



**MANUFACTURER OF THE HIGHEST QUALITY (Q1) SMOKE-HOUSES,  
SMOKE GENERATORS, DEFLECTORS WITH HEATER AND  
THERMOREGULATORS**



# **OPERATING AND ASSEMBLY MANUAL OF THE SMOKE GENERATOR WITH AN AERATOR PUMP FOR HOUSEHOLD USE ELECTRIC SMOKER**

Refers to:

model:	S239	(2,39 litra)	- no 0239
model:	M317	(3,17 litra)	- no 0317
model:	L390	(3,90 litra)	- no 0390
model:	XL503	(5,03 litra)	- no 0503



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## LANGUAGE VERSION - 3



1 - Polish



2 - Czech



3 - English



4 - German



5 - Russian



6 - Swedish

**Familiarize yourself with this instruction, allowing you to safely and adequately use smoke generator.**



Dziękujemy za wybór naszego produktu.

Przed przystąpieniem do instalowania urządzenia należy sprawdzić czy urządzenie wyposażone jest kompletnie oraz czy nie uległo uszkodzeniu podczas transportu. Instrukcje zachowaj i postępuj zgodnie z zawartymi w niej zaleceniami.



Děkujeme, že jste si vybrali náš produkt.

Před instalací zařízení zkontrolujte, zda je zařízení plně vybaveno a zda nedošlo k jeho poškození při přepravě. Přečtěte si prosím tento návod, abyste zajistili bezpečné a správné používání generátoru kouře. Pokyny si uschovejte a dodržujte pokyny v nich uvedené.



Thank you for choosing our product.

Before installing the device, check whether the device is fully equipped and whether it has not been damaged during transport. Please read this manual to ensure safe and proper use of the smoke generator. Keep the MANUAL and follow the instructions contained in it.



Vielen Dank, dass Sie sich für unser Produkt entschieden haben.

Prüfen Sie vor dem Einbau des Gerätes, ob das Gerät vollständig bestückt ist und keine Transportschäden entstanden sind. Bitte lesen Sie dieses Handbuch, um eine sichere und ordnungsgemäße Verwendung des Rauchgenerators zu gewährleisten. Bewahren Sie die Anleitung auf und befolgen Sie die darin enthaltenen Anweisungen.



Благодарим Вас за выбор нашего продукта.

Перед установкой устройства проверьте, полностью ли оно укомплектовано и не было ли оно повреждено во время транспортировки. Прочтите данное руководство, чтобы обеспечить безопасное и правильное использование дымогенератора. Сохраните инструкции и следуйте содержащимся в них инструкциям.



Tack för att du valde vår produkt.

Innan du installerar enheten, kontrollera om enheten är fullt utrustad och om den inte har skadats under transporten. Läs denna bruksanvisning för att säkerställa säker och korrekt användning av rökgeneratoren. Behåll instruktionerna och följ instruktionerna i dem.

## INTRODUCTION

This instruction applies to the smoke generators listed on the title page. It is a primary source of information necessary to maintain safety and proper exploitation. Please carefully read it before using the device in any way, follow the instructions contained therein requirements, and kept in a place that is accessible to all users. In case of any doubts as to the use of the smoke generator, please contact with the manufacturer.

**After receiving the device, please check the following:**

- Whether the device complies with the order
- Whether the smoke generator has not been damaged during transport (e.g., whether there are dents/cracks or not no loose parts inside)

