

# MASTERBUILT

## Gravity Series (Generation 2) - 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

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### **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

# 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.

Switch Troubleshooting

Troubleshooting Complete

Shut the top of the hopper lid and the lower ash door

Does controller still say "HOPR" or "close hopper door"?

No

Yes

A new magnetic switch kit is needed

Does controller display "HOPR" or "close hopper door"?

Yes

No

Is cord visibly damaged?

Yes

Cord is damaged

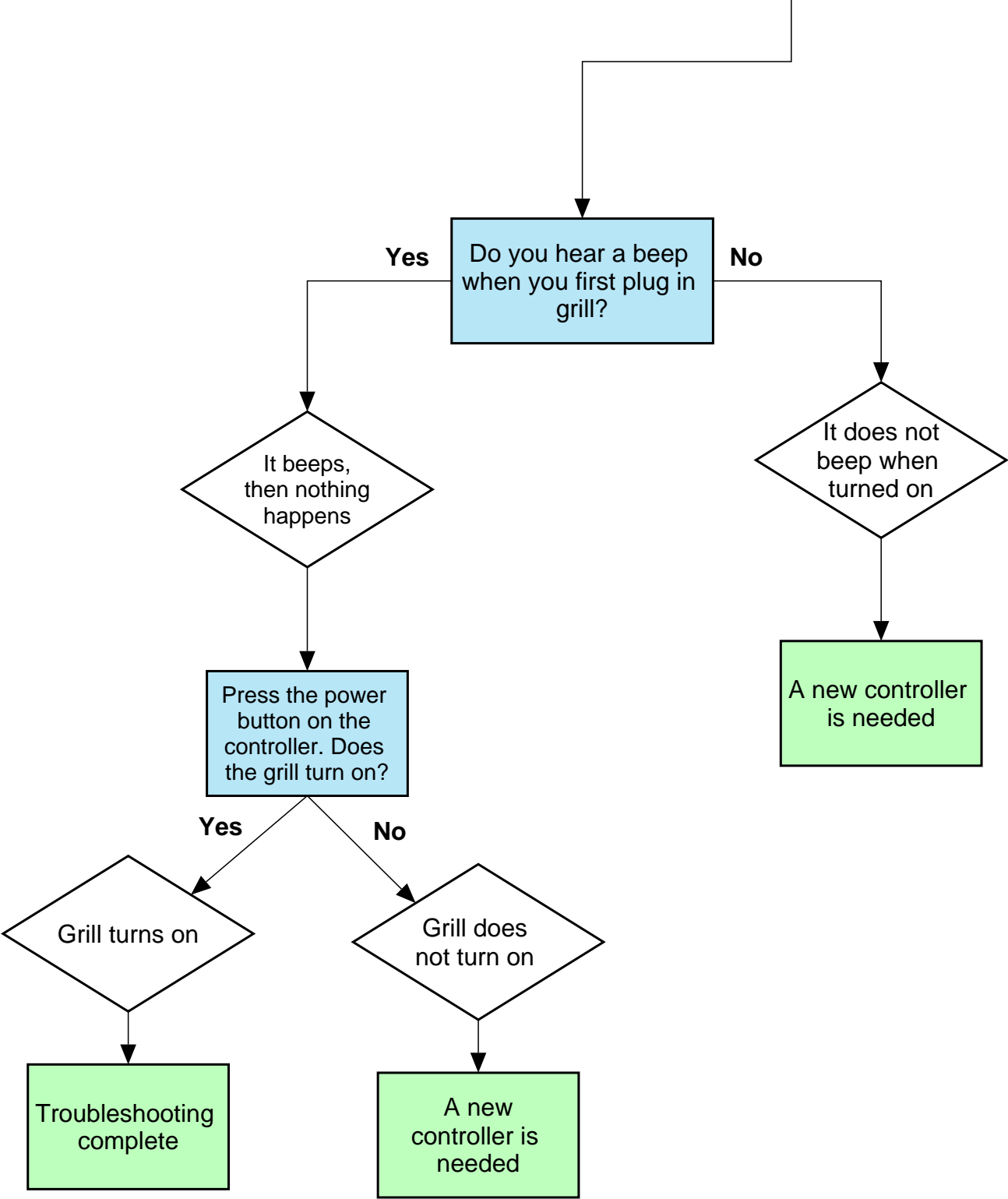
A new power cord is needed

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



## PHASE 2

### TROUBLESHOOTING FOR:

If controller says  
"HOPR"  
or "close door"  
see phase1

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

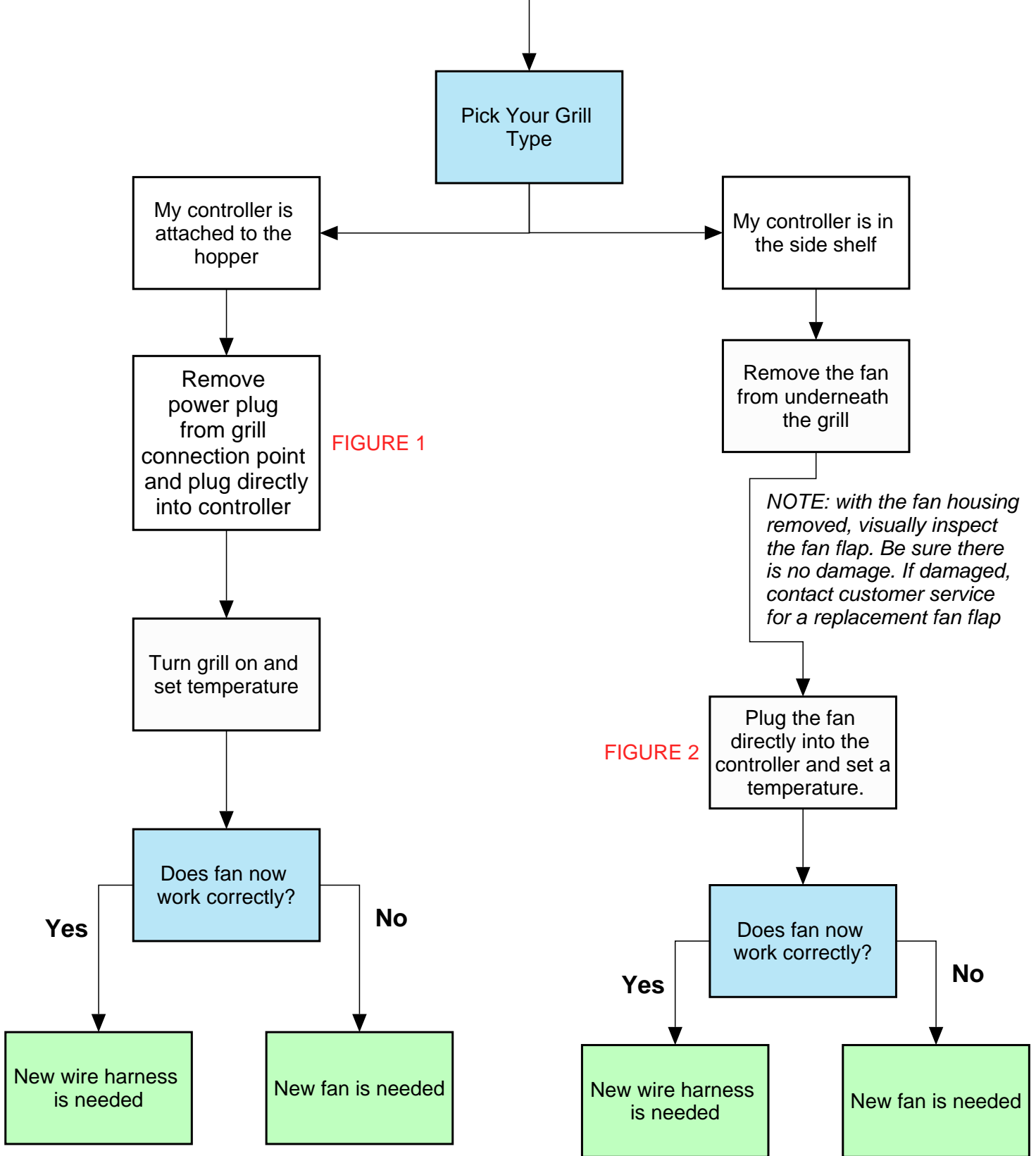
Implement  
standard testing  
protocol

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:**

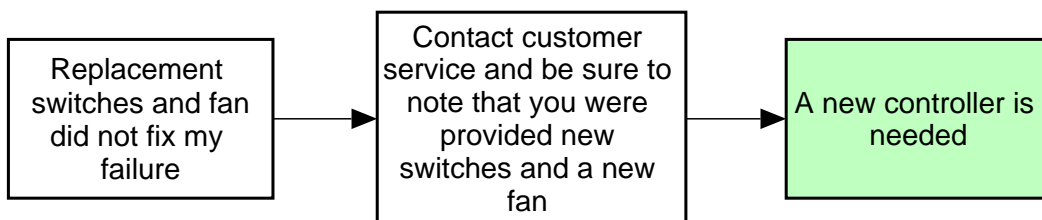


FIGURE 1



FIGURE 2

