

## Clearing an Auger Jam

If pellets are exposed to moisture, they can cause an auger jam. The following instructions will help you clear the jam. **(Remember: if you are not going to use your grill for several weeks, always remove the pellets from the hopper and clear the auger tube.)**

- 1) Remove the inner parts (grates, grease pan, Flame Zone, Heat Diffuser) of your grill, including the firepot.
- 2) Vacuum out any remaining pellets from the hopper.
- 3) Remove the side fan panel on the left side of your grill. Keep one hand on the panel to avoid it falling when all screws are removed. Unplug the auger interrupter switch (2) if present.



*Pellet Boss controller*

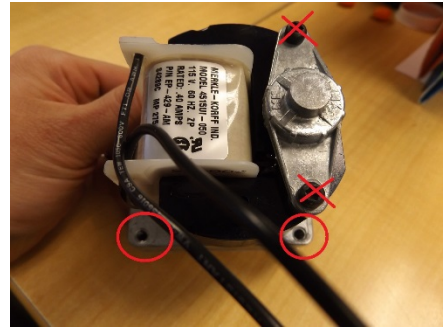
- 4) Unplug the fan (7) and auger (6) from the back of the Pellet Boss Control Board and remove the fan bracket.

**\*TWO STAR GRILLS ONLY:** Remove the screw holding the fan bracket in place (found near the power cord) before removing the fan bracket.)



*Step 4 – Two Star Grills ONLY*

- 5) Remove the auger motor by unscrewing the two screws on the bottom edge of the motor.



*Step 5 – Unscrew the auger motor screws (circled). DO NOT unscrew the black star bit screws.*

- 6) Vacuum out as much of the pellet material from both ends of the auger tube (from inside the firepot end and from the auger motor end). Use a long-handled screw driver to chip away as much of the pellet material as possible, including any you can reach inside the pellet hopper.



*Step 6 – Looking into the auger tube from the firepot side*



*Step 6 – Remove all pellets around the auger on the inside of the hopper*

- 7) Once you've removed as much pellet material as possible, try to back the auger shaft off of the bracket by twisting it. Grip the auger shaft and turn the auger counter clockwise. It should back out towards you—continue turning until the auger shaft has been removed and continue on to step 9.



*Step 7 – Try to back auger shaft off of the bracket by twisting counter clockwise*

- 8) If the auger will not come loose, insert the blade of your long screwdriver into the firepot side of the auger tube, and use a hammer or mallet to tap the end of the screwdriver. This will help break the auger loose from the stuck pellet material and slide out of the auger tube.

**NOTE: MAKE SURE HANDLE OF SCREWDRIVER IS RESTING ON THE AUGER AND NOT THE AUGER TUBE.**

Once the auger has been removed, vacuum out the auger tube and any remaining pellet material inside the auger tube and grill. Remove all pellet material stuck to the auger shaft.



*Step 8 – Insert screwdriver into auger tube and use a hammer or mallet to tap the end of the screwdriver*

- 9) Replace the inner parts of the grill, securing the firepot with the pin.



*Step 9 – Vacuum remaining pellet material after removing auger*



*Step 9 – Clean off any pellet material left on the auger shaft before reassembling.*

- 10) Reattach the auger motor  
11) Put the fan bracket back into place and replace the fan bracket screw if you have a 2 Star Grill.  
12) Plug the auger (6) and fan (7) into their proper receptacles on the back of the Pellet Boss Control Board.  
13) Reattach the fan panel, fill hopper with dry pellets, and get back to smoking!

**NOTE: \*Remember that it will take longer for the grill to start, since the auger tube is now empty. \***

If you have any questions, please don't hesitate to contact us: