



# ROGUE® EQ

## Owner's Manual

REQ365

Appliances illustrated in this manual may differ from model purchased.

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Apply Serial Number



# CONGRATULATIONS ON YOUR NAPOLEON ELECTRIC GRILL!

You've Just Upgraded Your Grilling Game.

**WE WANT YOUR GRILLING EXPERIENCE TO BE MEMORABLE AND SAFE.**

Please read and follow this Owner's Manual before using your grill to avoid property damage, personal injury, or death.

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

**OUTDOOR ELECTRIC BARBECUE. USE OUTDOORS IN A WELL-VENTILATED SPACE.**

**DO NOT OPERATE IN A BUILDING, GARAGE, OR ANY OTHER ENCLOSED AREA.**

## **DANGER!**

- POTENTIAL SHOCK HAZARD
- For outdoor household use only.
- When using powered appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, personal injury and material damage.



## **WARNING!**

Read and follow all warnings and instructions prior to operating the 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. Children less than 8 years of age shall be kept away unless continuously supervised.

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

**NOTICE TO CONSUMER:** Keep these instructions for future reference.

# Welcome to Napoleon!

## SAFETY FIRST



### **WARNING! General Information**

This appliance conforms to technical standards and the safety requirements for electrical devices.

The entire electrical supply installation **MUST** be carried out by a licensed electrician. The appliance must be installed in conformity with local codes. In the absence of local codes, follow the current Canadian Electrical Code CSA C22.1 in Canada, or the National Electrical Code ANSI/NFPA 70 in the United States.



### **WARNING! Electrical Precautions**

This unit requires a 220V-240V // 50 Amp plug // NEMA 14-50A outdoor rated electrical supply.

Risk of electric shock. Use only a Ground Fault Circuit Interrupter (GFCI) protected circuit with this appliance.

**ALWAYS** ensure that the electrical outlet being used is appropriate for the appliance ratings. The appliance is rated for 5.4 kW. Only use an outlet dedicated to this appliance.

The electricity supply should be provided through a residual current device (RCD) having a rated residual current not exceeding 30 mA.

The appliance is to be connected to a socket outlet having an earthing contact.

Keep any electrical supply cords away from water, other liquids or heated surfaces. Do not operate the appliance if the cord, plug or any other critical components have been damaged, or if the appliance malfunctions.

DO NOT use an extension cord. Use only a properly grounded outlet.



### **WARNING! Installation & Assembly**

Assemble this appliance exactly as instructed in the assembly instructions located in this manual. This appliance is not intended to be installed in or on mobile homes, caravans, or boats.

Do not modify this appliance under any circumstances.



### **WARNING! Operation**

Read this entire Owner's Manual before operating this appliance. NEVER leave the appliance unattended while cooking.

NEVER attempt to extinguish a grease fire with water or other liquids.

**ALWAYS** have an ABC fire extinguisher accessible.

This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.



### **WARNING! Storage & Disuse**

Unplug the appliance from the outlet when not in use. Keep the plug and cord dry.

Do not leave the appliance ON during periods of non-use.

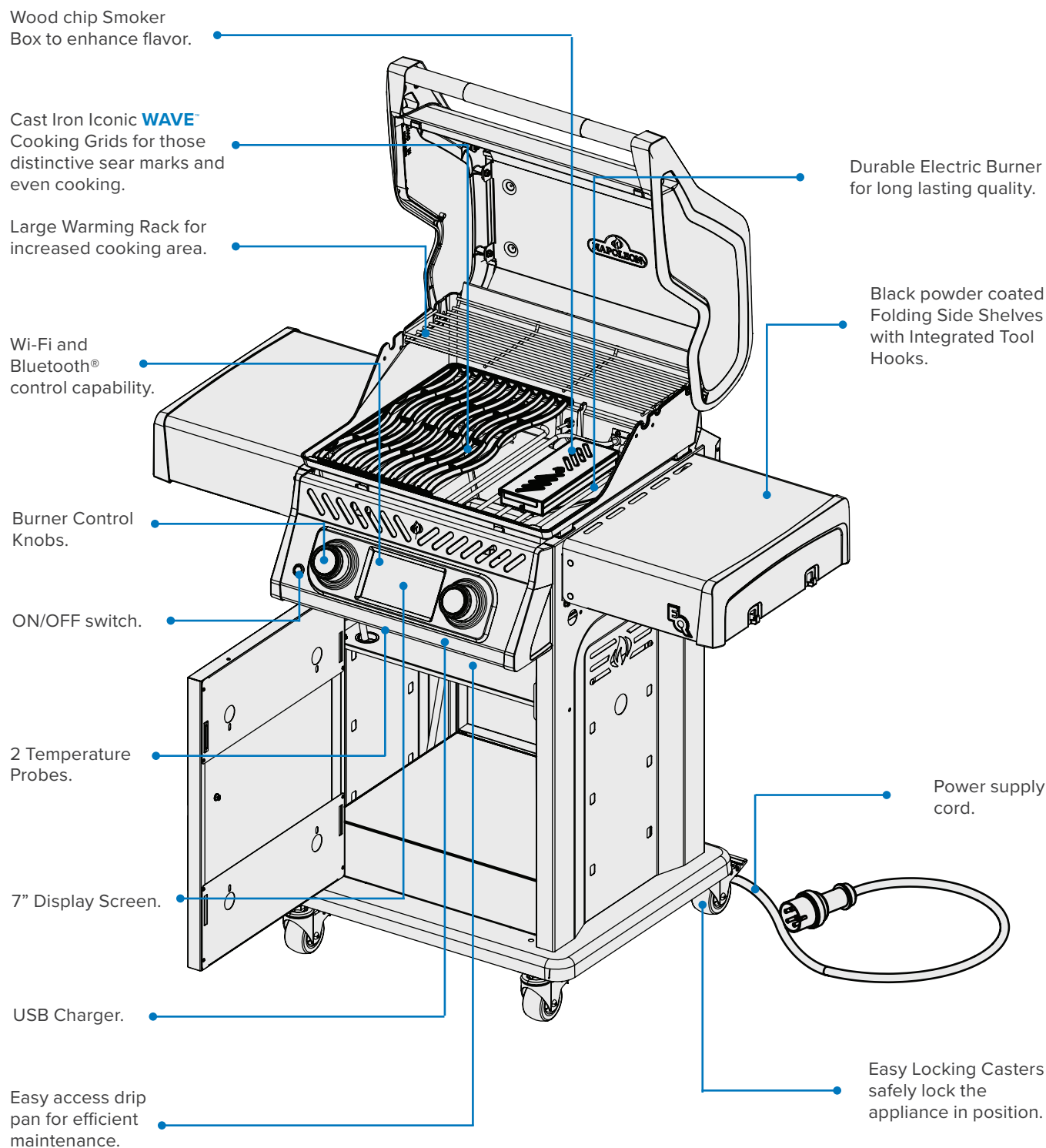
Store the appliance indoors when not in use. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

