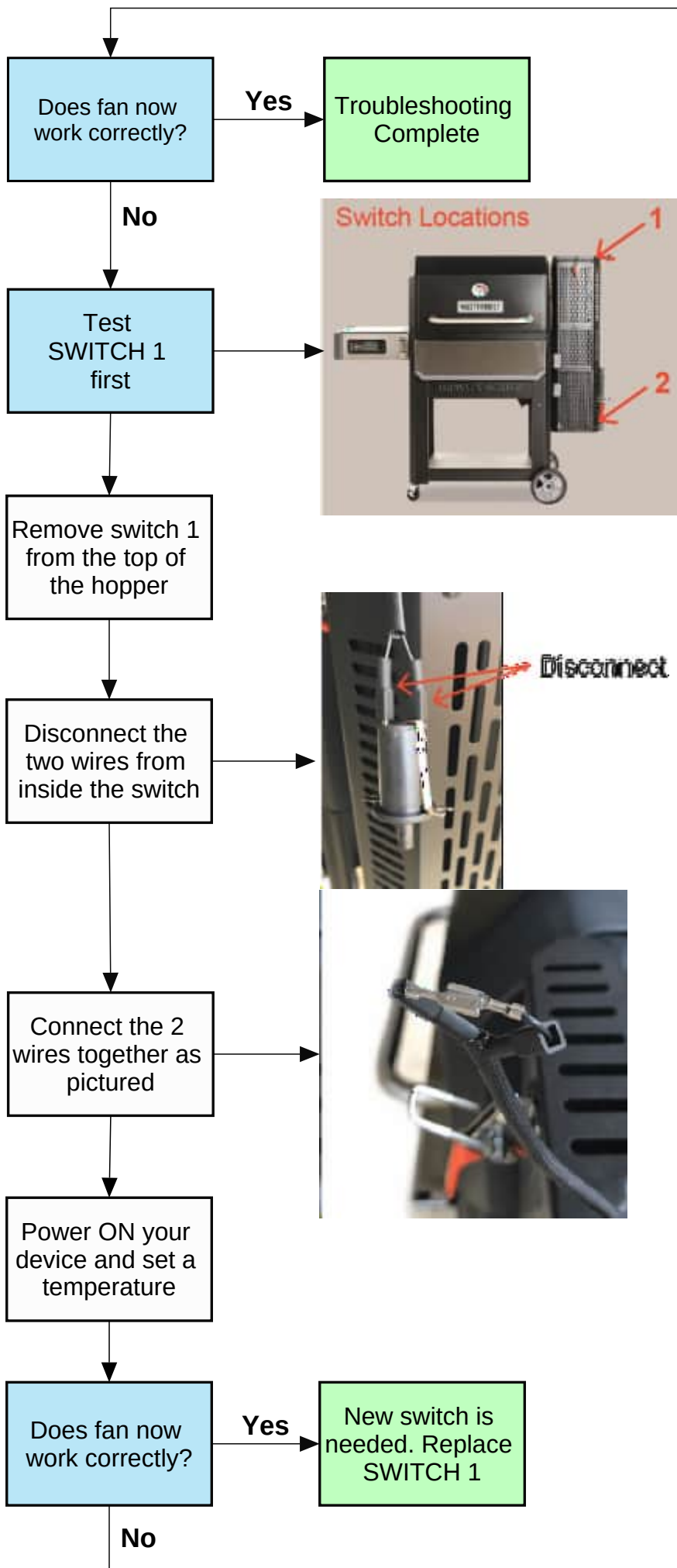
1. Reset your controller. *(Turn off and on: main power button on controller)*
2. Unplug grill from wall and plug back in. *(Wait 60 seconds before plugging back in.)*
4. Confirm the GFI outlet or Breaker has not been tripped.
5. Ensure the power cord is fully seated in unit. *(check cord for damage)*
6. Ensure the unit is plugged directly into the wall. Remove any extension cords.
7. Test other outlets to see if the problem persists.

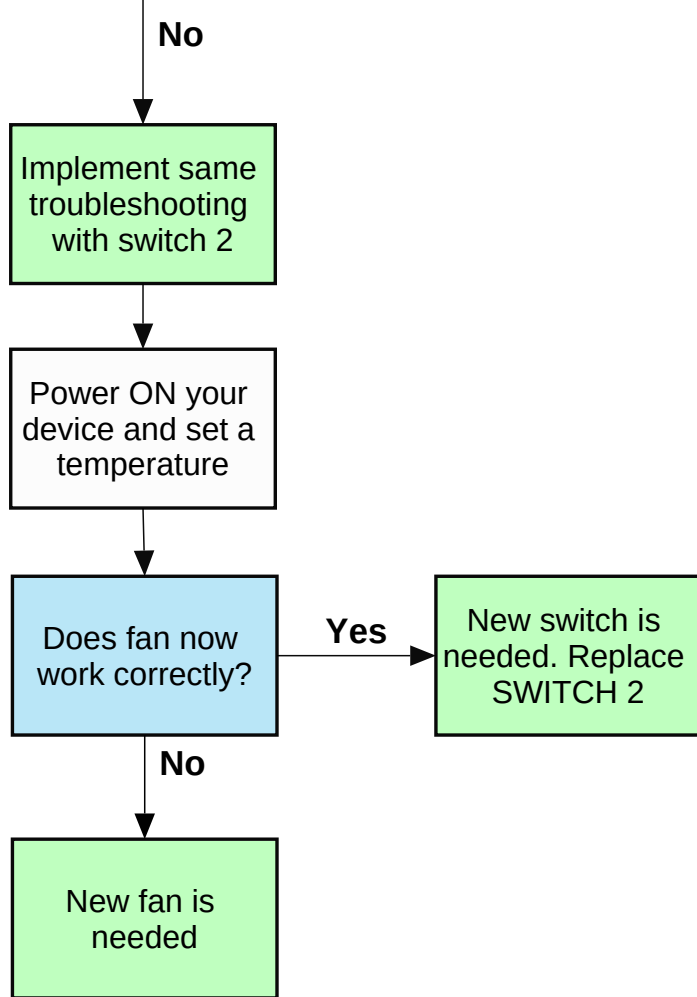
Implement visual  
inspection

1. Unplug the grill. Make sure the grill is cool to the touch before proceeding.
2. Empty the grill of any food, charcoal, and ash.
3. WIRES - visually check for damaged wires or connections.
  - \* inspect the wires and connections behind the controller
  - \* inspect the wires and connections near the fan
  - \* **if the wires and connections pass the visual inspection, move to the next step.**
  - \* **If any piece failed the visual inspection, please contact customer service for a replacement part.**
4. FAN - visually inspect the fan, fan flap and fan box. Remove the fan from the grill.
  - \* **if the fan passes visual inspection, move to wire harness troubleshooting**
  - \* **If any piece failed the visual inspection, please contact customer service for a replacement part.**

Continue to  
Wire Harness  
troubleshooting







**In RARE Cases:**

