



# APP USER GUIDE

CAUTION

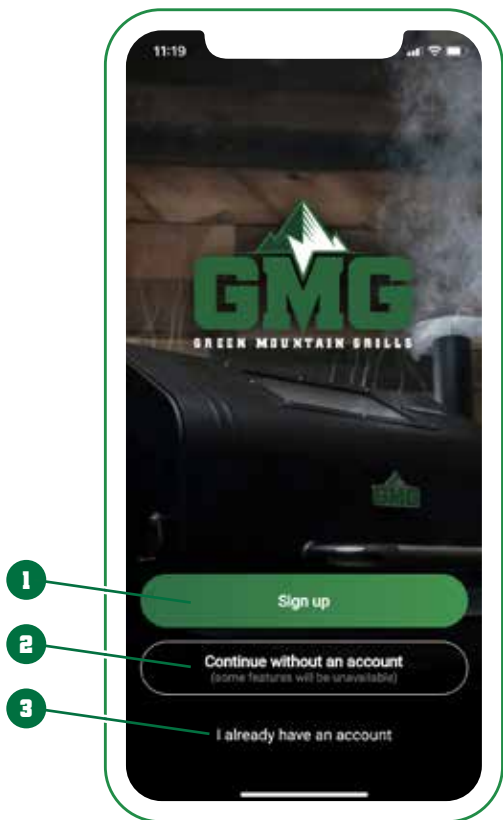


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# SPLASH SCREEN

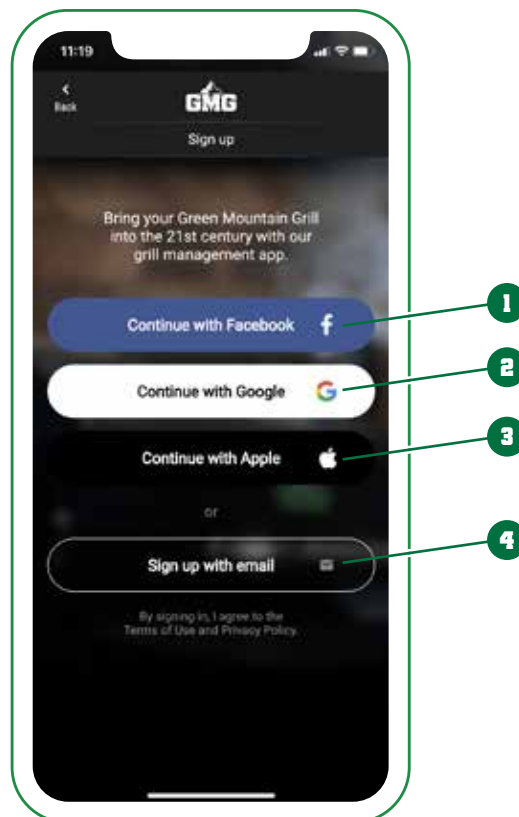


## SPLASH SCREEN

| # | DESCRIPTION  |
|---|--|
| 1 | <b>Sign Up</b><br>Create new account using social media or email.                          |
| 2 | <b>Continue Without An Account</b><br>Connect to WiFi grill without registering an account |
| 3 | <b>I Already Have An Account</b><br>Sign in with previously created account                |

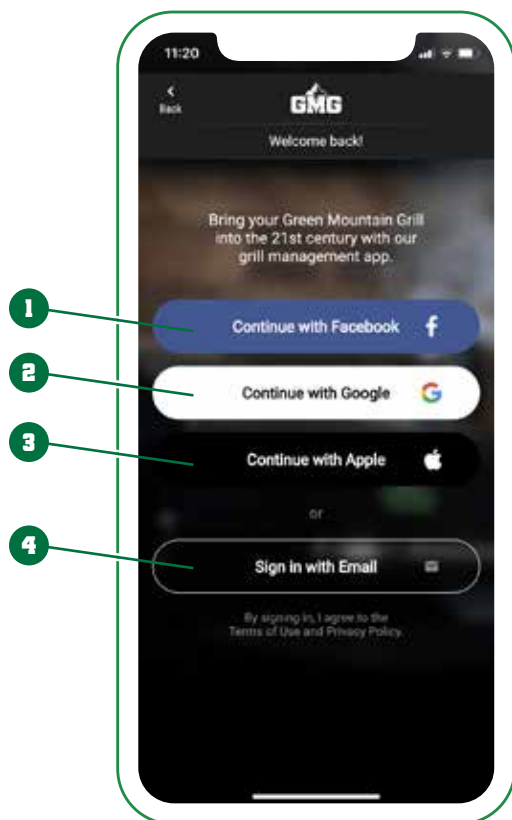
## SIGN UP

| # | DESCRIPTION  |
|---|--|
| 1 | <b>Continue with Facebook</b><br>Create an account using your current Facebook Profile |
| 2 | <b>Continue with Google</b><br>Create an account using your current Google Profile     |
| 3 | <b>Continue with Apple</b><br>Create an account using your current Apple ID            |
| 4 | <b>Sign up with email</b><br>Create an account using your email address                |





# SIGN UP



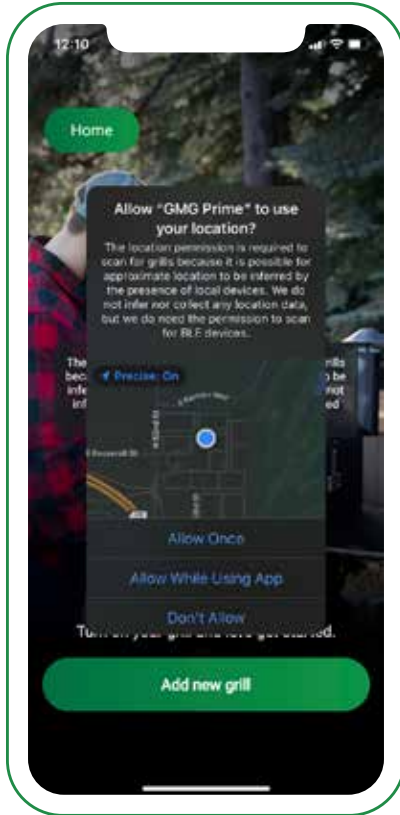
## SIGN IN

| # | DESCRIPTION  |
|---|--|
| 1 | <b>Continue with Facebook</b><br>Create an account using your current Facebook Profile |
| 2 | <b>Continue with Google</b><br>Create an account using your current Google Profile     |
| 3 | <b>Continue with Apple</b><br>Create an account using your current Apple ID            |
| 4 | <b>Sign in with email</b><br>Continue into application using your email address        |

## FINDING YOUR GRILL

Please enable Bluetooth on this device prior to selecting **ADD NEW GRILL**. Once selected the user will be prompted to allow **GMG PRIME** to use your location.



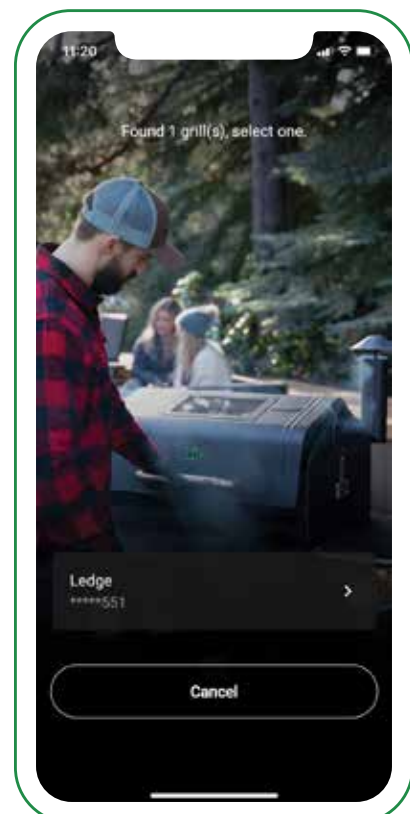


## LOCATION

Please select either **ALLOW ONCE** Or **ALLOW WHILE USING APP**. Selecting **DON'T ALLOW** will prevent you from finding a nearby grill.

Once location has been turned on select **ADD NEW GRILL**. The app will begin searching for a **GMG PRIME** grill to connect to.

Select the **GMG Prime** using the 8 digit pin on the back of the grill.  
If you are unable to find your grill, please check that your grill is turned on and your Bluetooth enabled on your phone.