**If any irregularities are found, please contact the GRILLPAL point of sale or the nearest distributor of GRILLPAL.**

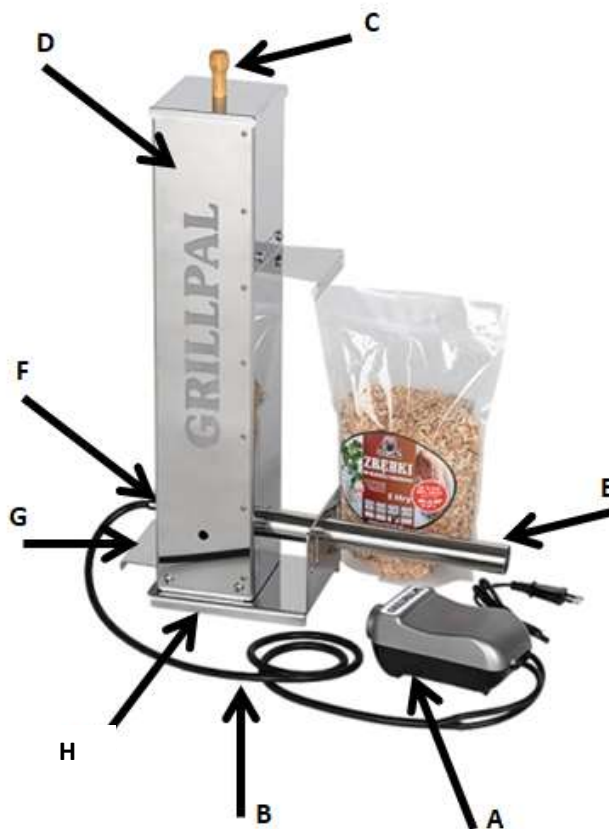
## 1. GENERAL DATA

### 1.1 Device information

- The smoke generator with a pump-aerator is designed to produce smoke during both hot and cold smoking.
- The device is designed to be mounted/installed and operated in household electric smokehouses.
- The device is designed to transport clean air. Transporting **explosive mixtures, solids, liquids, substances causing abrasion, and chemically aggressive compounds** is forbidden.
- The casing of the smoke generator is made of OH17 stainless steel.
- The smoke generator has a pump-aerator, which is connected to a 230V power supply.
- Fig.1 shows a diagram of the smoke generator with the pump.



Fig.1



- Where: A - pump-aerator / B - silicone duct / C - lid / D - wood chips chamber / E - smoke pipe / F - air duct connector / G - base / H - ash drawer

## 1.2 General risks and guidelines

During the entire life cycle of the smoke generator, special attention should be paid to the following risks and guidelines:

### 1.2.1 Sharp edges

- The use of appropriate protective gloves is recommended.
- At the production stage, the sharp ends/edges of the deflector with the heater are softened. However, it may have edges that can cause injury if touched.



### 1.2.2 suction power

- The device is characterized by suction power. Clothes, hair, foreign objects and even parts of the body can be sucked in, therefore it is not recommended to wear loose clothing or long hair untied in the immediate vicinity of the device.



### 1.2.3 fall

- The transport devices and structures supporting the smoke generator must support its weight and ensure that it does not move. Do not approach the load being carried during transport.

### 1.2.4 unexpected start-up / power connection

- Before carrying out any work on the smoke generator (e.g. installation, maintenance and inspection, disassembly), it must be completely and reliably disconnected from the power supply. It must be ensured that the power supply is not connected while work is being carried out on the device.
- Appropriate steps must be taken to protect against electric shock and to prevent access to electrical components by unauthorized persons.



### 1.2.5 temperature (hot surfaces)

- The housing and elements of the device take over the temperature of the transported material.
- In the event of a fire, use a fire extinguisher approved for electrical equipment to extinguish the fire and follow the instructions of the fire brigade.



### 1.2.6 dust and chips

- When cleaning the smoke generator, dust and chips settled on the cleaned surface or accompanying transported substances may be stirred up. Respiratory protection equipment should be used, e.g. a dust mask of protection class FFP3.



### 1.2.7 usage

- Incorrect installation and/or operation may damage the device and create a dangerous situation. The device may only be installed, maintained, dismantled, and operated by persons of age in accordance with the general health and safety rules.
- Keep a distance of about 5-10 cm from the wall of the smoking chamber.



**It is forbidden to use the device in a disassembled/incomplete state (e.g. with an open cover).**

- No modifications to the device are allowed. Incorrect assembly may deteriorate operating parameters, lead to damage to the device, as well as to the occurrence of a dangerous situation.
- Do not use the device in closed rooms.
- Do not leave the device running unattended.

### 1.2.8 The presence of an explosive zone

- Contact of the smoke generator with explosive materials/air may cause ignition. It is forbidden to use the device if an explosive atmosphere is inside and/or in its surroundings.



