



Mission Statement:
To provide the best product at the best price and provide superior customer service for all your Smokin-It® needs
Innovative products
No retail mark ups or middleman

FAQ - Frequently “Answered” Questions

Smoker Models

Q: What is included with my smoker purchase?

A: Please check our website for the individual smoker descriptions and check out the information under the ‘For the Customer’ tab. **ALL** smokers are **NSF certified**. We recommend ordering a cover to protect your smoker.

*We currently offer free shipping in lower 48-USA
Check our website for additional accessories for your smoker!!*

General Questions & Hints

Q: Why do I need to read the instructions?

A: Thank you for purchasing a Smokin-It® smoker. We sincerely appreciate your decision and trust our smoker will meet your expectations in both the quality of the results and the value of our product. While we understand you may be ready to operate your new smoker, please take a few minutes to read through the instructions, as it will serve to enhance your experience in the months and years ahead

Q: Does the smoker come assembled?

A: You will need to attach the casters on the bottom of the legs, the drip pan slides under the smoker and attach the cord hooks to the two screws on the back of the smoker. *Some models are packed with long black bars on the top for protection during shipping, please recycle them.*

Q: What is the temperature range of the smoker?

A: The smokers with analog controls have a temperature range of 100-250°F. With the analog temperature controls it is normal to see a difference from the set point temperature to the actual internal air temperature. The smoker uses a thermo couple to read temperature inside the smoker and has a temperature spread of +/- 30°F. Smokers with Digital and Digital-WiFi controls have temperature range of 0-325°F and +/- 3°F

Q: What is the major difference between the analog smoker and the digital smoker?

A: With the standard analog controller you will see normal temperature swings up to +/-30°. This is caused by heat still being produced by the wood box after the rheostat has been turned off. This is normal in any analog electric smoker. It is also normal to see a difference from the temperature set point vs. the actual air temperature as the smoker is trying to raise the temperature of the food inside the smoker. Please remember the meat acts as a heat sink and the internal air temperature will rise as the meat temperature rises. You will see this more at the start of the smoke due to the cold food being placed in the smoker and the smoker working to get up to temperature. The analog controller will reach 250°F.

The digital controllers will hold the temperature within +/-3°. The digital controllers will reach 325°F. It will let you set the temperature and the time for your smoke. The Digital-WiFi smoker will let you use your smartphone/tablet to monitor your smoker. Please note: **never** place the probe under water to be cleaned. *This will cause the probe to fail and void the warranty on replacement of the probe.*

Q: What type of voltage does the smoker require?

A: All smokers operate on a standard 120-volt outlet

Q: What type of heating element is in the smokers?

A:

~ Model #1	400-watt heating element
~ Model #2, #2D & #2D-WiFi	800-watt heating element
~ Model #3, #3D & #3D-WiFi	1200-watt heating element
~ Model #3.5D & #3.5D-WiFi	1300-watt heating element
~ Model #4, #4D & #4D-WiFi	1500-watt heating element
~ Model #5D & #5D-WiFi	Twin 900-watt heating elements

Q: Why are the heating elements different sizes?

A: The reason for the difference is the different sizes of the smokers. The performance is the same on all units, you **cannot** place a bigger element in a different smoker.

Q: What are the smokers made of?

A: 100% 18-gauge, 201 stainless steel for Model #1, *all* Model #2's and *all* Model #3's
100% 18-gauge, 304 stainless steel for *all* Model #4's, and *all* Model #5's

Q: How long is the cord on the smoker?

A: All models have a twelve-foot power cord

Q: Can I use an extension cord with my smoker?

A: It is recommended **NOT** to use an extension cord as *it can* compromise the performance of the smoker. If you do use one it must be a heavy duty industrial cord.

Q: Is it safe to operate the smoker in any type of weather?

A: Your smoker can be used safely in rain or snow. We recommend a sheltered, well-ventilated location while in use during bad weather. The smoker is well insulated on all sides and the door. We recommend a cover for protection of your smoker when **not** in use.

Q: Where do I store my smoker?

A: The smoker should be kept in a dry location while not use. We recommend purchasing a cover to protect your smoker when **not** in use. Always unplug the smoker when not in use. *We do not recommend storing your smoker outside without a cover.*

Q: Why is the door so hard to close on the smoker?

