

KJ Warranty and repair information support

Contents

COMPONENTS	2
Instructions on how to place the flexible cooking rack in your Kamado Joe / KJ-FCR / BJ-FCR	2
Instructions to reattach mesh gasket with the heat resistant glue / KJ-FCR / BJ-FCR:.....	2
Instructions to replace mesh gasket with the heat resistant glue / KJ-MGA23 / BJ-MGA24	2
Counterbalanced Hinge (KJ-CBH and BJ-CBH)	3
Instructions to tap in hinge:	3
Instructions to adjust airlift hinge:	3
Instructions to replace airlift hinge:	3
Instructions to replace Metal Bands KJ-MBH23 (Classic I)	4
Instructions to replace Metal Bands KJ-CBB (Classic II, III) and BJ-MB24 (BJ II, III)	4
Thermometer / KJ-T13 / KJ-T23.....	4
Top Vent / KJ-DFT / KJ-DFT13 / KJ-KT	4
Rust	5
CERAMIC	6
Crazing - Cracklelee / spiderwebs	6
Chips and spots in ceramic.....	6
Fireboxes Junior, Classic and Big Joe // KJ-MPFB23 / BJ-MPFB24	7
Instructions to replace dome Classic I and Big Joe I.....	7
Instructions to replace dome Classic II/III and Big Joe II/III:.....	7
ACCESSORIES	8
IKammand Troubleshooting / KJ-iKAMAND / BJ- iKAMAND	8
SloRoller / KJ-HYPER / BJ-HYPER	8

COMPONENTS

Instructions on how to place the flexible cooking rack in your Kamado Joe / KJ-FCR / BJ-FCR

Please use below pictures to make sure your cooking grates are placed correctly into your flexible cooking rack:



Instructions to reattach mesh gasket with the heat resistant glue / KJ-FCR / BJ-FCR:

To assure the best results when gluing the gasket back on the ceramics please follow the instructions:

- Clean the surface before applying the glue with rubbing alcohol or some other cleaner, you can also use a putty knife as help to get carefully rid of the old glue.
- We suggest to not remove the gasket in these cases – if you chose to, please gently remove the gasket with a putty knife, do not pull as this can cause the ceramic to chip underneath the felt layer and this will be considered as damage caused by lack of proper use.
- Apply heat resistant glue and close the lid for at least 12 hours before using again

Instructions to replace mesh gasket with the heat resistant glue / KJ-MGA23 / BJ-MGA24

Please use the instructions below and the video to replace the gasket, using a heat resistant glue.

- Gently remove the gasket with a putty knife, do not pull as this can cause the ceramic to chip underneath the felt layer and this will be considered as damage caused by lack of proper use.
- If only a small part of the gasket has come loose, you do not need to remove the entire fiber mesh gasket
- Scrub the surface where the gasket came off with Sandpaper
- After scrubbing the surface and removing the excess of the felt gasket rub the surface with alcohol
- Apply the heat resistance glue nice and generous (1 tube is enough for bottom and top)
- Place the gasket on top of the glue and close the dome for 12 hours

Instructions to replace Metal Bands KJ-MBH23 (Classic I)

<https://www.youtube.com/watch?v=LhC7HZ8oM94&t=4s>

Instructions to replace Metal Bands KJ-CBB (Classic II, III) and BJ-MB24 (BJ II, III)

This video will give some visual support: <https://www.youtube.com/watch?v=PEuDR7r8TmM&t=36s>

The first step to replace the bands is: Blocking the spring of the hinge by using the metal tube and bold that came with the grill. (See manual)

Step two after you are assured of the blocked hinge, you can untie the bolts that hold the band ends together. Make sure, you have someone to help you to hold the hinge in place otherwise it will drop and the ceramic can be damaged.

You can take off the complete hinge and bands now. Place it on the ground and now you can take off the bands.

When you place everything back, you need to start with the fixation pin in the front of the base. There is a hole in the ceramic where the fixation pin, on the inside of the band, needs to be placed in. This way it will be in the centre of the base. On the back of the base there is a similar gap in the ceramic to put the fixation pin in on the back of the band. (But always start in the front!)

When both pins are in, you can tighten the bands together again.

Now that the bottom band is tightened and the hinge is in place, you can place the dome and follow the same procedure.

The final step is to unlock the spring of the hinge and it is ready for grilling!

[Thermometer / KJ-T13 / KJ-T23](#)

The thermometer might not indicate well the temperature. If this happens, follow the instructions:

In order to see if the thermometer is malfunctioning, please remove the thermometer from the grill and place the bottom part of the thermometer into boiling water which will then recalibrate the thermometer.

If it does not work, please replace thermometer.

Warranty lifetime: 1 year

[Top Vent / KJ-DFT / KJ-DFT13 / KJ-KT](#)



The I-series and the Junior have a top vent/dual function top (I-series: KJ-DFT/ Junior: KJ-DFT13) with a felt gasket underneath (KJ-GA23). This is the size for a Classic, but can be cut in length and used for the Junior as well.

The II-series and III-series have the control tower top vent (KJ-KT) with a mesh gasket underneath (9004200035)

Underneath the top vent is also a piece of (mesh) felt, which keeps the top vent in place and prevents it from spinning or falling off. Sometimes it happens that this felt is not thick enough and the top vent spins.

You can first advise the customer the following: pinch the tape to increase its width a little. If this does not have any affect, send a new mesh replacement (KJ-GA23) to thicken the layer underneath the top vent.

