

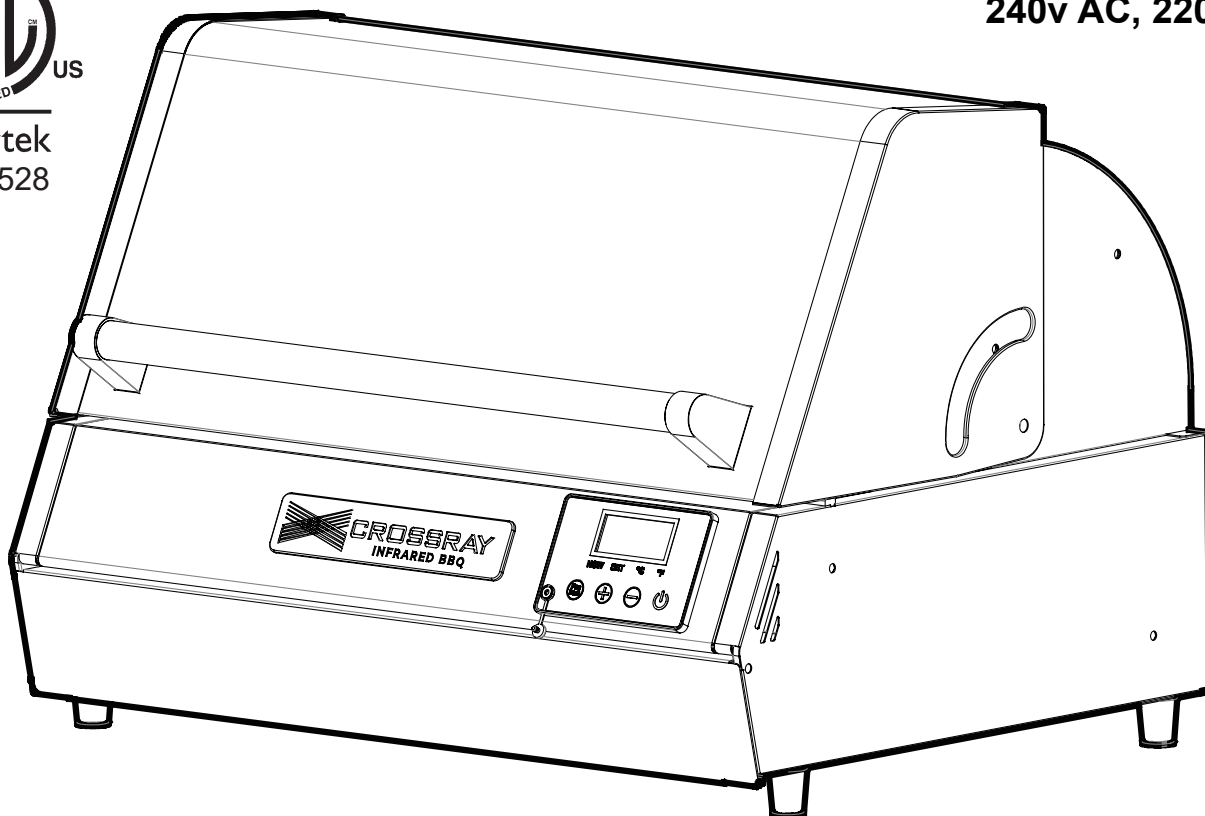
# CROSSRAY

## INFRARED BBQ



Intertek  
5000528

**OWNER'S MANUAL**  
**240v AC, 2200w**



### FREE HELP FROM THE GRILL EXPERTS

At AMD Direct we're the experts on this product and trained to help you with:

- Assembly questions
- Grill operation
- Replacement of damaged or missing parts

visit [www.crossray.com](http://www.crossray.com)

### IMPORTANT:

**NOTE TO ASSEMBLER / INSTALLER:**  
Leave this manual with the consumer.

**NOTE TO CONSUMER:**  
Keep this manual for future reference.

**RECORD YOUR SERIAL #** \_\_\_\_\_  
(see rating label on grill)



## WARNING



Failure to comply with these instructions could result in a fire or electric shock that could cause serious bodily injury or property damage.

**WARNING: NOT FOR COMMERCIAL USE. FOR OUTDOOR HOUSEHOLD USE ONLY. DO NOT IMMERSE IN WATER. DO NOT EXPOSE TO RAIN.**

Whether this grill was assembled by you or someone else, you must read this entire manual before using your grill to ensure the grill is properly assembled, installed and maintained.

Your grill will get very hot. Always wear a flame retardant BBQ Mitt when cooking on your grill. Never lean over cooking areas while using grill. Do not touch cooking surfaces, Lid, grill housing or other parts while grill is in operation, or until the grill has cooled down after use.