A: The smoker door on *all* models is a compression fit, which is better for containing the smoke flavor, and is low maintenance. A rubber gasket would need to be replaced over time. The closing will ease with time.

Q: How do I register my smoker purchase?

A: Use the link at the bottom of our website home page to register your smoker:
<https://www.smokin-it.com/register.asp>

Q: How do I place a probe in a smoker?

A: Use the smoke hole on top of the smoker to place a probe or thermometer probe in the smoker, *do not place by the door opening*

Q: I noticed the heating element is off center?

A: It will not impact the performance of the smoker as long as the heating element is not touching the metal guard

Smoker Care & Useful Hints

Q: Where do the drippings/grease go from what you are smoking?

A: Grease or drippings will fall through to the drip pan, which is included with all models. Make sure the drain hole located at the bottom inside of the smoker is always open and free of debris. Do not place foil on the racks as the foil will hold heat and you will *not* get a correct temperature reading.

Q: How do you clean the smoker – inside?

A: Replace the foil after each use. A solution of white vinegar and warm water can be used to clean the interior walls using a damp sponge. All racks, shelving and the drip pan are 100% stainless steel and dishwasher safe. The smoker should never be returned to a 'like new' appearance, as the creosote lining inside caused by the heat and smoke acts as a barrier against moisture and locks in the smoked flavor. It is important to not accumulate a large buildup of grease inside the smoker as this could cause a fire. Make sure the drain hole located at the bottom inside of the smoker is always open and free of debris. ***Always make sure your smoker is unplugged before cleaning. (DO NOT use a power washer or garden hose to clean the inside of the smoker as the water force will cause damage)***

Q: How do I clean the smoker – outside?

A: You can use any stainless steel cleaner to shine/clean your smoker. To remove heavy-duty stains, you can use a coarse plastic scrubbing pad (non-scratching scouring pad) moving it in the same direction as the grain of the stainless steel.

Q: Why do I have mold in my smoker?

A: The smoker should be kept cleaned after each use as well as the racks inside and the foil used should be replaced each use. Leaving behind pieces of meat and drippings can cause mold to form.

Q: *How do I clean the temperature probe?*

A: The temperature control probe is located on the back wall of the smoker directly above the wood box. It is a tube approximately 4" long and 3/8" in diameter is connected directly to the temperature control knob/digital control box on top of your smoker. You can use oven cleaner or a solution of 50% white vinegar 50% water to clean the probe.

Q: *When my smoker arrived there was a scratch on top, how can this be fixed?*

A: The smoker has a water base wax coating on the outside surface for protection during shipping. The finish is temporary and will wear off in time. The wax can be removed on the top surface of the smoker by using a stainless steel cleaner and a pad. Rub in the same direction as the grain of the stainless steel with light pressure.

Q: *When my smoker arrived there where scratches inside the smoker?*

A: The inside of the smoker *is not* finished in the same manner as the outside. Over time the inside will become coated with a black residue from smoking which will add additional smoky flavor.

Q: *Why do I have rust on my smoker?*

A: All stainless steel can rust no matter what the grade is. Use a course pad with stainless steel cleaner to remove surface rust and be sure to rub in the same direction as the grain of the stainless steel.

Q: *Why can the smoker not be used inside my home?*

A: This is *not* recommended. The vent hole on the top of the smoker will release small amounts of smoke as well as from around the door. Smoke is heavier during the first hour of smoking. Suitable for indoor commercial use, smoker will require outside ventilation at a maximum of 70 CFM.

Q: *Why can I not use the smoker right out of the box without seasoning it?*

A: **Season it** the food will taste so much better. We recommend seasoning for four hours prior to use at 250°F with one or two pieces of the sample wood.

Q: *How much wood should I use when smoking food?*

A: Use one or two pieces from the sample wood we provide as your guide. Remember the more wood you use, the stronger the flavor will be in your food. The smoke flavor is a matter of personal taste. As you gain smoking experience you will find the taste you prefer. All woods are different in taste. *Less is better!!*

Q: *Why do I have smoke coming out of the smoker door and hear popping sounds inside?*

A: There can be gases or moisture trapped in the wood and when heated, it will release causing a popping sound. (This is like the popping sound you hear when you burn wood in a fireplace.) Smoke will release from the door as well and the door will seal tighter with time.

