



FREESTYLE[®]

Owner's Manual

F425, F425SB, FP425SIB, FP425DSIB-PHM,
F365, F365SB, FP365SIB

Grills illustrated in this manual may
differ from model purchased.



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CONGRATULATIONS ON YOUR NAPOLEON® GRILL!

You've Just Upgraded Your Grilling Game.



**OUR GOAL IS TO MAKE YOUR COOKING EXPERIENCE
BOTH MEMORABLE AND SAFE.**

🔥 Please read this Owner's Manual before using the appliance to avoid property damage, personal injury, or death.

🔥 Remove all packaging material, promotional labels and cards from the grill before use.

USE OUTDOORS IN A WELL-VENTILATED SPACE.

⚠️ DANGER! ⚠️

IF YOU SMELL GAS:

- Shut off gas to the appliance.
- Extinguish any open flame.
- Open lid.
- If odor continues, keep away from the appliance and immediately call your gas supplier, or fire department.

⚠️ WARNING! ⚠️

Do not try to light this appliance without reading the "LIGHTING" instructions section of this manual.

Do not store or use gasoline, or other flammable liquids or vapors in the vicinity of this or any other appliance.

A L.P. (propane) cylinder not connected for use must not be stored in the vicinity of this or any other appliance.

If the information in these instructions is not followed exactly, a fire or explosion may result and cause property damage, personal injury, or death.



Alert adults and children about the hazard of hot surface temperatures.



Supervise young children near the grill.

NOTICE TO INSTALLER: Leave these instructions with the grill owner for future reference.

NOTICE TO CONSUMER: Keep these instructions for future reference.

Welcome to Napoleon!

Safety First

WARNING!

General Information

This grill should be installed in conformity with local codes. If a rotisserie motor is used, it must be electrically grounded in accordance with local codes. If an external electrical source is utilized, the appliance must also be grounded in accordance with local codes.

WARNING!

Installation & Assembly

Assemble this grill exactly as instructed in the Assembly Guide. If the grill was assembled in-store, review the assembly instructions to ensure it is done correctly.

Not to be installed in or on recreational vehicles and/or boats.

Perform the required Leak Test before operating the grill.

Do not modify this grill under any circumstances.

Only use the pressure regulator and hose assembly supplied with this grill or replacement parts specifically recommended by Napoleon.

WARNING!

Storage & Disuse

Turn off gas at the gas cylinder supply valve. Disconnect the hose between the gas cylinder and grill. Remove the gas cylinder and store outdoors in a well ventilated space away from children.

DO NOT store gas cylinders in a building, garage, shed, or any other enclosed space. Disconnect the appliance from the supply when storing the grill indoors.

WARNING!

Operation

Read this entire Owner's Manual before operating this grill. Leak test the gas system before first use, whenever the cylinder is exchanged/refilled, when any gas connection is reconnected or serviced, or any time you smell gas or see damage. Follow the Lighting Instructions carefully.

WARNING!

Correct Product Disposal



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

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Full System Features

ACCU-PROBE™

Temperature Gauge to easily read the temperature for perfect results.

Large Stainless Steel Warming Rack for increased cooking area.

Infrared **SIZZLE ZONE™** Side Burner or Flame Side Burner for perfectly grilled steaks.

Integrated Bottle Opener close to the grilling action.

Instant **JETFIRE™** Ignition for quick and easy start-up.

Easy access drip pan for efficient maintenance.

Porcelain coated **WAVE™** Cooking Grids for those distinctive sear marks and even cooking.

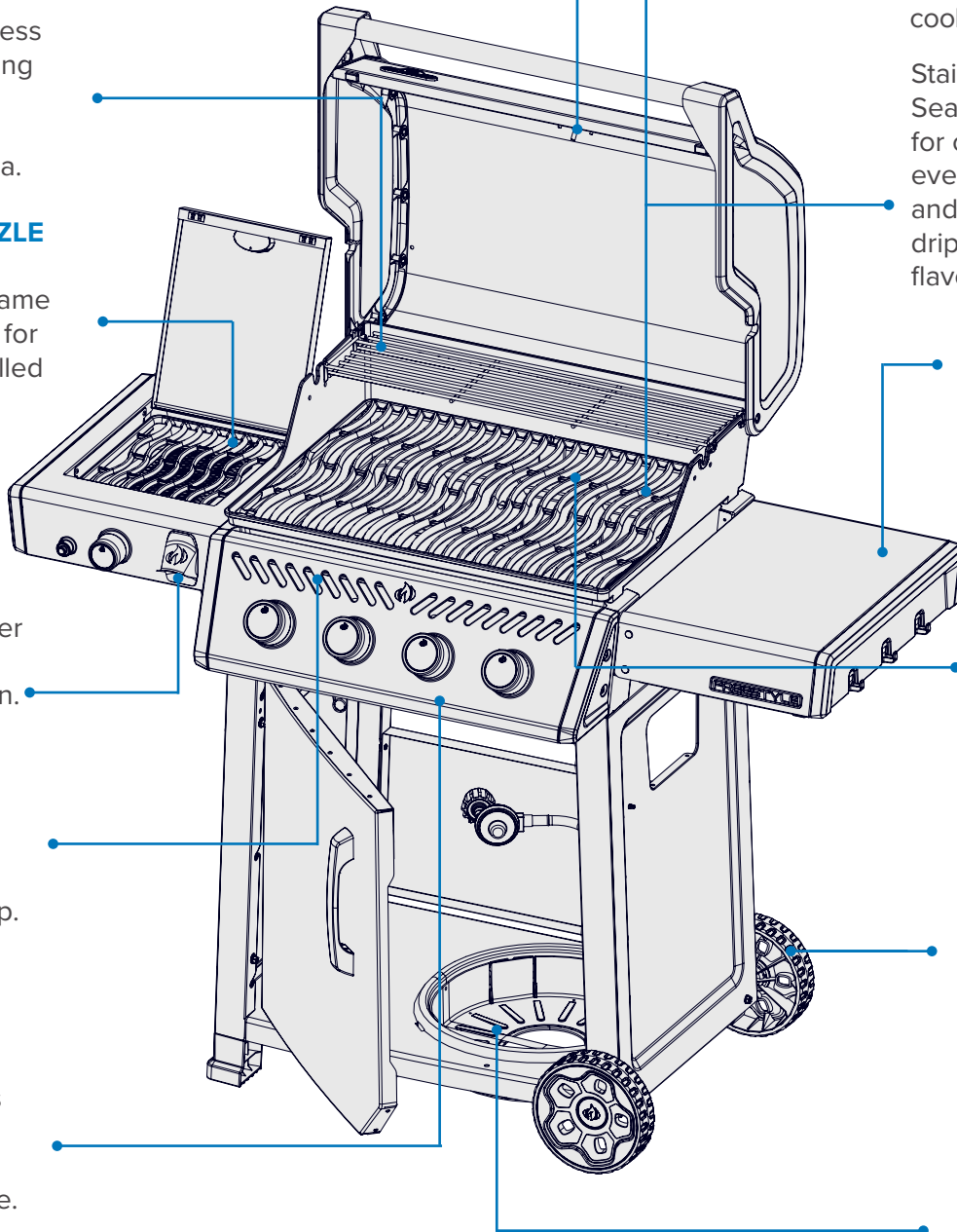
Stainless Steel Sear Plates for consistent even heating and vaporizing drippings for more flavourful food.


Powder coated folding side shelves with integrated tool hooks.

Heavy Gauge Stainless Steel Burners for long lasting quality.

Large 7" wheels to navigate any terrain.

Gas Tank Support Ring for stable tank storage.



 The grills illustrated in this Owner's Manual may differ from the model you purchased.
Featured model: FREESTYLE PROSIB

Getting Started



DANGER!

Advises of a hazard that could result in a fire, explosion, death or serious physical injury.



WARNING!

Advises of a hazard that could result in minor physical injury or property damage.



Do not smoke while performing a gas leak test. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.



Never use an open flame to check for gas leaks. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.



CAUTION! Hot surface.



Immediately shut off the gas supply and disconnect.



Wear safety glasses.



Wear protective gloves.



Important Information.

Additional Safe Operating Practices

- Do not route the hose underneath the drip pan. Maintain proper hose clearance to the bottom of the unit.
- Ensure sear plates are positioned properly according to sear plate installation instructions.
- Burner controls must be off when turning the gas cylinder valve on.
- Do not light burners with the lid closed.
- Do not close the side burner lid when operating or hot.
- Do not deep fry food on the side burner.
- Do not adjust the cooking grids when operating or hot.
- Do not move the appliance during use.
- Turn off the gas supply at the source after use.
- Do not modify the appliance.
- Maintenance should only be done when the grill is cool.
- Do not store lighters, matches or any other combustibles inside the enclosure or condiment tray.
- Keep all electrical supply cords and fuel supply hoses away from all heated surfaces.
- Clean the grease tray, drip pan, and sear plates regularly to avoid build-up and grease fires.
- Keep the infrared burner and main burner venturi tubes free from spider webs and other obstructions by inspecting and cleaning it regularly.
- Do not allow cold water (rain, sprinkler, hose etc.) to contact the heated grill. An immediate temperature change will chip the porcelain and crack the ceramic burners.

- Do not use a pressure washer to clean any part of the grill.
- Do not locate this grill where it can be exposed to high winds, especially when the wind can come from directly behind the grill.
- Do not operate appliance under any combustible construction.
- Never cover more than 75% of the cooking surface.
- This appliance must be kept away from flammable materials while in use.
- Always maintain proper clearance to combustibles 24" (610mm) to rear of unit, 7" (178mm) to sides.
- Additional clearance of 24" (610mm) is recommended near vinyl siding or panes of glass.
- The minimum ambient operating temperature for safe use of the appliance is 0 °F (-17.8 °C).

**WARNING!**

- The hook-up and installation of the gas and hose connection must be performed by a licensed gas fitter, and leak tested before operating the grill.
- Ensure the hoses do not contact any high temperature surfaces of the grill.
- Accessible parts may be very hot. Keep young children away.

Locating Your Grill

Ensure that the location for your gas grill meets all clearance requirements to adjacent combustibles. This appliance is intended for use on an outdoor patio or in your yard.

