



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	REMEDY	
My GURU won't power on or nothing is visible on the DISPLAY.	My GURU won't power on.	There isn't power getting to the CONTROL UNIT.	Make sure the POWER SUPPLY is securely plugged into the CONTROL UNIT.
			Make sure that the outlet that the GURU is plugged into is active and working.
			The POWER SUPPLY might be damaged or the POWER JACK on the CONTROL UNIT might be damaged.**
	My GURU is plugged in and the alarm and/or fan is working but nothing is visible on the DISPLAY.	There is not enough power coming from the POWER SUPPLY to cause the DISPLAY to work.	Try a different power outlet and see if the DISPLAY works.
Your POWER SUPPLY might be damaged**			
The DISPLAY on your GURU is damaged.		You will have to return your GURU to have the CONTROL UNIT repaired or replaced.**	
	The DISPLAY on your GURU is frozen	Extreme temperatures can cause the LCD or LED DISPLAY to freeze. The CONTROL UNIT will still function but you will not be able to read the DISPLAY. Allow the CONTROL UNIT to warm up and the DISPLAY should function normally again.	
My Cooker won't reach or stay at the temp I have set on the GURU.	My GURU is attached and running but my cooker won't reach the desired temp.	Old charcoal or ash may be blocking holes in your fire grate and preventing air from flowing freely to the fire.	Make sure you have cleaned out all of the old charcoal in the bottom of your cooker so that air can freely flow to the fire.
		The FAN might not be getting enough air to the fire.	Your FAN has a slide damper. Make sure that damper isn't completely closed.
			Make sure the FAN is plugged in tightly to the GURU and check to make sure it's running and air is coming out. If the FAN is plugged in securely and it's not running while the CONTROL UNIT is cycling then the FAN is damaged or there is a problem with your CONTROL UNIT.**
My Cooker won't reach or stay at the temp I have set on the GURU. (Cont'd)	My GURU is attached and running but my cooker won't reach the desired temp. (Cont'd)	FAN isn't running or making any noise.	It's possible debris has fallen into the FAN nozzle and is keeping the FAN from turning. Unplug the FAN and remove the debris and see if the FAN starts working again.
			Make sure the FAN is not melted. If the FAN is left on the cooker after a cook the heat from the cooker can travel back into the FAN nozzle and melt the plastic blades which keeps the FAN from spinning. If the FAN is melted you will need to purchase a replacement at www.thebbqguru.com .
			The OPEN LID DETECT feature is on which causes the GURU to wait to calculate all of the air introduced into the cooker before turning the fan back on after the lid is open. In this case just wait for the GURU to begin cycling again or turn OPEN LID DETECT off.
			Ice may have formed in the FAN motor. This happens in very cold conditions where condensation from inside the cooker drains into the FAN and then freezes during an off cycle. In this case remove the FAN and let it warm up and it should begin functioning normally again.
	My GURU is overshooting my desired PIT TEMP.	Too much air is getting to the fire and causing the PIT TEMP to spike.	Close the damper on your FAN to 1/2 open and wait 5-10min and see if the PIT TEMP starts to go down towards your desired temp.