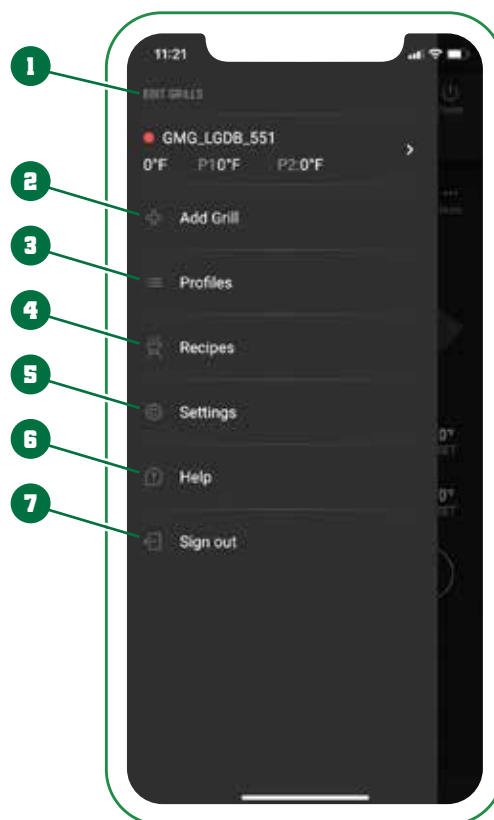




# MENU

| # | DESCRIPTION  |
|---|--|
| 1 | <b>Edit Grills</b><br>Select, rename, delete, and manage previously and currently connected grills                           |
| 2 | <b>Add Grills</b><br>Add a new grill to your list  |
| 3 | <b>Profiles</b><br>Navigate to the profile manager where you can create, send, and update profiles for your favorite recipes |
| 4 | <b>Recipes</b><br>Navigate to the recipe section   |
| 5 | <b>Settings</b><br>Navigate to the global settings section   |
| 6 | <b>Help</b><br>Get the assistance you need with any questions you may have   |
| 7 | <b>Sign Out</b><br>Sign out of your account and return to the login page   |

DISPLAYED IS A LIST OF ALL FUNCTIONS AVAILABLE TO USER FROM MENU BAR



Click **EDIT GRILLS** to modify and reorganize your grills. Then, click on the **PENCIL** icon to **DELETE** or **RENAME** a connected grill.

If you **DELETE** a grill, you will have to reconnect to use it in the future.

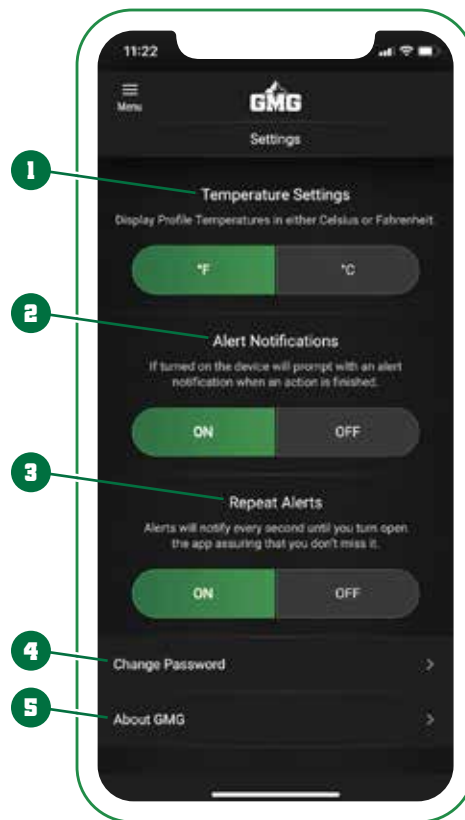
You can also **RENAME** a grill whatever you want to make it more recognizable.

Once all changes have been made, select **SAVE CHANGES** to save your preferences.



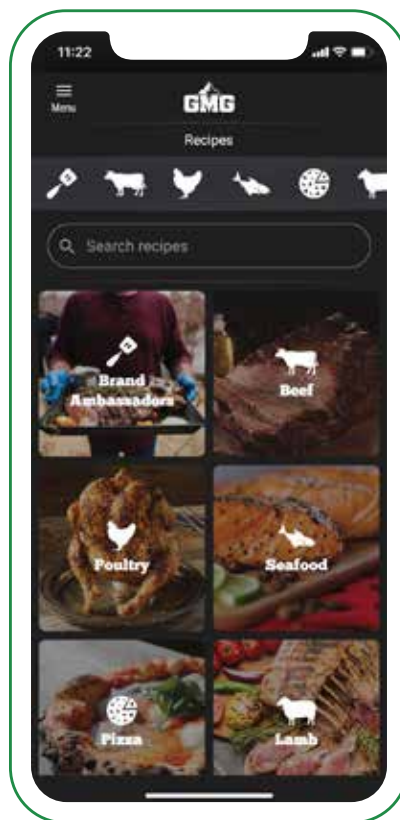
# SETTINGS

| # | DESCRIPTION  |
|---|--|
| 1 | <b>Temperature Settings</b><br>Toggle fahrenheit and celsius for profiles  |
| 2 | <b>Alert Notifications</b><br>Enables notifications sent natively to your device when an action has been completed |
| 3 | <b>Repeat Alerts</b><br>Get alerts to stay on top of the whole cooking process                                     |
| 4 | <b>Change Password</b><br>Securely update password and login information to keep your account protected            |
| 5 | <b>About GMG</b><br>Find general information about GMG as well as contact information, support tickets, and more   |





# RECIPES



The recipe section lists some of our team's favorite tried-and-true recipes.

The recipes page includes three ways to find a tasty meal. You can use a category, the search bar, or category search. To explore recipes, click any image for meals within that category.

If you already know what you're looking for, simply tap the **SEARCH RECIPES** bar and enter a keyword.

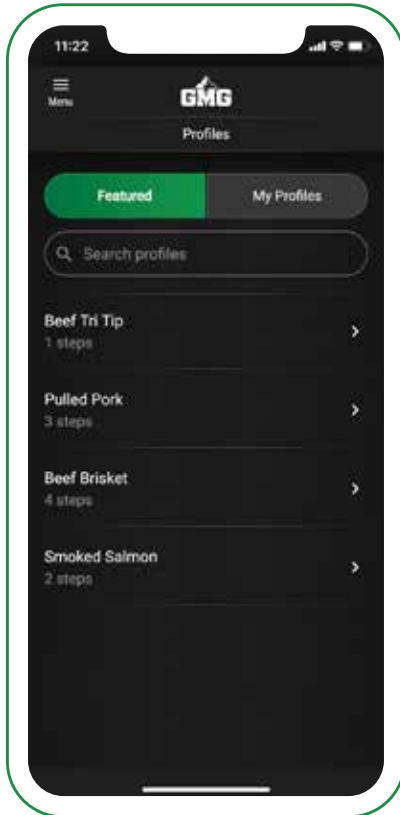
For a more filtered search, pick a category icon before searching. This will filter your search within a specific category.

Once you have found the recipe you are looking for, simply tap that recipe for detailed instructions.





# PROFILES



## PROFILES MENU

View and build custom **GMG PRIME** grill profiles under the **PROFILES MENU**. Each profile includes steps that tell your grill how to cook the food. Saving a profile lets you cook a meal the same way each time.

## FEATURED TAB

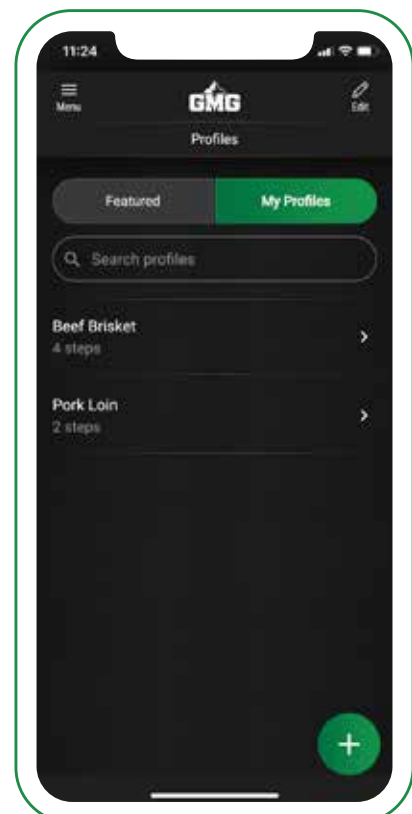
Need inspiration? We've featured our favorite profiles. Try using the **SEARCH PROFILES** box to narrow down your search.

Once you find a suitable profile, tap it to enter and get started.