Q: *Should I preheat my smoker before use?*

A: The smoke penetration is better when you start with a cold smoker and cold food

Q: *What type of wood should I use in my smoker?*

A: You can use any type of wood you like in the smoker as long as it has good flavoring properties. Recommended woods are apple, cherry, hickory, sugar maple or mesquite. Make sure the wood is cut into chunks so it fits in the wood box. If you have small pieces of wood or chips, it is recommended to place a chip screen in the wood box. This will prevent small pieces from falling on to the heating element. Remember *less wood is better than more* as you can over flavor what you are smoking. Make sure the lid is completely closed on the wood box. We do not recommend soft woods such as pine or spruce. The hickory we provide with your purchase is approximately 1.5 ounces/block.

Q: *Do I need to refill the firebox with wood during the smoke?*

A: Once loaded with wood you do not need to add any additional wood. Our smokers do not have a lot of air movement inside, so the wood will last a long time as well as retain moisture in the smoker box.

Q: *What if I have pellets or small chips of wood for smoking?*

A: You can use chips if you place them on a chip screen inserted in the wood box. Remember ½ cup of chips equal two ounces of wood. Do not operate the smoker without the wood box in position against the back wall of the smoker. We recommend soaking small wood chips for thirty minutes to slow down combustion.

Q: *Why do I not have to soak the wood prior to placing in the wood box?*

A: Our smokers use a heating element to heat the wood, which burns it slow and creates the smoke. The heating element is located directly under the wood box. We only recommend soaking small wood chips for thirty minutes to slow down combustion, not the wood chunks. If at any time during your smoke process you hear a loud pop, it is wood combustion.

Q: Why do I have a small fire in my smoke box?

A: You may need to reduce the amount of wood in the wood firebox. Remember *less is better!* If there is a large buildup of grease you will need to clean the inside of the smoker and the temperature probe to prevent fires.

Q: Why can I not get the wood firebox back in my smoker?

A: It will only fit in the smoker one way. The flush side should be facing the smoker door and it will slip over the housing bracket of the heating element. (See smoker diagram on our website)

Q: Why do I not see constant smoke coming from my smoker?

A: Most of the smoke is generated during the first one to two hours of the smoking process. As the smoker and the items inside get warm/hot not as much smoke will be produced.

Q: Should I place a pan of water in the smoker to keep the food moist?

A: Large volumes of water placed inside the smoker will affect the internal air temperature as the smoker is trying to elevate the temperature of the mass placed inside. We suggest using our Sasha Flavor Savor for additional flavor and moisture.

Q: Why does the red LED light not stay on constantly?

A: The LED light **only** comes on when the heating element is on and calling for heat. It is normal to see the light cycle on and off during smoker use. The internal air temperature can drop when the heating element shuts down until it cycles back on again.

Q: Is the power cord attached to the smoker safe to use in the rain?

A: The power supply cord attached to the smoker is a grounded plug. Make sure the outlet you use is grounded too.

Q: Is it safe to touch the smoker while it is on?

A: The outside of the smoker is not very hot to the touch and is at a safe temperature for touch do to the insulation. **Do not** touch the racks or other accessories inside the smoker without using gloves or towel as they will be hot.

Q: My smoker keeps tripping the GFCI?

A: GFCI outlets can be very sensitive and trip when there is not an issue, as well as the age of the outlet, also make sure the amp capacity of the current GFCI outlet is on

- Remove the back cover to check the electrical connections and make sure the connections are clean
- Check the green ground wire connection screwed to the smoker box from the black power cord to confirm it is tight and clean the surfaces
- Try plugging the smoker into a non-GFCI plug
- This could also be a sign your heating element is bad
- If the GFCI takes several minutes to trip it indicates a possible issue with the GFCI
- It takes very little to trip a GFCI, they become more sensitive with age

Q: What is the meat/seafood capacity of my smoker? (These are only estimates)*

A:

Model #1	18 lbs.
ALL Model #2's	31 lbs.
ALL Model #3's	42 lbs.
ALL Model #3.5's	60 lbs.
ALL Model #4's	75 lbs.
ALL Model #5's	90 lbs.