**SAVE THESE INSTRUCTIONS**

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## IMPORTANT SAFEGUARDS

When using this grill or any electrical appliances, basic safety precautions should always be followed including the following:

- Read all Instructions
- Use grill on a level, stable surface.
- Do not touch hot surfaces. Use handles or control panel.
- To protect against electrical shock do not immerse cord, plugs, or this grill in water or any other liquid.
- Close supervision is necessary when any appliance is used by or near children and/or pets.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts.
- Do not operate any appliance with a damaged cord or plug. Do not operate any appliance if it cannot be operated safely or if it was been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or adjustment.
- The use of any accessory attachments unauthorized by Thermofilm may cause injuries, property damage or death.
- Do not let cord(s) hang over table or counter edges. Secure cord(s) and place cord(s) so that it can not be tripped over or easily pulled.
- Do not let cord(s) touch hot surfaces.
- Do not place on or near a hot gas or electrical burner, or in a heated oven.
- Do not move the appliance when it is in use. Allow the appliance to cool before moving or storing.
- Use flame retardant BBQ mitts when handling any receptacle containing hot oil or liquids.
- Attach the plug of the appliance to the receptacle of the power supply extension cord first, and then plug cord into the wall outlet. To disconnect, press the power button to "off," then remove the plug from the wall outlet.
- Do not use the appliance for any purposes other than its intended use. Do not alter this appliance in any way.
- Do not use the appliance as a heater.
- NEVER use charcoal, lighter fluid, or any fuel in this appliance.
- NEVER line the bottom of the grill housing with aluminum foil or any substance that will restrict the flow of grease into the Grease Receptacle.
- Grease receptacle must be installed during grill use.
- Do not leave grill unattended when it is in use.
- Use only on dedicated, properly grounded outlet. A short power-supply cord has been provided to reduce the risk of becoming entangled in or tripping over a longer cord per CSA standard.
- If more clearance is needed between the grill and a wall/surface, an extension cord may be used if precautions are taken.

- If an extension cord is used:
  1. The marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance.
  2. The extension cord should be arranged so that it will not drop over the counter top or tabletop where it can be pulled on by children or tripped over unintentionally.
  3. The appliance must be properly grounded. The extension cord should be a grounding-type 3 wire cord.
- Use an extension cord suited for outdoor use with a tag stating "Suitable for Use with Outdoor Appliances".
- Store this unit indoors out of the reach of children when not in use. Do not operate this grill indoors or plug power cord into indoor outlet(s).
- Do not clean this product when it is in use or plugged into a power source.



### WARNING



#### California Proposition 65

Brass components, such as the rheostat valve stem used on this electric grill, contain lead which is known to the State of California to cause cancer, birth defects, or other reproductive harm.



### WARNING



The Grease Receptacle must be visually inspected before each grill use. Remove any grease and wash Grease Receptacle with a mild soap and warm water solution.



### WARNING



This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1.

Keep electrical supply cord(s) away from any heated surfaces.

If need extension cord, use at least 16 AWG extension cords with your electric grill. Damage to wiring and/or fire could result.

Never connect the appliance to more than one extension cord or damage to wiring and/or fire could result.



## WARNING



YOUR GRILL WILL GET VERY HOT. DO NOT TOUCH COOKING SURFACES, LID, GRILL HOUSING OR OTHER PARTS WHILE GRILL IS IN OPERATION, OR UNTIL THE GRILL HAS COOLED DOWN AFTER USE.



## WARNING



NOT FOR COMMERCIAL USE. FOR OUTDOOR HOUSEHOLD USE ONLY. DO NOT IMMERSE IN WATER. DO NOT EXPOSE TO RAIN.



## DANGER



ELECTRIC SHOCK CAN KILL OR RESULT IN SERIOUS INJURY.

TO PREVENT ELECTRICAL SHOCK:

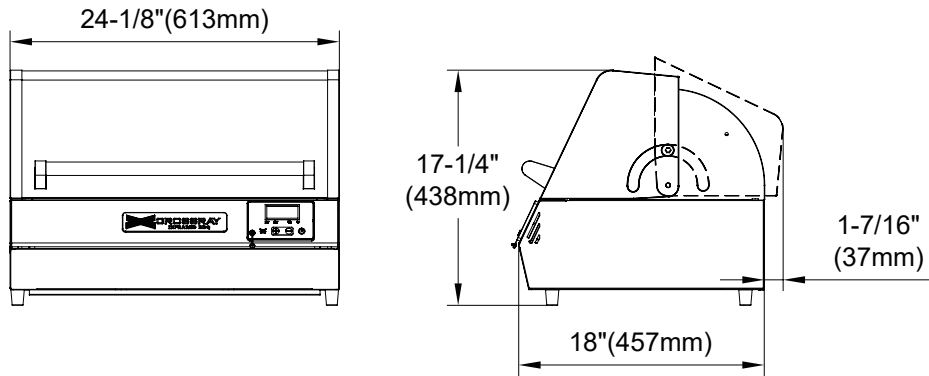
- Connect cord to properly grounded GFCI (Ground Fault Circuit Interrupter) outlet only.
- Never operate your electric grill when it is raining.
- Always keep cord dry and off the ground.
- Never put the cord or heating element in water or any liquid.
- To prevent your grill from being splashed by water or falling into water, do not use grill within 10 feet of pool, spa, pond, water faucet or any body of water.
- Unplug your grill when not in use or before moving the grill.
- Do not unplug your grill by pulling the cord.
- Keep cord away from hot grill surfaces.
- Never operate your grill if the cord or plug appears damaged.
- Never remove the grounding plug or use with an adapter to two prongs.
- Unplug the cord before using water or any liquid to clean your grill.

