

WHERE CAN I FIND ASSEMBLY INSTRUCTIONS?

Assembly:

- The BILT app can be downloaded to your smartphone offering 3-D, interactive, step-by-step virtual instructions.
- Complete instructions are in the owner's manual available online at <https://www.cuisinart.com/globalassets/catalog/outdoor-grilling/smokers--pellet-grills/clermont/200820-double-door-smoker-cgwm-080-v18-1.pdf>
- A copy of the owner's manual is accessible through the Cuisinart EasyConnect App

I HAVE AN ERROR CODE. WHAT DOES IT MEAN?

Error Codes:

- **ER1**- Internal thermometer of the grill is malfunctioning.
 - Check to see if the temperature probe is attached to the control panel. If it is loose, firmly connect the probe to the control panel and restart the grill.
 - If there is no problem with the connection then you may need to replace the temperature probe, please call our customer service team for assistance.
- **ER2**- An error occurred during the startup cycle 1.
 - With the grill unplugged, ensure all components are firmly attached to the control panel, refer to the wiring diagram.
 - You can access the control panel by unscrewing the four screws on the inside of the hopper directly behind the LCD screen.
 - After all checks are made, reassemble everything, plug the grill in, and go through the startup procedure 2.
 - If there is no fire in fire pot, proceed to remove everything from the internal chamber of the grill and observe the fire pot for the following:
 - Ignitor: is it getting hot? Either watch to see if it glows red hot or hover your hand over the fire pot an inch or two to feel for heat.
 - Fan: hover your hand over the fire pot to feel if there is any air movement. You should also be able to hear the fan very clearly if it is operational.
 - Auger motor: visually inspect the auger for a minute to see if it is spinning. Note that it spins very slowly.
 - If any of the components are not operating properly please call our customer service team for a resolution.
- **ER3**- There is a flame out and the grill cannot re-ignite the pellets.
 - Follow the same procedure as ER2.
- **ERH**- High temperature alert.
 - The internal temperature has reached over 650° F, which is above the normal operating temperature of this grill.
- **LER**- Low temperature alert
 - The grill has been running for over 20 minutes, but not heating up properly. Follow ER2 troubleshooting steps.
- **888**- Firmware update
 - Your EasyConnect App has a firmware update available. 8s will flash across the screen when a firmware update has been initiated. The process should take no more than 2 minutes, if the 8s do not stop after 2 minutes unplug the grill and plug it back in to restore the original firmware and normal operation. If the firmware update was initiated but 8s do not flash across the screen, then your firmware is already updated.

THE POWER HAS TURNED OFF ON MY CUISINART CLERMONT, WHAT DO I DO?

- **Check Error Codes:** Your control panel will display error codes to help you troubleshoot why your grill is not functioning properly.
- **Fuse Blown:** fuse housing located in the pellet hopper behind the LED control screen. Unscrew fuse housing, replace with new fuse, screw housing back into fuse outlet, and turn grill back on.
- **Power Surge:** unplug grill from GFCI outlet. Reset GFCI plug. Plug grill back into GFCI outlet and restart.
- **Grill Does Not Light or Fire in Pot Extinguishes While Cooking:**
 - Turn off the grill and unplug. Open cooking chamber doors and remove all food, cooking grates, searing rod, sear shutter, and drip shield.
 - Open Ash Clean-out to remove all pellets and ash from the fire pot. Close ash clean-out.
 - Restart the grill and check the fan, ignitor, and auger to ensure they are operational. You should feel wind just above the fire pot, the ignitor should begin to glow after about 2 minutes and pellets should be falling into the fire pot from the auger tube. If any of these things do not happen, please refer to our troubleshooting section in the owner's manual.
 - Wearing oven mitts/gloves, replace all the components removed in Step 1.
 - Preheat the grill for 10 to 15 minutes with doors closed before placing food back in the grill.

WHAT SHOULD I EXPECT DURING START-UP?

- During the initial loading of the auger tube, it will take approximately 9 minutes for the pellets to move from the pellet hopper to the fire pot. You can speed this process up by holding the Prime button.
- Many surfaces of your Clermont Pellet Grill have been coated in a thin layer of oil to protect it during shipping.
- After you have started a fire in the fire pot and before cooking food for the first time allow the grill to run at 500° F for 30 minutes with the doors closed to ensure it is properly seasoned. Then allow the grill to go through its natural shut down cycle. After these break-in procedures are complete the grill is ready to use.
- **Initial Lighting Instructions:**
 - To be used on initial firing or anytime the grill runs out of pellets.
 - Always allow the auger tube to fully load with pellets to ensure proper lighting of the grill.
 - The ignitor will cycle 5 minutes on and 1 minute off 4 times during startup.
- **Manual Start-Up Procedure.** To be used if ignitor is not working properly:
 - Ensure the grill is off. Plug the power cord into a grounded power source.
 - Check fire pot to ensure there is no obstruction for proper ignition. Fill pellet hopper with cooking grade pellets.
 - Open cooking chamber doors.
 - Remove the cooking grates, searing rod, sear shutter, and drip shield to expose the fire pot.
 - Place a small handful of pellets into the fire pot.
 - Squirt a gelled fire starter, or other appropriate pellet starter, over the top of the pellets. A small amount of solid fuel fire starter, such as those composed of sawdust and wax, or wood shavings, is also recommended.
 - Once ignited, add another small handful of pellets in the fire pot.
 - Do not use gasoline, lighter fluid, kerosene, or petrol for lighting a fire in your grill.