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# Full System Features



The appliances illustrated in this Owner's Manual may differ from the model you purchased. Featured model: REQ365



# Getting Started

## READ AND SAVE THESE INSTRUCTIONS



**DANGER / WARNING!** Advises of a hazard that could result in a fire, explosion, death or serious physical injury.



**CAUTION!** Hot surface. Surfaces marked with this symbol are very hot.



**WARNING / CAUTION!** Advises of a hazard that could result in minor physical injury, or property damage.



Important information.



Wear protective gloves.



**DANGER / WARNING!** Electrical Shock Hazard that could result in a fire, explosion, death or serious physical injury.



Wear safety glasses.



**DANGER!** Immediately shut off the power supply and disconnect.

## IMPORTANT SAFEGUARDS

- Do not operate the appliance if the plug receptacle is damaged.
- The power cord should be regularly examined for signs of damage, and the appliance is not to be used if the cord is damaged.
- If the cord is damaged it should be replaced by a Napoleon authorized dealer, its service agent, or similarly qualified persons in order to avoid a hazard.
- Do not operate the appliance in rain or while standing in water.
- Do not use the appliance within 3m (10 feet) of a pool, pond, or other body of water.
- Do not use as a heater.
- The area surrounding the appliance should be kept clear of flammable liquids and other combustible materials such as mops, rags, brooms, and paper; as well as solvents, cleaning fluids and gasoline.
- The grease tray must be in place at all times while the appliance is in operation.
- To avoid injuries only use accessory attachments specifically recommended by Napoleon.
- Do not adjust the cooking grids when operating or hot.
- Allow the appliance and any collected grease or food drippings to cool before moving, cleaning, servicing or storing the grill.
- Do not use the appliance in high-traffic areas. The cord must be arranged so that it will not be pulled by children or present a tripping hazard.
- Keep all electrical supply cords away from all heated surfaces.
- To protect against electric shock do not immerse the cord, or plug in water or other liquid.
- Turn controls off before disconnecting the plug from the wall outlet.
- Do not allow cold water (e.g. rain, sprinkler, hose, pressure washer) to come in contact with the heated grill.
- Never cover more than 75% of the cooking surface with cookware.
- Always maintain proper clearance to combustibles 26" (660mm) to rear of unit, 10" (254mm) to sides.
- Additional clearance of 24" (610mm) is recommended near vinyl siding or panes of glass.
- Do not use the appliance for purposes other than its intended use. Fuel, such as charcoal briquettes, are not to be used with this grill.
- During use the appliance becomes hot. Care should be taken to avoid touching heating elements or parts marked with a hot surface symbol.

## READ AND SAVE THESE INSTRUCTIONS

**WARNING!** Follow all specifications and instructions exactly to prevent fire, property damage, personal injury, or death.

**WARNING!** Accessible parts may be very hot. Keep young children away.



# Operation

## STARTING YOUR APPLIANCE

### Is it the Very First Time? Perform a Burn-off

Run the appliance on high for 30 minutes with the lid closed. It is normal for the appliance to emit a slight odor the first time it is used.

This is caused by the **Burn-off** of internal paints and lubricants used in the manufacturing process and will not occur again.

### Appliance Operation

1. Plug the appliance into the electrical outlet. (Fig. 1)
2. Open appliance lid.
3. Push the **ON / OFF Switch**. (Fig. 2)
4. From the **Home Page** select the mode using the touch screen or the right knob. See **Knob Functions**.
5. Using the knobs or screen depending on the modes to adjust the burner temperature levels. (Fig. 3)

**NOTE:** All modes must be started on the appliance.

### Appliance Feature: Auto Shut-Off Timer

To keep peace of mind and save energy, the appliance is equipped with an auto shut-off timer. In **Cook** mode the appliance will turn off after 2-21 hours of inactivity, the last heat setting selected will determine the length of time before the appliance turns off.

HEAT SUMMARY - COOK MODE (LEFT AND RIGHT KNOB)	SHUTOFF TIME (HOURS)
1 (LOW)	21
2	20
3	19
4	18
5	17
6	16
7	15
8	14
9	13
10	12
11 (MEDIUM)	11
12	10
13	9
14	8
15	7
16	6
17	5
18	4
19	3
20 (HIGH)	2

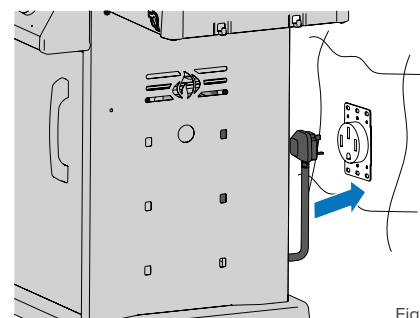
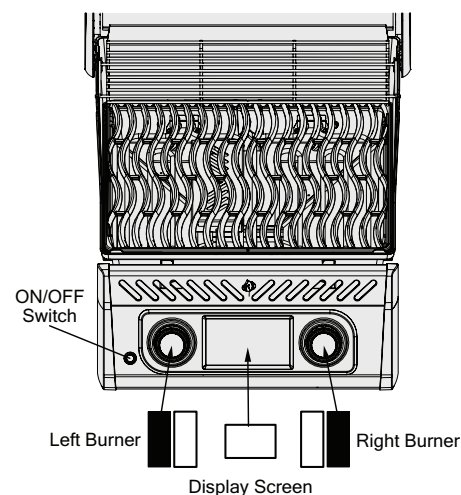