## GROUND FAULT INTERRUPTER REQUIRED

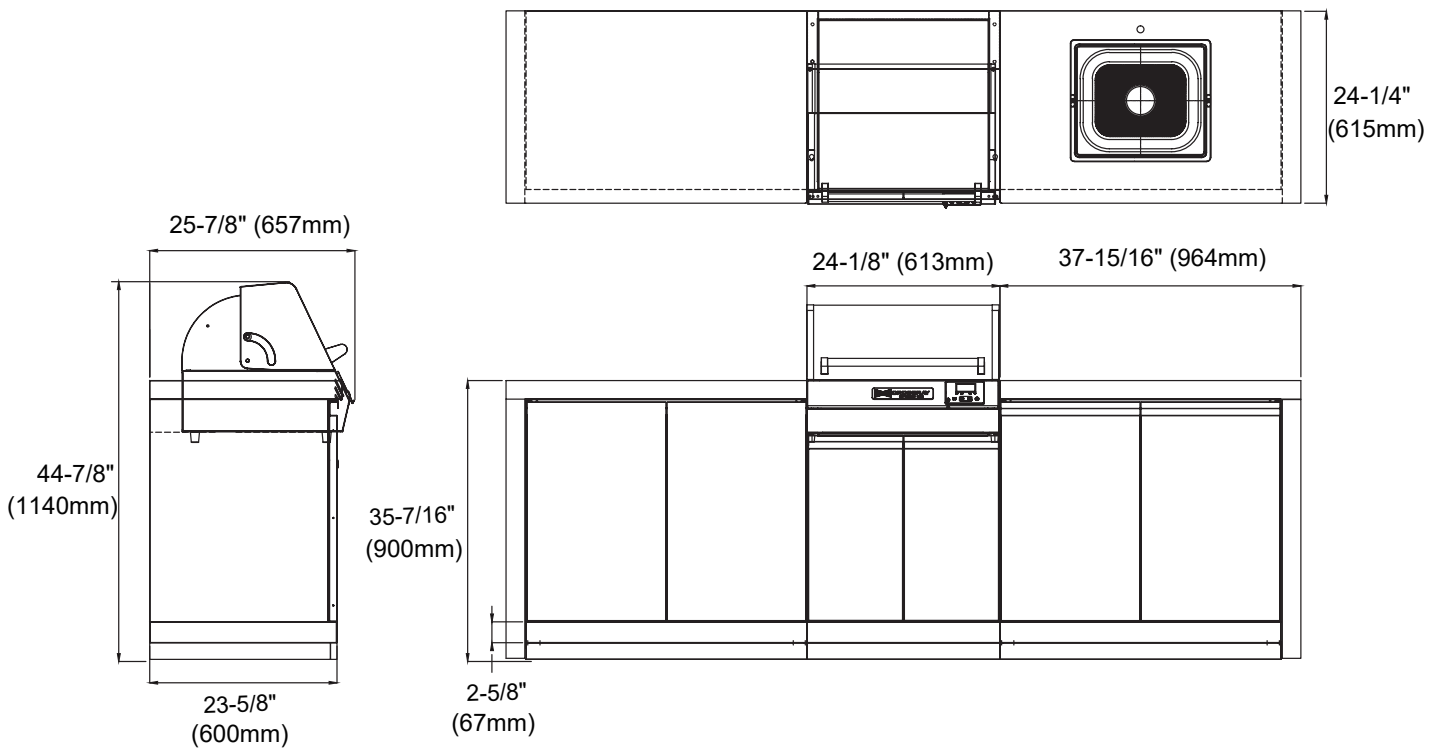
- Since 1971 the National Electric Code (NEC) has required Ground Fault Circuit Interrupter devices on all outdoor circuits. If your residence was built before 1971, check with a qualified electrician to determine if a Ground Fault Circuit Interrupter protector exists.
- Do not use this appliance if the circuit does not have GFCI protection.