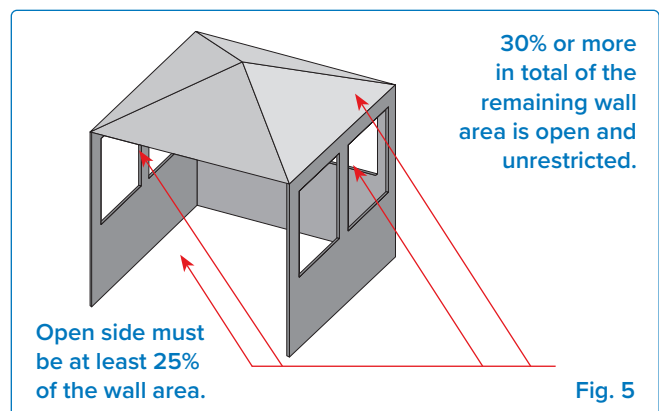
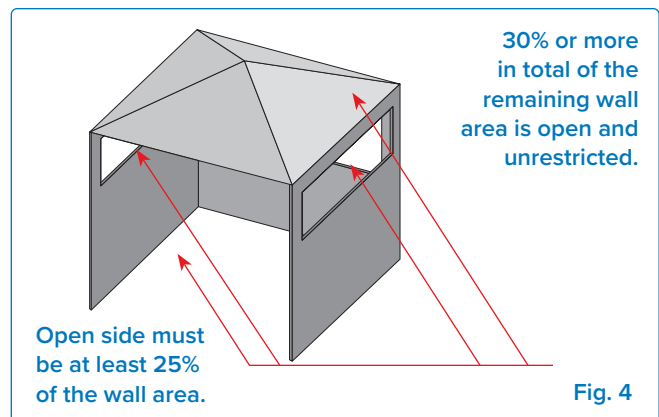
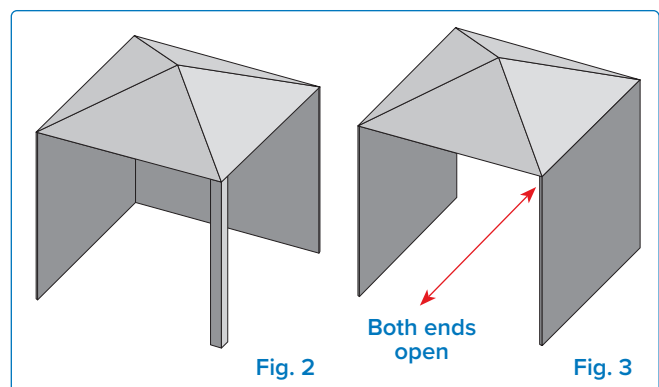
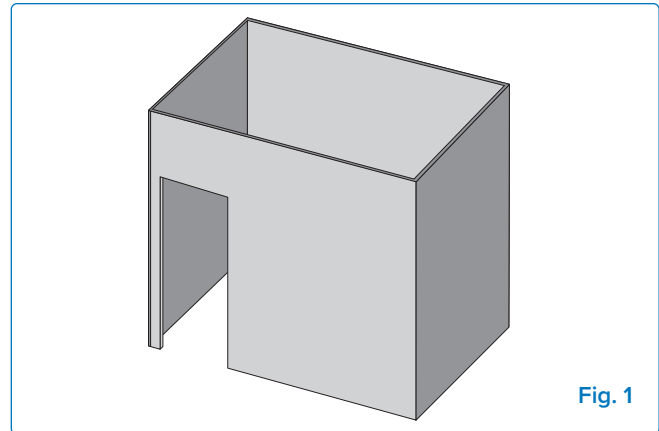
- Use the appliance only in an above-ground, open-air location with natural ventilation and no stagnant areas. Ensure gas leakage and combustion products are dispersed quickly by wind and natural convection.
- Do not use the appliance in a building, garage, or other enclosed space.
- Do not integrate the appliance into built-in or slide-in construction.
- Do not block ventilation openings in the cylinder enclosure.

Any enclosure in which the appliance is used must meet one of the following requirements:

- The appliance is considered outdoors if installed in a shelter with walls on three sides but no overhead cover. **(Fig 1).**
- An appliance is considered to be outdoors if installed in a shelter with an overhead cover and no more than two sidewalls.
 - » The sidewalls may be parallel, as in a breezeway, or at right angles to each other. **(Fig 2 & Fig 3).**
- An appliance is considered outdoors if installed in a shelter with three sidewalls and an overhead cover, as long as 30% or more of the horizontal periphery of the enclosure is permanently open. **(Fig 4 & Fig 5).**

! IMPORTANT!

- All openings must be permanently open.
- Sliding doors, garage doors, windows, or screened openings are not considered as permanent openings.



Gas Connections

To a Gas Cylinder: Option 1

Use a propane cylinder of minimum 6 kg or a butane cylinder of 13 kg constructed and marked in accordance with national and regional codes. Ensure that the cylinder can provide enough fuel to operate the appliance. If in doubt, check with your local gas supplier.

Use a gas pressure regulator and hose supplied by Napoleon; if not included, use a regulator and hose that meet national and regional codes. The recommended length of the hose is 0.9 m. The hose must never be longer than 1.5 m.

For South Africa, a SANS 1237 approved regulator must be used.

Note: The hose should be replaced before the expiry date printed on it.

Only place cylinders within the maximum width and height dimensions inside the enclosure on the bottom shelf. Cylinders that surpass the maximum dimensions must be placed outside the enclosure on level ground. Refer to the diagram below for specific measurements.

Hook-up and Installation

- Check the cylinder for dents or rust, and have it inspected by your propane supplier.
- Never use a cylinder with a damaged valve.
- Place the cylinder in its designated area on the bottom shelf.
- Ensure the gas regulator hose has no kinks.
- Remove the cap or plug from the cylinder fuel valve.
- Ensure the hose does not contact with the drip pan or any high temperature surfaces of the grill because it will melt and cause a fire.
- Ensure the cylinder is not left exposed to extreme heat or direct sunlight.
- Leak test all joints prior to operating the grill. See “Leak Test”.

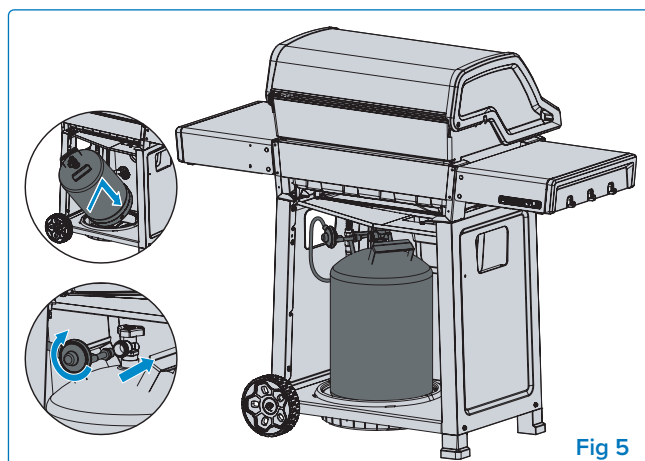


Fig 5

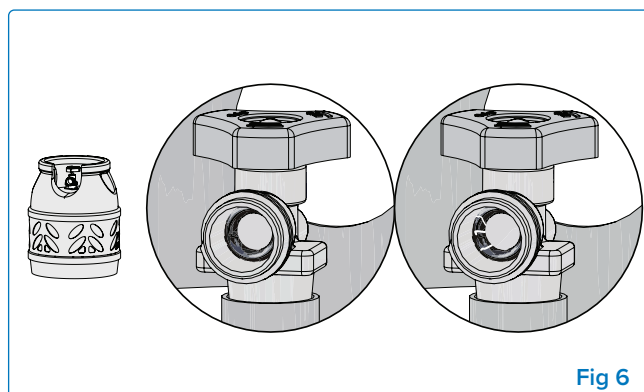


Fig 6



WARNING!

- Do not store a spare gas cylinder below the grill head or side burners.
- Never use a gas cylinder that is beyond 80% full.

To a House Gas Supply Line: Option 2

- Piping and valves upstream of the quick disconnect are not supplied.
 - The gas pipe must be sized to supply the kW/h specified on the rating plate, based on the length of the piping run.
 - See “**WARNING! General Information**” of this manual for installation codes.
1. Hook-up to a gas supply line must be performed by a licensed gas fitter and leak tested before operating the grill.
 2. Do not route the hose in close proximity to the drip pan or over top of the back panel.
 3. Ensure the hose does not contact any high temperature surfaces.

Quick Disconnect

- Do not install the quick disconnect in an upward direction.
- A readily accessible manual shut-off valve must be installed upstream of the quick disconnect, and as close to it as possible.
- Connect the flared end of the hose to the fitting on the end of the manifold tube or flex tube (if applicable).
- Tighten using two wrenches. Do not use thread sealer or pipe dope.
- Leak test all joints prior to operating the gas grill. See “**Leak Test**” section.



WARNING!

- Follow all specifications and instructions exactly to prevent fire, explosion, property damage, personal injury, or death.
- Disconnect the grill and its individual shutoff valve from the gas supply piping system during any pressure testing in excess of ½ psi (3.5 kPa).
- Close the individual shutoff valve to isolate the grill from the gas supply piping system during any pressure testing equal to or less than ½ Psi (3.5 kPa).
- Check the hose for evidence of excessive abrasion, melting, cuts or cracks. If the hose is damaged, it must be replaced with an assembly specifically recommended by Napoleon.



BE CAREFUL!

The lid of the grill and the entire firebox can become very hot when in use.