Q: What wood or temperature should I use with meat or seafood?

A: Please view our [Smokin' Times, Temps & Wood](#) document on our website

Q: What other uses does my smoker have?

A: Use as a warmer. Set the temperature on a low setting and the smoker will maintain the temperature for long periods of time. You can also use the smoker to slow cook any food with no wood in the wood box. We also have a recommended list of books about smoking foods on our website.

Q: Where do I get recipes for my smoker?

A: We added **The Lazy Q** book for information and recipes to our website. Please join our customer forum <http://www.smokinitforums.com/> or follow us on Pinterest, Twitter and Instagram for great smokin' tips and recipes from customers. We have a list of recommended books as well on the website.

Q: *How can I get a smoke ring?*

A: Smoke rings are very hard to achieve in any type of electric smoker, try using lump charcoal in the wood box

Q: *What can I smoke in my new smoker? (times are only estimates)**

A: May we suggest:

Ribs = 4-6 hours

Whole Chicken = 4-6 hours (depending on size)

Brisket = 60-90 minutes/pound

Pork Butt or Pork Shoulder = 5-8 hours (depending on size)

Turkey = 7-9 hours (depending on size)

Ham = if cured and cooked warm in the smoker to add flavor for 1-2 hours, if fresh cook for 5-6 hours

Salmon, shrimp or scallops = 1-2 hours (and can be done on the cold smoke plate)

Also try sausage, smoked potatoes, vegetables and the cold smoke plate for cheese and salmon

The larger the mass of meat/seafood inside being smoked will increase the smoke time

**Please note it is difficult to predict a given smoker will be done at a certain time. Times may vary depending on the outside temperature, altitude, humidity and the amount of meat being smoked. We highly recommend using a thermometer with a probe to reach your desired internal temperature and to make sure all meats are fully cooked. It is very important the meat does not come in contact with the fixed air temperature probe, as it will affect the temperature readings and the performance of the smoker. Probes should be dropped through the smoke hole on the top.*

Temperature Issues

Q: *My smoker is not getting up to temperature OR my smoker is not working OR will not produce heat?*

A: Please check the document on the website titled **Heat Troubleshooting for your Analog Smoker**

Make sure your smoker is unplugged prior to troubleshooting

- Clean the temperature sensor located on the back wall of the smoker, use a solution of 50/50 water and white vinegar
- Make sure the temperature probe is not touching anything metal inside
- *Something may have come loose*
- Remove the back of the smoker (8 screws) and the insulation to inspect the wiring connections
- All electrical connections slip together, except the leads going to the heating element, which are bolted
- Inspect the power cord to confirm there is no cut or abrasion
- When testing the internal air temp, place a probe as close as possible to the fixed probe in the smoker, located on the back wall of the smoker and is a silver tube approximately 4" x 3/8"
- If a smoker is loaded with food keep in mind the food will be absorbing all the BTU's generated by the smoker
- Using an extension cord **can** affect the temperature inside the smoker

Q: *My smoker did not read the correct internal air temperature?*

A: It is best to check temperature without any food or wood placed in the smoker. You should place your temperature probe as close as possible to the smokers, which is located on the back wall of the smoker. This is the 4" x 3/8" tube with a metal guard around it.

Q: *My smoker did not read the correct temperature when I seasoned it?*

A: *What not to do while seasoning* - Many of you will want to evaluate the performance of your new smoker, right away, by inserting a temperature probe during seasoning. When the smoker is completely empty, the temperature swings will be violent. **Do not monitor temps during seasoning! Here is why:** When the box is empty there is nothing to "absorb" and maintain the heat produced by the element. All that is in there are hard reflective surfaces. This will cause the element to cycle differently than it will with a meat load. Once loaded with meat the smoker will perform like it should.

Q: *What does PID stand for?*

A: Proportional-Integral-Derivative (controller)

Q: *Where do I place the probes on a D/D-WiFi model?*

A: Place both probes through the vent hole on top when used to measure internal meat temperature

Accessories

Q: What is the total height when a smoker is placed on a cart?