# PRODUCT DIMENSION

## Grill Dimension

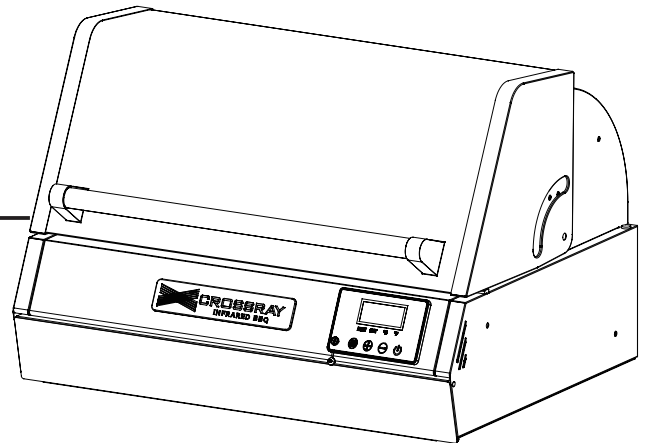


## Kitchen Dimension

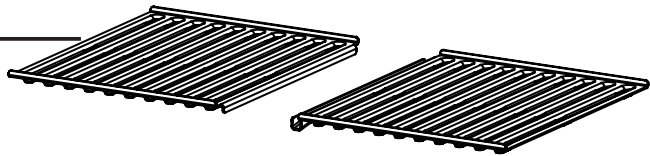


# CARTON CONTENTS LIST

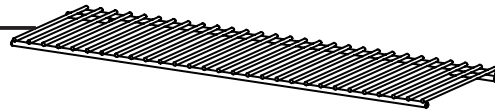
**Grill x 1**



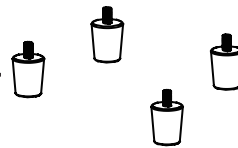
**Cooking Grid x 2**



**Warming Rack x 1**



**Leg x 4**

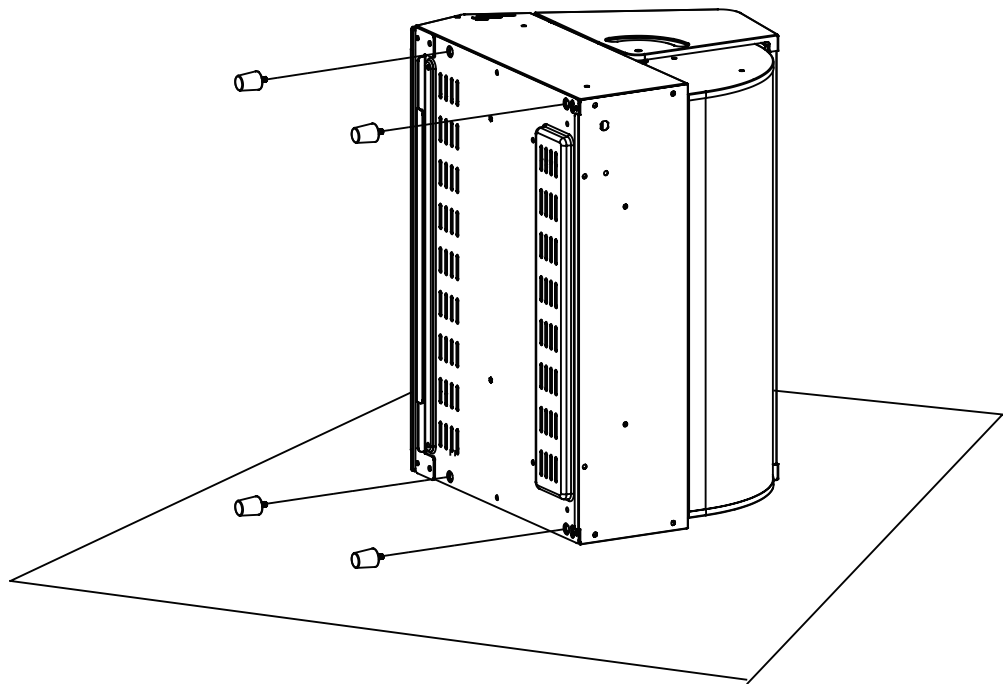


**Cooking Grid Hook x 1**

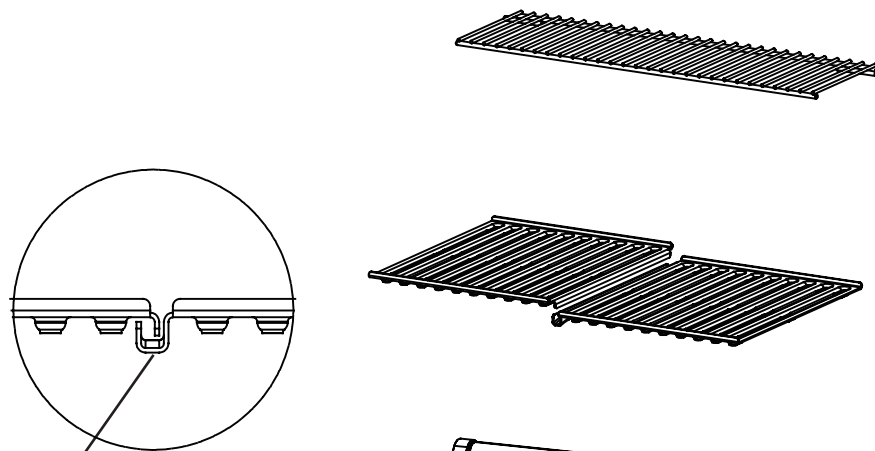


# ASSEMBLY INSTRUCTION

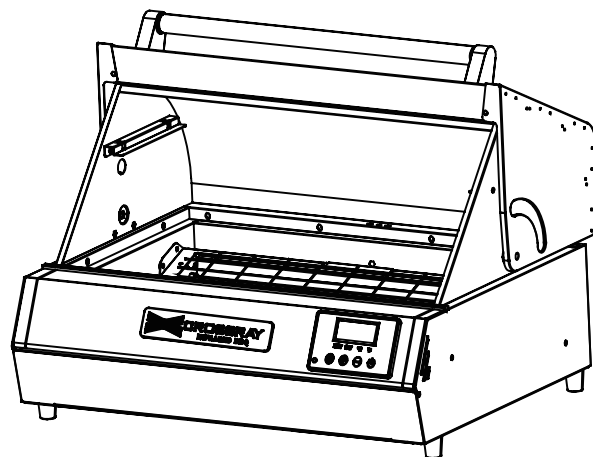
1



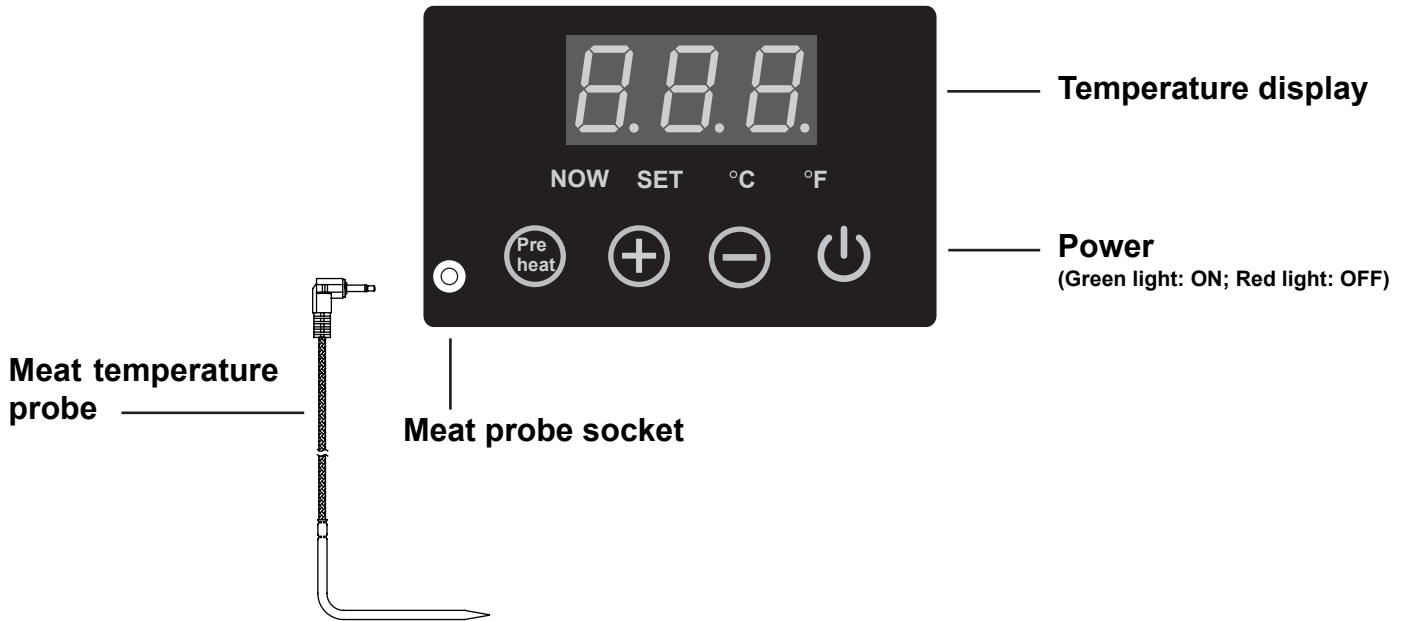
2



Note: Two cooking grids edge should be hand in hand.



# USE AND CARE INSTRUCTIONS



## TURNING ON

**Check the grease tray for any grease. If it has grease, remove the tray and clean with a warm soap and water solution. Reinstall the tray after it has been thoroughly cleaned and dried.**


1. Plug grill into properly grounded outlet.
2. Press the power button for 2 seconds to turn on the grill, and the light turns to green.
3. Press the pre-heat button to heat on the grill, the internal temperature will rise to 500°F(250°C). or press "+", "-" to adjust cooking temperature setting 212°F~572°F(100°C~300°C).
4. Open lid and place food on the cooking grid once preheating is finished.


## TURNING OFF

- Press the power button for 2 seconds and its light turns to red, the display shows "HOT" while the grill internal temperature is higher than 122°F(50°C). After 30 seconds all button light and display turn off if the grill internal temperature is lower 122°F (50°C).
- Press power button to activate the grill.

### NOTE:

- **Pre-heat mode:**  
Temperature set 500°F(250°C), and "beep" 2 times when the temperature is reach.  
(Press "Pre heat" 3 seconds to switch°C/ °F)
- **Grill mode:**  