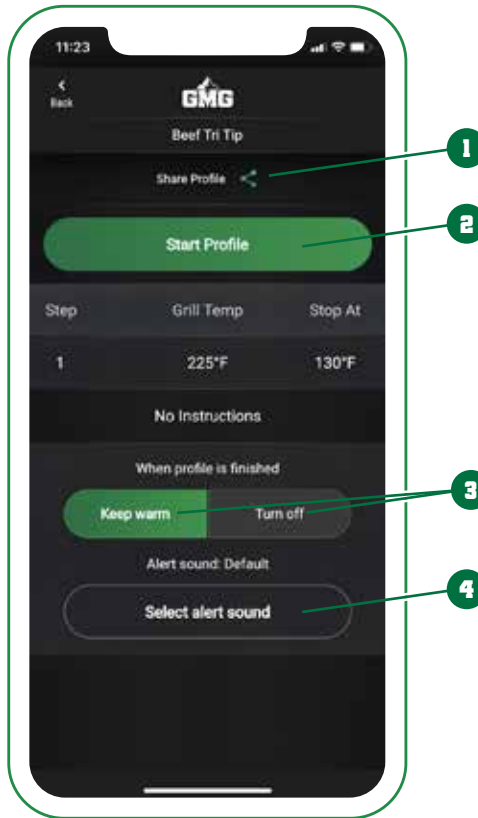
## MY PROFILES

The **MY PROFILES** page includes all the profiles you've made or added to your account. From this page, you can create new profiles, edit existing ones, share them with friends, or start them for your meal.

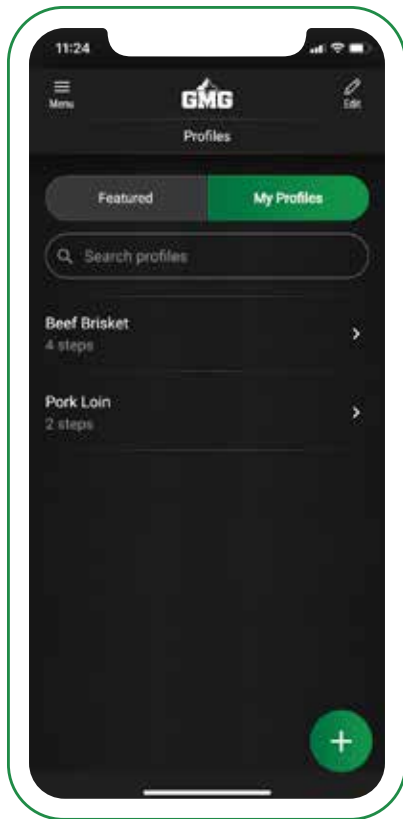
Can't find what you need? Use the **SEARCH PROFILES** bar to narrow your search.



After you select a profile, you can start it on your **GMG PRIME** grill. Opening a profile reveals this page.



| # | DESCRIPTION  |
|---|--|
| 1 | <p><b>Start Profile</b><br/>Tap <b>START PROFILE</b> to begin the process, starting with Step 1. The app will go down the list and adjust the temperature the same way each time. If a grill is not connected, you will be prompted to connect a grill and try again.</p>                                |
| 2 | <p><b>Share Profile</b><br/>Send the link to this profile directly to friends and family. If the user you send the link to also has the <b>GMG PRIME</b> application installed, the link will allow them to open it directly on their device, where they can then add your profile to their account.</p> |
| 3 | <p><b>When profile is finished</b><br/>Toggle between keeping the grill warm or turning off the grill once the profile has been completed.</p>   |
| 4 | <p><b>Alert Sound</b><br/>A custom alert sound will indicate when a step (or the entire profile) has been completed.</p>   |



## EDITING MY PROFILES

From the **PROFILES** page, click the **EDIT** icon in the upper-right corner to manage your profiles

### EDIT

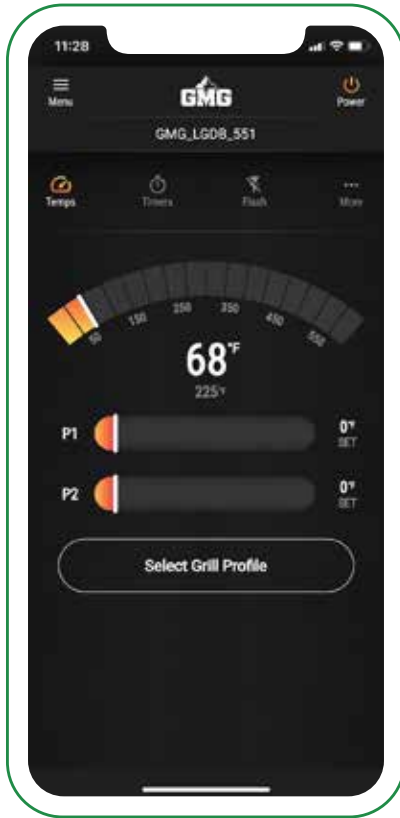
When you tap **EDIT**, two more options will be made available to you. **ADD STEP** will create an additional step at the bottom of your profile. Simply add **GRILL TEMP** and **STOP AT** in the pop-up dialogue box. Add more details by tapping **TAP HERE TO WRITE INSTRUCTIONS**.

To remove a step, simply tap the pencil icon next to STEP. From the popup dialogue, click **DELETE**.

Once all alterations have been completed, tap the **SAVE** button in the upper-right corner to save your profiles.



# MAIN SCREEN

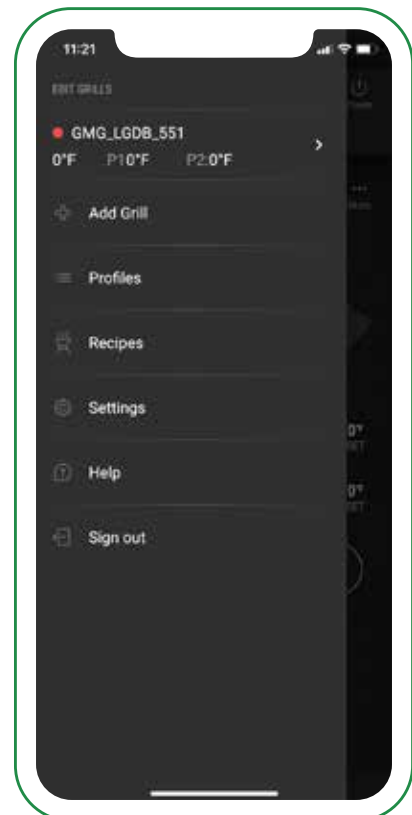


The main screen will display details about the **GMG PRIME** grill you have connected to your profile.

To toggle between grills, tap on the **MENU** button in the top right corner.

From here, you can select a new grill.

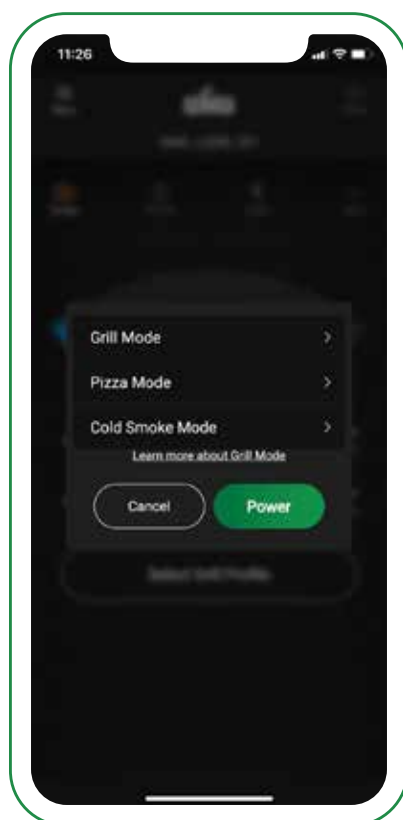
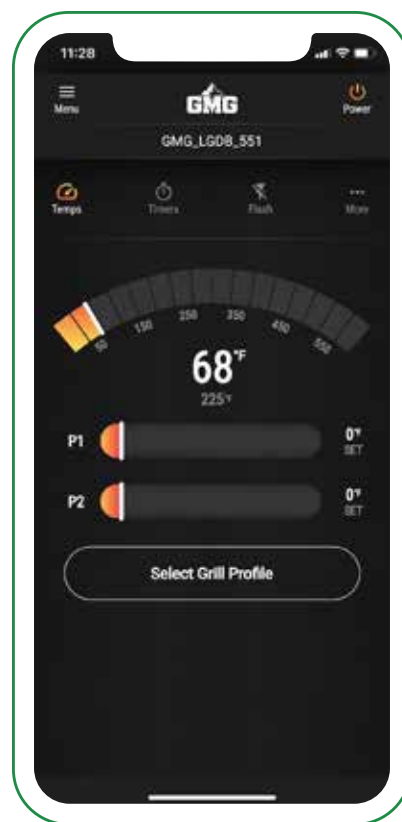
You can also view which grills are currently connected and running, indicated by the **GREEN** (connected) or **RED** (not connected) indicators. Select the grill you want to view on the main screen



When you select a grill, you will return to the main screen, where you can edit the grill settings.