A: Smoker Model #1 on a cart will be 30" from top of smoker to the floor
Smoker Model #2's, & #3's will be 46"
(See cart instruction on our website for full dimensions)

Q: Why does the smoker not come with all rack holders filled?

A: We want the customer to be able to customize their smoker for their specific needs, so we provide the basics

Q: Does my cover have a warranty?

A: There is **NO** warranty on promo covers
ONLY the made in the **USA** (effective 6.2017) covers have a warranty, a 3-year limited replacement warranty
We do not replace promo covers
Covers used during a gift with purchase special are promo covers and do not have a warranty
Please see our full description of our covers on our website
Please provide photos and your order number so the type of cover can be verified

Q: I just purchased a cart but cannot remove the wheels from my smoker?

A: Please make sure you *keep* the wrench received with your initial smoker purchase with your instructions
A replacement wrench can be purchased on our website

Q: I want to order accessories and do not remember what model smoker I have?

A: The information is located on your invoice from original purchase and on the metal tag on the back of your smoker



Shipping & Service Expectations

Q: My package(s) did not arrive as stated?

A: Please check the confirmation tracking number and the date stated on it
If you purchased multiple items they may arrive separately as they may get separated by FedEx
If your package arrives damaged please contact us immediately
Provide photos and your order number to our customer service email
If the package is not where FedEx states they left it (example: side porch), look around at other locations and contact customer service if you do not locate the package

Q: I cannot see my order on the FedEx website?

A: Please note your ship date may be different than today's date
FedEx may have a delay in when the order was picked up or a posted delay on their website
Tracking numbers will not be viewable on the FedEx website until the package has been scanned in at FedEx
Please allow at least 48 hours prior to checking your tracking information

Q: Can you tell me when my package will arrive at my destination?

A: You can look at the Shipping Info tab on the home page of our website. Please note this is ship time only and after FedEx has picked up from our warehouse. We try to get your order out the door within 3-5 days.

Q: Where can I ship to?

A: We ship to all 50 states and Canada and currently use FedEx Ground. All FedEx shipping options will drop down when choosing your shipping options at check out. If you choose a shipping option other than FedEx Ground, shipping costs will be calculated for you (see *FedEx Shipping Options on the website*). Please contact customer service for shipping options to Alaska, Hawaii and Canada. If you want to ship overseas you will need to have the product shipped to a freight forwarder of your choice, at your cost. *We currently have free shipping in lower 48 – USA **ONLY**.*

CALCULATE SHIPPING (optional)

Shipping Rates:
(change my address)

Q: *My shipping confirmation did not have the tracking number on it?*

A: If a customer account is set to Anonymous (guest checkout), or if the customer chooses not to place a password on the account when they checkout, it is considered a guest checkout which stops the FedEx tracking number from going out attached to your order shipping confirmation. Customers who have passwords on their accounts and are not set as Anonymous will get the tracking number and be able to track with the carrier. Please complete the step below when placing your order.

New Customers

If this is your **first** purchase with us, please proceed by clicking the following button to continue first-time registration.

CONTINUE

Q: *Do you require a signature for delivery of my purchase?*

A: We do not require a signature to have your purchase delivered. There is an option when checking out for the customer to request a signature at their cost. If you are purchasing multiple items requiring more than one box to ship, only the smoker will have the signature required, unless you purchase multiple signature options. If you want a signature for **ALL** packages there is a drop down box with options or can be purchased under accessories on the website. Email customer service at smokin.it.info@gmail.com if you have questions regarding if the accessories will fit inside the smoker for shipping. If the smoker is returned to us as 'non-deliverable' when a signature is requested per the customer, the customer will need to pay to have the package reshipped. You will need to email customer service to have the shipping cost calculated for you. We are **NOT** responsible for any items stolen from your delivery location. As an option send to your place of work.