Fig. 1

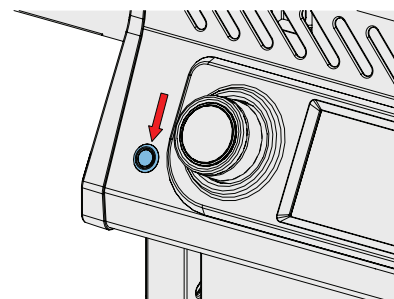


Fig. 2

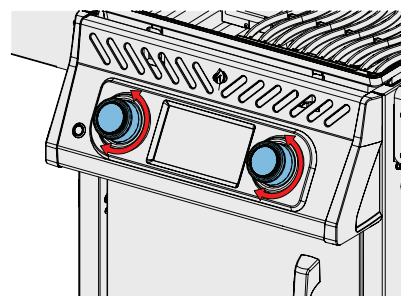


Fig. 3

**WARNING!** Operate the appliance on a level and stable surface.

**WARNING!** Do not touch hot surfaces. Use handles or knobs.

**WARNING!** Do not adjust the cooking grids while the appliance is hot, or operating.



## GRILLING INSTRUCTIONS

### Left and Right Electric Burner Use

- Preheat the appliance for about 20 minutes before cooking. Operate both electric burners on high with the lid closed until reaching at least 500°F (260°C).
- The cooking grids can be oiled before preheating to reduce sticking when grilling lean meat such as chicken breast, or pork.
- Trim excess fat off meat to prevent flare-ups, or reduce the temperature of the appliance.
- 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.
- Food that takes longer than 30 minutes such as roasts can be cooked indirectly with the electric burner. See **Indirect Grilling**.

### Direct Grilling

This method is often used for searing, or food cooked for only a short time such as hamburgers, steaks, chicken, or vegetables.

Place food on the cooking grids directly over the heat. (Fig. 1)

Sear meat first to trap-in the juices and flavor.

Lower the grill temperature to finish cooking to your preference.

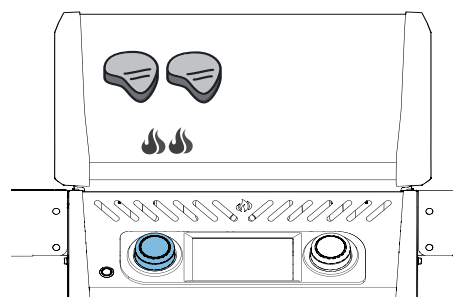


Fig. 1

### Indirect Grilling

This method uses lower temperatures and circulates heat around the food cooking it slowly and evenly. Use this method to cook larger cuts of meat, or food prone to flare-ups such as roast, chicken, or turkey.

Place the food on the burner that is OFF, the heat from the opposite burner turned ON will cook the food. (Fig. 2)

From the **Home Page**, select **Cook** mode. Set the desired level.

Grilling at a lower temperature and slower cooking time results in more tender meats.

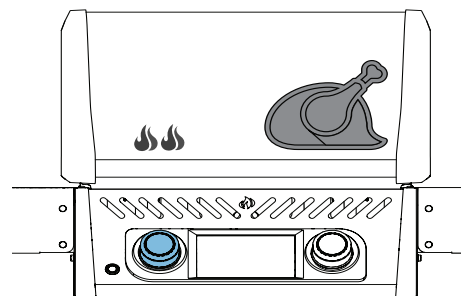


Fig. 2

### Temperature Probes

The appliance is equipped with two temperature probes to be connected to the underside of the control panel. See **Assembly Guide**.

Before cooking, insert the tips of the probes into the thickest portion of the meat, avoiding bones and fat to get the internal temperature of the food. (Fig. 3)

Store inside when not in use. Only use the temperature probes recommended for this appliance.

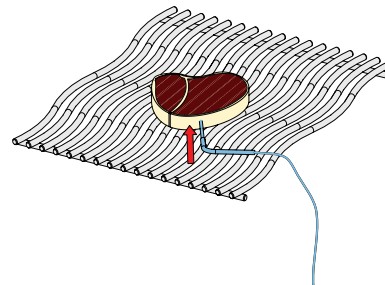


Fig. 3

**WARNING!** Charcoal or similar combustible fuels must not be used with this appliance.

**WARNING!** Do not leave food unattended on any operating electric burner.

**WARNING!** Do not use this appliance under extended awnings. Failure to follow these instructions could result in a fire or personal injury.



### Overcook Temperature

The appliance detects excessive temperatures outside of typical or recommended range in order to prevent overcooking.

If the appliance temperature exceeds 850°F (455°C), the screen will display a warning notification to the user. (Fig. 4)

Once initiated, the operator will have 10 seconds to accept the warning statement or the appliance will turn off entirely, displaying a notification that the unit was turned OFF and must be restarted to resume operation if desired.

**NOTE:** The appliance will turn off if the temperature exceeds 900°F (485°C).



Fig. 4

### Home Page

The **Home Page** lists an overview of all the modes, functions, and settings available to the operator. (Fig. 5)

By rotating the right knob, the user will be able to verify the selected menu by blue highlighted text.

To activate the selected mode, function, or setting, the user must push the right knob.

**NOTE:** To switch between modes you must return to the **Home Page** and select the desired mode, this will cancel the current mode.

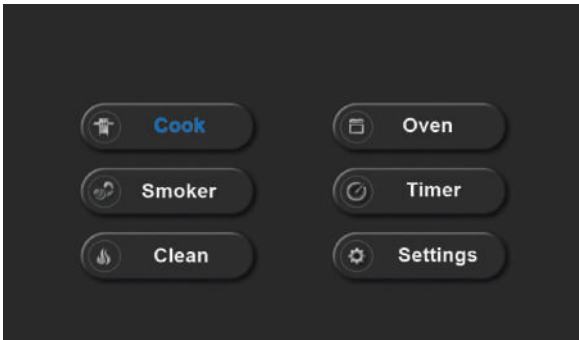


Fig. 5

### Knob Functions

	LEFT KNOB		RIGHT KNOB	
	ROTATE	PUSH	ROTATE	PUSH
HOME PAGE			Highlights button/mode in blue to select.	Selects/activates highlighted button/mode.
COOK	Adjusts electric burner from 0 (Burner OFF) to 10 (HIGH).	Navigates back to Home Page.	Adjusts right electric burner from 0 (Burner OFF) to 10 (HIGH).	Stop.
OVEN	-	Navigates back to Home Page.	Adjusts temperature.	Start/stop.
SMOKER	Select temperature from 200°F-280°F (100°C-140°C).	Navigates back to Home Page.	Adjust Smoke Level from OFF - LOW - HIGH.	Start/stop.
TIMER	Select hours from 0-9.	Cancel Timer mode and returns to Home Page.	Select minutes from 0-59.	Starts and returns to Home Page.
CLEAN	-	Navigates back to Home Page.	Adjust length of time.	Start/stop.
SETTINGS	-	Navigates back to Home Page.	Navigates through and highlights option.	Selects highlighted option.
SLEEP	-	Return to previous activated mode.	-	Cancels and navigates to Home Page.