Technical Data

The following table lists gross heat input, gas usage values and orifice sizes corresponding to each burner per Gas Category:

	HEAT INPUT				GAS USAGE			
	TOTAL	MAIN	FLAME SIDE	INFRARED SIDE	TOTAL	MAIN	FLAME SIDE	INFRARED SIDE
F(P)365(D)PXX-YY	12.0 kW	12.0 kW	-	-	873 g/hr	873 g/hr	-	-
F(P)365(D)SBPXX-YY	15.0 kW	12.0 kW	3.0 kW	-	1091 g/hr	873 g/hr	218 g/hr	-
F(P)365(D)SIBPXX-YY	15.0 kW	12.0 kW	-	3.0 kW	1091 g/hr	873 g/hr	-	218 g/hr
F(P)425(D)PXX-YY	13.6 kW	13.6 kW	-	-	990 g/hr	990 g/hr	-	-
F(P)425(D)SBPXX-YY	16.6 kW	13.6 kW	3.0 kW	-	1208 g/hr	990 g/hr	218 g/hr	-
F(P)425(D)SIBPXX-YY	16.6 kW	13.6 kW	-	3.0 kW	1208 g/hr	990 g/hr	-	218 g/hr

ORIFICE SIZE	MAIN		FLAME SIDE		INFRARED SIDE	
	I	II	I	II	I	II
F(P)365(D)PXX-YY	0.99mm	#66 (0.84mm)	-	-	-	-
F(P)365(D)SBPXX-YY	0.99mm	#66 (0.84mm)	0.86mm	#69 (0.74mm)	-	-
F(P)365(D)SIBPXX-YY	0.99mm	#66 (0.84mm)	-	-	0.86mm	#69 (0.74mm)
F(P)425(D)PXX-YY	0.91mm	#68 (0.79mm)	-	-	-	-
F(P)425(D)SBPXX-YY	0.91mm	#68 (0.79mm)	0.86mm	#69 (0.74mm)	-	-
F(P)425(D)SIBPXX-YY	0.91mm	#68 (0.79mm)	-	-	0.86mm	#69 (0.74mm)

Legend: XX = color code YY = country code

The following table lists all certified gases and pressures. Verify the information on the rating plate corresponds with this list. **Note:** Only use regulators that supply the pressure listed here.

Gas Category	I _{3B/P(30)}	I _{3+(28-30/37)}	I _{3P(37)}	I _{3B/P(50)}
Orifice Sizes	I	I	I	II
Gases / Pressures	Butane 30mbar Propane 30mbar	Butane 28-30mbar Propane 37mbar	Propane 37mbar	Butane 50mbar Propane 50mbar
Countries	AL, BE, CY, CZ, DK, EE, FI, FR, GB, GR, HR, HU, IS, IT, LT, LU, MT, NL, NO, PL, RO, SE, SI, SK, TR	BE, CH, CY, CZ, ES, FR, GB, GR, IE, IT, LT, LU, LV, PL, PT, SI, SK, TR	BE, CH, CZ, ES, FR, GB, GR, HR, HU, IE, IT, LT, NL, PL, PT, RO, SI, SK, TR	AT, CH, DE, SK

Leak Test

Why and When to Leak Test?

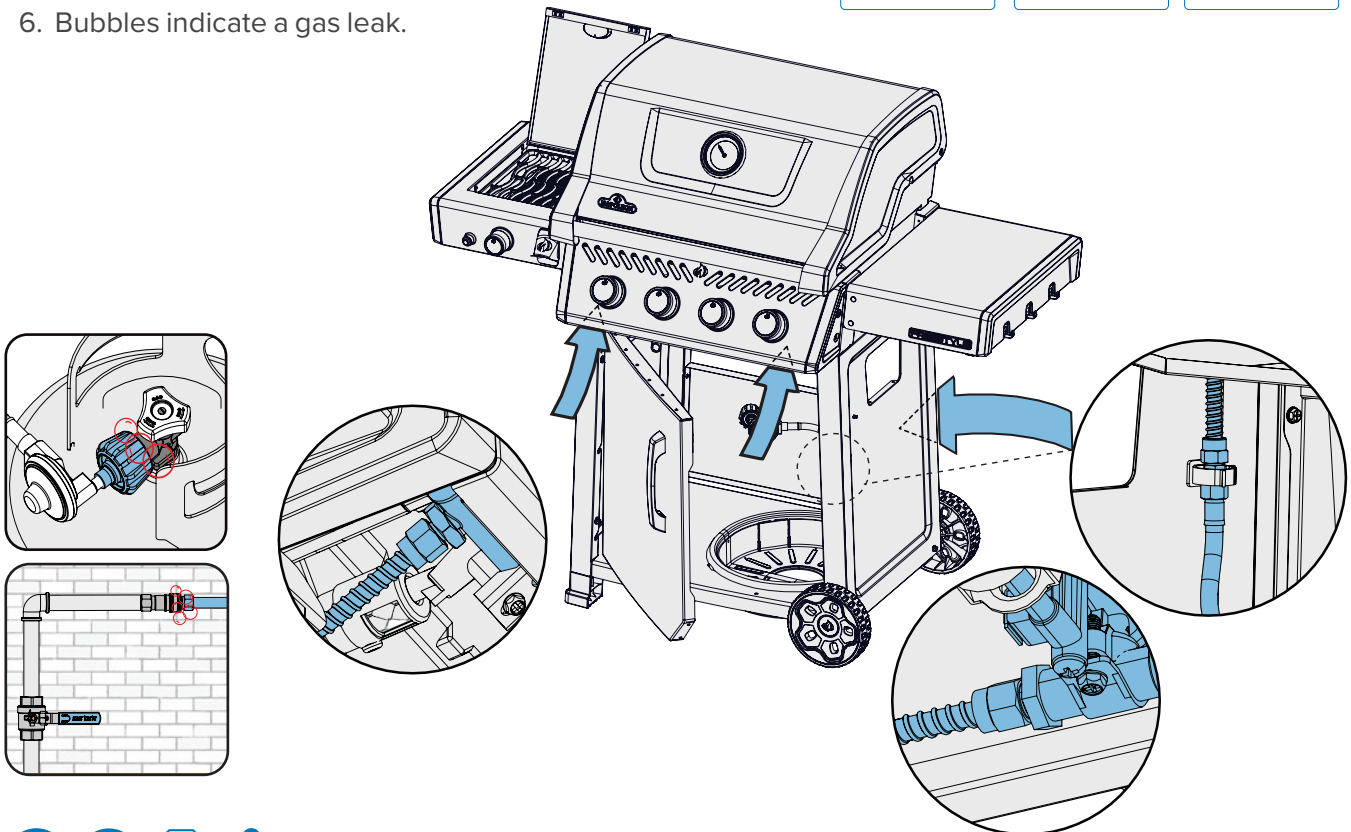
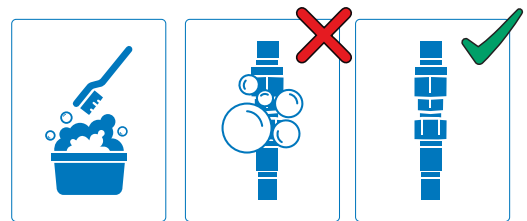
A leak test confirms no gas is escaping after you connect the hose to the gas supply. Each time the tank is refilled and reinstalled, ensure that there are no leaks in the fitting where the regulator connects to the tank. Leak test this grill before use, annually, and when any gas components are replaced.

Leak Test Steps

1. Do not smoke while performing the test.
2. Remove all sources of ignition.
3. Turn all burner controls to the off position.
4. Turn the gas supply valve on.
5. Brush a half-and-half solution liquid soap and water onto all joints and connections of the regulator, hose, manifolds, and valves.
6. Bubbles indicate a gas leak.

If you Find a Leak

1. Tighten any loose joints.
2. If the leak cannot be stopped, immediately shut off the gas supply and disconnect the grill.
3. Have the grill inspected by a certified installer, or dealer.
4. Do not use the grill until the leak has been fixed.



DANGER!

- Never use an open flame to check for gas leaks. Sparks or flames will cause a fire, explosion, damage to property, serious physical injury, or death.
- Only use the pressure regulator and hose assembly supplied with the grill, or one in conformity with local codes.

Operation

Lighting your grill

First-time use? Perform a burn-off.

Remove warming rack and run the main burners on high for 30 minutes. It is normal for the grill to emit an odor the first time it is lit. This odor is caused by the “burn-off” of internal paints and lubricants used in the manufacturing process and will not occur again.



WARNING!

- Do not operate the rear or side burner while performing a Burn-Off.

Main Burner Lighting

1. Open grill lid (Fig. 7).
2. Push and slowly turn any main burner knob counter clockwise to HIGH position until pilot lights. Continue to push down on the control knob until the burner lights and then release (Fig. 7-A, Fig. 8).
3. If the pilot does not light – immediately turn the control knob clockwise to the OFF position. Repeat step 2.
4. If the pilot and burner will not light in 5 seconds – turn the control knob clockwise to the OFF position. Wait 5 minutes for gas to dissipate. Repeat steps 2 and 3, or see “Alternative Ignition Instructions”.

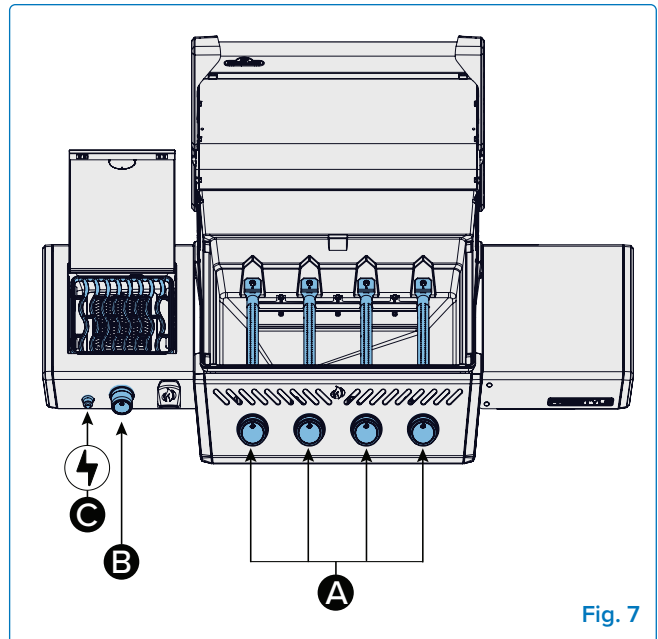


Fig. 7

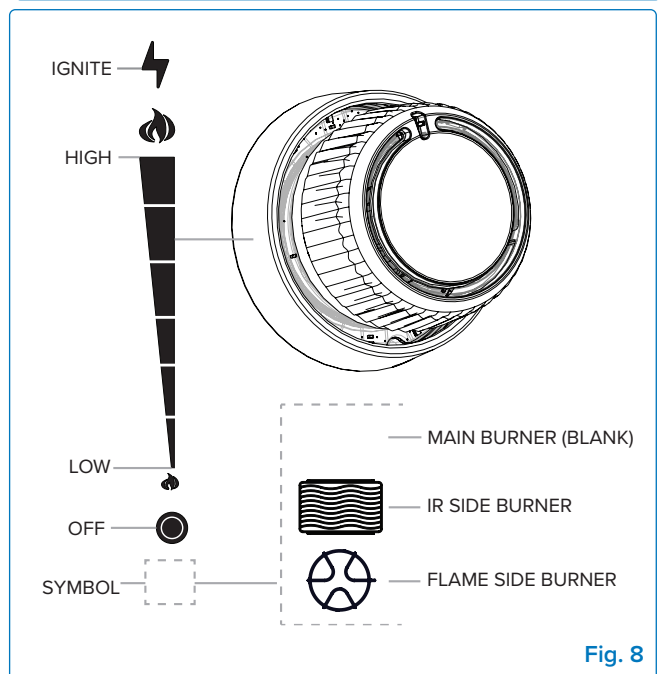


Fig. 8

Side Burner Lighting (if equipped)

1. Open burner cover (Fig. 9).
2. Push and slowly turn side burner knob counterclockwise to HIGH position until the spark lights the burner. (Fig. 7-B, Fig. 8).
3. Continue to push down on the control knob until the burner lights and then release.
4. If the burner will not ignite – turn burner control knob clockwise to the OFF position. Wait 5 minutes. Repeat steps 2 and 3, or see "Alternative Ignition Instructions".