**ATTENTION!**  
**THE FLOW OF MATERIALS/AIR CONTAINING A MIXTURE OF EXPLOSIVE GASES/DUST IS PROHIBITED.**

## 2. TRANSPORT AND STORAGE

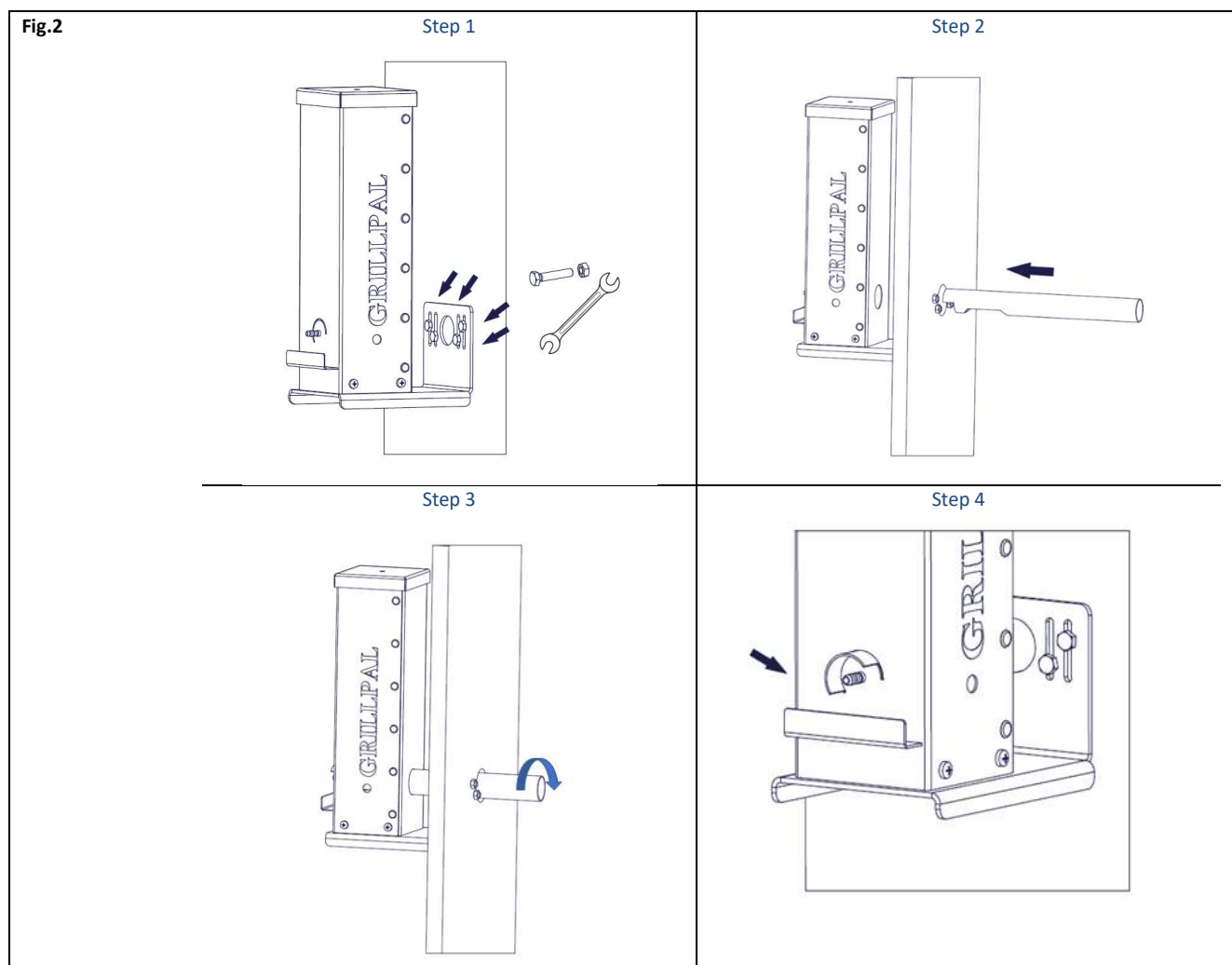
### 2.1 Guidelines for transport and storage

- The smoke generator should be transported and stored in its original packaging without exposure to excessive heat shocks. The device must be located in a place free from substances harmful to the device - it is not allowed to be transported or stored in rooms where artificial fertilizers, chlorinated lime, acids, and other aggressive chemicals are collected. Protect the device during transport and storage against mechanical damage, including crushing. We recommend that you lift the device with protective gloves.