**WARNING!** Never heat any unopened glass or metal container of food on the appliance. Built-up pressure may cause the container to burst, resulting in possible personal injury and/or damage to the appliance.

**WARNING!** Regularly clean grease out of the entire appliance, including the grease tray and the cooking interior, to avoid build-up and grease fires.



## OPERATING MODES



**IMPORTANT!** Switching between or starting modes on the app is not possible.

### Cook Mode

When starting in **Cook** mode, the knob starting position on the display screen will be set to 0. The temperature can be adjusted by the display screen or knobs, turn the right and left knobs from 0 (Burner OFF) to 10 (HIGH temperature). When another mode is selected, the knob position will go back to 0. (Fig. 1)

To prevent overcooking the appliance will automatically turn off after a specific time of inactivity and if both knobs are turned on.

Refer to the **Auto Shut-Off Timer** table.

**NOTE:** Pushing the right knob will not cancel the mode. The mode will only change if another mode is selected.

### Oven Mode

To expand your cooking versatility, use **Oven** mode to operate the outdoor appliance as a traditional kitchen oven.

The temperature range while operating in **Oven** mode is 200°F to 500°F (100°C to 250°C). The temperature can be adjusted in increments of 10°F (5°C) using the right knob. (Fig. 2)

To prevent overcooking the appliance will automatically turn off after 5 hours of inactivity (no changes made to the settings).

### Clean Mode

**Clean** mode is a great method to use when cleaning the cooking grids.

To elevate cleaning and cooking needs, you will have the option to select a time frame between 10-30 minutes. It is recommended to select 30 minutes when performing in **Clean** mode for the first time.

During this operation, the appliance will reach the maximum input power for the selected amount of time. See **Cleaning Instructions**.

### Smoker Mode

**WARNING!** The appliance is hot when in use. Remove the grids using heat resistant gloves or when the appliance has fully cooled.



Remove the cooking grid and place the smoker box directly onto the right electric burner. Place a small amount of wood chips in the solid portion of the smoker tray, close the lid of the smoker box, and replace the cooking grid. (Fig. 3)

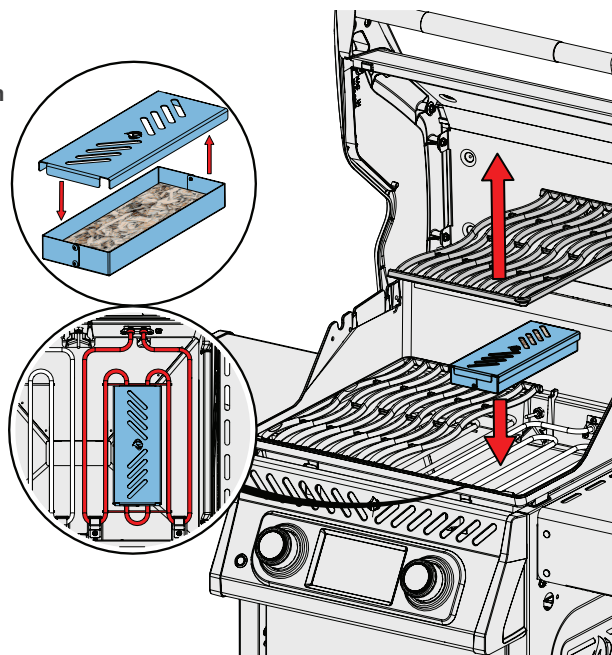


Fig. 3

**WARNING!** NEVER attempt to open the High Voltage Terminal. Doing so will void the appliance's warranty.

**CAUTION!** Risk of electrical shock. Keep electrical supply cord dry and off the ground. To ensure continued protection against risk of electrical shock, connect to properly grounded outlets only. Servicing should only be done by a professional with the appliance disconnected from the supply circuit.



Select the desired smoke level: LOW - HIGH. (Fig 4)

Different types of wood (e.g. apple, walnut, hickory) produce different tastes, and they come in multiple variations: chunks, chips, dust, or pellets.

A wisp of smoke is enough to get a nice smoky flavor on your food, so be mindful of the quantity of wood used.



**IMPORTANT!** Too much smoke may leave an unpleasant tasting sooty deposit on the food.

When smoker mode is selected (LOW or HIGH) both burners will turn on at full power for 6 minutes to ignite the smoke source.

The left electric burner is used to adjust the temperature of the appliance from 200°F to 280°F (100°C to 140°C). (Fig. 4)

The right electric burner is used to maintain the smoke levels, either wood or pellets can be used.

To prevent overcooking the appliance will automatically turn off after 10 hours of inactivity (no changes made to the settings).

**NOTE:** Temperature is adjusted in increments of 10°F (5°C), default temperature is 200°F (100°C).

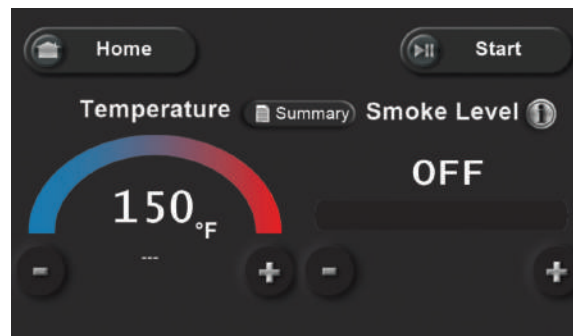


Fig. 4

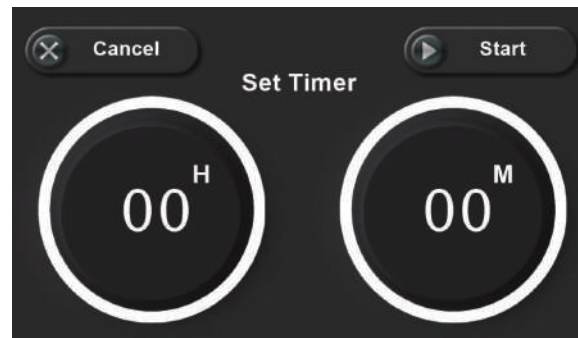


Fig. 5

### Timer (Stop Watch)

This feature is NOT linked to **Cook**, **Oven**, or **Smoke** mode, and will not reset or cancel if another mode is selected. The timer can be adjusted at any time while using the appliance to fulfill cooking needs. (Fig. 5)

This feature will only be visible if the timer is activated and will send a notification once completed.