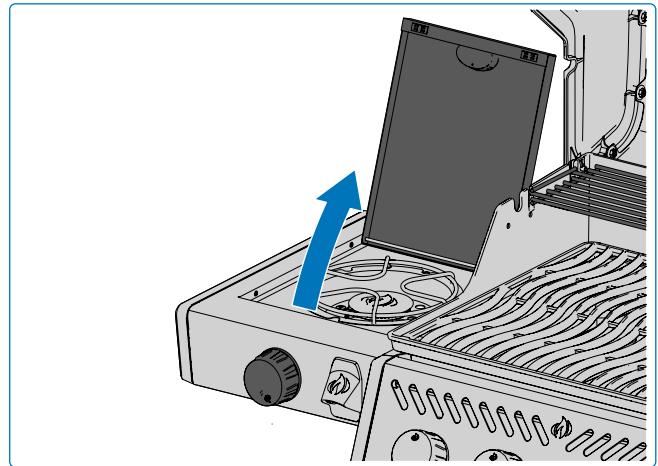


Fig. 9

Infra-red Side Burner Lighting (if equipped)

1. Open burner cover (Fig. 10)
2. Push and slowly turn side burner knob clockwise to HIGH position (Fig. 7-B, Fig. 8).
3. Press and hold igniter button until the burner lights, or light by match (Fig. 7-C).
4. If the burner will not ignite – turn burner control knob clockwise to the OFF position. Wait 5 minutes. Repeat step 2 and 3.

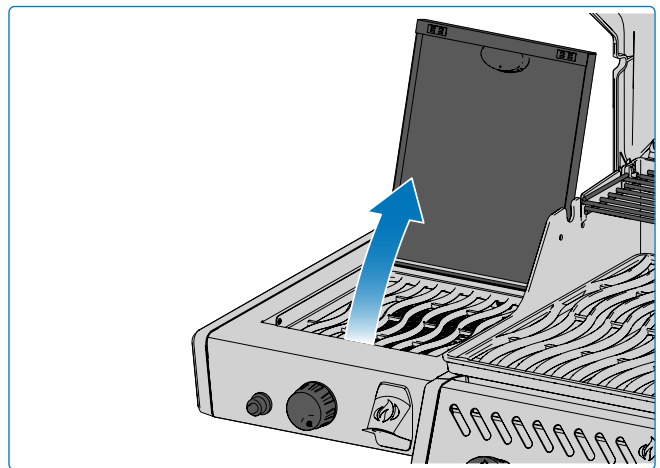


Fig. 10

Alternative Ignition Instructions

1. Open burner/grill lid. (Fig. 11, Fig. 12)
2. Light a long-reach match or butane lighter and position it close to the burner ports.
3. Turn the corresponding burner knob counter clockwise to the HIGH position until it lights.

Main Burner

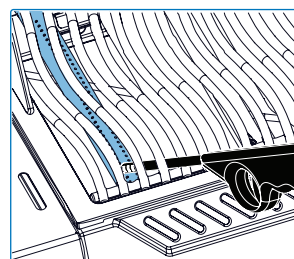


Fig. 11

Side Burner

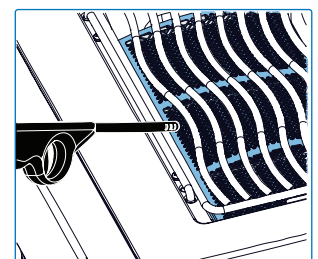
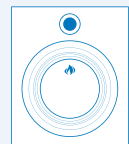


Fig. 12

WARNING!

- Ensure all burner controls are in the OFF position before slowly turning on gas supply valve.
- Follow the lighting instructions carefully.
- Make sure the lid of the grill is OPEN while igniting.
- Do not adjust the cooking grids while the grill is hot, or operating.
- Regularly clean grease out of the entire unit, including the grease tray and the sear plates, to avoid build-up and grease fires.



Grilling Instructions

Main Burner Use

- Preheat the grill before searing food by operating all main burners on high with the lid closed for approximately 10 minutes.
- Food cooked for only a short time such as fish and vegetables can be grilled with the lid open.
- Grilling with the lid closed ensures higher and consistent temperatures that cook meat more evenly and can reduce cooking times.
- The cooking grids can be oiled before preheating to reduce sticking when grilling lean meat such as chicken breast, or pork.
- Food that takes longer than 30 minutes such as roasts can be cooked indirectly with the burner lit opposite the food.
See Indirect Grilling.
- Trim excess fat off meat to prevent flare-ups, or reduce the temperature of the grill.
- Flare ups – move food away from the flames and reduce the heat. Leave the lid open.

Direct Grilling

This method is ideal for searing or cooking food quickly, such as hamburgers, steaks, chicken, or vegetables. Place the food directly over the heat on the cooking grids. Sear meat first to lock in juices and flavor, then lower the grill temperature to finish cooking to your preference (**Fig 13**).

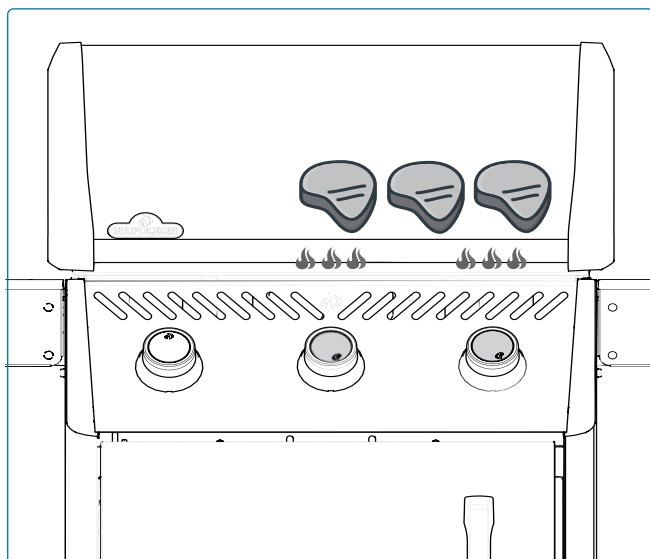


Fig. 13

Indirect Grilling

This method uses lower temperatures and indirect heat to cook food slowly and evenly. It's ideal for larger cuts of meat or foods prone to flare-ups, such as roasts, whole chickens, or turkeys.

Turn on one or more burners, and place the food on the cooking grid where there is no flame. Slow cooking at low temperatures helps produce more tender, flavorful results (**Fig 14**).

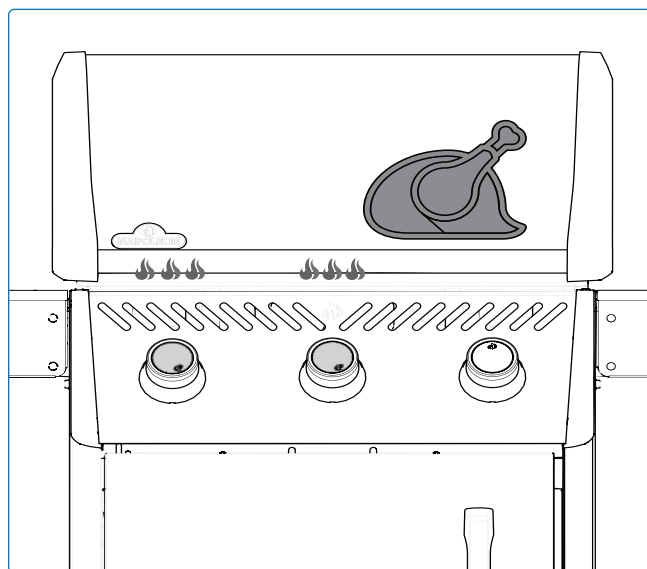


Fig. 14



GRILLING PRO TIP!

Add a Napoleon smoker accessory to your grill to flavour your meat.



GRILLING PRO TIP!

Use a thermometer to check the internal temperature of meat to ensure it is cooked perfectly.

Flame Side Burner (if equipped)

The flame side burner works like a stovetop and is ideal for making gravy, soups, or sauces. Use pots or pans no larger than 10" (25 cm) in diameter. For best performance, operate the burner in a location protected from wind.

Infra-red Side Burner (if equipped)

To use the side burner, see **"Infra-red Side Burner Lighting (if equipped)" on page 14** for instructions. When set to high, the infrared heat provides an even surface for searing. Some models include a height-adjustable cooking grid for added control.



IMPORTANT!

- Do not cover more than 75% of the infrared burner surface with griddles or pans—you need adequate open area for proper combustion and heat flow.



DANGER!

- Never grill food directly on the flame side burner. It is designed for use with pots and pans only.
- Do not close side burner lid while it is operating or hot.
- Do not leave food unattended on any lit burners.
- Do not deep fry food on the side burner. Cooking with oil can be dangerous.
- Regularly clean grease out of the entire unit, including the grease tray and the sear plates, to avoid build-up and grease fires.