## 3. ASSEMBLY AND INSTALLATION

### 3.1 Installation information

- Installations of the smoke generator should be carried out considering the guidelines set out in Chapter 1.2.
- Before starting the installation, remove the temporary elements protecting the device against dirt (e.g., cardboard, foil) - leaving them during operation may damage the device. Please make sure that the device shows no signs of damage.
- The smoke generator should be installed in the smokehouse according to Fig.2



- The device should be installed at a safe distance from elements that may ignite. Do not install the smoke generator in the immediate vicinity of combustible or heat-sensitive materials.
- **The device should be installed so that the smoke pipe is placed towards the casing of the smokehouse.**
- After the installation, ensure that no foreign objects (e.g., assembly elements, tools) are inside the smoke generator and that the device is properly secured (e.g., fasteners are tightened).

### 3.2 Electrical Connection Guidelines

- The smoke generator, and more precisely the pump, must be connected to the 230V mains, which should be protected against the effects of short circuits and the effects of voltage asymmetry.
- The voltage and frequency of the mains supplying the pump must be in accordance with the values given on the nameplate of the pump.
- Electric wires should be led to the pump so that they do not adhere directly to the metal housing of the device and that liquid (e.g. accidental condensation of water vapor) does not flow down them towards the junction box.

## 4. OPERATION

### 4.1 Operating guidelines

- Make sure that starting the device will not pose a threat to the safety of personnel and property. Follow the guidelines set out in section 1.2.
- The pump cannot work with a voltage or current other than those specified on the pump's nameplate.
- The use of the pump smoke generator is demonstrated in **appendix A**.
- Tips to facilitate service and use are included in **Appendix B**.

### 4.2 Emptying the chip container

- In order to empty the container for chips from burnt ash, pull out the ash drawer (fig.1 - detail G) and carefully remove the ash, avoiding spilling its contents. Put the empty drawer back into the device (fig.1 - detail G).
- Do not empty the drawer when the device is on!



## 5. MAINTENANCE, PERIODIC INSPECTIONS

### 5.1 Maintenance guidelines

- The safety rules specified in point 1.2 must be preserved when carrying out maintenance and inspections.
- The smoke generator and its components should be regularly inspected and maintained (section 5.2).
- For cleaning, use a slightly damp cloth. It is forbidden to use detergents and liquids under pressure and tools that may scratch the surface of the device.
- The accumulation of sediments in the generator must be prevented. Burnt wood chips, dirt and dust can cause unpleasant odors.
- It must be ensured that no foreign objects (e.g., assembly elements, tools) are inside the smoke generator. The device must be dry and properly secured after maintenance and inspection.
- During inspections, pay particular attention to the following risks:

Contamination or damage to the chamber	Clean the smoke generator chamber regularly. Excessively dirty surfaces reduce the suction power of the extractor.
Sediment and pollution on surface of the device	Prevent sediment and dust from accumulating on the device. In extreme cases, dirt deposited on/in the smoke generator may ignite.
Corrosion	Corrosion can lead to mechanical damage to the device. Do not use the device if there is corrosion.



## 5.2 Inspection and maintenance of the device

- The user should determine intervals between routine inspections based on device observation and by considering specific operating conditions. At the same time, checks should not be carried out less frequently than shown below.
- If irregularities are detected, the device should be withdrawn from use and repaired/cleaned (in case of contamination).
- Persons operating the device must be familiar with the working conditions of the device and, in case of deviating work from the standard, should shut down the device for inspection.

### Recommended inspection before each use! Check if:

- the device is not damaged, works properly, and is stable,
- the device does not emit unusual sounds,
- the device is clean (general inspection), there is no corrosion (general inspection),
- electrical wires are not damaged,
- no contamination inside the device.

### Inspection at least every 12 months or 50 hours of operation:

- no corrosion
- the condition of the components that connect the parts is appropriate (if they are properly tightened),
- the structure is complete; the components have not been damaged.