**NOTE:** The maximum amount of time that can be set is 10 hr. (Left knob: 9 hr + Right knob: 59 min.)

### Alarm

This feature will emit an alarm sound, notifying the user when a function has been completed. The appliance's alarm will sound when the set temperature, set timer, or electric temperature probe has been reached.

The appliance will also produce an alarm sound if it reaches excessive temperatures.

### GRILLING PRO TIP!



Soak the wood chips before cooking. It will burn slowly which increases the smoky flavor.

### SAFETY FIRST!



Under Clean mode, the surfaces may get hotter than usual, and children should be kept away.

**WARNING!** Use only untreated wood or wood purchased from an authorized Napoleon dealer.

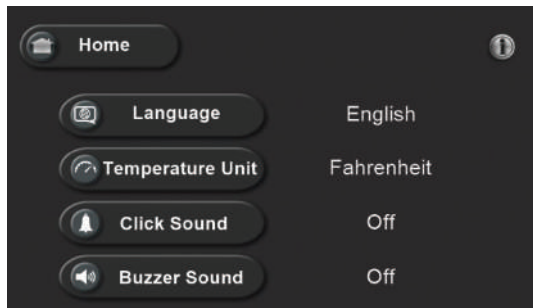
**WARNING!** Barbecue sauce and salt can be corrosive and will cause rapid deterioration of the grill components unless cleaned regularly.

**WARNING!** Avoid unprotected contact with hot surfaces.



## APPLIANCE SETTINGS

### Settings Page



When **Settings** has been selected, the user is able to customize the following:

- **Language**

The user can select from the 4 languages available: English, French, Spanish, and German. (Fig. 1)

- **Temperature Unit**

The unit of temperature can either be Fahrenheit or Celsius. The default temperature unit is Fahrenheit. (Fig. 2)

- **System Sound**

The appliance will produce a click sound for every action and selection when using the display screen. This can be set ON or OFF. (Fig. 3)

- **Buzzer Sound**

The buzzer sound can be heard when the appliance reaches set temperature or when the timer is complete. The buzzer can be selected ON or OFF. (Fig. 4)

**NOTE:** The volume cannot be adjusted.

- **Software Version Details**

Software version and DSN (Digital Serial Number) can be found in this section. Go to settings page and select the Information button to view the software details. (Fig. 5)

- **DSN**

Digital Serial Number. Used to identify the unit when connecting your mobile App. This number may also be required if calling Napoleon Customer Support.

#### SAFETY FIRST!

Never cover more than 75% of the burner cooking surface with cookware (e.g. griddles, baking sheets, or pans).

#### GRILLING PRO TIP!

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

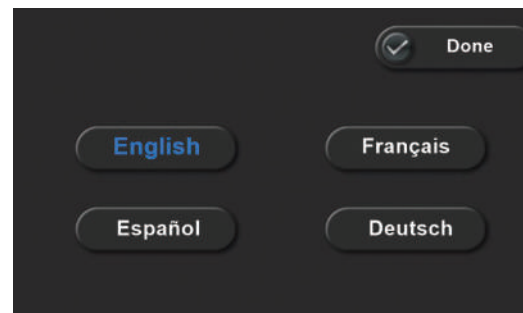


Fig. 1

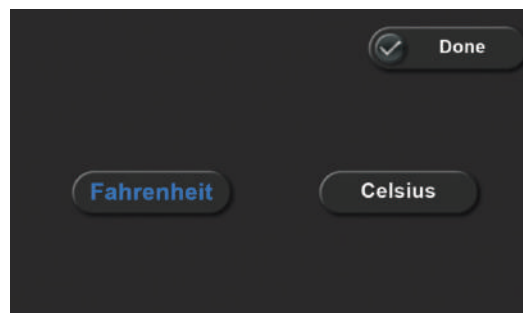


Fig. 2

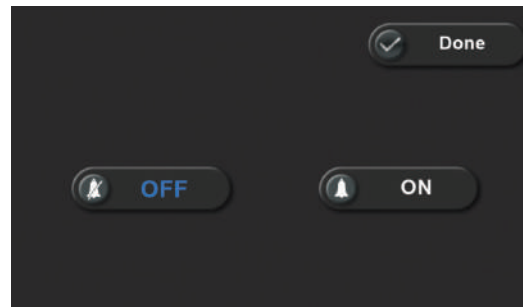


Fig. 3

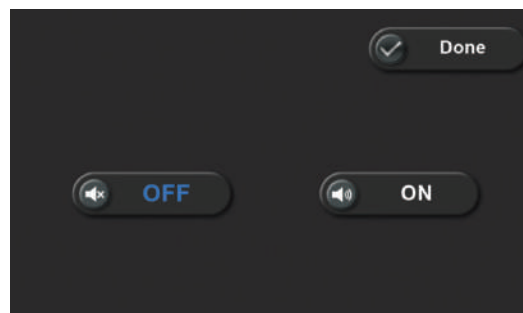


Fig. 4

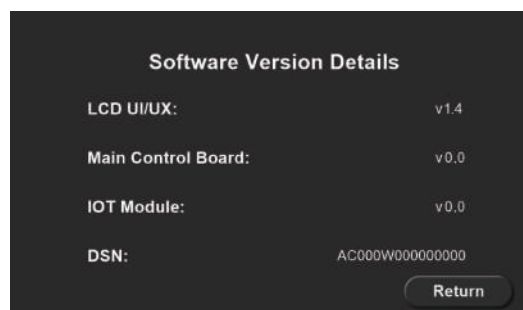


Fig. 5

### Summary Page

When the **Summary Page** is selected, the screen will display a summary of the current mode, and probe temperature. (Fig.6)

This page can be removed by simply pushing the left knob to navigate back to the previous menu. To cancel or go to the **Home Page** push the right knob.

**NOTE:** The probe temperatures can only be viewed from the screen and set from the **Napoleon Home App**.

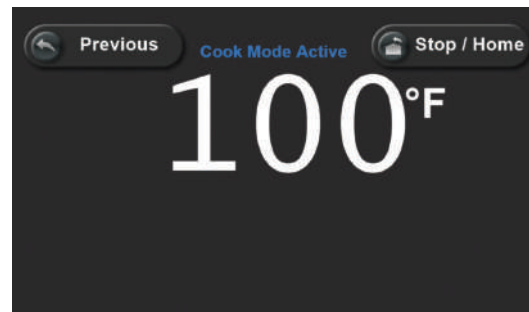


Fig. 6

## NAPOLEON HOME APP

Access your appliance remotely by downloading the **Napoleon Home App** from the App Store® and Google Play Store® to expand your cooking versatility.

In order to access the app, you will be required to create an account by following the instructions listed within the app, see **Connecting Your Smart Device**.

By pairing your appliance to the **Napoleon Home App** via Wi-Fi, you have the ability to:

- Adjust the temperature of the appliance.
- When probe(s) is/are connected, select the target temperature for the probe(s).
- Set the timer.
- Switch between F/C temperature units.
- Stop the current active mode.
- Power off the appliance.

All notifications and alarms are sent through the app, to keep you connected while preparing your favourite recipes.

**NOTE:** Switching between or starting modes in the app is not possible.



Scan this QR code for direct access to the **Napoleon Home App** website.



### Connecting Your Smart Device

Upon downloading the **Napoleon Home App**, pair your appliance to the app via Wi-Fi by following these steps:

1. Register an account with the **Napoleon Home App** OR sign-in using your Facebook, Google, or Apple account information. (Fig 1)
2. Enter user information and create a password for the account. Select the country in which the appliance is located. (Fig 2)
3. The information entered in Step 2 will be registered to the **Napoleon Home App** and a confirmation will be sent to the email provided. (Fig 3)

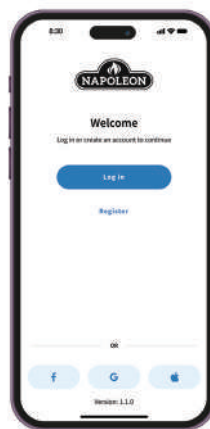


Fig. 1

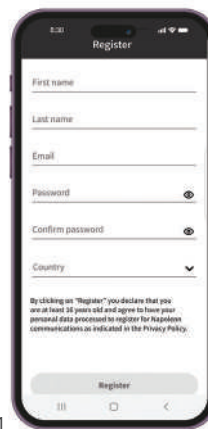


Fig. 2



Fig. 3

4. Open email inbox and select the confirmation link.

**NOTE:** The confirmation link must be opened on the device that the **Napoleon Home App** is installed on. (Fig 4)

5. If no email is found, click **Re-Send Confirmation Link** and check junk folder.
6. Ensure your appliance is turned on. (Fig 5)
7. Select **Add Device**. (Fig 6)
8. Accept the permissions. (Fig 7)
9. Search for devices and select the device from the list. (Fig 8)
10. Select the Wi-Fi network and enter your credentials. (Fig 9)
11. Enter a custom name for your device, or proceed with default name provided. (Fig 10)
12. You are now connected!

**NOTE:** If you need to re-connect to Wi-Fi, follow these steps:

1. Press and hold the power button for 10 seconds.
2. Release the power button when the LED starts to flash.
3. Follow steps 7-11 in **Connecting your Smart Device**.

## Settings

To access the **Settings Page** go to the upper right hand corner and select this symbol:



Scroll down to access the options for switching from F° to C°. To change the name of your device or its room/location, scroll down to **Edit Device Settings**. (Fig 11)