How to use the Rotisserie

Assembling Your Rotisserie Kit (if equipped)



NOTE: Remove the warming rack prior to using the spit rod. Extreme heat will damage the warming rack.

1. Install the rotisserie motor on the side of the grill using the mounting bracket(s). Some models have pre-mounted brackets.
2. Once the bracket has been fastened to the grill, slide the rotisserie motor onto the bracket.
3. Slide the first rotisserie fork just past the middle of the spit rod and tighten into place. Thread the meat onto the spit rod and push the meat into the fork. Slide the second rotisserie fork on the opposite end of the spit rod and push the fork into the meat until secure. Tighten the fork into place.
4. Carefully insert the pointed end of the spit rod into the rotisserie motor and set the opposite end across the hangers. The heavy side of the meat will naturally hang down to balance the load.
5. Slide the stop bushing onto the spit rod until it is past the inside of the hood. This will secure the side to side movement of the spit rod.
6. Tighten the stop bushing and spit rod handle. Place a metal dish under the meat to collect the drippings.

Tips about using the Rotisserie:

- Operate the burners on high until the meat browns. Reduce heat. Keep lid closed.
- Use a thermometer to check the internal temperature of the meat.
- Roasts and poultry should brown on the outside and stay tender on the inside.
- Use drippings to baste and make gravy.
- A 3-pound chicken takes approximately 1 ½ hours on medium to high.
- Be mindful of your rotisserie motor capacity. Never overload your equipment.
- Be sure to always set an evenly balanced load on your rotisserie (**Fig 15**).

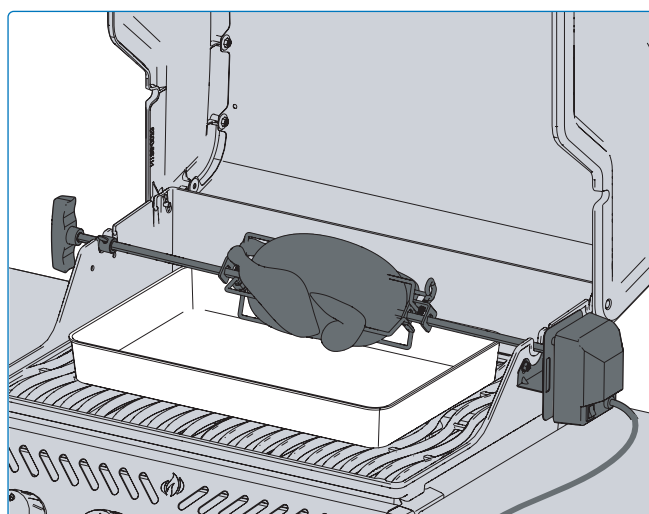


Fig. 15



IMPORTANT!

- Always wear gloves when handling components of the grill.



WARNING!

- Disassemble rotisserie components when finished cooking, and the components have cooled, wash with warm soapy water, and store indoors.
- Never use a gas cylinder that is beyond 80% full.
- Use heat resistant grilling gloves when handling the hot rotisserie components.
- Disconnect rotisserie plug from the outlet when the grill is not in use.



DID YOU KNOW?

You can remove the cooking grids if they interfere with cooking larger cuts of meat, but ensure they are cool to the touch before handling.

How to Cook Multiple Chickens

1. Tie or skewer wings to the body of the chickens.
2. Slide rotisserie fork onto spit rod.
3. Thread first chicken onto spit rod until it is held into place by the rotisserie fork. Tighten.
4. Thread next 2 chickens onto spit rod so all the chickens are close together.
5. Slide second rotisserie fork onto spit rod and push into chicken until all 3 chickens are squeezed together tightly. Tighten (**Fig 16**).

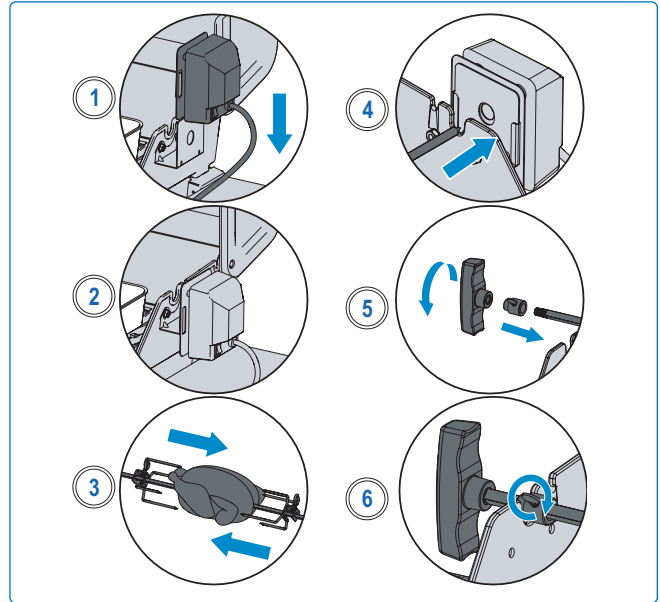


Fig. 16

The Cooking Experience Checklist

Refer to this list every time you cook

Read Owner's Manual

Make sure you have read the Owner's Manual and all safety instructions before operating your grill.

Clean Grease Tray

Always clean the grease tray before cooking to prevent fires and flare-ups..

Check the Hose

Ensure the appliance is off and cool. Inspect the hose for excessive wear, abrasions, or cuts. Replace it immediately if damaged—do not use a compromised hose.

Inspect for Leaks

Use a soapy water solution to check for gas leaks before first-time use and periodically after. Bubbles indicate a leak that needs immediate repair..

Preheat the Appliance

Coat the cooking grids with vegetable shortening or high-smoke-point oil. Preheat the grill to burn off residue and prevent sticking

- **Stainless steel grids:** Use a stainless steel brush. See “**Cleaning Instructions**” for more details.
- **Cast iron grids:** Clean with a brass wire brush.



NOTE:

Stainless steel cooking grids are corrosion-resistant and require less maintenance than cast iron grids.

Prep Area

Keep utensils, seasonings, sauces, and serving dishes within reach. A well-organized cooking area reduces stress and prevents accidents.

Never Leave Food Unattended

Unattended food can burn quickly. Stay nearby, especially when cooking fatty items.

Flip Once and Avoid Lifting the Lid

Opening the lid too often releases heat, affecting cooking time and temperature. For best results—especially with steaks and chicken—flip food only once..

Leave Space Between Foods

Allow enough room on the griddle or grill for air circulation and easier movement when turning or relocating food.

Use a Thermometer

Always use a food thermometer to ensure proper internal temperatures. This is especially important for poultry, ground meats, and seafood.

Avoid Overcrowding

Cooking too much at once lowers the temperature and results in uneven cooking.



RECOMMENDED OILS AND FATS

- Avocado Oil
- Safflower Oil
- Sunflower Oil
- Beef Tallow

If these are not available, choose another oil with a high smoke point. Do not use salted fats like butter or margarine.



COOKING PRO TIP!

Always preheat the grill before cooking to burn off leftover residue and prevent food from sticking to the grate.

How to Season Cast Iron Cooking Grids



CAUTION!

- This procedure **MUST** be completed before first use and repeated every 3–4 uses to keep the grids looking new.

Why Season Cast Iron Grids?

- **Rust protection:** Cast iron is porous and rusts easily—seasoning creates a protective barrier.
- **Non-stick performance:** Polymerized oil layers form a natural, food-release surface.
- **Flavor & longevity:** Enhances searing and grill flavor, extends lifespan by preventing corrosion.

Step-by-Step Instructions

1. Remove the cast iron grids from the grill.
2. Wash with warm, soapy water using a soft cloth. Rinse and pat dry. Let the grids dry completely.
3. Use a high-smoke-point oil. Apply a thin, even coat on all surfaces with a brush or towel.
4. Replace grids on grill at 176–204 °C (350–400 °F). Heat for 30–60 min.
5. Apply 1–2 more coats, reheating each time for best results.
6. The grids are now seasoned and ready to use.



NOTE:

If rust forms on the cast iron grids, remove it with a scouring pad or brass brush, then repeat the seasoning process.



WARNING!

- Regularly clean grease out of the entire unit, including the grease tray, to avoid build-up and grease fires.
- Do not leave food unattended.
- Dress Safely. Avoid loose clothing, long sleeves, and dangling accessories while cooking over an open flame.

Seasoning Best Practices








- **Apply thin oil layers only**
Too much oil can create a sticky residue. Wipe off excess before heating.
- **Repeat seasoning regularly.**
Do this every 3–4 uses to maintain a smooth, non-stick surface and prevent rust.
- **Use oils with high smoke points**
Good options: Avocado, Safflower Oil, Sunflower Oil, Beef Tallow. Avoid butter or margarine.
- **Avoid non-stick sprays.**
These often contain additives that can gum up the surface.
- **Soap is okay—just re-oil after washing**
Mild soap won't ruin your seasoning. Dry completely and apply oil after washing
- **Remove rust**
If rust forms, scrub it off with a scouring pad or brass brush, then re-season immediately.
- **Preheat before seasoning.**
Heating the grill slightly before applying oil helps the coating bond better.
- **Avoid seasoning on a cold grill.**
Cold metal won't absorb the oil properly — warm it up first for best results.
- **Inspect your grids before each use.**
If the surface looks dull or dry, apply a light coat of oil before cooking.
- **Store in a dry place.**
If storing long-term, apply a light oil coat and keep your grill covered to avoid moisture buildup.



COOKING PRO TIP!

Discover inspiring recipes and grilling techniques in Napoleon's cookbooks or at www.napoleon.com

Infrared Grilling Guide

Food	Control Knob Setting	Cooking Time	Suggestions
 Steak 1 inch (2.54 cm) thick.	HIGH 2 minutes each side	Rare – 4 minutes	Ask for marbled fat in cut. Fat is a natural tenderizer and keeps meat juicy.
	HIGH to MEDIUM High heat 2 minutes each side then turn to medium heat.	Medium – 6 minutes	
		Well Done – 8 minutes	
 Hamburger ½ inch (1.27 cm) thick	HIGH 2 minutes each side.	Rare – 4 minutes	Keep patties all the same thickness for equal cooking times. Patties 1 inch thick or more should be grilled using indirect heat.
	HIGH 2 ½ minutes each side.	Medium – 5 minutes	
	HIGH 3 minutes each side.	Well Done 6 minutes	
 Chicken	HIGH, MEDIUM, LOW 2 minutes each side then medium-low to low heat.	20 – 25 minutes	Slice joint connecting the thigh and leg $\frac{3}{4}$ through for the meat to lie flat on the burner and cook evenly.
 Pork Chops	MEDIUM	6 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 Spare Ribs	HIGH to LOW High for 5 minutes then low until finished.	20 minutes each side turning often	Choose lean meaty ribs. Grill until meat pulls easily from the bone.
 Lamb Chops	HIGH to MEDIUM High for 5 minutes then Medium until finished.	15 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 Hot dogs	MEDIUM to LOW	4 – 6 minutes	Select larger wieners and slit lengthwise before grilling.