Press "+" or "-" to set the grill temperature, Temperature range 212~572°F(100~300°C).
- **Grill with meat probe mode:**
  1. Plug the meat probe into the display, it turns to meat probe mode, starting temperature 212°F(100°C), set temperature 113°F~212°F (45°C~100°C).
  2. when the setting temperature is reach, the display shown "RES" after 3 times "beep" sound, and turns off the grill.

 Pre Heat button  
(Green light: ON; Red light: OFF)

 Temperature setting button

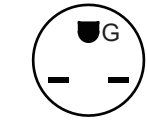
**NOW** Present Temperature

**SET** Setting Temperature

# USE AND CARE INSTRUCTIONS

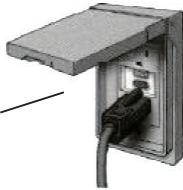
## Grounding Instructions:

This appliance must be grounded while in use to protect the operator from electrical shock. The appliance is equipped with a 3-conductor cord and 3 prong grounding-type plug to fit the proper grounding-type receptacle. Plug the appliance into a GFCI-protected outdoor receptacle only.



NEMA 6-15 plug

NEMA 6-15  
outlet with GFCI  
Receptacle /  
outdoor Cover



## Extension Cords:

1. Only use a 3-wire extension cord that has a 3-prong grounding-type plug and 3-prong cord connector that accepts the plug from the appliance.
2. Use a cord marked "Suitable for use with outdoor appliances." Outdoor extension cords should be marked with "W-A".
3. Only use extension cords that have an electrical rating no less than the rating of the appliance.
4. Do not use damaged extension cords. Examine cord before using and replace if damaged. Do not abuse extension cord.
5. Do not tug on the cord to disconnect it from appliance or power source.
6. Keep cord away from heat and sharp edges.
7. Keep connection to extension cord dry and off the ground.
8. Never use more than one extension cord to plug appliance to power source.