To use your **GMG PRIME** grill in **LOCAL MODE**, connect it to the app using Bluetooth. Begin by tapping **CONNECT** on the main screen. The app will start searching for your grill. If the grill is unable to connect, please double check that your grill is turned on and Bluetooth is enabled on your device. If further problems arise, please reach out to customer support. **SERVER MODE** grills connect automatically.

Once a grill is connected, tap the **POWER** button in the upper-right corner. The grill will start in whatever mode you pick.



## INCLUDED MODES

### GRILL MODE

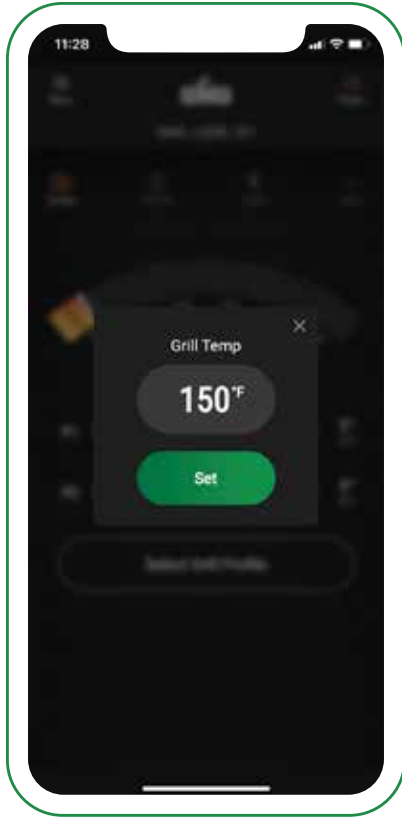
Use **GRILL MODE** for everyday grilling. It can reach temperatures up to 550°F

### PIZZA MODE

The Pizza Attachment is required to use this mode. **DO NOT** operate grill at a higher set temperature than 350°F (176°C) with the pizza attachment installed.

### COLD SMOKE

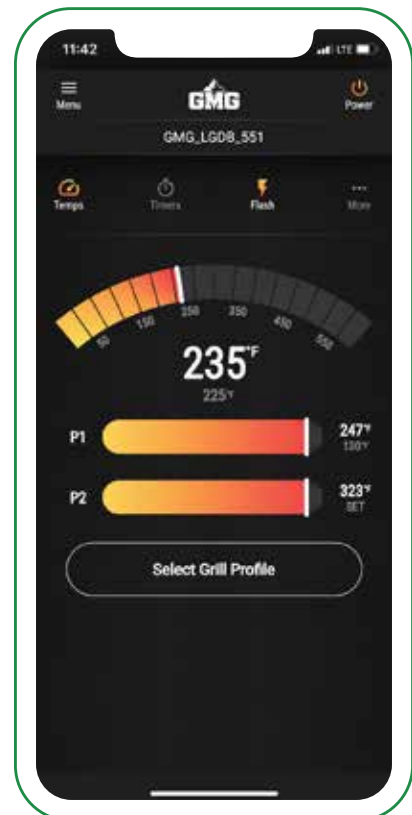
**COLD SMOKE** is for temperatures between 70°F and 90°F. Cold smoking infuses food with the distinctive smoky flavor we love while using minimal heat.



After choosing a mode, select **POWER** and tap **SET**. This allows you to set the current running temperature of your **GMG PRIME** grill.

## FLASH

**FLASH** will cause your phone flashlight to flash when a step has been completed. If the device is new, the app will ask for permission to use the flashlight.





## PROBE 1 & 2

Every **GMG PRIME** grill comes with a temperature probe attachment. This attachment connects to the front panel of your **GMG PRIME** grill and weaves into the grill. The probe can then be inserted into the food.

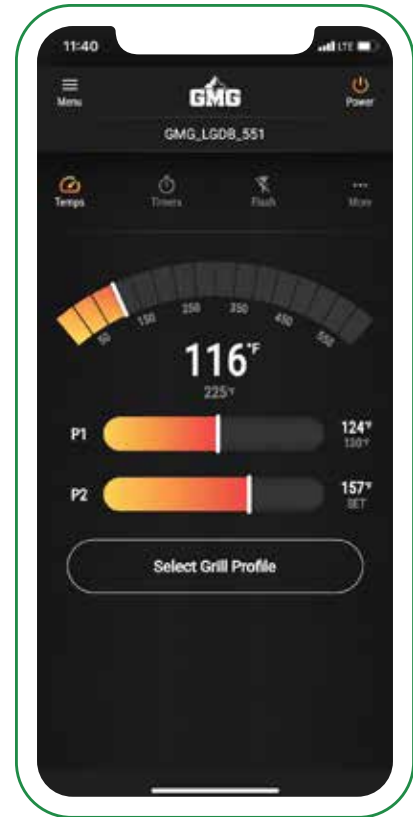
The current temperature of a probe appears on the app. Some grills have two probes, labeled **P1** and **P2**

### P1

Plug in ¼-inch (Quarter-Inch) Jack Connected thermometer to the **PROBE 1** input on the front panel of **GMG PRIME**.

### P2

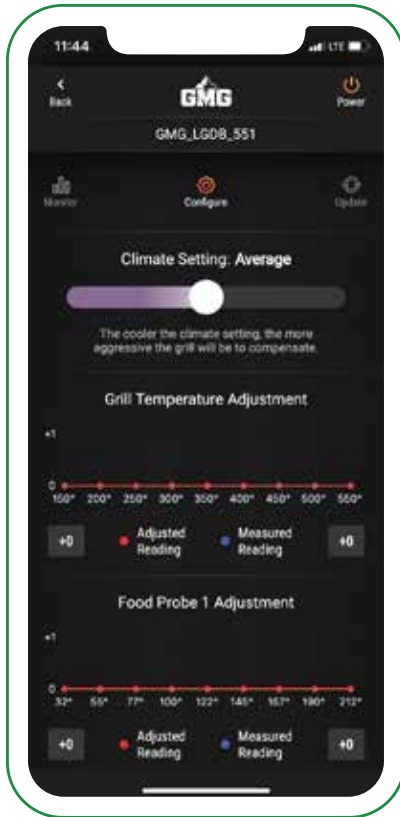
Plug in ¼-inch (Quarter-Inch) Jack Connected thermometer to the **PROBE 2** input on the front panel of **GMG PRIME**.



## HEAT MONITOR GRAPH

You can also view these temperatures over time with the **HEAT MONITOR GRAPH**. This data gives you a more complete view of your food's cooking journey.

Use the **FILTER RANGE** button to zoom in on a narrower piece of the cooking process.



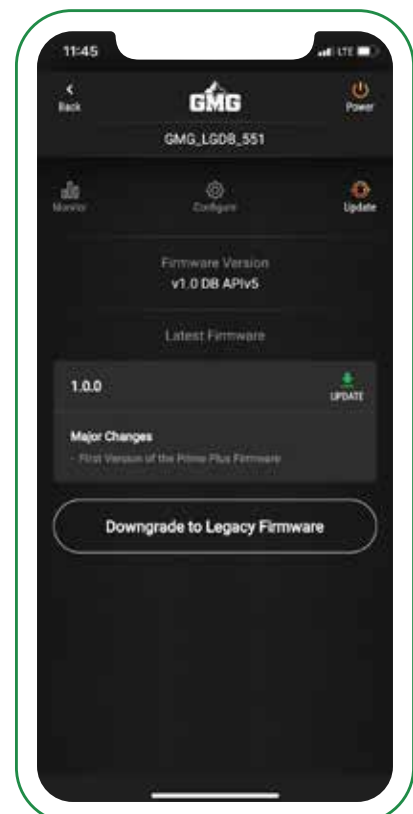
## CONFIGURE

To get the most accurate reading, use the **CONFIGURE** page to calibrate your probes. From here, you can adjust the climate slider and tweak the readings to get more precise results.

## UPDATE

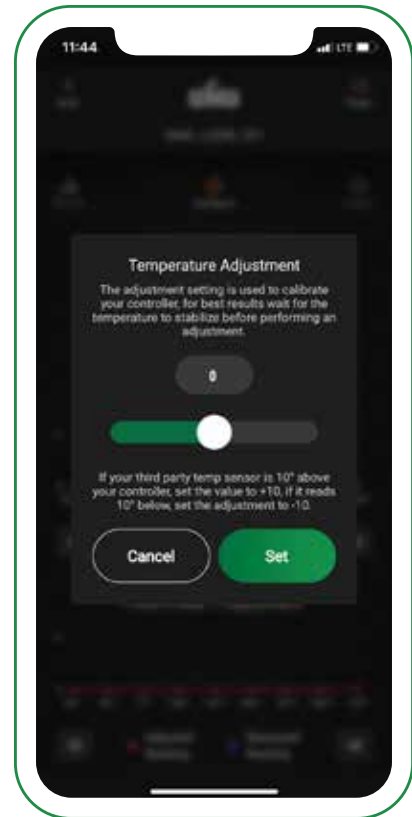
The **UPDATE** page lets you install the latest **GMG PRIME** firmware for a smoother, more secure experience.