These are general guidelines. Please refer to the health authority recommendations for more detailed information.

Cleaning Instructions

First Time Use

1. Wash the cooking grids by hand using warm water and mild dish soap to remove any manufacturing residue. **Do not place** the grids in a dishwasher.
2. Rinse with hot water and dry thoroughly with a soft cloth to prevent rust (**Fig 17**).

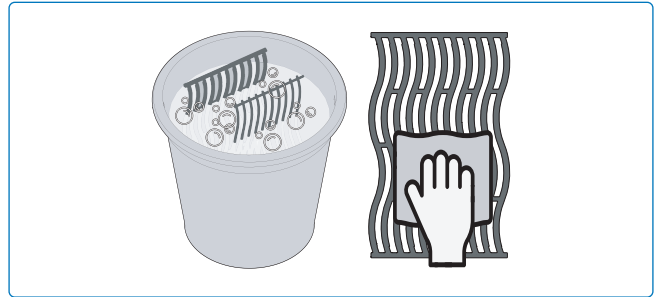


Fig. 17

Cast Iron Grids

- Season the grids before use to create a protective coating that helps prevent rust. For instructions, see “**How to Season Your Cast Iron Cooking Grids.**”

Stainless Steel Grids

- To clean, preheat the grill and use a wire brush to remove food residue (**Fig 18, 19, 20**).
- Discoloration is normal. Stainless steel grids will permanently darken over time due to high grilling temperatures.

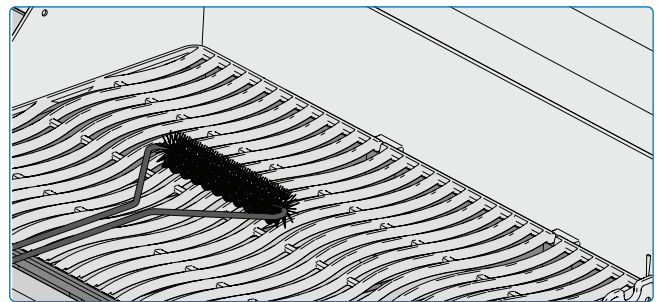


Fig. 18

Infra-red Side Burner

- Most drippings and food particles burn off immediately due to the burner’s intense heat.
- **Do not** clean the ceramic surface with a wire brush — it may cause damage.
- **Do not** use water or other liquids to clean the burner. Sudden temperature changes can crack the ceramic tile.
- **To clean:** Turn on the burner and run it on high for 5–10 minutes to incinerate any remaining residue.

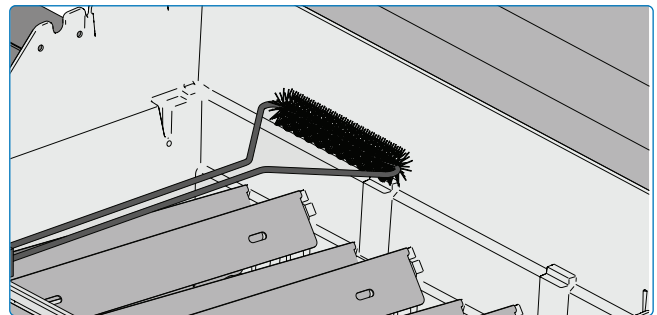


Fig. 19

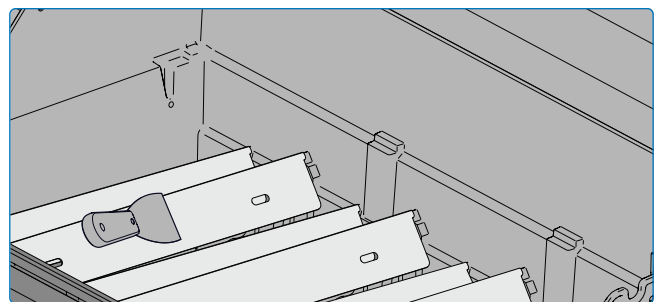


Fig. 20



- Always wear protective gloves and safety glasses when cleaning your grill.
- Accumulated grease is a fire hazard.
- Cleaning should only be done when the grill is cool to avoid the possibility of burns.

Inside of the Grill

1. Remove the cooking grids.
2. Use a brass wire brush to clean loose debris from the sides and underside of the lid..
3. Scrape the sear plates with a putty knife or scraper. Use a wire brush to remove any ash.
4. Remove the sear plates and brush debris from the burners using a wire brush.
5. Sweep all remaining debris from inside the grill into the drip pan (**Fig 21, 22**).

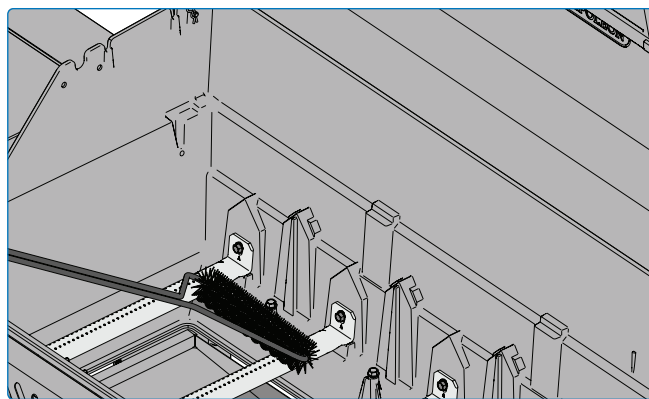


Fig. 21

Porcelain Enamel

Avoid chipping or scratching the porcelain coat on the sear plates and drip pan, as this might compromise corrosion resistance. Use plastic putty knives or scrapers when cleaning porcelain parts.

Drip Pan

Every grill head, side burner and drop-in burner includes a dedicated drip pan, accessible through the cabinet doors or designated openings.

- Grease and drippings collect in the drip pan beneath the grill and may flow into a disposable grease tray below (if equipped).
- Only use Napoleon-approved liners in the drip pan. **Do not** use aluminum foil, sand, or any unapproved materials, as this can block proper grease flow.
- Clean the drip pan every 4–5 uses to prevent grease buildup (**Fig 23**).

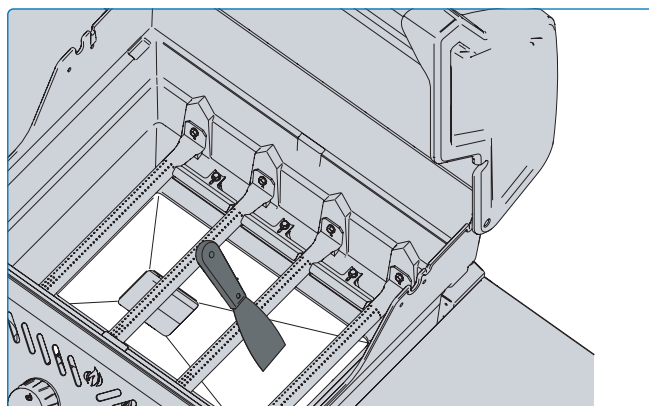


Fig. 22

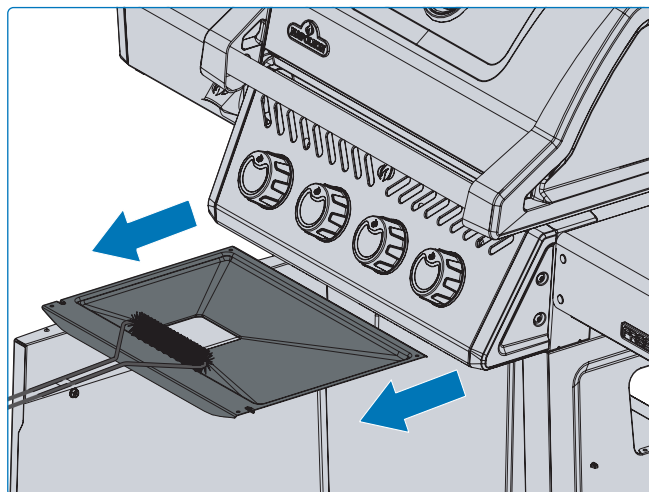


Fig. 23

WARNING!

- Ensure all burners are turned off and grill is cool before cleaning. Do not use oven cleaner to clean any part of the grill.
- Do not put cooking grids or any other parts of the grill in a self-cleaning oven to clean. Clean the grill in an area where cleaning solution won't harm decks, lawns, or patios.
- Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the grill components unless cleaned regularly.

Cleaning steps:

1. Slide out the drip pan to access the disposable grease tray or for cleaning.
2. Scrape out grease using a putty knife or scraper.
3. Replace the disposable grease tray every 2–4 weeks, depending on usage (if applicable).
4. For supplies, contact your Napoleon dealer.

Control Panel

Clean with **warm soapy water and a soft cloth only**. Avoid abrasive cloths or harsh cleaners, which can wear off the printed text. **Test on a small hidden area first** to ensure safe cleaning.

- Stainless steel parts will discolor over time from heat, developing a golden or brown hue. This is normal and does not affect grill performance (**Fig 24**).