HOW DO I PROPERLY SHUT DOWN THE CLERMONT?

- Press and hold the power button for 3 seconds and control panel will shut off. Repeat if control panel does not shut off after holding power button for 3 seconds.
- An auto cool down feature will keep the fan running for 10 minutes.
- After the auto cool down is complete the fan should power off automatically, you may now unplug the power cord from the GFI outlet.
- Do not unplug the grill while the fan is still working on the shut down cycle, the grill will automatically shut off when the cycle is done. Interruption of the shut down cycle could result in a fire in the hopper chamber.

HOW DO I SET-UP AND USE THE EASYCONNECT APP?

- Open the Easy Connect™ App
 - If you have not downloaded the app, you can do so at the App Store or Google Play
- Connecting Your Device To get started, follow the below checklist:
 - Power on your Cuisinart device.
 - Make sure your Bluetooth and Location is enabled.
 - All necessary permissions are granted (I.E., Android users should make sure to allow “Location” for this APP).
 - Tap the “Find Devices” button.
- Pairing Your Cuisinart Device
 - You should see your product under “My Devices”.
 - Select “Pair” to connect.
 - Once paired, select “Continue”.
- Create an Account
 - Select “Create Account”.
 - Enter the required information, then select “Get Code”.
 - Please check your email, subject line will be “Your Cuisinart Easy Connect Verification Code”.
 - Enter that code into the “Verification Code” section and select “Create Account”.
- Connecting to Your Clermont Pellet Grill. Please make sure of the following before selecting “Next Step”:
 - Your Clermont Pellet Grill is turned on.
 - Your phone is connected to a 2.4ghz WIFI network before continuing NOTE: 5ghz networks may fail to connect.
 - Verify Bluetooth is turned on.
- Grill Added Successfully. You are now connected to your Clermont Pellet Grill.
 - At this step, you have the option of customizing the name of your grill. Once completed, select “Finish”.
 - Enter your WIFI network name and enter in the password, then select “Next Step”.
 - The WIFI symbol on your grill controller will flash rapidly for a few seconds and then turn solid.
 - Note: If the WIFI symbol does not turn solid in 10-20 seconds, unplug your pellet grill, and plug it back in, then press the Power Button. If it still does not work, please verify your WIFI information.

WHAT CAN I CONTROL THROUGH THE CUISINART EASYCONNECT APP?

- You can turn off power to the Clermont through the app. However, as a safety feature, you cannot turn on your Clermont through the app.
- You can adjust temperatures.
- You can set timers.
- You can access product manuals.
- You can monitor probes, set desired internal temperatures, set up graphs, save cooks.
- You can program your cook based on specific proteins.
- You can access the Cuisinart recipe index and view recipes for specific Cuisinart equipment and/or food type.
- You can turn on and off the interior and pellet hopper lights.
- Wi-Fi gives you the freedom to walk away and monitor the Clermont remotely with a wider range than Bluetooth.

HOW DO I USE THE CONTROL PANEL?

- **Click Dial:** Press the button once and the display will blink. Dial in your target temperature. Press a second time to set temperature and program probe 1. Dial in target probe temperature. Click third time to set probe 1 and program probe 2. Dial in target probe temperature. Once you dial in and program a target temperature for the grill or any of the probe, the temperature will remain set without needing a click to verify.
- **Target temperature:** Target temperature your grill will heat to and maintain. This temperature can be changed at any time. It is normal for temperature to fluctuate slightly when regulating chamber temperature. Cuisinart EasyConnect App accessible.
- **Chamber temperature:** Current internal temperature of the cooking chamber. Cuisinart EasyConnect App accessible.
- **Probe 1 temperature:** Temperature reading from the built-in food probe 1. Click Dial twice and program in target temperature using dial. NoP means no probes are in use. Constant 32 degree reading when probe is in use means there is a malfunction in the probe. Cuisinart EasyConnect App accessible.
- **Probe 2 temperature:** Temperature reading from the built-in food probe 1. Click Dial twice and program in target temperature using dial. NoP means no probes are in use. Constant 32 degree reading when probe is in use means there is a malfunction in the probe. Cuisinart EasyConnect App accessible.
- **Grill light:** On/off button that actuates the built-in lights inside your cooking chamber. Cuisinart EasyConnect App accessible.
- **Hopper light:** On/off button that actuates the built-in light inside the pellet hopper. Cuisinart EasyConnect App accessible.
- **Prime button:** Holding down the Prime button will actuate the pellet auger at an accelerated rate for as long as you hold it. There will be an audible cue as the prime button is depressed. While not needed for regular operation, this can reduce the time it takes to start your grill.
- **Power on/off:** Turns the grill on or off. Quick touch to turn grill on, 3 second touch to shut down. When the grill is turned on it will automatically heat to the default set temp of 350° F. When the grill is turned off the internal fan will stay on for 10 minutes to ensure any remaining embers in the fire pot are extinguished. Cuisinart EasyConnect App allows you to shutdown Clermont remotely.