If you don't like the new app or have trouble getting it to work, you can revert back to the old app using the **DOWNGRADE TO LEGACY FIRMWARE** button



## TEMPERATURE ADJUSTMENT

Select **TEMPERATURE ADJUSTMENT** to calibrate your controller and adjust your temperature. Use it to compensate for any inaccuracies in third party equipment. It works best once the temperature has stabilized.

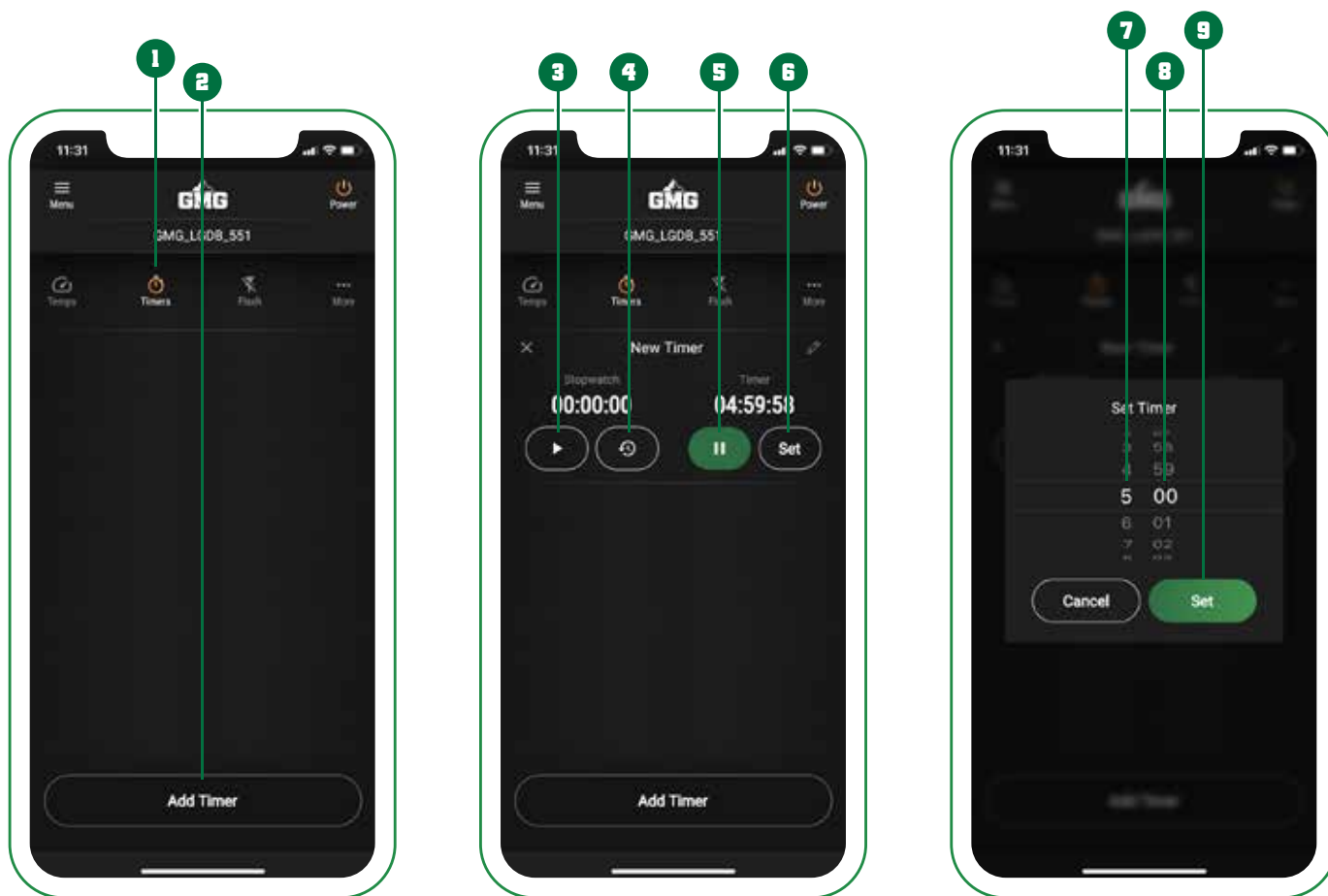


## FAN MODE

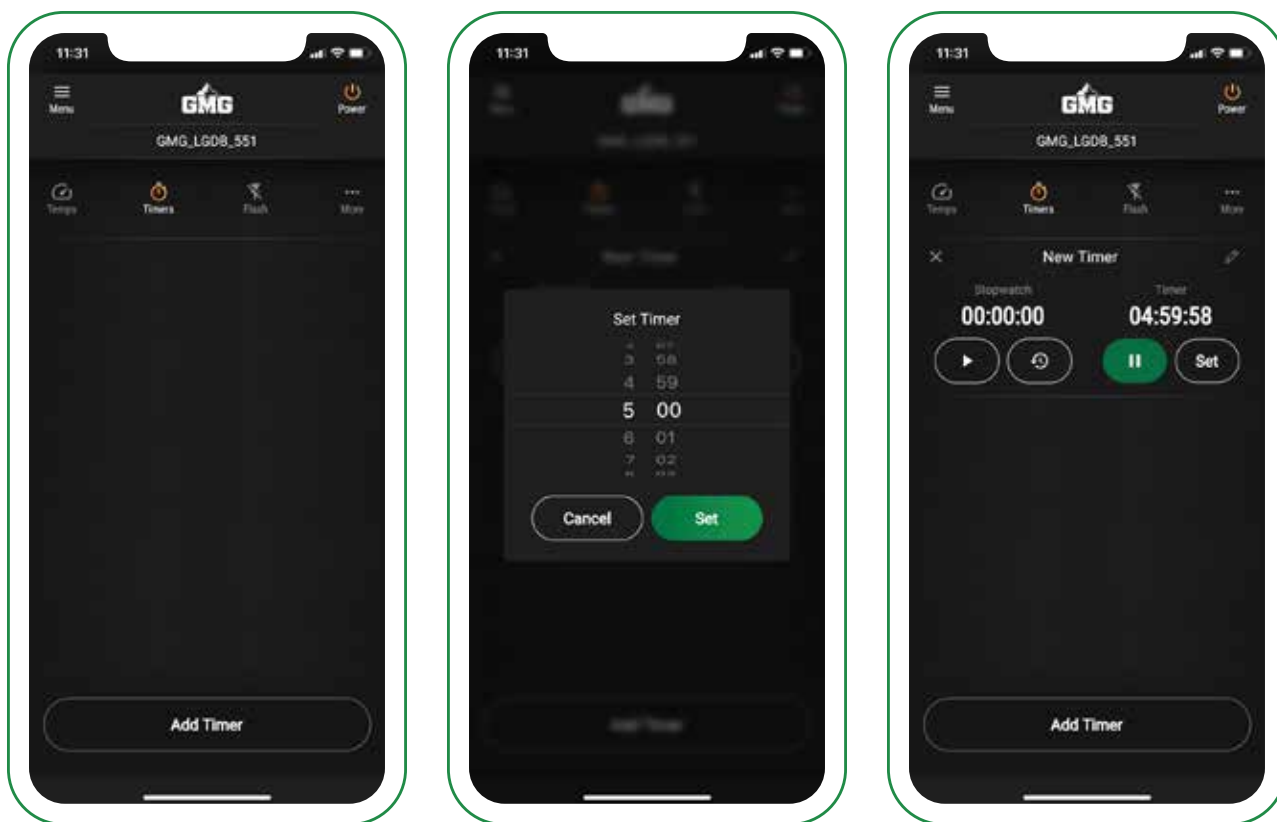
Every time you turn off the grill, it enters fan mode to cool down.



# TIMERS



| # | DESCRIPTION   |
|---|---|
| 1 | <b>Timers Tab</b><br>Press to access the Timers screen                    |
| 2 | <b>Add Timer</b>  |
| 3 | <b>Play Button</b><br>Starts stopwatch. Pause button appears when pressed |
| 4 | <b>Reset Stopwatch</b>  |
| 5 | <b>Pause Timer</b><br>Toggle timer  |
| 6 | <b>Set Button</b><br>Opens popup to set timer                             |
| 7 | <b>Adjust Minutes</b>   |
| 8 | <b>Adjust Seconds</b>   |
| 9 | <b>Set Timer</b>  |



To add a new timer, click the **ADD TIMER** button and select a duration that works for you. Then, click **SET** to save. Add as many timers as needed to keep track of your meal.