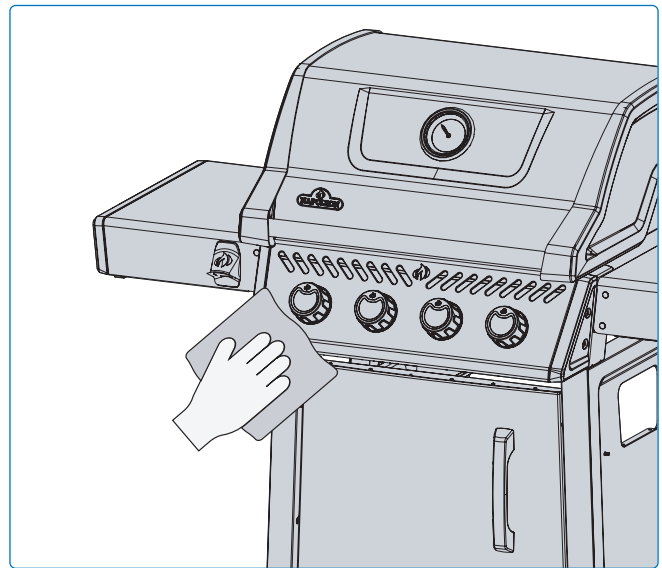


Fig. 24

Aluminum Castings

Clean with warm soapy water. While aluminum doesn't rust, exposure to high heat and weather can cause surface oxidization, which may appear as white spots. See "**Maintenance Instructions**" for tips on preventing oxidization.

Exterior Grill Surface

- Use a non-abrasive cleaner only. Abrasive products or steel wool can scratch the finish.
- Always wipe in the direction of the grain.
- Handle porcelain enamel components with care.
- The enamel finish is glass-like and may chip if struck.

**DANGER!**

- Avoid contact with hot surfaces.
- Do not use abrasive cleaners or steel wool on painted, porcelain, or stainless steel parts. These materials will scratch and damage the finish.

**SAFETY FIRST!**

Always wear protective gloves and safety glasses when servicing the grill.

Insect Screen and Burner Ports

Spiders and insects are drawn to small, enclosed spaces. While Napoleon burners include an insect screen on the air shutter to help prevent nests, it does not eliminate the risk. Nests or webs can cause the flame to burn yellow or orange and may lead to fire or flashback near the air shutter under the control panel.

Follow these steps to clean and maintain the burner:

1. Remove the Burner:

- Unscrew the burner from the back wall of the grill. Slide the burner back and upwards to remove.

2. Clean the Burner:

- Clean the inside of the burner using a flexible venturi tube brush or, for delicate areas, a soft bristled brush to gently remove debris (**Fig 25**).
- Shake out any loose debris through the gas inlet.
- Inspect the burner ports and valve orifices for blockages. Debris and corrosion can clog them over time.

! **!** DANGER!

- When reinstalling the burner after cleaning, make sure the valve or orifice is fully inserted into the burner tube. Failure to do so can cause a fire or explosion.

3. Clear Blocked Ports

- Use a straightened paper clip or the supplied port maintenance bit to clear clogged burner ports.
- If needed, carefully drill out blocked ports with the supplied drill bit using a small cordless drill.



NOTE:

This bit is for burner ports only. Do not use it on brass orifices.

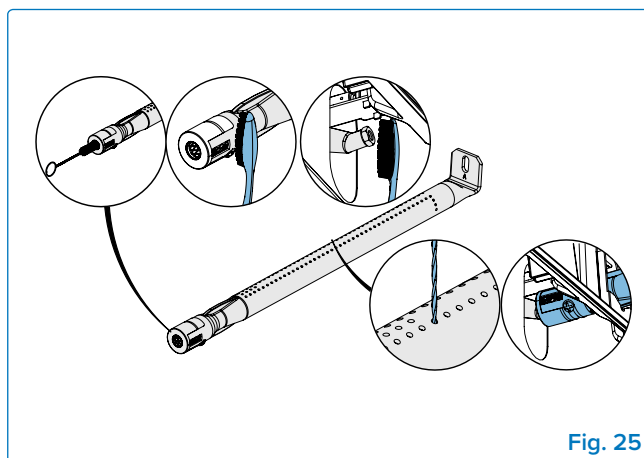


Fig. 25



IMPORTANT!

- Do not bend the bit while drilling—this may cause it to break. Do not enlarge the port holes.

4. Inspect the Insect Screen:

- Make sure the screen is clean, secure, and free from lint or debris.

5. Reinstall the Burner:

- Ensure the valve enters the burner when installing.
- Replace sear plate mount and tighten screws to complete re-installation.

Maintenance Instructions

Recommendations

This grill should be thoroughly inspected and serviced annually by a qualified service person.

- Do not block airflow for ventilation or combustion.
- Keep the ventilation openings clear of debris. These are located on the sides of the cart or enclosure, and on the front and back of the bottom shelf.

Combustion Air Adjustment



IMPORTANT!

- This must be done by a qualified service person.

- The air shutter is factory set and typically does not require adjustment under normal conditions. Adjustment may only be necessary in extreme conditions.
- When properly adjusted, the flame should appear dark blue with light blue tips, and may have occasional yellow flickers.
- Too little air will cause yellow, sooty, lazy flames (see Fig 26).
- Too much air can cause the flame to lift or blow out, leading to ignition issues.

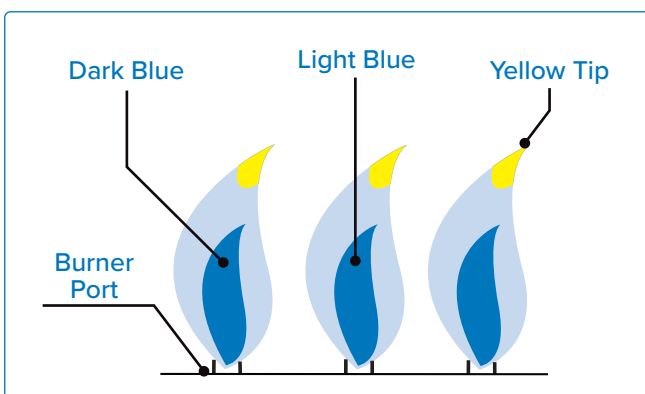


Fig. 26



WARNING!

- Keep the grill clear of combustible materials and all flammable liquids or vapors, including gasoline.

Adjusting the Air Shutter

1. Remove the cooking grids and sear plates. Keep the lid open for ventilation.
2. Open the cabinet door or remove the top drawer (if equipped) to reach the air shutter screw located at the burner opening. For rear tube burners, remove the back cover to access the shutter.
3. Remove the back cover to adjust rear tube burner air shutter.
4. Loosen the air shutter locking screw. Open or close the shutter as needed to achieve proper flame.
5. Light the burners and set them to high. Inspect the flame. A proper flame should be mostly blue with a small yellow tip..
6. Turn off the burners. Tighten the locking screw. Reinstall any removed parts. Ensure the insect screens are properly installed.



NOTE:

Infrared burners have no air adjustment.

Stainless in Harsh Environments

Stainless steel oxidizes or stains in the presence of chlorides and sulfides, especially in coastal regions, warm and highly humid areas, and around pools and hot tubs. These stains look like rust, but they can be easily removed or prevented. Wash stainless and chrome surfaces every 3-4 weeks. Clean with warm soapy water.

Burner Maintenance

Extreme heat and a corrosive environment can cause surface corrosion to occur even though the burner is made from heavy wall 304 stainless steel.

Maintenance and Protection of Infra-red Burners

Your Infra-red burners are designed to provide a long service life, but you must be careful to prevent cracking of their ceramic surfaces. Fractures will cause the burners to malfunction.



IMPORTANT!

- Damage resulting from by failure to follow these instructions is NOT covered by your grill warranty.

Clearance Ventilation of Hot Air

- Hot air must have a way to escape the grill for the burners to function properly.
- The burners can become deprived of oxygen if the hot air is not allowed to escape causing them to back-flash. The ceramic can crack if this occurs repeatedly.

Steps to Avoid Damaging Ceramic Surfaces

1. Never douse a flame or control flare-ups with water (**Fig. 27**)
2. Do not allow cold water (rain, sprinkler, hose etc.) to come in contact with hot ceramic burners. An immediate change in temperature will cause cracking of the ceramic tile.
3. A ceramic burner that becomes wet before use will create steam when operated later and produce pressure that will crack the ceramic.
4. Repeated soaking of the ceramic can cause it to swell and expand producing pressure that will make the ceramic crack and crumble.
5. Inspect the ceramic for possible water soaking if you find standing water in the grill. Remove the burner if the ceramic is wet. Turn it upside down to drain the excess water. Bring ceramic indoors to dry thoroughly.
6. Do not allow hard objects to impact the burner. Take care when inserting or removing cooking grids and using accessories.

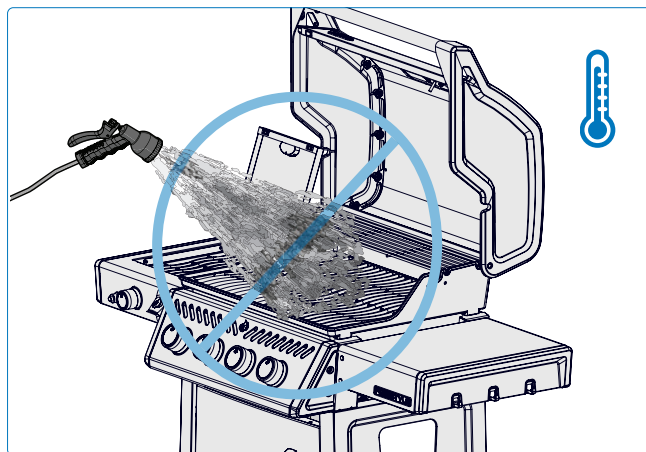


Fig. 27



DANGER!

- Turn off gas at the source and disconnect the unit before servicing.
- Maintenance should only be done when the grill is cool to avoid the possibility of burns.
- A leak test must be performed annually and when any component of the gas train is replaced, or when the smell of gas is present.



SAFETY FIRST!

Never cover more than 75% of any main or side burner cooking surface with any solid metal (e.g. griddles or pans)

Troubleshooting

Lighting Problems

- Main, rear or side burners will not light with the igniter, but will light with a match.
- Burners will not cross light each other.

	Possible causes	Solution
Main Burner	JETFIRE™ outlet is dirty or clogged.	Clean JETFIRE™ outlet with a soft bristle toothbrush.
	Dirty or corroded cross light brackets.	Clean or replace as required.
Rear and Side Burners	Lifting flames on burner.	Close air shutter according to “ Maintenance Instructions ” Combustion Air Adjustment section in this Owner’s Manual. IMPORTANT! This must be done by a qualified gas installer.
	Loose electrode wire or switch terminal wires.	Check electrode wire is firmly pushed onto the terminal on the back of the igniter. Check the lead wires from the module to the ignition switch (if equipped) are firmly pushed onto their respective terminals.
	Dead battery, or installed incorrectly.	Replace with premium heavy- duty battery.