CALCULATE SHIPPING *(optional)*

Shipping Rates:

(change my address)

PLEASE SELECT

Free shipping Lower 48 US

Free ship Lower 48 w/signature (Smoker Only) \$12.00

Free ship Lower 48 w/signature (Smoker & Cart/Cabinet) \$24.00

Q: *I did not receive my shipping confirmation?*

A: The confirmation is sent to the email address you used when placing your order

Q: *My confirmation email does not state the correct ship to address requested?*

A: The confirmation uses the billing address from the purchase, not shipping address and the email address you used when placing your order

Q: *We will keep you informed regarding your purchase*

A: Please note your ship date may be different than your order date. Your tracking number will not be viewable until the package arrives and is checked in at FedEx. Please note ship date on your confirmation email.

Q: *Do you run specials?*

A: Yes, from time to time, it will be located on the home page of our website and social media and is based on inventory at the time. ***Please review Specials and Exclusions Policy on our website.***
www.smokin-it.com/v/vspfiles/files/specialsandexclusions.pdf

Q: *I set up a wish list but cannot locate it?*

A: Click on the 'my account' button and then click 'view wish list'

Q: *Can I pre-order an out of stock smoker so I can get the special?*

A: We do not take pre-orders. We do not want to take a customer payment in case the items do not arrive back in stock in a timely manner. For smokers we post on our website when we get them back in stock as well as our social media sites.

Q: *Can you sell me a different smoker at a discount since the one I want is out of stock?*

A: We will post on our website when items are back in stock, we do not discount in stock items

Q: Why do the larger models ship VIA FedEx Freight?

A: We ship all model #3.5's, #4's and #5's via FedEx Freight do to their size
If you require a lift gate service to unload your shipment this is the customers responsibility

Q: Can I delay shipping once I have placed my order?

A: Yes, by sending an email to customer service with your order number and the date you wish to have your purchase shipped, prior to getting your shipping confirmation

Q: Can I change the shipping address after my order has shipped?

A: Yes, see below for FedEx charges to complete the request (*this must be paid prior to address change*)

Address Correction	U.S. express package services; international express package and freight services; and U.S. and international ground services	\$17 per correction
	U.S. express freight services	\$88.50 per correction

Q: Can you/I calculate shipping?

A: Yes, it is calculated in the shipping drop down box. We currently offer free shipping lower 48-USA. Add the items you want to purchase to your shopping cart. Proceed to check out, enter your zip code and select the shipping option you want to use. Once completed the shipping will be calculated prior to completing the payment step. At this time, you will **only** need to complete this step if you want express shipping. FedEx determines shipping costs based on the dimensions of the package, weight and location the shipment is going too. (*See Shipping Info on our website.*) We offer a signature option, this is recommended to customers during the holidays and if you have problems with delivery in your location.

Q: Where is your warehouse located?

A: 9851 West Territorial Road, Montgomery MI 49255. If you plan to pick up your order at our warehouse, please contact us ahead of time to *schedule a pick up time. See hours posted on the website.*

Q: Where can I view your products in a store?

A: Our warehouse is located in Montgomery MI. We do not sell our products to retail outlets/box stores. We are an Internet based company. The reason for this is so we can keep our prices at a good value for the customer, quality control of our products and provide great customer service. *Please review our customer forum.*

Q: Do you have any scratch/dent smokers available?

A: From time to time we have scratch/dent smokers. We **only** sell them when it is a warehouse pick up so the customer can see what the issues or marks may be on the smoker. *We do not ship them.*

Q: Why is there a price difference on Amazon vs. your website?

A: Amazon was requested by customers who want to use their Amazon benefits. Our products and the price difference are to account for the fees charged by Amazon and they also set their price for shipping. Shop wisely!

Q: Is there sales tax on my purchase?

A: Yes, if you live in the state of Michigan.

Q: My smoker arrived damaged?

A: Please take photos of the damage and forward an email to customer service including your order number. Take photos of any box damage, packing material damage and all smoker damage. We apologize for any damage and inconvenience this may cause and we will work with you on correcting the issue. Please contact us to discuss the options, as we want happy customers.

Q: I am new to smoking food, what should I order to go with my smoker?

A: **Always get a cover to protect your smoker,** a Sasha flavor savor, Nelli's smokin' basket and a chip screen are all must haves. All accessories are located on our website. Join the customer forum and they can make recommendations as well.

Q: What are the differences in shipping options?

