

BS916 BRADLEY SMART SMOKER FAQ

Safety tips

How do I safely operate the Bradley Smart Smoker?

- Properly dispose of all packaging.
- Do not leave the smoker unattended.
- Do not touch hot surfaces.
- Do not immerse cords or plugs in water or any liquids.
- Close supervision is necessary when any appliance is used by or near children.
- Always unplug smoker when not in use.
- Do not operate with damaged cords.
- Do not modify your smoker from its original state.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Clean up grease and cool down your smoker before moving it around.
- Always attach plug to appliance first, then plug into the outlet.
- Do not use the appliance for other than its intended use.
- Do not use any other type of wood other than Bradley Flavor Bisquettes®.
- Lift and move smoker with care to prevent strains and back injuries.
- Use caution when reaching into or around the smoker - surfaces are hot.
- It is recommended to have a fire extinguisher near the smoker.

What do I need to know before starting up the smoker?

- Use the smoker outdoors only.
- Do not expose the smoker to rain, keep it sheltered and protect it from water.
- Do not plug in the smoker before it is fully assembled.
- Do not cover or seal the racks with any foil.
- Fill up the drip bowl inside of the smoker with water before use.
- Empty and refill the drip bowl of water and burnt bisquettes every 2 to 3 hours.

What do I need to do after the smoking cycle has been completed?

- Cool the smoker down.
- Unplug all the electrical cords.
- Clean the drip bowl and dispose of all burnt bisquettes carefully as they may still be hot.
- Wash the drip tray, racks, bottom rectangular tray and drip bowl to remove grease.
- Wipe inside with damp cloth to remove food and grease residue.
- Clean the bisquette burner slightly by using brush or scraper.
- Do not use any kind of appliance cleaners for inside cleaning purposes.
- Store the smoker in a dry place.

Trouble Shooting - General

What should I do if the smoker is not powering up?

- Check that all plugs are correctly and firmly inserted into sockets.
- Check the fuse on the smoker.
- Check the fuse to make sure the outlet, Ground Fault Circuit Interrupter (GFCI), has not been tripped.

What do I need to do if bisquettes will not advance and I see the "E" error?

- Check the drive guide and clear all loose wood chips.
- Open the generator and see if the bisquette pusher is reaching the end sensor.
- Make sure that the bisquette pusher motor is rotating.
- If you still cannot get the pusher working, please call customer service at 1-866-508-7514.

What do I need to do if I see the "E1" error?

- This error indicates that the generator is not receiving the sensor signal from the smoker.
- Check that the sensor cable is properly connected at the back side of the generator and between the smoker.
- If you still see the error, please call customer service at 1-866-508-7514.

What should I do if my smoker is not heating up at all?

- Check that the long power cord is properly connected at the back side of the generator and in the wall plug.
- Check that the short power cord is properly connected at the back side of the generator and between the smoker.
- Make sure that your oven is turned on.
- If your oven is still not heating up, please call customer service at 1-866-508-7514.

Trouble Shooting - Bradley iSmoke App

Where can I download the latest version of the app?

- The app can be downloaded from the iTunes App store or the Google Play Store by searching "Bradley iSmoke".

What OS are compatible with the Bradley iSmoke App?

Bradley iSmoke is compatible with iOS - iPhone 4s, 5, 5s, 6, 6+, iOS 7.0 + and Android 4.3 + (KitKat).

How do I operate the app?

- A full user guides for the app can be found on our website here:
www.bradleymoker.com/appfiles/BS916_manual_v1.0.pdf

How many users can pair with the smoker at once?

- For safety reasons, only one user at a time can pair their smart device with a Bradley Smart Smoker.

My app won't pair with the Bradley Smart Smoker.

- Make sure you have the latest version of the Bradley iSmoke app.
- Restart power on your phone and on the smoker.
- Turn on your smoker first.
- Press the Bluetooth® sign on the touch screen of the generator.
- Open the app.
- Enter the digits shown on the generator in the app and press OK.

Cooking tips

I put my meat into the smoker and I am not getting up to temperature fast enough.

- Bradley Smokers are made to cook low and slow.
- Take your time and plan ahead, with time for preheating, as your smoker was designed to smoke slowly at a low temperature.

Which factors can slow down the temperature from reaching the target point?

- The amount of meat you putting into the smoker affects the time and target temperature setting.
- The initial temperature of the meat affects the time and target temperature setting.
- The outside temperature affects the time and target temperature setting.
- The damper may be letting in too much cool air. Try closing the damper slightly and protect the smoker from the wind.

Why are the bottom racks getting done faster than racks at the top?

- The internal temperature will be higher closer to the heating element.
- To evenly cook or smoke food it is recommended to rotate racks up and down, and front to back.
- Do not overfill your racks – always leave space to allow for constant airflow, otherwise your smoke and heat will be trapped and won't circulate through the whole unit.

My generator started leaking smoke. What do I need to do?

- NEVER fully close your smoker vent, as it will damage your generator.
- Open your vent slightly; this will generate upward draft.

My smoker is up to the temperature, but my food is not done. Why is this?

- Oven temperature on the generator screen and on the app screen is for reference only.
- Use internal food probes to get accurate temperatures of desired targets.

Bisquettes are turning into ashes in the drip bowl. Why?

- The bisquettes are hot and continue to burn for a short time without the burner.
- Always empty the drip bowl of old bisquettes, and refill it with fresh water every 2 hours.