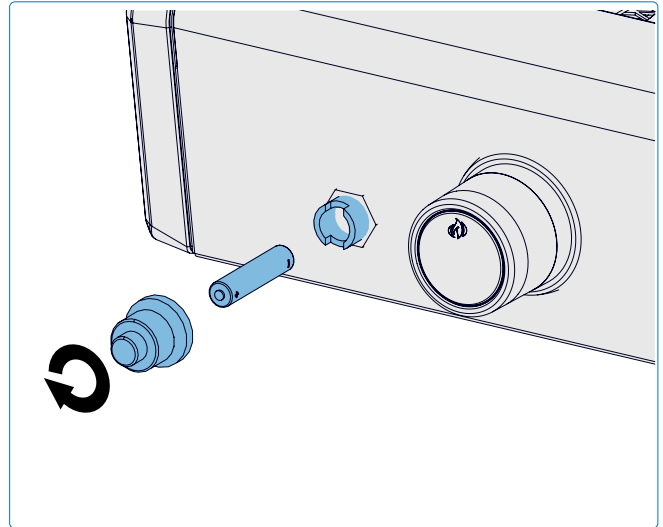


Fig. 28



REGISTER YOUR GRILL!

Go to napoleon.com or your Assembly Guide for replacement parts instructions.



WE WANT TO HELP!

Napoleon is here to ensure your grilling experience is memorable. Contact us if you require additional help.

Noises and Flare-ups

- Humming regulator.
- Excessive flare-ups and uneven heat.

Possible causes	Solution
Normal humming noise on hot days.	This isn't a defect. It's caused by internal vibrations in the regulator and doesn't affect the performance or safety of the grill. Humming regulators WILL NOT be replaced.
The cylinder valve was opened too quickly.	Open cylinder valve slowly.
Sear plates installed incorrectly.	Ensure sear plates are installed with holes towards the front, and the slots on the bottom. See Assembly Instructions Guide.
Improper heating.	Preheat grill with all main burners on high for 10 to 15 minutes.
Excessive grease and ash build-up on sear plates and in drip pan.	Clean sear plates and drip pan regularly. Do not line pan with aluminum foil. Refer to " Cleaning Instructions " for details.

Gas Flow

- Low heat or low flame when valve is turned to **HIGH**.
- Burners burn with yellow flame, accompanied by the smell of gas.
- Flames lift away from burner, accompanied by the smell of gas, and possible lighting difficulties.
- Burner output on **HIGH**, but setting is **LOW**. Rumbling noise and fluttering blue flame at burner surface.

Possible causes	Solution
Propane – improper lighting procedure	Ensure lighting procedure is followed carefully. All gas valves must be in the OFF position when the tank valve is turned on. Turn tank on slowly to allow pressure to equalize. See Operation – " Lighting Instructions " for details.
Undersized supply line.	Pipe must be sized according to installation code.
Leaking gasket surrounding the ceramic tile, or a weld failure in the burner housing.	Allow burner to cool and inspect very closely for cracks. Contact your authorized Napoleon dealer to order replacement burner assembly if any cracks are found.
Improper preheating.	Preheat grill with both main burners on HIGH for 10 to 15 minutes.

Possible causes	Solution
Possible spider web or other debris.	Thoroughly clean nest or webs out of your burner orifice by removing it and following instructions in this manual. See " Insect Screen and Burner Ports " for details.
Improper air shutter adjustment.	Open or close air shutter slightly according to this manual. See " Maintenance Instructions ". IMPORTANT! This must be done by a qualified gas installer.
Lack of gas.	Check gas level in gas cylinder.
Supply hose is pinched.	Reposition supply hose as necessary.
Gas pressure regulator in low flow state.	Turn the burners off and close the tank valve, wait 5 minutes before fully re-opening the valve, allow a few seconds for the pressure to equalize before following the Lighting Instructions to start the grill. Ensure igniting procedure is followed carefully every time you cook. All gas valves must be OFF when the tank valve is turned on. Always open the tank valve slowly.

Peeling Paint

- Paint appears to be peeling inside lid or hood.

Possible causes	Solution
Grease build-up on inside surfaces.	This is not a defect. The lid and hood are finished with porcelain or stainless steel, which will not peel. What appears to be peeling is actually hardened grease that dries into paint-like flakes. Regular cleaning will prevent this buildup. See " Cleaning Instructions " for details.

Infra-red Burner Flashes Back

- During operation the burner abruptly makes a loud whoosh sound, followed by a continuous blow-torch type sound and grows dim or has a large flame on start up.

Possible causes	Solution
Ceramic tiles overloaded with grease drippings and build-up. Ports are clogged.	Turner burner OFF and allow to cool for at least 2 minutes. Reignite burner and burn on HIGH for at least 5 minutes, or until the ceramic tiles are evenly glowing red.
Burner overheated because of or due to ventilation. Too much grill surface covered by griddle or pan.	Ensure no more than 75% of the grill surface is covered by objects or accessories. Turn burner OFF and allow to cool for at least 2 minutes. Reignite.
Leaking gasket surrounding the ceramic tile, or a weld failure in the burner housing.	Allow burner to cool and inspect very closely for cracks. Contact your authorized Napoleon dealer to order replacement burner assembly if any cracks are found.
Improper heating.	Preheat grill with both main burners on high for 10 to 15 minutes.
Excessive grease and ash build on sear plates and in drip pan.	Clean sear plates and drip pan regularly. Do not line pan with aluminum foil. Refer to " Cleaning Instructions ".

NAPOLEON® PRODUCT WARRANTY



FOR FREESTYLE AND TRAVELQ™ 285 SERIES (INCLUDING PRO285) 10 Year Napoleon® Gas Grills Limited Warranty

NAPOLEON® warrants that the components of your new NAPOLEON® product will be free from defects in materials and workmanship from the date of purchase for a period of:

Aluminum castings/stainless steel base	10 years
Stainless steel lid	10 years
Porcelain-enameled lid	10 years
Painted steel lid	5 years ^{plus 10}
Stainless steel tube burner	5 years ^{plus 10}
Stainless steel flame protection inserts	5 years ^{plus 10}
Porcelainized cast iron cooking grids	5 years ^{plus 10}
Ceramic infrared burner (excluding mesh)	5 years ^{plus 10}
Porcelain flame protection inserts	3 years ^{plus 10}
All other parts	2 years

Plus 1d: refers to an extended warranty period, during which we supply spare parts to the purchaser at 50% of the current retail price for the lifetime* of the grill.
Plus 15: refers to an extended warranty period, during which we supply spare parts to the purchaser at 50% of the current retail price for an additional 15 years.
Plus 10: refers to an extended warranty period, during which we supply spare part to the purchaser at 50% of the current retail price for an additional 10 years.

***Lifetime** refers to a warranty period of 30 years.
This warranty is valid in: the European Union, Switzerland, Andorra, San Marino, Norway, Iceland and Liechtenstein.

The customer's legal entitlements in the event of defects in accordance with WKRL - (EU) 2019/711) are not affected, restricted or altered by the present warranty. The exercise of statutory entitlements is to take place free of charge.

WARRANTY CONDITIONS AND LIMITATIONS

NAPOLEON® guarantees that its products are free from defects exclusively to the original purchaser, and only insofar as the purchase took place through an official NAPOLEON® dealer. The following conditions and restrictions apply:

The present manufacturer's warranty is not transferable nor viable for extension under any circumstances or by any of our representatives.

The gas grill must be installed by a licensed, authorized service technician or contractor.

Installation must take place in accordance with the installation instructions provided, as well as all local and national building and fire codes.

This limited warranty does not cover damage caused by improper operation, lack of maintenance, grease fire, environmental exposure, accidents, modification, abuse, or neglect.

The installation of spare parts from other manufacturers voids the present warranty. The discoloration of plastic elements due to the

application of chemical cleaning agents or exposure to sunlight is not covered under this warranty.

This warranty also excludes any of the following: Scratches, dents, paint defects, coatings, corrosion or discoloration caused by exposure to heat or abrasive and chemical cleaners, as well as chips to porcelain-coated parts and any components used in the installation of the gas grill.

If a part deteriorates to the point where it becomes inoperable (due to rusting or burning through) within the warranty period, the customer will be issued with a replacement part.

After the first year, NAPOLEON® has the authority under this warranty (President's Limited Lifetime Warranty, 15 Year Limited Warranty, 10 Year Limited Warranty, 3 Year Limited Warranty) to waive any warranty obligation at its free discretion by refunding the original purchaser to the tune of the wholesale price of the relevant defective warranty parts.

NAPOLEON® accepts no responsibility for any installation, labor hours or other costs or expenses associated with the reinstallation of a warranty part. Costs of this nature are not covered by the present warranty.

Notwithstanding any regulations under this warranty (President's Limited Lifetime Warranty, 15 Year Limited Warranty, 10 Year Limited Warranty, 3 Year Limited Warranty), NAPOLEON®'s liability under this warranty is defined by the foregoing, and does not cover any incidental, consequential, or indirect damage in any case whatsoever.

This warranty defines NAPOLEON®'s duties and liability with respect to the NAPOLEON® gas grill.

NAPOLEON® assumes no further liability in connection with the sale of this product, nor does it authorize any third party to assume any other liability on its behalf.

NAPOLEON® assumes no responsibility for: Overheating, extinguishing of the flame by environmental factors such as strong winds or inadequate ventilation.

NAPOLEON® does not accept liability for any damage to the gas grill caused by the weather, hail, rough handling, aggressive chemicals or cleaning agents.

Warranty claims must be accompanied by the proof of purchase or a copy thereof stating the serial and model number.

NAPOLEON® reserves the right to have the product or any part thereof inspected by one of its representatives prior to the fulfilment of any warranty obligation.

NAPOLEON® does not bear shipping costs, labor hours or export duties.

GUARANTOR:

NAPOLEON® EUROPE | WOLF STEEL EUROPE B.V.
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NAPOLEON®

CELEBRATING OVER 40 YEARS OF DELIVERING HOME COMFORT PRODUCTS



NAPOLEON® products are protected by one or more U.S. and Canadian and/or foreign patents or patents pending.



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