## 6. REPAIRS, WARRANTY

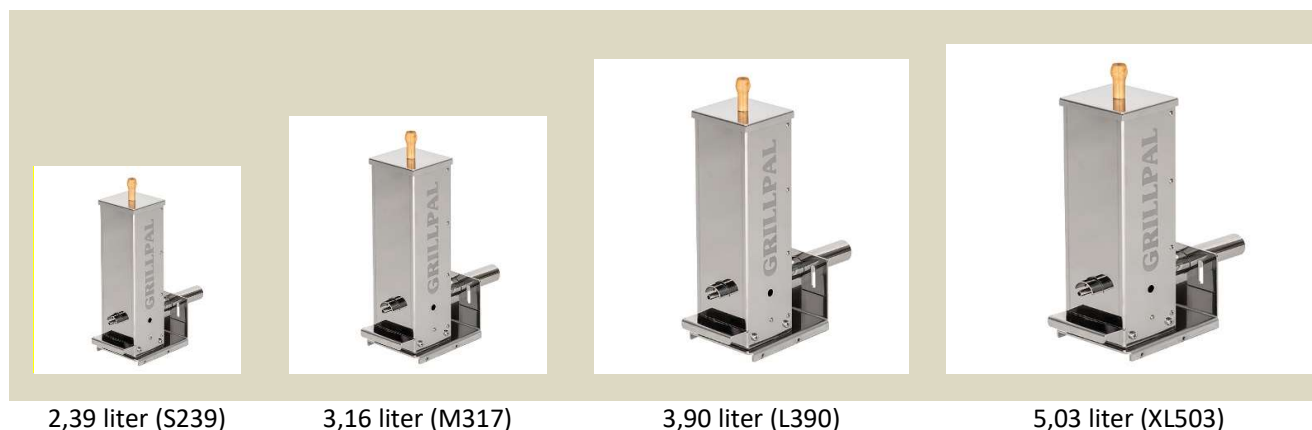
Only original spare parts should be used. Repairs to the smoke generator and its components can be carried out only with the manufacturer's consent. The warranty conditions are specified in the warranty card of the device.

## 7. DISASSEMBLY AND DISPOSAL

The device should be disconnected from the power supply and then dismantled in accordance with the guidelines set out in chapter 1. Please return all other packaging elements to the appropriate recycling containers, and deliver the replaced devices to the nearest waste disposal company.



## 8. TECHNICAL DATA



MODEL/TYPE	S239	M317	L390	XL503
Capacity [L]	2,39 liter	3,17 liter	3,90 liter	5,03 liter
internal dimension	92x85x306 mm	92x85x405 mm	92x85x498 mm	101x100x498 mm
chambers width/depth/height [mm]	270x115x377 mm	270x115x477 mm	270x115x570 mm	270x130x570 mm
External dimension of the assembled set [mm]	stainless steel OH17	stainless steel OH17	stainless steel OH17	stainless steel OH17
Material	Q1	Q1	Q1	Q1
Class	1,3 mm	1,3 mm	1,3 mm	1,3 mm
Cylinder thickness [mm]	∅30 mm	∅30 mm	∅30 mm	∅30 mm
Smoke pipe diameter [mm]	260 mm	260 mm	260 mm	260 mm
Smoke tube standard length [mm]	370 mm	370 mm	370 mm	370 mm
Smoke tube optional length [mm]	1,2 mm	1,2 mm	1,2 mm	1,2 mm
Mounting base - thickness [mm]	3 mm	3 mm	3 mm	3 mm
Pump performance	360 L/H	360 L/H	360 L/H	540 L/H
The voltage and frequency of the AC pump	230V / 50 Hz	230V / 50 Hz	230V / 50 Hz	230V / 50 Hz
The pump's IP protection degree	IP 34	IP 34	IP 34	IP 34
Pump rated power [W]	3,6 W	3,6 W	3,6 W	4,8 W
Net weight of the set [kg]	3 kg	3 kg	3 kg	3 kg
Gross weight of the set [kg]	3 kg	3 kg	3 kg	3 kg
Warranty on the smoke generator + accessories	24 months	24 months	24 months	24 months
Pump warranty	12 months	12 months	12 months	12 months

# Appendix - A (Maintenance)

## DEVICE OPERATION INSTRUCTION

Before using the generator for the first time, it is necessary to clean it. Wash the inner part of the generator according to the recommendations in point 5.1 and then rinse and wipe dry the generator chamber.

Depending on, among other things, weather conditions, the heat in the smokehouse chamber may only increase by a few degrees. To increase the temperature in the smoking chamber, it is recommended to additionally install a deflector with a heater of appropriate power depending on the size of the chamber. Products are available on our website:

[https://grillpal.pl/kategoria-produktu/produkty/akcesoria\\_do\\_wedzarni/grzalki-deflektory/](https://grillpal.pl/kategoria-produktu/produkty/akcesoria_do_wedzarni/grzalki-deflektory/)

## HOW TO USE

1. Connect the rubber hose of the aerator pump with the generator cylinder (fig. 3).
2. Fill the generator with chips class 08 (6-8 mm) or class 10 (9-12 mm) - it is recommended to fill it with more chips to ensure long operation of the smoke generator.
3. Close the combustion chamber with the lid.