Each saved timer includes a stopwatch and a timer. Press the **PLAY** button to start the stopwatch, and press the **RESET** button to set it back to zero. Otherwise, the stopwatch will count upwards. The timer, on the other hand, will count down toward zero. Unless notifications are turned off, the app will alert you when the timer is complete.

To delete a **TIMER**, tap the **X** located at the top left corner of each timer. You will be asked to confirm before deleting.

To **RENAME TIMER**, tap the pencil icon located at the top right corner of each **TIMER**. This will display a popup dialog, allowing you to alter the title. Tap **SAVE** and the name will change.



# FREQUENTLY ASKED QUESTIONS

## CREATING AND MANAGING ACCOUNT:

### HOW DO I CREATE AN ACCOUNT USING MY EMAIL?

When opening the **GMG PRIME** application for the first time you will be directed to the main login screen. To create an account using your email address please tap the **SIGN UP** button highlighted in green. This will redirect you to the sign up page where you will select the account creation method you would like to opt into. Select **SIGN UP WITH EMAIL**

Once selected you will be prompted to enter in your Email Address, and Password to create your account.

### HOW DO I CREATE AN ACCOUNT USING MY SOCIAL MEDIA?

When opening the **GMG PRIME** application for the first time you will be directed to the main login screen. To create an account using your email address please tap the **SIGN UP** button highlighted in green. This will redirect you to the sign up page where you will select the account creation method you would like to opt into. Select either **CONTINUE WITH FACEBOOK**, **CONTINUE WITH GOOGLE**, or **CONTINUE WITH APPLE**

Once selected you will be prompted with a popup dialog box guiding you through the continuation for this process.

### HOW DO I RESET MY PASSWORD?

If you would like to reset your password for any reason, first tap the menu button in the top left side of the screen. From the menu that appears then click on **SETTING**. Once there tap **CHANGE PASSWORD** which will bring up the option to update your password.

### HOW CAN I RECOVER MY LOST PASSWORD?

If you have lost your password and are unable to access your account from the main login screen please tap on **I ALREADY HAVE AN ACCOUNT**. From there tap on **SIGN IN WITH EMAIL** and at the bottom of the form you have the option to tap **FORGOT PASSWORD?**; this will pull up a new screen that allows you to enter the email you initially created your account with. You will be sent an email with a reset code which you will need to place in the reset password form..

### DO I NEED AN ACCOUNT TO CONNECT TO MY “GMG PRIME”?

No, it is not mandatory for you to have or create an account to connect to or operate your grill. But take note that you will miss out on functionality that your **GMG PRIME** is capable of.

### WHAT ARE THE BENEFITS OF CREATING AN ACCOUNT?

Creating a **GMG PRIME** account will allow you access to added features of your **GMG PRIME** that are not available to you if you are operating the grill as a non logged in user. If you decide not to create an account, features you will miss out are creating and managing profiles, saving added grills, and server mode will also be unavailable to you as a non logged in user. Temperature logging is also unavailable to you in server mode, so that being deactivated as a user you will lose historical information on how your grill is cooking.



# APP CONNECTIVITY:

## WHAT IS MY GRILL'S WIFI PASSWORD?

Your grill's password is the grill's serial number and should be 8 characters, in some cases your serial number is only 6 characters, you will need to add **00** to the front of the serial number in order to connect. If you have a WiFi retrofit board, your serial number/password will be printed on the front of the digital control board below the power button and on a white sticker on the back of the digital control board.

## HOW CAN I RESET THE WIFI MID COOK?

If your grill disconnects from the app and you have to reset the board, the quickest way to get back up to temp is to bypass startup mode with a hot start. To do this, start the grill like you normally would and when you see it progressing through startup mode, hold the up button until the grill exits startup mode and displays the internal temperature of the grill.

## HOW DO I RESET MY WIFI CONTROLLER?

1. Switch the grill off using the ON/OFF switch.
2. Hold the **FOOD** button down, Then switch the grill back on, while continuing to hold **FOOD** button for about 15 seconds.
3. The LCD Panel will begin to count up from 1 to 999, Release the **FOOD** button. Then wait for the Display to show **OFF** on the LCD Panel
4. Give your grill about 30 seconds to reboot the wireless chip to begin broadcasting the GMG Network again.

(Video: <https://youtu.be/kB3xrvTOiOI>)

## HOW DO I CONNECT TO THE GMG NETWORK?

1. From the Home screen your iPhone, Select **SETTINGS**.
2. Next Select **WIFI** and turn it on.
3. Locate the **GMG\_DB\_\*\*\*** Network, the Last 3 numbers of the network name will match the last 3 numbers on your S/N. Once Verified you can select the Network and enter the password.
4. Your Grill's Password the grill's Serial Number and should be 8 characters, in some cases your serial number is only 6 characters, you will need to add **00** to the front of the serial number in order to connect. If you have a WiFi Retrofit kit, your password will be printed below the power button on the digital control board or on white label on the back of the digital Control board.
5. Once you have entered your password you can press connect and your grill will connect to your phone.
6. Next you can launch the Green Mountain Grills App. From the **HOME** screen you can press the **CONNECT** button in the top left-hand corner. You are now connected to your grill and ready to control it in Point to Point Mode.

## HOW DO I SET UP WIFI MODE?

1. First get connected to your grill in Point-to-Point mode via the GMG network. Make sure you press the "connect" button so you're connected to the grill.
2. Next navigate to the **SETTINGS** screen and press **WIFI MODE** to begin the process of switching the grill from Point-to-Point mode to local WiFi mode.
3. Select your home network from the drop down menu and enter the password for the network. You can push the **SHOW PASSWORD** box to verify you typed in your password correctly. Then press the **CONNECT** button to begin the local WiFi connection process.
4. The app will tell the grill to disable it's GMG network and connect to your home network. You will see your phone disconnect from the GMG network and go to 4g. Then your phone should connect to your home network. If it does not

do this automatically, going into your phone's settings and connect back to your home network. The connection process takes about 2 minutes to complete before the grill is accessible by the application.

5. Once you have let 2 minutes go by, open the Green Mountain Grills application, and press **CONNECT**. The app will search the network for new grills, once it finds it will connect and you are ready to control the grill from your home network.

## HOW DO I TROUBLESHOOT WIFI MODE?

If you're encountering issues with your WiFi connection

## CAN I CONNECT MULTIPLE PHONES TO MY GRILL?

No, you can only have one phone hooked up at a time. When a new device connects it will kick off the other phone. The grill is active on the last device that connected to it. If you connect with your phone then afterwards your wife connects with her phone, her phone will take over control of the grill.

## HOW DO I SET UP SERVER MODE?

1. Connect to the grill in WiFi mode.
2. Once connected in WiFi mode, head over to the Settings screen and you will see a button that says **SERVER MODE** (The **SERVER MODE** button will replace the WiFi mode button once you are connected)
3. Press Server Mode button, confirm your network and give the app about 30-45 seconds to connect to the GMG Servers.

Video URL (<https://youtu.be/G08h5GLJ1lo>)

## WHAT IS THE SERVER MODE INDICATOR LIGHT?

On the front of the digital control board is a small red led light (above green buttons and below Temp Display). When you connect the grill into server mode, this red LED will remain lit as long as the grill is connected to the server. If you notice the LED is no longer lit and you did not remove your grill from server mode, the grill has lost its connection.

## WHAT HAPPENS IF SERVER MODE DISCONNECTS?

If the grill fails to connect to the server or disconnects from the server it will attempt to reconnect up to 3 times, every 90 seconds. If it fails to reconnect after 3 tries, (about 5 minutes) it will revert to WiFi mode or P2P mode, depending on if it's able to detect if it's a client on your WiFi. Similarly if the grill is disconnected from WiFi mode it will attempt to reconnect up to 3 times, and revert to P2P mode if unsuccessful.

If the grill still does not connect, it may have fallen back to Point to Point mode. If this happens, open the WiFi settings on your phone and check to see if the grill is broadcasting a network. If it is, start the connection process over. If it is not broadcasting the network, you will have to do a board reset.

If auto-revert is disabled, the grill will continue to try to re-establish its last configuration until reset. This can be helpful for less reliable internet connections.

## WHY WON'T MY GRILL START IN SERVER MODE?

You must be connected to your WiFi network to start the grill in server mode.

## HOW DO I KEEP NOTIFICATIONS FROM REPEATING IN SERVER MODE?

To adjust notifications from temperature targets and profile steps, head to the Settings screen in the app and select **REPEAT NOTIFICATIONS**. Choose between Single or Repeat notifications

## UPDATE/APP MANAGEMENT FAQ:

### HOW DO I CHECK THE GRILL'S FIRMWARE?

1. Switch the grill off using the ON/OFF switch.
2. Hold the **UP** button down, Then Plug the Grill in, while continuing to hold the **UP** button for about 15 seconds.
3. The LCD Panel will Display the version number.