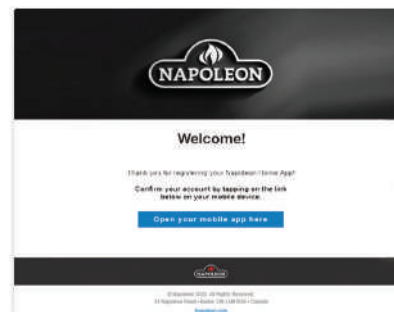


Fig. 4

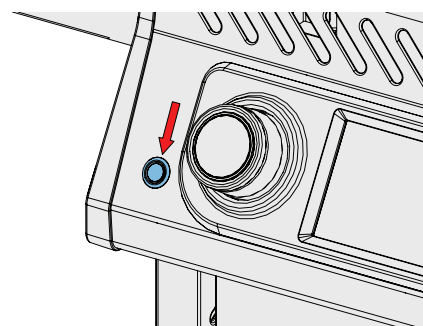


Fig. 5

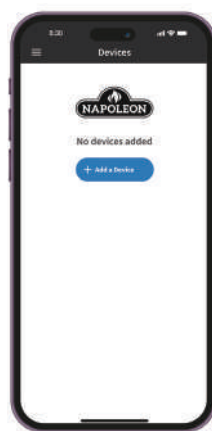


Fig. 6



Fig. 7

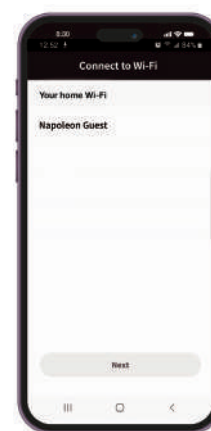


Fig. 8



Fig. 9



Fig. 10

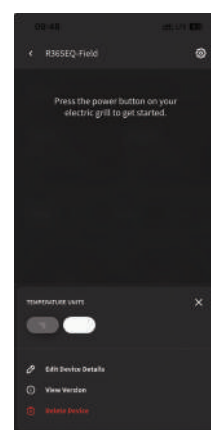


Fig. 11

## BE CAREFUL!



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



## HOW TO USE THE ROTISSERIE

### Assembling your Rotisserie Kit (if acquired)

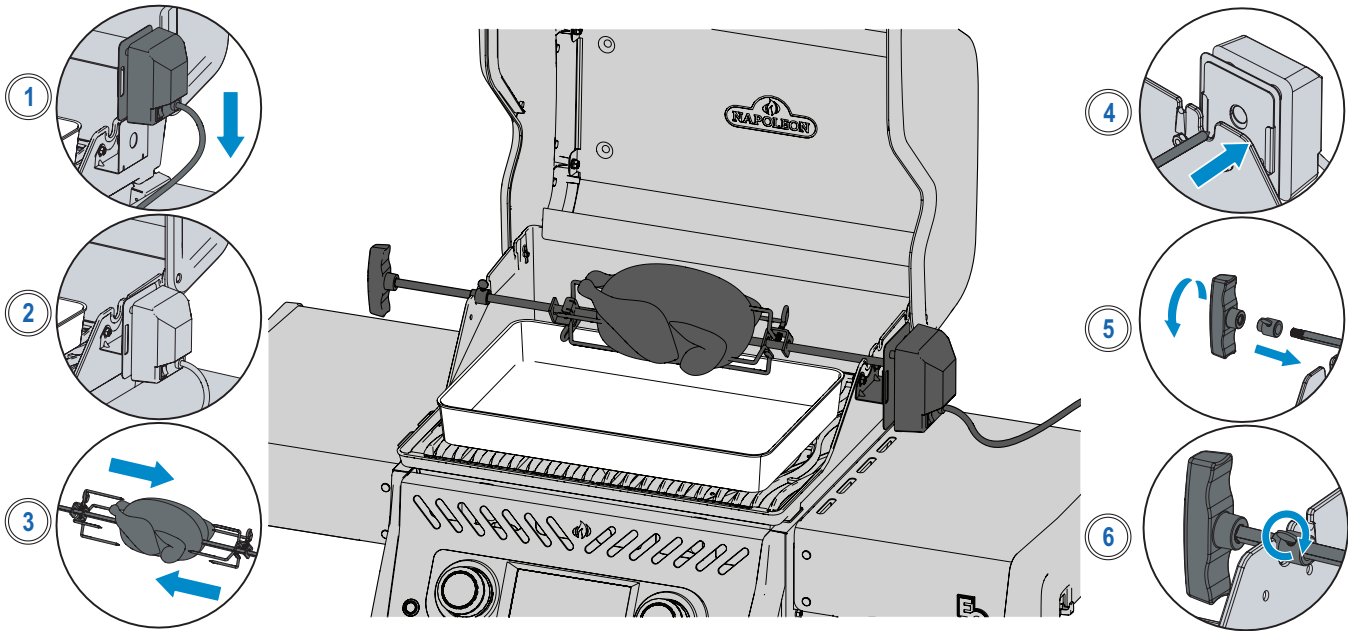
**NOTE:** Extreme heat will damage the warming rack. Remove it prior to installing the spit rod.

1. Install the rotisserie motor on the side of the appliance using the mounting bracket(s). Some models have pre-mounted brackets.
2. Once the bracket has been fastened to the appliance, 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.



**IMPORTANT!** Always wear gloves when handling components of the appliance.



### Tips about using the Rotisserie:

- Operate the burners on high until the meat browns. Then reduce the heat keeping the 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.

### 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.

**WARNING!** Disassemble rotisserie components when finished cooking, wash with warm soapy water, and store indoors.

**WARNING!** Use heat resistant grilling gloves when handling the hot rotisserie components.

**WARNING!** Disconnect rotisserie plug from the outlet when the grill is not in use.



## THE GRILLING EXPERIENCE CHECKLIST

Refer to this list every time you grill

☐ **Read Owner's Manual**

Be sure to have read the owner's manual and all the safety instructions.

☐ **Clean grease tray**

Always ensure you clean the grease tray prior to grilling to avoid fires and flare-ups.

☐ **Check the cord**

Ensure the appliance is off and cool. Check the power cord for evidence of excessive abrasions, or cuts. Have the power cord replaced before use if it is damaged.

☐ **Preheat and clean grids**

Coat the grids with vegetable shortening and preheat your appliance to burn off excess residue and prevent sticking. Clean cast iron grids with a brass wire brush and stainless steel grids with a stainless brush. See **Cleaning Instructions**.

**NOTE:** Stainless steel cooking grids are corrosion resistant and require less maintenance than cast iron grids.

☐ **Prep area**

Make sure everything you need while grilling such as your utensils, seasonings, sauces, and dishes are within your reach. Don't leave your food unattended, or it could burn.

☐ **Don't peek and flip once**

Try not to open the lid and peek too much, or heat will escape and throw your temperature and cooking times off. Flip your food only once, especially steak and chicken.

☐ **Leave space**

Leave some space on the grill and between food, so you have room to move food around if you need to.

☐ **Use temperature probes/thermometer**

Use the temperature probes or a thermometer to ensure food is cooked thoroughly. Follow the appropriate temperature guidelines for all types of meat, especially poultry.

### GRILLING PRO TIP!



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

### GRILLING PRO TIP!



Get inspired to create delicious meals from the recipes and grilling techniques at [www.napoleon.com](http://www.napoleon.com) and Napoleon's cookbooks.

### OIL AND FAT SUGGESTION!



- Grape-seed Oil
- Sunflower Oil
- Soybean Oil
- Extra Virgin Olive Oil
- Canola Oil

If not available, select an oil or fat that has a high smoke point. Do not use salted fats like butter or margarine.

## HOW TO SEASON CAST IRON COOKING GRIDS

This procedure **MUST** be done prior to first use and repeated every 3-4 uses to keep grids looking new.

1. Remove cast iron grids from the appliance.
2. Wash grids with warm soapy water and soft cloth. Pat dry and allow grids to completely dry.
3. Apply fat/oil evenly using a silicone brush on both sides.
4. Reinstall the cooking grids.
5. Preheat appliance to 350°F - 400°F (175°C - 200°C).
6. Cook for 30 minutes.
7. Apply a second even coat of fat/oil on cooking grids, and keep cooking for 30 more minutes.
8. Grids are now seasoned.