**It is forbidden to use the device in a disassembled/incomplete state (e.g. with an open cover).**

4. Connect the pump to the power source (according to the data on the nameplate) and use the knob in the pump to set the maximum power.
5. To the small holes on both sides of the lower chamber, put a source of fire (e.g. a lighter) and wait a moment for it to be sucked inside the generator so that the chips start to glow (fig. 4).
6. When the smoke starts to come out evenly from the air tube, you can change the setting of the power of the forced air adequately to the requirements.
7. In order to reduce or increase the smoke density in the smoking chamber, the smoke density should be adjusted by moving the damper in the upper part of the smokehouse.
8. Depending on the weather conditions (including humidity), type and species of wood chips, and the set amount of smoke, filling the generator should be enough for 2-5 hours.
9. After the smoking process is completed, extinguish the glowing chips in the generator by reducing the amount of air supplied to a minimum. Burnt chips remaining on the bottom drawer of the generator should be poured into a non-flammable container.

Fig.3

**Fasten the air system**

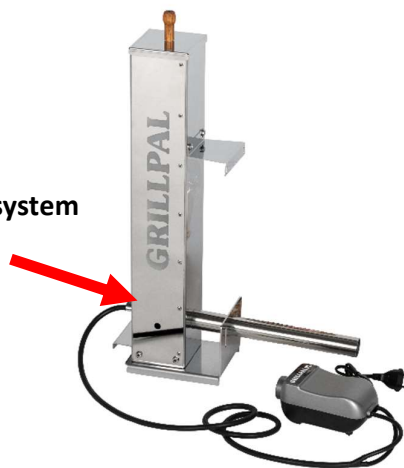


Fig.4



## HOW TO TAKE CARE OF SMOKE GENERATOR

1. After the smoking process, disconnect the pump from the power source.
2. After the smoke generator has cooled down completely, pour the wood chips through the bottom drawer into a non-flammable container.
3. Empty and cool generator should be washed with a damp cloth with a bit of dishwashing liquid or dedicated smokehouse care products.
  - **NEVER use any corrosive, flammable agents (e.g. gasoline, spirit) and abrasive substances (e.g. abrasive milk).**
  - **NEVER use sharp tools that scratch the surface of the generator.**
4. The rubber gasket under the cover of the smoke generator should be washed with warm water and a minimum amount of dishwashing liquid.
5. After washing the entire smoke generating set, clean it again with warm water to remove the remains of washing liquids. Then wipe the device dry.












**DO NOT LEAVE THE SMOKE GENERATOR WET**

# Appendix - B (Tips)

## USAGE

For each Grillpal smoke generator model, it is recommended to use dry and well-dusted wood chips, free from mold and fungus, **class 08 (6-8 mm) or class 10 (9-12 mm)**.

Chips dedicated to the type of smoked products should be placed in the wood chips chamber. The table below presents the characteristics and use of various types of smoking chips, which of course is in our offer.

TYPE OF WOOD	Pork	Beef	Poultry	Game	Mutton	Fish	THE COLOR OF SMOKING
Alder-beech	✓	✓	✓	✓	✓	✓	GOLDEN YELLOW
Alder 	✓	✓	✓	✓	✓		DARK YELLOW
Beech 	✓	✓	✓	✓	✓	✓	GOLDEN YELLOW
Oak 	✓	✓	✓	✓	✓	✓	DARK YELLOW
Cherry 	✓	✓	✓	✓	✓	✓	DARK BROWN
Apple tree 	✓		✓			✓	DARK BROWN
Plum tree 	✓	✓		✓			RED WITH GLOSS
Maple tree 		✓				✓	GOLDEN YELLOW
Walnut tree 			✓	✓		✓	DARK YELLOW
Birch 	✓		✓			✓	DARK YELLOW

Chips are like spices - depending on the type of tree from which they were obtained, some are more suitable for pork, others for fish, and others for poultry. Smoke from burnt wood chips penetrates deep into the product, giving it an aroma and color appropriate for the type of wood used. The type of chips significantly impacts the final taste of the smoked product, and the greatest pleasure is mixing different chips, i.e., composing your own recipes.