Video URL (<https://youtu.be/kB3xrvTOiOI>)

### HOW DO I UPDATE MY GRILL'S FIRMWARE?

Video Link (<https://youtu.be/kB3xrvTOiOI>)

### WHAT IF I NEED TO DOWNGRADE TO LEGACY FIRMWARE?

Within the application please navigate to the grill's main page. Once there tap on **MORE** and then tap on **UPDATE**. This is where you will be able to manage what firmware version you are using. If you would like to downgrade your firmware version, tap on **DOWNGRADE TO LEGACY SOFTWARE** this will initiate the process on the connected grill to downgrade your firmware version.

### WHAT'S THE BEST WAY TO MANAGE MULTIPLE GRILLS?

Once you have multiple **GMG PRIME** Grills added to your account it is a good idea to begin labeling with locational information or who it is owned by. By tapping **MENU** will list all available and added grills associated to your account. By tapping the **EDIT GRILLS** text at the top right of the menu will alter the list of grills and display a small pencil. By tapping on the pencil will allow you to either **DELETE** or **RENAME** you can update the title of your grill. On the right side you will see icons indicating the ability to reorder your list but tapping up or down up can move them to the desired location.

## GRILL FAQ:

### HOW DO I TURN MY GRILL ON?

With every **GMG PRIME** purchase you will receive an AC to DC power converter which will plug directly into a traditional wall outlet. There is a separate cable that plugs into the AC to DC power converter that will end with an automobile auxiliary power outlet. You will then locate the auxiliary power socket on the back in the grill. Plugging this into the **GMG PRIME** will give power two the grill. Located on the front of the grill you will find a power toggle switch, flipping this will turn the grill ON/OFF.

### HOW TO CONNECT THE TEMPERATURE PROBES?

With every **GMG PRIME** purchase you will receive two **DIGITAL MEAT PROBE - CHOICE 110V**. Both of these cables use a 1/4-inch (Quarter-Inch) Jack Connector to connect to the controller on the front of your **GMG PRIME**. The two slots titles **PROBE 1** and **PROBE 2** on the front of the controller relay to the application which will be titled **P1** and **P2**

### WHAT IS THE BEST HEIGHT OF MY CHIMNEY CAP?

We use two finger widths as a general rule for cap height. If you are experiencing any temperature or combustion related issues, raise your cap up all the way to give your grill enough space to release exhaust.

To adjust, loosen the nut at the base of the screw, then adjust the nut on the top of the chimney cap either up or down.

Tighten the set screw to secure in place.

## WHY IS MY GRILL RUNNING HOTTER THAN I HAVE IT SET TO?

Oftentimes your heat shield will get positioned too far to the left, which deflects too much heat to the right side of your grill. This makes it impossible for your thermal sensor to get proper readings, and will cause your grill to run at a higher temperature than it displays. Simply reposition your heat shield further to the right to correct this issue.

This also might happen on a hot day, similar to how your car can be hotter inside than it is outside. The grill needs to produce enough heat to keep the fire going, and rarely, on hot and windy days, the inside temperature may exceed the set temperature. Opening the lid for a few minutes at a time will normally solve this issue.

## MY GRILL DIDN'T LIGHT. WHAT HAPPENED?

Possible causes (you may see an FAL message when this occurs):

There could be too much ash in the firebox. Wait until it cools off, and clean out the ash.

Pellets may have overfilled the firebox. Never turn the grill off and on repeatedly, as this will fill the firebox with pellets. The igniter cannot light the pellets unless air can flow freely through the combustion chamber.

Combustion fan was not operating. Check to make sure the fan blades turn freely and that it runs on Cycle 2 of the 0-1-2-3 sequence. Replace if necessary.

The firebox could be empty because the auger has not fed pellets into it. Refer to **MY AUGER IS JAMMING** under the troubleshooting tab.

If there is no ash buildup, the fans work properly, and fresh pellets are feeding in, your igniter is out and the grill will require a replacement igniter.

Link to shop (<https://greenmountaingrills.com/parts/>)

## HOW MANY PELLETS WILL MY GRILL USE?

Lbs. per hour\*

Davy Crockett: 0.3-2.0

Daniel Boone: 0.5-2.5

Jim Bowie: 0.75-3.0

\*Depends on ambient temperature, wind, how often the lid gets opened and closed, and other variables.

## WHY DON'T MY 3RD-PARTY THERMOMETERS MATCH THE TEMPERATURE DISPLAYED ON MY CONTROLLER?

Food cooks by three methods:

**CONDUCTION:** food heats by contact with a hot surface such as the grate on the grill or a pan.

**CONVECTION:** hot air molecules bounce around inside the grill cavity and barrage the food.

**RADIATION:** infrared rays, if you use GMG's open flame technology, heat the food.

The grill's thermal sensor retrieves data from inside the grill. The computer on the control panel analyzes the data and responds by adjusting the airflow inside the grill and the pellet flow into the firebox. Here's the crux: the data gathered by the PK100 platinum sensor can be erratic. Think about all of the things that affect this data – the cover being opened and closed, wind, cold food, grease splattering on the drip tray, humidity, altitude, and even how level the grill is (which can affect pellet flow into the firebox – gravity!) So the computer receives all of this data, averages it over time, and provides a reasonably accurate display of the overall temperature inside your grill. This is why an instant air temperature reading from a 3rd party product such as Maverick, does not really provide much useful information. Your food cooks, as we've learned, by a combination of all three methods. The instant reading tells you only one piece of information from a tiny portion of the total space inside the grill cavity. It does not tell you the whole picture. A reading from one cubic millimeter of a cavity in which there are about 83 million cubic millimeters is not a microcosm of the cavity temperature.

## **WHY IS MY GRILL TEMPERATURE DIFFERENT FROM LEFT TO RIGHT?**

Many factors affect the left-to-right temperatures inside the grill. Prevailing winds may cool down one quadrant of the grill. Outside air temperature may require more air infusion from the combustion fan in order to maintain the set temperature. Cold food on one side or the other may produce lower temperatures in that area. This phenomenon would happen in any brand of pellet grill, in spite of what their marketing departments would have you believe. Fortunately, Green Mountain has a solution in its movable heat shield.

In most cases, centering the **V** on the underside of your heat shield over the firebox will provide satisfactory results from side to side.

If you move the heat shield to the left, the temperature on the right will increase, and vice-versa.

Some people still feel more comfortable using instant readings from an instrument such as a Maverick than with the computer's averages. If you wish to adjust your grill's temperature to match your 3rd party device, move the heat shield to the left (makes the Maverick's display's read hotter) or to the right (makes it cooler.) These are small changes to get it dialed in. Pushing the heat shield left a very small amount from the center will direct the flame away from the thermal sensor causing it to read less heat. When it reads lower, it will raise the temp of the grill overall. Making it more accurate to what the grill is reading.

Make small changes of about 1/8" to get accurate adjustments.

## **DO I HAVE TO USE GREEN MOUNTAIN PELLETS?**

Federal law prohibits such a requirement. We do, however, recommend that you use ours to maximize the performance of your grill. If you choose to use other pellets, please use only food-grade hardwood grilling pellets. Do not use softwood pellets, some of them contain phenols that will be harmful to your health.

## **SHOULD I LINE MY GREASE BUCKET WITH FOIL?**

Yes, it will make it much easier to clean.

## **WHAT ARE THE TEMPERATURE RANGES FOR EACH GREEN MOUNTAIN GRILL MODEL?**

Total Range: 150-500 F (550F on the Davy Crockett)

### **POPULAR DESIGNATIONS:**

Smoke: 150-220 F

Barbecue: 225-275 F

Roast: 280-375 F

Grill: 380-475 F

Sear: 480-500 F (550F on the Davy Crockett)

## **DO GREEN MOUNTAIN GRILLS HAVE A ROTISSERIE ATTACHMENT?**

We do not offer a rotisserie attachment. Our grills cook through convection, which circulates air around the food giving you rotisserie style cooking without extra equipment.

## **HOW SHOULD I TURN OFF MY GRILL?**

Never use the ON/OFF switch to turn the grill off. Instead, press and hold the down arrow to lower the temperature to 150 F. Release the button and press it again to enter **FAN** mode. The grill will power itself down after the **FAN** mode has ended. At that time, you may use the ON/OFF switch to cut power to the grill.

## **HOW SHOULD I STORE PELLETS?**

We recommend clean, dry, inside storage in the original bags or a waterproof storage container.

## **CAN I GRILL IN THE RAIN?**

We do not recommend using our grills in the rain because of their electrical components.