## Ambient Conditions:

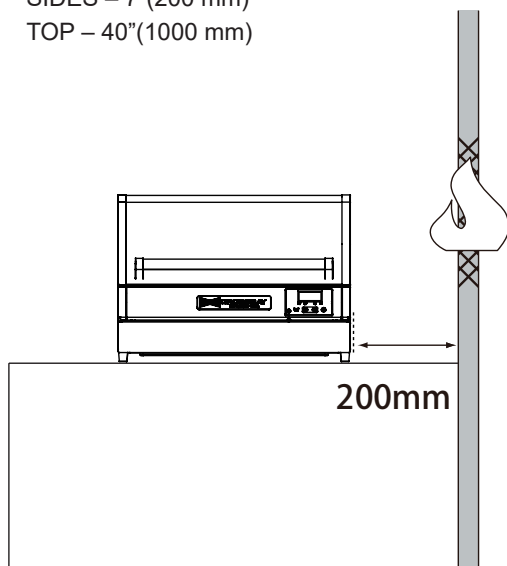
Grilling in a colder climate or at a higher altitude will extend your cooking time. Sustained wind will lower the grill's internal temperature. Place grill so wind blows against the front of the grill.

MINIMUM CLEARANCES FROM COMBUSTIBLE MATERIALS MUST BE:

REAR – 7" (200 mm)

SIDES – 7"(200 mm)

TOP – 40"(1000 mm)



## WARNING



To avoid overheating of the grill, the safety device will cut off power to the grill when the internal air temperature of the grill reaches 570°F(300°C). If the grill shuts off, open the lid to cool the grill down. The power should automatically start immediately. (this figure may vary if the grill is used in hotter climates).



## CAUTION



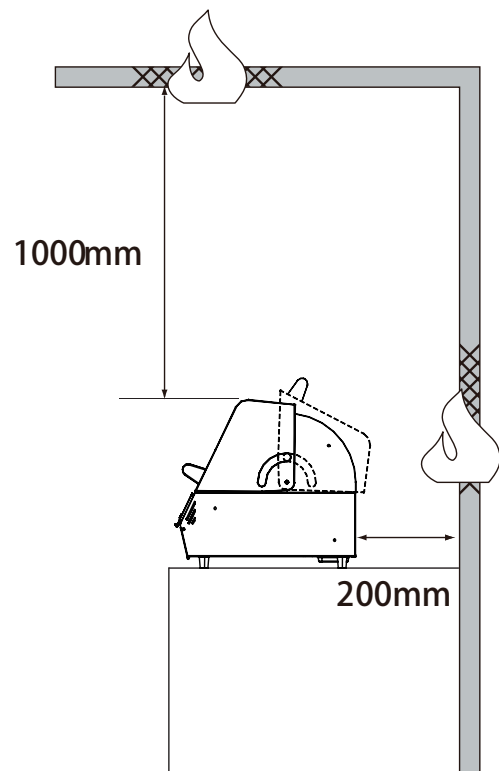
REMOVE THE GREASE RECEPTACLE BEFORE MOVING GRILL. USE CAUTION WHEN HANDLING RECEPTACLE OR SERIOUS INJURY CAN OCCUR. RECEPTACLE MUST BE INSTALLED FOR GRILL OPERATION.



## WARNING



Infrared Lamps and Grill surfaces may still be hot even if Heat ON Lamp is off.





## TROUBLESHOOTING

### If the grill fails to produce any heat:

- Be sure there is power to the grill. try the following:
  1. Plug cord into properly grounded outlet.
  2. Ground Fault Circuit Interrupter (GFCI) may be tripped. Reset or replace if needed.
  3. Outlet may be faulty. Try another outlet.
  4. Make sure the grill is on a dedicated outlet. The grill cannot be used if there is another device plugged into the outlet.
- Heating Element may need replacing.  
E-mail: [customer care@amddirect.com](mailto:customer care@amddirect.com) to order replacement parts and only use Thermofilm certified replacement parts.
- The internal heating element will automatically shut itself OFF after the set temperature limit has been reached.
- The internal heating element will automatically shut itself OFF if the internal air temperature of the grill reaches 570°F(300°C).

### If the grill cooks too slowly:

- Always preheat the grill with the Lid closed before putting food into the grill.
- If it is windy, reposition the grill to reduce its effects.

### Circuit breaker continues to trip:

- Circuit may be overloaded with appliances.
- Electrical connections may be damp or wet.
  1. Always keep cord dry and off the ground. Never put the cord or heating element in water or any liquid.
  2. If the grill is outdoors, do not use it when it is raining.
  3. If the grill is being used in a humid area, it may take a day or more for electrical circuits to thoroughly dry before the breaker will reset. This is not a defect of the product.
- Electrical Cord may be damaged. Never operate your grill if the cord or plug appears to be damaged. E-mail: [customer care@amddirect.com](mailto:customer care@amddirect.com), model # and serial # when requesting to order Thermofilm certified replacement parts.