For smoking, use wood chips from **BROAD TREE, WITHOUT BARK**. The only exception is juniper, which should be used in moderation. Chips are used to thicken the smoke in the smoking chamber, and the type used when smoking ground wood (chips) affects the color and sensory characteristics of the product.



## SMOKING METHODS

Depending on the temperature, the following smoking methods are generally distinguished:

### **Cold smoking:**

It is carried out at a temperature of 16-22 °C and a humidity of 90-95% for 1-14 days, depending on the type of smoked product. Smoked products are characterized by high durability, but this method causes significant weight loss in the smoking process.

### **Warm smoking:**

It is carried out at a temperature of 30-40 °C and a humidity of 70-80% for 4-48 hours, depending on the type of smoked product. Smoked products dry unevenly and have a color ranging from yellow to brown with a gloss.

### **Hot smoking:**

The process runs in three phases.

- The first phase is drying the products for 10-40 minutes at 45-55°C. Guided without smoke or with thin smoke with a full air supply and open chimney ducts.
- The second phase is the main smoking for 30-100 minutes at 45-60°C.
- The third phase is surface browning for 10-20 minutes at 70-85°C.

### **Hot smoking with crisping-up:**

The process is similar to hot smoking. The difference is in the third phase, which is extended to 20-50 minutes, and the temperature rises to 75-95°C. Sausages baked in this way lose 15-30% of their primary weight.

## 9. WARRANTY TERMS

### 9.1. General provisions

9.1.1. The **GRILLPAL** company, as a **GUARANTOR**, ensures that the purchased goods are of good quality without manufacturing defects and meet the requirements of its functions, provided that it is installed, stored, and operated following the compact manual use of the equipment.

9.1.2. The warranty period is **12 months** (for persons/companies running a business) or **24 months** (for a consumer, i.e. a natural person who purchases a movable item for purposes not related to business or work activity (Polish Journal of Laws No. 141, item 1176 of 2002) from the date of purchase of the equipment.

9.1.3. In the case of defects preventing the use of the equipment, the warranty period is extended from the day of reporting a defect/fault until the date of repair.

9.1.4. The warranty is valid only on the territory of the Republic of Poland.

9.1.5. The warranty covers defects resulting from:

9.1.5.1. delivery of the device incomplete,

9.1.5.2. improper manufacture of the product,

9.1.5.3. defects and other mechanical damage resulting from the proper use of the device,

9.1.5.4. physical material or manufacturing defects.

9.1.6. The warranty does not cover damage caused by events such as:

- power line surge, lightning strike,
- fire,
- mechanical, chemical, and thermal damage and corrosion caused by water flooding,
- defects resulting from improper installation of the device,
- repairs, modifications, or structural changes of the device made arbitrarily by the user or other unauthorized person
- damage caused by external factors, independent of the manufacturer, and in particular those resulting from non-compliance with the instructions,
- other uncontrollable phenomena independent of the Seller.

9.1.7. The warrant entitles you to free repairs of the purchased device, consisting of the removal of physical defects which appeared during the warranty period, subject to point 9.1.7.

9.1.8. From the date of reporting the defect, the Guarantor will respond to the complaint within **14 days**. If it is necessary to import spare parts from abroad to carry out the repair, the repair period may be extended until the required components are imported. Still, maximum disclosure during the warranty period, defects will be removed within no more than **30 days** from the date of delivery of the device under complaint to the Manufacturer.

9.1.9. The device complained about should be delivered to the Manufacturer **cleaned, along with the Standard equipment**.

9.1.10. For warranty repair, the User is obliged to deliver the device to the Manufacturer at **his own expense**. After the repair, the device will be sent back at the **manufacturer's expense**. Before shipping the claimed device, it is recommended to contact the Guarantor.

9.1.11. A defect report should include the following:

- proof of purchase in the form of an order, receipt, purchase invoice, or a valid Warranty Card,
- the name and model of the equipment,
- an understandable short description of the fault or a photo of the defective part of the device,
- owner's contact information, along with the indicated address to which the device should be returned.

9.1.12. The owner should pack the device, properly protecting it against damage during transport.

9.1.13. The scope of warranty repair activities does not include cleaning, maintenance, technical inspection, or technical expertise.

9.1.14. The warranty covers all manufacturing and material defects revealed during normal operation in accordance with the intended use of the equipment and the recommendations given in the user manual. An absolute condition for granting the warranty is using the device following the instructions attached to the package.