WHAT IS THE CLEANING PROCEDURE FOR THE CUISINART CLERMONT?

- Clean stainless-steel surfaces with a stainless-steel wipe, sponge, or paper towel. Never use metal scouring pad on stainless surfaces.
- The Clermont glass can be cleaned with degreaser wipes or warm vinegar/water mix with a scrub sponge. Wipe clean with a cloth or paper towel. Clean the windows while the Clermont is still warm. Grease is much softer when warm and easier to wipe off. Clean windows after each use to prevent build-up.
- Fire pot has a quick release to empty out for cleaning and safety.
- Ash can be swept directly through the trap door located at the base of the Clermont, directly behind the fire pot. Sweep ash and debris directly into under mounted ash pan.
- Clean grill grate, sear plate, and heat shield with a degreaser/cleaner. Best to remove and clean with degreaser or warm water and scrub sponge. Scraper is very helpful in removing build up.
- Spray the internal and external surfaces of the grill with the all-natural degreaser/cleaner and allow to soak for several minutes before wiping clean. Never use metal scouring pad on external surfaces

WHAT DO I NEED TO DO TO CARE FOR MY CLERMONT?

- Always cover your grill when not in use. While we use top quality materials and design to keep moisture out of our grills and electronics, grills are not waterproof. The only way to ensure best use is to cover when not in use and keep out of extreme weather.
- To ensure best use, cover when not in use and keep out of extreme weather.
- Pellets should be removed using back hatch to ensure no moisture builds up in hopper and potentially cause auger jams.
- Clean under drip shield to prevent ash and grease build-up.
- Clean regularly to prevent grease build-up which can cause flare-ups.

WHAT KIND OF WARRANTY DOES THE CLERMONT HAVE? DO I NEED TO DO ANYTHING?

- PROOF OF PURCHASE is required to access this warranty program, which is in effect from the date of purchase.
- Customers will be subject to parts, shipping, and handling fees if unable to provide proof of the purchase or after the warranty has expired.
- If you have any questions or problems, you can call our customer service department at 1-866-994-6390 from 9:00am to 5:00pm Eastern time, Monday through Friday for assistance.
- This limited warranty applies to the functionality of the product ONLY and does not cover cosmetic issues such as scratches, dents, corrosion or discoloring by heat, abrasive and chemical cleaners or any tools used in the assembly or installation of the appliance, surface rust, or the discoloration of stainless-steel surfaces. Paint is not warranted and will require touch up. RUST is not considered a manufacturing or materials defect.
- This limited warranty will not reimburse you for the cost of any inconvenience, food, personal injury, or property damage.
- **Limited Warranty:** All parts warranted 3-years from date of purchase.
- Repair or replacement of defective parts is your exclusive remedy under the terms of this limited warranty.
- Manufacturer will not be responsible for any consequential or incidental damages caused by weather. This limited warranty or any applicable implied warranty does not cover damage resulting from acts of God, improper care and maintenance, grease fire, accident, alteration, replacement of parts by anyone other than manufacturer, misuse, transportation, commercial use, hostile environments (inclement weather, act of nature, animal tampering), improper installation not in accordance with local codes or printed manufacturer instructions.
- For replacement parts, call our customer service department at 1-866-994-6390 from 9:00am to 5:00pm Eastern time, Monday through Friday.
- To register your Cuisinart product, please visit <https://cuisinart.registria.com>.
- For FAQ's and replacement parts, please contact us at grilling@thefulhamgroup.com.
- For our consumer care department, please contact us at grilling@thefulhamgroup.com or call 1-866-994-6390.
- FAQ and instructional videos available at the Cuisinart BBQ YouTube channel:
<https://www.youtube.com/channel/UCIMCfj-v2WueQsnUc9eZpCg>



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Or go to: https://www.cuisinart.com/shopping/outdoor-grilling/smokers_pellets/CGWM-080/

Cuisinart
Outdoor Grilling Products



Customer Service Hotline
1-866-994-6390

DO NOT RETURN YOUR GRILL TO THE STORE. Before visiting your local retailer, call our customer service department at 1-866-994-6390 from 9:00 am to 5:00 pm Eastern Time, Monday through Friday.