			Close the exhaust damper on your cooker to only 1/4-1/8 of the way open then wait 5-10min and see if the PIT TEMP starts to go down towards your desired temp.
My Cooker won't reach or stay at the temp I have set on the GURU. (Cont'd)	My GURU is overshooting my desired PIT TEMP. (Cont'd)	Too much air is getting to the fire and causing the PIT TEMP to spike. (Cont'd)	Inspect your cooker and make sure that it's sealed tightly at the firebox and there aren't any places allowing air to come in and contact the fire. Most lower-cost and entry-level smokers and cookers will require extra gasketing that is not provided from the manufacturer to make them more air tight so that the only way the fire can get air is through your FAN. This gasketing will also make your cooker more efficient and burn less charcoal.
			Make sure your OPEN LID DETECT feature is turned ON. This feature allows the GURU to detect when you open your cooker and the PIT TEMP drops. If this feature is turned OFF the GURU will think your pit temp is dropping on it's own and it will run the fan while your lid is open and this will cause the PIT TEMP to spike.
		My FAN is running constantly even when the PIT TEMP is above the desired set temp.	Try unplugging the CONTROL UNIT and plugging it back in to re-boot and see if that causes the FAN to run normally.
			If rebooting the CONTROL UNIT doesn't help you might have a bad relay in either the FAN or the CONTROL UNIT.**
PIT TEMP Displayed is Wrong.	PIT TEMP on GURU is different than on cooker dome thermometer.	It's normal for the temp in the dome of a cooker to be hotter than on the cooking grate.	Thermometers that come with most cookers are not nearly as accurate as the GURU. Disregard the built-in cooker thermometer.
		If the PIT PROBE is attached too closely to the food it will display a lower temp since the food will have a cool air bubble around it.	Move the PIT PROBE 3-4" away from the food.
PIT TEMP Displayed is Wrong. (Cont'd)	PIT TEMP on GURU is different than on cooker dome thermometer. (Cont'd)	It's possible the PIT PROBE is damaged and not reading properly.	Swap the PIT PROBE with the FOOD PROBE in their respective jacks. If the FOOD PROBE reads correctly in the PIT JACK than you have a bad PIT PROBE. If the FOOD PROBE also reads incorrectly it may be bad as well or you might have an issue with your CONTROL UNIT.**
		The PIT PROBE is incorrectly displaying a very high temp. (Usually in the 400 degree range)	Your PIT PROBE may have a broken connection inside the wire.**
		The CONTROL UNIT may be out of calibration or be damaged.	You can attempt to recalibrate the CONTROL UNIT (Instructions can be found in the user's guide) but it is extremely rare that they go out of calibration. Most of the time it is an issue with a bad probe.
	PIT TEMP display shows "--".	If the DISPLAY reads "--" this means there is an error with the PIT PROBE.	Make sure the probe is pushed all the way firmly into the PIT JACK.
			Insert the PIT PROBE into the FOOD JACK and if there is still "--" displayed then the PIT PROBE is bad. If the temp displayed is correct then there is an issue with the CONTROL UNIT.**
		The PIT PROBE wire has small hard reddish bumps present on the outside of the mesh.	The PIT PROBE has been melted by direct flame or exposure to high temperatures. You will need to purchase a replacement PIT PROBE from www.thebbqguru.com .

FOOD TEMP displayed is wrong.	FOOD TEMP on GURU is different than on a different food thermometer.	It's normal for different brands of thermometers to have some temp variance but this should be within only a few degrees.	Try your Non-Guru food thermometer in both boiling water and ice water and see how accurately it reads. It might be that your Non-Guru food thermometer is out of calibration.
FOOD TEMP displayed is wrong. (Cont'd)	FOOD TEMP on GURU is different than on a different food thermometer. (Cont'd)	FOOD TEMP on the GURU is 15-20 degrees hotter than on my other food thermometers.	Make sure you have the FOOD PROBE fully inserted into the food. If too much of the steel shaft is exposed in the cooker it will cause the temp to read hotter since the probe is picking up heat from inside of the cooker and not the actual temp of the food.
		The FOOD PROBE is incorrectly displaying a very high temp. (Usually in the 400 degree range)	Your PIT PROBE may have a broken connection inside the wire.**
	FOOD TEMP display shows"-- --".	If the DISPLAY reads "-- --" this means there is an error with the FOOD PROBE.	Make sure the probe is pushed all the way firmly into the FOOD JACK.
		The FOOD PROBE wire has small hard reddish bumps present on the outside of the mesh.	Insert the FOOD PROBE into the PIT JACK and if there is still "-- --" displayed then the FOOD PROBE is bad. If the temp displayed is correct then there is an issue with the CONTROL UNIT.** The FOOD PROBE has been melted by direct flame or exposure to high temperatures. You will need to purchase a replacement PIT PROBE from www.thebbqguru.com .

** Please email support@thebbqguru.com for troubleshooting help and warranty/return information.