### If you have excessive flare-ups when cooking:

- The fats and juices dripping from grilled food can cause flare-ups. To minimize flare-ups try the following:
  1. Trim excess fat from meat before grilling.
  2. Consider choosing leaner cuts of meat for cooking.
  3. Use a lower temperature setting.
- Grease and food build up inside your grill and Grease Receptacle.  
Be sure your grill is turned OFF, unplugged, and completely cool. Follow the Cleaning and Maintenance steps found in this manual to clean the cooking grid, grease Receptacle, and inside of bowl and lid.

### If the grill display show "ERP"

the grill internal temperature probe is broken, place a new one.

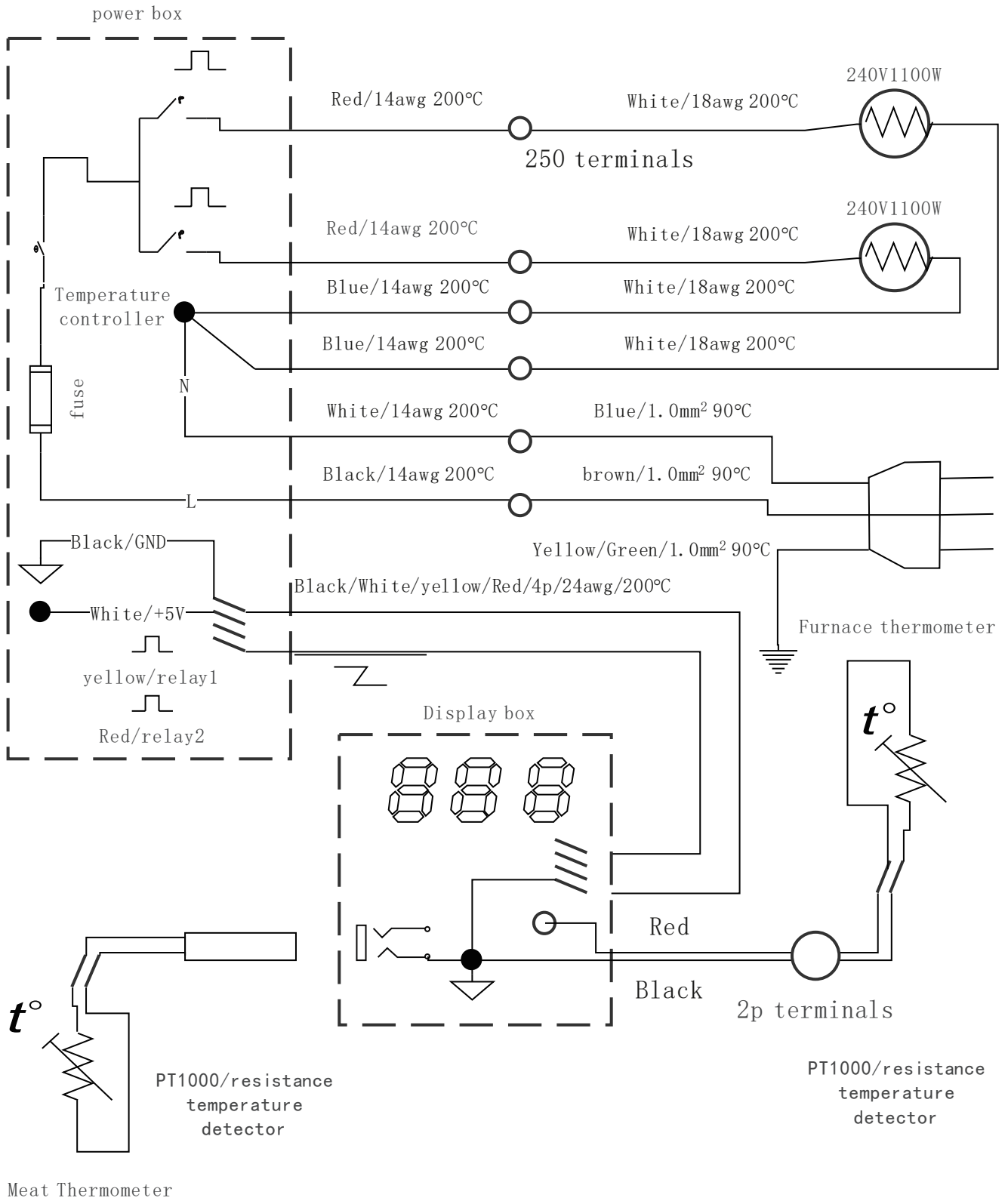
### If all the grill light turn off after 50 minutes operating.

check grease tray and receptacle are place correctly, and restart the grill after 15 minutes.

### If all the grill light turn off after 30 minutes operating.

check your circuit breaker, having a rated residual operating current not exceeding 15a for 240v, 2200w model.

# SPECIFICATION AND WIRING DIAGRAM



## CLEANING AND MAINTENANCE

Proper care and maintenance will keep your grill in top operating condition and prolong its life. Follow these cleaning procedures on a timely basis and your grill will stay clean and operate with minimum effort.

**CAUTION: Be sure your grill is OFF, unplugged, and cool before cleaning.**

### **Cleaning the Cooking Grid:**

Before initial use and periodically, wash the Cooking Grid in a mild soap and warm water solution. You can use a wash cloth or vegetable brush to clean your Cooking Grid. Dry the Grid completely before reinstalling it back in the grill.

### **NOTE**

Dishwasher cleaning not recommended, detergents and caustic cleaners can cause degradation to the porcelain enamel finish.