A: All items are shipped via FedEx Ground. We ship model #3.5's, #4D's and #5D's via FedEx Freight. If you feel you need a lift gate for a freight delivery it is the customers responsibility to contact FedEx to set this up. If you need an item faster than FedEx Ground note our FedEx Shipping Options document on our website.

www.smokin-it.com/v/vsfiles/files/FedExShip.pdf

Q: How soon will a credit show when an order is cancelled or returned?

A: All credits to a credit card can take 5-10 business days, funds availability varies by financial institution

Why Smokin-It® ?

Q: Where can I find information regarding Smokin-It® products?

A: At the top of our website <http://www.smokin-it.com/> there is a tab called **For the Customer**. Under this tab you can find information on our products, instructions, comparisons and much more by clicking on the drop down.

- [Instructions & Info](#)
- [Specials & Exclusions](#)
- [Why Smokin-It?](#)
- [FAQ](#)
- [Warranty Info](#)
- [Military & 1st Responders](#)
- [Contact Us](#)
- [Recipes](#)
- [Shipping Info](#)
- [Forums/Blog](#)
- [Lion Grills](#)
- [WiFi Apps](#)

Q: Why should you buy Smokin-It® ?

A: Shipping - We ship your purchase within 72 hours, Monday through Friday

Currently we offer **FREE** shipping in lower 48-USA

Durability - Our smokers are 100% 18-gauge stainless steel, which makes for easy maintenance of all parts

Hours - 8AM to 6PM Monday through Friday

Saturday 8AM – noon

Warehouse pick up by appointment **ONLY**

Closed all Sunday's and holidays *(So we can spend time with our family)*

Customer Service - Our goal is to return your call or email within 24 hours during stated business hours. We will continue to be here every step of the way to answer your questions regarding your smoker, recipes, maintenance and more. You can also join our customer forum for answers recommendations and ideas. No matter how our business grows you will always get a personal 'thank-you' for your smoker purchase from the owner/president.

Parts - There are no plastic parts on our smokers. All replacement parts are in stock. Due to heavy insulation you will not have to worry about burning yourself, your family, your pets or your guests. All smokers are safe to touch while on.

Built to last - We want you to only purchase one smoker in your lifetime

Sustainable/Green - We try to recycle as much as we can for shipping supplies, scratch & dent products and keep old model smokers for parts as we are continually upgrading our products

Q: *What is the return and warranty policy?*

A: 30-Day Money Back Guarantee:

- We accept returns for replacement or a full refund 30 calendar days after purchase date of product
- At our sole discretion after 30 calendar days, we will offer a replacement or a full refund
- Items must be in "new unaltered and unused condition" and from the **original owner only**
- Definition of new, unaltered and unused condition is: 'without showing signs of wear, signs of alterations, use or damage in any way'
- If an item is received damaged or is incorrectly shipped, please contact customer service immediately and forward photos of any packaging and product damage
- Refunds are contingent upon inspection of item(s) once received back at our warehouse. **Customers are responsible for all shipping costs - both purchases (if free shipping is not offered) and all returns.**

Original Owner - Limited Warranty Parts ONLY:

- This product is warranted against manufacturing defects in materials and workmanship for three-years from the date purchased **to original owner only**
- Only **one** free replacement will be honored per purchase for **all** heating elements, heating controls and one regular rack during three-year warranty period on all smokers **to original owner only**
- One-year warranty on digital controller/digital-WiFi controller from the date purchased **to original owner only** during the 1-year warranty period **to original owner only**

Please register your smoker upon receipt. Within the warranty period Smokin-It, LLC will send replacement parts for your product without charge. Simply contact us at smokin.it.info@gmail.com, or call the phone number listed below (no text).

Please provide your order number at all times during correspondence.

Contact Us:

Smokin-It, LLC

9851 West Territorial Road

Montgomery, MI 49255

Call 260.417.9951 or email smokin.it.info@gmail.com

*(Please do not text as it only provides the capability of one person to answer and we want to keep records on your account of your concerns)
(Updated address 5.2014)*

***Check our FAQ, new 'For the Customer' and the Smokin-It customer forum all on our website for additional information
Please send us any questions or concerns you have if you do not see your answer here
Please contact us at smokin.it.info@gmail.com if you have any questions or concerns***



9.2022