9.1.15. The warranty does not constitute a basis for the Buyer to claim the right to reimbursement of lost profits related to damage to the device and losses related to damage to the device.

9.1.16. The Guarantor's liability is limited to the amount equal to the advertised product's price.

9.1.17. If the repair of the equipment is unprofitable or the advertised model of the device is no longer on sale or has been replaced with another model, the Guarantor may propose replacing the equipment with a new one. In that case, it can never be a lower standard and functionality model than the previously purchased and advertised device.

9.1.18. The above guarantee conditions do not affect the consumer's statutory rights under applicable national laws and the consumer's rights against the retailer from whom this device was purchased.

9.1.19. This warranty for the goods sold does not exclude, limit or suspend the Buyer's rights resulting from the non-compliance of the purchased goods with the contract.

9.1.20. If you need service, under warranty or not, please get in touch with the retailer where the product was purchased. Before contact, reading the instructions for using this equipment is recommended.



9.1.21. When purchasing directly from the manufacturer, complaints can be submitted directly on the website [www.Grillpal.pl](http://www.Grillpal.pl) in the **"Returns and Complaints"** tab or via e-mail at: [reklamacje@grillpal.pl](mailto:reklamacje@grillpal.pl).

If you purchased your device from a Grillpal distributor, it is recommended that you report it through them.

**After 24 (for consumer) / 12 (for companies) month warranty period we provide full post-warranty service and the ability to purchase spare parts.**

## **9.2. Defects caused by transport**

9.2.1. Damages and shortages of goods in orders carried out via courier companies or GRILLPAL's transport will be considered only based on a protocol drawn up by the carrier at the time of delivery.

9.2.2. The condition and content of the shipment should be carefully checked in the presence of the carrier. Refrain from relying on assurances about the proper condition of the delivered goods. The deliverer is responsible for checking the shipment in the customer's presence. The courier has no right to refuse such an action, e.g., due to lack of time.

9.2.3. After writing the report, GRILLPAL should be immediately informed about the situation by e-mail: [reklamacje@grillpal.pl](mailto:reklamacje@grillpal.pl) or by phone +48 887 475 004.



**Date of sale**  
.....

**Device serial number (if any)**  
.....

**Purchase proof number  
(order, receipt or invoice)**  
.....

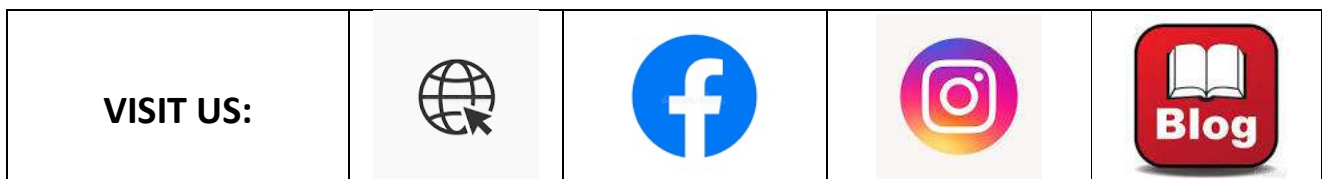
**Seller's signature (stamp)**  
.....

**I have read the manual and accept the terms of the Manufacturer's warranty.  
Buyer's signature or proof of purchase in the case of online orders (treated as consent to accept the warranty conditions  
provided by the Manufacturer).**  
.....

**We wish you satisfaction with using devices, equipment, and accessories and encourage you to familiarize yourself with our  
company's wide offer.**

## 10. CONTACT

**P.P.U.H Grillpal**  
**phone: +48 881 148 148**  
phone: +48 32 428 38 08  
phone: +48 887 475 004  
**www. grillpal.pl**



## 11. COMPLAINT FORM

### To be filled in by the client:

Complainant: .....  
Company name (if applicable):.....  
First name and last name: .....  
Address: .....  
City (postal code) .....  
Phone: .....

Device: .....  
Name: .....  
SKU: .....  
Quantity: .....  
Invoice number: .....

### Cause of complaint:

Defect reported by customer: .....  
.....  
.....  
.....  
.....

### To be filled in by Grillpal

Claim number: .....  
Technical service opinion: .....  
.....  
.....

### Consideration of the complaint:

.....  
.....  
.....

Complaint end date: .....