

The "FixIt" Manual

GAS GRILL REPAIR & MAINTENANCE

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Chapter 3 – Before Buying a Gas Grill

"Anerriphtho kibos-Let the die be cast " Plutarch- Life of Caesar

For most of you who have this book, it is likely too late for this chapter to help. But, before you buy another gas grill, you should research the brand and model in which you are interested. Consumer guides often rate the grills for performance. However, they usually do not rate for the ease a person might have with warranty and repair parts (especially after the warranty expires). Get the model number and factory information before buying the grill, and check it out following these steps:

1. Research grills on the web by searching with different search phrases (like the model number, name of the manufacturer, or the store that sells that type grill). Other consumers often post complaints on companies and particular models.
2. Take the time to call the customer service numbers and ask about warranty and repair parts. Many will phase out parts in just a few years. By the way, Weber, Broilmaster, Modern Home Products, OMC (Broil King, Broil Mate and Grill Pro) keep parts around for years.
3. Ask the store you might be buying from what help they offer with warranty and repair parts.
4. Go ahead and look for "aftermarket" websites in your search. They are not connected to the factory and offer parts made by other suppliers. The greater number of models sold, the more likely it is to find "aftermarket parts". Usually, but not always, the factory offers the cheapest prices for repair parts. At first, the "aftermarket" dealers were there to fill in the void that was left when the factories discontinued certain parts. Nowadays the "aftermarket" dealers like to offer as many parts as possible. www.clagrills.com offers many "aftermarket" parts and some OEM (original equipment manufactured) parts.
5. Sometimes you will find the best deals for gas grills offered on the Internet. However those deals will primarily be on the more expensive models, since the chain stores usually control the lower priced models
6. If buying "USA Made" means anything to you, look for deals on those brands. Broilmaster, Weber, MHP (Modern Home Products) are mostly "USA Made", but will have some parts that are foreign made. Some models are made in Asia. OMC (Broil King, BroilMate and Grill Pro) are primarily made in Canada. All grill brands have USA distribution centers, so don't be fooled by that. The USA grills usually (but not always) cost more. Those grills haven't changed much over 40 years and have better warranty coverage. Charbroil offers short warranty periods on most models.
7. **BE SURE** to keep all the receipts and manuals that come with the grill. Send in the registration. The manufacturers will always honor the purchase receipt. You will need the serial number with any warranty complaints. So, write down the model number and serial number from the grill on the owners' manual. You may still have to buy some parts before the warranty expires. Usually you can make the manufacturers supply new parts that are under warranty.

For my own choice (I have been around grills daily for the last 25 years), I use an old Falcon that is on a steel cart that I made a long time ago. This model is no longer made. It doesn't even have knobs on the valves; I just turn the valve stems by hand. (I know better than to use pliers or vice grips) I would be wary of makers that haven't been around very long or with little or no manufacturers' information. I would prefer a grill with common parts, a company still in business and a price I can afford. Do **YOUR HOMEWORK FIRST!!**