Warranty applicable: 5 years

The Junior has the older version of the firebox and if the ring or box break, you replace these with another ring KJ-CFR13 or another box KJ-CFB13.

When Classic I and Big Joe I have a broken firebox or fire ring, we replace this with a complete new multipart firebox, including firebox base, firebox side panels and the stainless steel ring that keeps the firebox together. KJ-MPFB23 and BJ-MPFB24 include all those items.

For the newer models Classic II, III, Big Joe II and III, have a new multipart firebox.

When a multipart firebox is broken, you only replace the piece that is broken.

A side panel, you replace with KJ-MPFBSIDE23 or BJ-MPFBSIDE24.

The broken fire box base you replace with a KJ-MPFBBASE23 / BJ-MPFBBASE24.

Sometimes it occurs that the bottom of the base of the Kamado is not entirely flat, which causes the base of the firebox to wobble. This is easily fixed by placing a washer underneath the firebox base in between the gap, or to place a small piece of a wood chip/chunk. Also when the Kamado is in use, ash will build up in the gaps and will stabilize the firebox even more.

Warranty applicable: lifetime

Rust



We mainly use stainless steel parts for our Kamado's, but it can happen that parts get rusty. Most of the time this is quick rust, and this can be polished away, using chrome polish.

The rust under the black powder coating can be brushed away with a brush with brass and treat with black Hammerite. This rust often occurs when the powder coating has been applied a little too thin.

Rust formation on the stainless steel parts is often quick rust, which is easy to polish away, possibly with chrome polish.

Warranty applicable: 5 years

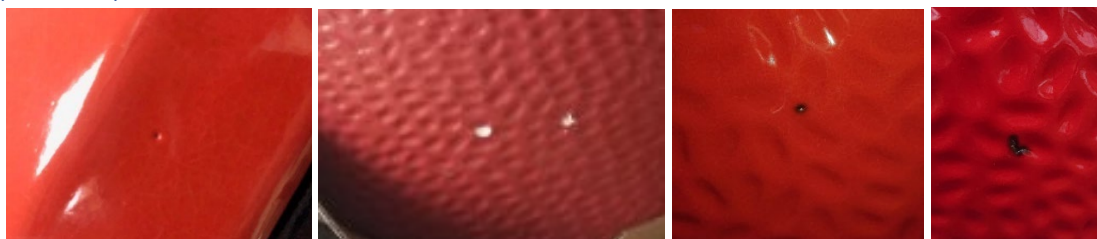
CERAMIC

Crazing - Cracklelee / spiderwebs



It can happen that the red coating of our Kamado's have some form of spider web cracks. Almost every Kamado has it, but the severity varies. When the cracks are not severe and no heat is lost, we try to offer the customer a compensation in the form of a nice goodie.

Chips and spots in ceramic



It can occur, due to manufacturing errors, or transport damage, that the red coating has chips, or spots. As it does not affect the performance of the grill, we do not replace an entire grill based on this.

We either send red paint to cover up the spots – if it is very severe then we do replace a part of the grill.

In rare cases both the dome and base are affected and if there are also flaws on other parts of the grill, we can replace the entire grill. We always try to avoid this, by offering a nice compensation, such as a Chicken Stand, a bag of charcoal or something bigger, like a griddle, depending on the severity,

Warranty applicable: lifetime

Fireboxes Junior, Classic and Big Joe // KJ-MPFB23 / BJ-MPFB24



Multipart firebox

We have two types of fireboxes; the old and new model. .
The Classic I, Big Joe I and Junior have the old model.

Warranty applicable: lifetime

Instructions to replace dome Classic I and Big Joe I

Please use below instruction videos to change the dome of your Kamado Joe. In the first video you can see how to lock the counterbalanced hinge. This is very important, as there can be a lot of tension of the hinge. The hinge should never be taken off the Kamado when it is not properly locked.

In the second video you can see instructions on how to loosen the metal bands. Keep in mind that the bands can contain tension too.

<https://www.youtube.com/watch?v=PEuDR7r8TmM>

<https://www.youtube.com/watch?v=PEuDR7r8TmM&t=36s>

Instructions to replace dome Classic II/III and Big Joe II/III:

Dear Customer,

Please use below instruction videos to change the dome of your Kamado Joe. In the first video you can see how to lock the counterbalanced hinge. This is very important, as there can be a lot of tension of the hinge. The hinge should never be taken off the Kamado when it is not properly locked.

In the second video you can see instructions on how to loosen the metal bands. Keep in mind that the bands can contain tension too.

<https://www.youtube.com/watch?v=6Emfk6PS-nM&t=52s>

<https://www.youtube.com/watch?v=PEuDR7r8TmM&t=36s>

ACCESSORIES

iKammand Troubleshooting / KJ-iKAMAND / BJ- iKAMAND

Link to share with customers: <https://ikamand.freshdesk.com/support/home>

SloRoller / KJ-HYPER / BJ-HYPER

The SloRoller must be used as instructed; it can happen that paint peels off even when not reaching high temperatures. This does however not have an impact on the performance of the grill thus we try to offer a nice compensation to the customer. In severe cases, we will replace it.

To replace a warranty for a Classic III or Big Joe III please use **KJ-HBI / BJ-HBI**.

The reason for this is that the Hyper comes with a one level rack and the HBI doesn't as it's not needed for the III series.