### **Cleaning the Grease Receptacle**

To reduce the chance of fire, the Grease Receptacle must be visually inspected before each grill use. Remove the Grease Receptacle from the grill. Remove any grease and wash the Grease Receptacle with a mild soap and warm water solution. Dry the Receptacle completely before reinstalling.

### **Cleaning the Inside of the Grill Lid**

Grease can build up on the inside of the Lid. Visually inspect the inside of the Grill lid before each grill use. Unplug the unit and use a wet washcloth to remove any grease. Leave the Lid open and let the grill dry before using it again.

### **Cleaning Exterior painted Surfaces:**

Before initial use and periodically thereafter, we suggest you spot clean your grill's exterior using a mild soap and warm water solution. (Do not immerse the grill or cord in water.) You can use a wash cloth or sponge for this process. Do not use a stiff wire or brass brush. These will scratch stainless steel and chip painted surfaces during the cleaning process. Unplug the unit (grill must be completely cool) before cleaning exterior surfaces. Let the unit completely dry before cooking.

### **Cleaning Exterior Stainless Steel Surfaces**

- Routine care and maintenance is required to preserve the appearance and corrosion resistance of stainless steel. The fact is stainless steel can corrode, rust and discolor under certain conditions. Rust is caused when regular steel particles in the atmosphere become attached to the stainless steel surface. Steel particles can also become attached to your grill if you use steel wool or stiff wire brushes to clean the grill instead of non-abrasive cloth, sponge or nylon cleaning tools. In coastal areas rust pits can develop on stainless surfaces that cannot be fully removed. Bleach and other chlorine based solutions used for household and pool cleaning can also cause corrosion to stainless steel.
- Weathering, extreme heat, smoke from cooking and machine oils used in the manufacturing process can cause stainless steel to turn tan in color. Although there are many factors which can affect the surface appearance of stainless steel, they do not affect the integrity of the steel or the performance of the grill. To help maintain the finish of stainless steel, follow these cleaning tips for the best results:
  1. After every use, unplug the unit and wait for your grill to cool. Wipe stainless steel surfaces with a damp cloth or sponge. Be sure to remove all food particles, sauces, or marinades because these can be highly acidic and damaging to stainless steel surfaces.
  2. Never use abrasive cleaners, scrubbers, or stiff wire brushes of any type on your grill.
  3. Make sure your unit is unplugged. Use a heat resistant stainless steel cleaner and rub or wipe in the direction of the stainless steel grain or polish lines.

# Thermofilm Limited Warranty

## WARRANTY PROVISIONS

Thermofilm has great confidence in its products and offers excellent warranty provisions in addition to all rights and remedies to which you may be entitled by law. For 'Crossray' barbecues, our additional warranty period applies for 2 years from the date of purchase. If a manufacturing defect covered by our additional warranty becomes apparent within this period of 2 years then we guarantee that the defective component will be replaced or repaired at no charge.

Subject to the below exclusions, our additional warranty offers:

- 2 year guarantee against damage to stainless steel components from rust-through
- 2 year guarantee against rust-through for parts finished in enamel
- 2 year guarantee against rust-through for coated parts

These benefits operate alongside, and in addition to, the consumer guarantees to which you are entitled under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## ALL RIGHTS UNDER OUR ADDITIONAL WARRANTY BECOME NULL AND VOID IF:

- The product is not assembled and installed in accordance with the instructions
- The product is used improperly
- Scratches, dents, damage, discolouration etc. occur due to heat and aggressive cleansing agents
- The product is used for commercial purposes and / or is rented out
- The product suffers damage from the forces of nature
- Burn spots occur due to improper maintenance and / or cleaning of the grill (for example due to grease / fat remaining behind and burning)
- The product is not being used in Australia.
- Damage is caused by a third party

## THE FOLLOWING ARE EXCLUDED FROM OUR ADDITIONAL WARRANTY:

- Peeling / separation of the coating as a result of grease / fat being burned in
- Peeling / separation of the paint / enamel and coating
- Light rust such as flash-rust
- Normal wear and tear resulting from usage
- Faults which do not noticeably affect the operation or value of the appliance

All warranty coverage excludes grill paint loss or rusting (except rust-through) which are either expendable parts that can wear out from normal use in less than 2 years, or are conditions that can be the result of normal use, accident or improper installation or maintenance.

## SPARE PARTS

Thermofilm keep a large number of spare parts in stock in order to deal with claims quickly and effectively. However, if a spare part is not in stock Thermofilm reserves the right to send a similar part to resolve the problem.

<b>Model of BBQ</b>	<b>Part that requires replacement</b>
<b>Year of purchase</b>	
<b>Your Contact Details</b>	

## FOR CUSTOMER REFERENCE

(Record and file in a safe place)

<b>Purchased from</b>	<b>Receipt Number</b>
<b>Date purchased</b>	<b>Serial No.</b>
<b>Model Name and Number</b>	

### Importer:

AMD Direct  
14520 Delta Lane, Suite 105,  
Huntington Beach, CA, 92647  
Telephone: (800) 966-8126  
Email: [customercare@amddirect.com](mailto:customercare@amddirect.com)

### Manufacturer:

Thermofilm Australia Pty Ltd  
8 Lakeview Drive Scoresby  
Victoria 3179, Australia  
Telephone: (03) 9562 3455  
Email: [Sales@crossray.com.au](mailto:Sales@crossray.com.au)