## **HOW CLOSE TO THE HOUSE CAN I USE MY GRILL SAFELY?**

Do not use your grill with less than 3' (36") clearance from any combustible object or surface.

## **DO YOU OFFER A THERMAL BLANKET FOR MY GRILL TO LOWER PELLET CONSUMPTION IN THE WINTER?**

Yes we make thermal blankets for all models.

Accessories URL (<https://greenmountaingrills.com/accessories/>)

## **HOW OFTEN SHOULD I CLEAN MY GRILL?**

We recommend about every large bags of pellets. A shop vac will do the trick. Always make sure the grill is cool. Vacuum the bottom of the grill, focusing on getting the fire box clear.

## **HOW LONG DOES IT TAKE MY GRILL TO COOL DOWN?**

Depending on ambient temperature, the grill can take from 15-45 minutes to cool down after it exits FAN mode.

## **HOW LONG SHOULD IT TAKE MY GRILL TO REACH 500°F?**

Ambient temperature plays a role, but it should reach the maximum temperature within 15-30 minutes.

## **HOW LONG IS MY WARRANTY?**

GMG's limited warranty is 2 years. Click here to read about our warranty. Click here to register your grill.

URL One (<https://greenmountaingrills.com/products/warranty/>)

URL Two (<https://greenmountaingrills.com/warranty-registration/>)

## **WHERE CAN I BUY A GREEN MOUNTAIN GRILL?**

Click here to go to our dealer locator. (<https://greenmountaingrills.com/find-a-dealer/>)



## WHERE CAN I BUY GREEN MOUNTAIN PELLETS?

Click here to go to our dealer locator. <https://greenmountaingrills.com/find-a-dealer/>

## WHAT ARE THE DIMENSIONS AND WEIGHTS OF THE INDIVIDUAL GRILL MODELS?

JB 189 lb. 53x22x31

DB 155 lb. 42x22x31

DC 68 lb. 29x14x20

## CAN I HOT START MY GRILL?

If you lose power to your **GMG PRIME** and need to hot-start your grill simply hold the **RED** button on the front of the **CONTROL PANEL** on your **GMG PRIME** Grill. This will restart the heating element in your grill and start re-logging the temperature within the **GMG PRIME** application.

## HOW DO I MANUALLY IGNITE GMG PRIME?

Video URL (<https://youtu.be/TakA5NVHRMU>)

## GRILL USE FAQ:

### HOW CAN I TELL WHICH TEMPERATURE PROBE IS P1 AND P2?

On the front of the controller you will view two 1/4-inch (Quarter-Inch) Jack ports labeled **PROBE 1** and **PROBE 2**. Plug those into the front of the grill and run the cables into the grill and insert them into what you would like to have the temperature regulated. Once a grill has been powered on through the app, the two slots labeled **P1** and **P2** on the main screen will display the current temperature of the Probes you have plugged into the grill.

### HOW DO I START A PROFILE?

There are multiple ways to start a profile. From the main display of the currently selected grill tap the button labeled **SELECT GRILL PROFILE**. You can also tap on the menu which will display a **PROFILES** tab; these both go to the same place. Tapping either of these will redirect you to the **PROFILES** page.

Once there simply tap on a profile that is nested under the **FEATURED** tab or if you have created a custom profile, under **MY PROFILES** tab. Tap on **START PROFILE** which will then double check if you are in fact connected to a **GMG PRIME** grill and will then begin to prepare your grill with the Profile instructions.

If you have not already connected a grill, do so before trying to start a profile.

### HOW TO SET MULTIPLE TIMES?

Within the main screen of the selected grill you would like to set a timer for, tap **TIMERS**. At the bottom of this screen tap the **ADD TIMER** which will add an additional timer to the grill you are using.

## PROFILE FAQ:

### HOW DO I BEGIN A PROFILE?

There are multiple ways to start a profile. From the main display of the currently selected grill tap the button labeled

**SELECT GRILL PROFILE.** You can also tap on the menu which will display a **PROFILES** tab; these both go to the same place. Tapping either of these will redirect you to the **PROFILES** page.

Once there simply tap on a profile that is nested under the **FEATURED** tab or if you have created a custom profile, under **MY PROFILES** tab. Tap on **START PROFILE** which will then double check if you are in fact connected to a **GMG PRIME** grill and will then begin to prepare your grill with the Profile instructions.

### **AM I ABLE TO EDIT A FEATURED PROFILE?**

At this point you are not able to alter or update a featured profile.

### **HOW DO I ADD A PROFILE?**

Once navigated to the **MY PROFILES** section of the **PROFILES** page tap the plus sign in the bottom right. This will begin the process to add a new custom profile.

### **HOW DO I EDIT A PROFILE?**

Once navigated to the **MY PROFILES** section of the **PROFILES** page tap on the **PROFILE** you would like to edit. Tap the **EDIT** button on the top right of the screen. This will allow you to begin editing your custom profile.

### **CAN I SEND A PROFILE TO OTHERS?**

Yes! At the top of all featured and custom profiles simply tap **SHARE PROFILE**, this will pull up a dialog box that will allow you to share the profile with others.

## **RECIPES FAQ:**

### **CAN I SAVE RECIPES FOR A FASTER SEARCH?**

At this point you are not able to save recipes for faster search.

### **HOW CAN I FIND ALL RECIPES UNDER A SPECIFIC CATEGORY?**

Once you navigate to the **RECIPES** page tap on either the image cards of the category you would like to view, or you will see a scrollable icon bar, tapping on these will as well display all recipes under a specific category.



# WARRANTY & SUPPORT



**REGISTER YOUR WARRANTY HERE:**  
[greenmountaingrills.com/warranty-registration](https://greenmountaingrills.com/warranty-registration)

This LIMITED WARRANTY covers defects in workmanship and materials for a period of three (3) years from the date of first retail purchase. During the warranty period, GMG Products, LLC (dba Green Mountain Grills) will replace or repair, at its sole option, any defective Green Mountain grill returned to us, or to one of our dealers, by its original purchaser. Any claims under this warranty must be received by the expiration of the warranty period.

This warranty does not cover problems that result from abuse, accident, misuse, or problems with electrical power. It does not cover cosmetic elements and components, such as paint and other finishes. It does not cover uses not in accordance with the instruction manual. It does not cover commercial use of the product. It specifically excludes products for which Green Mountain Grills has not received payment.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH MAY VARY FROM STATE TO STATE (PROVINCE TO PROVINCE IN CANADA). GREEN MOUNTAIN GRILLS RESPONSIBILITY FOR DEFECTS IN MATERIAL AND WORKMANSHIP SHALL BE LIMITED TO REPAIR AND/OR REPLACEMENT AS SET FORTH IN THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES AND WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. NO OTHER WARRANTIES ARE PROVIDED.

IN NO EVENT WILL GMG PRODUCTS, LLC (dba GREEN MOUNTAIN GRILLS) HAVE ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER TO THE ORIGINAL PURCHASER OR WITH RESPECT TO ANY THIRD-PARTY CLAIMS FOR DAMAGES AGAINST THE RETAIL PURCHASER OF THIS PRODUCT. SOME STATES (PROVINCES IN CANADA) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS MAY NOT APPLY TO YOU.

To exercise your rights under this warranty, contact the dealer from whom you purchased it, or call us at 530-347-9167.



**WE'RE COMMITTED TO MAINTAINING THE  
BEST CUSTOMER SERVICE IN THE INDUSTRY.**

**For assembly and general operation instructions, check out:**  
[greenmountaingrills.com/new-grill-owners](https://greenmountaingrills.com/new-grill-owners)

**For troubleshooting and service tips, check out:**  
[greenmountaingrills.com/support](https://greenmountaingrills.com/support)

## GRILL SUPPORT

**Call** 1.800.603.3398 - Option 1  
**Hours** 8 am - 6 pm PST M - F, 9 am - 6 pm PST Sat - Sun  
(Closed on major holidays)

**Contact Us:**  
Green Mountain Grills LLC.  
316 California Ave. Suite 1065  
Reno, NV 89509

**Toll Free** 1.800.603.3398  
**Phone** 530.347.9167  
**Fax** 530.347.9710

## APP SUPPORT

**Call** 1.800.603.3398 - Option 15  
**Email** [AppSupport@greenmountaingrills.com](mailto:AppSupport@greenmountaingrills.com)  
**Hours** 10 am - 6 pm PST M - F, 9 am - 5 pm PST Sat  
(Closed on Sundays and major holidays)

# FOLLOW THE GMG NATION

STAY IN TUNE WITH WHAT YOUR FELLOW BACKYARD  
PITMASTERS ARE PREPPING FOR THEIR WEEKEND SMOKE WITH  
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