

FAQ's

Q. What is the difference between the 36" Black & 36" Stainless Steel Griddles?

A. The only difference is the cosmetic of the bases. One is steel that has black powder coating, the other is Stainless steel. Everything else is the same. The griddle tops are both cold-rolled steel.

Q. What is the griddle top made of?

A. The griddle top is made of cold-rolled steel.

Q. Can I cut directly on the griddle top?

A. Yes, you can. Cutting on the griddle top will not harm it.

Q. My igniter is not working, what could that be?

A. (1) The igniter on the griddle requires a AA battery that is not included. If the igniter worked previously and now has stopped working, try a new AA battery. If you have a working battery in the igniter and (2) the igniter does not click, try gently moving the igniter needle slightly away from the burner so that it is not grounding itself, (3) the igniter does spark but will not light the burners, try gently moving the needle slightly closer to the burner. The ideal spot for the needle is 1/8-1/4" from the burner. If none of those steps solve the ignition problem, call Blackstone customer service at (435) 252-3030 ext#1.

Q. Why is my griddle not getting up to temperature? Or Why aren't the flames on my burners consistent?

A. (1) First thing to check is the regulator reset. All regulators come with a safety feature to slow the release of propane gas in the event the propane tank is left on. To reset the regulator, turn everything off, including the propane tank. Unhook the regulator from the propane tank. Wait about 15 minutes. This should allow the regulator the time to reset. Then hook the regulator back up to the propane tank and slowly turn on the propane. (2) A second option to try is the air gate adjustment. Each burner has an air gate to control the air to gas ratio. There is a tiny silver screw that you can loosen and a metal gate that you can slide open or closed. It is recommended to start at half closed. Once you find the setting you like you can tighten the screw and it will stay like that. (3) The final option is that the regulator may be defective. If you have tried the other two options and this has not solved the issue, please contact Blackstone customer service at (435) 252-3030 ext#1.

Q. What is this orange brown discoloration on my griddle top?

A. The griddle top is made from cold-rolled steel. It is sandblasted and then dipped in a thick soy oil to pre-season and protect it during the shipping process. Rust is very neon in color. This soy oil is brownish orange in color. We recommend you rinse the top off prior to use and dry it off. You will not be able to wash this oil off, nor will you want to as it aids in the seasoning process. Now begin the seasoning process.

Q. What if my griddle top arrives and has some scratches on it?

A. Each griddle top is unique. Slight scratches are normal and will be filled in by the seasoning

process. The goal is to get your griddle top shiny and black through seasoning process. This will cover any slight imperfections in the steel top.

Q. What is the best way to properly season my griddle top?

A. We have videos showing this seasoning process on our website. We recommend you wash off the griddle top and dry it well. Then with the griddle top cold, spread a thin layer of oil all over the griddle top. Then turn the griddle on until it begins to smoke. (The temperature and time of smoking will vary for the different types of oil.) You should allow it to smoke for 20-25 minutes or until it stops smoking. Then turn the temperature back down and apply another thin layer of oil on the griddle top. (Be careful as the top could still be a little warm to the touch.) Repeat that process 3-4 times. The griddle top will eventually become black and shiny.

Q. What can I do to avoid grease running down the front of my griddle?

A. We are continually working to improve the grease management. A couple of tricks that we have found to be helpful are putting washers under the left peg legs to slight lift the griddle top toward the grease catch side. We also have taken a paperclip and folded it into the shape of a capital T and put it down through the grease hole. The grease will follow the paperclip down into the grease cup.

Q. How can I remove rust from my griddle top?

A. We created a video showing how to remove rust.

<https://www.youtube.com/watch?v=thPE2IgnSiI&t=82son>

Blackstone Griddle Top Recovery. The steps shown in this video include, scraping the griddle of as much excess rust as possible. Then with oil and a grill stone continue scraping the griddle top. Rinse clean and dry. Then immediately begin the seasoning process.

Q. What does it mean if my regulator is making a humming noise?

A. This is nothing to be concerned about. It means there is a loose plastic washer. Contact customer service and they will replace the regulator for you.

Q. What is the maximum temperature my griddle top can reach?

A. In a testing environment, we have found the maximum temperature of the griddle to reach 560 degrees.

Q. What type of battery does the igniter require?

A. The igniter requires a AA battery with the positive side facing out towards you. The cap has an image and battery label on it.

Q. What is the best way to clean the griddle top?

A. We clean the griddle top using oil and a metal scraper. If something is difficult we use a small amount of water to steam up allowing the excess food or sauce to then be scraped from the griddle. Then put a thin layer of oil down over the griddle top.

Q. What is the silver spring loaded piece on the side leg of the griddle base?

A. That is the leg lock for when the legs of the griddle are folded. This locking mechanism keeps the legs locked in place during transport of the unit.

Q. Does the griddle station fold for easier transporting?

A. Yes it does. Remove the griddle top and gently lay the griddle base on its back. Remove the bottom tray with the Thumbscrews and then fold the left leg first and then the right leg, securing the legs with the spring-loaded leg lock.

Q. Do I need to season the bottom of the griddle top?

A. We have not found it necessary to season the under-side of the griddle top.

Q. What is the warranty for my Blackstone 36” Griddle Cooking Station?

A. As of January 1, 2017, your Blackstone 36” Griddle Cooking Station has a one-year warranty.

Q. Do you have a natural gas conversion kit for this product?

A. No. Our products are currently designed for propane use. If you do convert your Blackstone product to be compatible with Natural Gas, please work with a natural gas professional or plumber to ensure your safety. Please note that any converting of your unit will void your warranty.