**NOTE:** If rust has formed on the cast iron grids, remove the rust with a scouring pad or brass brush and repeat the seasoning process.



# Grilling Guide

FOOD	CONTROL KNOB SETTING / MODE	COOKING TIME	SUGGESTIONS
 <b>Steak</b> <b>1 inch (2.54 cm) thick</b>	HIGH – 2 minutes each side. MODE - Cook	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. MODE - Cook	Medium – 6 minutes	
		Well done – 8 minutes	
 <b>Hamburger</b> <b>½ inch (1.27 cm) thick</b>	HIGH – 2 minutes each side. MODE - Cook	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. MODE - Cook	Medium – 5 minutes	
	HIGH – 3 minutes each side. MODE - Cook	Well done – 6 minutes	
 <b>Chicken</b>	HIGH, MEDIUM, LOW – 2 minutes each side then medium-low to low heat. MODE - Oven mode for whole chickens. Cook mode for grilled chicken pieces.	20 – 25 minutes	Slice joint connecting the thigh and leg ¾ through for the meat to lie flat on the burner and cook evenly.
 <b>Pork Chops</b>	MEDIUM MODE - Smoker	6 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 <b>Spare Ribs</b>	HIGH to LOW – High for 5 minutes then low until finished. MODE - Smoker	20 minutes each side turning often	Choose lean meaty ribs. Grill until meat pulls easily from the bone.
 <b>Lamb Chops</b>	HIGH to MEDIUM – High for 5 minutes then Medium until finished. MODE - Smoker	15 minutes each side	Choose thick cuts for more tender meat. Trim off excess fat.
 <b>Hot dogs</b>	MEDIUM to LOW MODE - Cook	4 – 6 minutes	Select larger wieners and slit lengthwise before grilling.

# Cleaning Instructions

## Appliance Feature: Clean Mode

The **Clean** mode of the appliance allows the burn-off of cooking spills and splatters with an extremely high temperature (750°F / 400°C).

1. Remove any food or accessories from the appliance.
2. From the **Home Page**, select **Clean**.
3. Use the slider to adjust the timer. The maximum amount of time is 30 minutes. (Fig. 1)
4. Push the right knob or touch the **START** icon to begin the **Clean** operation.
5. The appliance will automatically turn off once the operation is complete. If the alarm feature is turned on, the appliance will notify the user by emitting a buzzer sound once the cleaning cycle is done.
6. Scrub the cooking grids using a stainless brush for stainless steel grids or a brass wire brush for cast iron grids.

**NOTE:** This feature will be deactivated if any other setting is selected.

**CAUTION!** Unplug the appliance before hand cleaning. Allow to cool before removing or installing parts. (Fig. 2)

## First Time Use

- Wash grids by hand with water and mild dish soap to remove any residue from the manufacturing process. **DO NOT** wash in a dishwasher. (Fig. 3)
- Rinse thoroughly with hot water and dry completely with a soft cloth to prevent moisture from entering the cast iron.

## Cast Iron Grids

- Season your grids to add a protective coating to prevent corrosion. See Grilling Tips – **How to season cast iron cooking grids**.

## Stainless Steel Grids (If Equipped)

- Stainless steel cooking grids can be cleaned by preheating the grill and using a wire brush to remove residue. (Fig. 4)
- Stainless steel grids will permanently discolour from regular use because of high temperatures when grilling.

## Electric Burners

**IMPORTANT!** Do not use any type of brush to clean the electric burners. The bristles could damage the electric burners. Refer to **Clean** mode to burn off any debris on the electric burners. (Fig. 5)

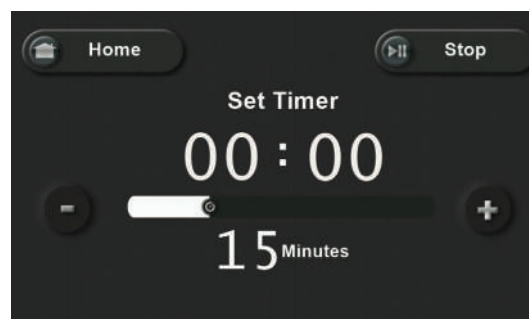


Fig. 1

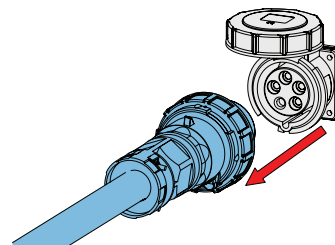


Fig. 2

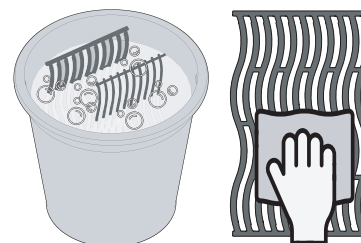


Fig. 3

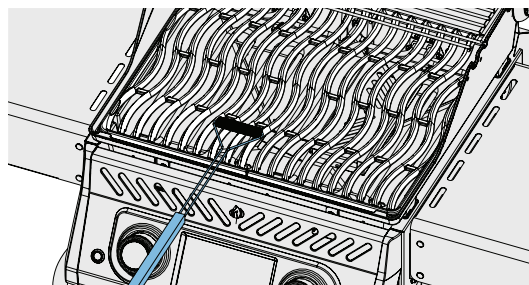


Fig. 4

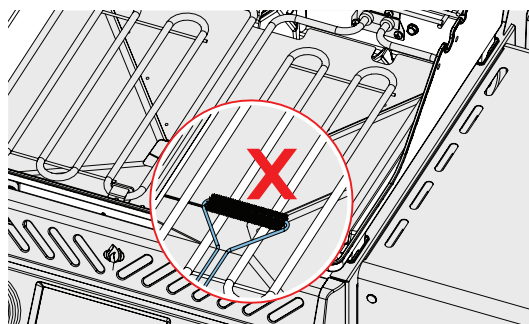


Fig. 5

**WARNING!** Do not immerse electrical components (e.g. cords, plugs) in water or other liquids when cleaning.

**WARNING!** Hand cleaning should only be done when the appliance is cool to avoid the possibility of burns.

**WARNING!** Do not use abrasive cleaners or steel wool on any painted, porcelain, or stainless steel parts of your appliance because it will scratch the finish.



### Inside the Appliance

1. Remove the smoker box (if in use) and wash in warm soapy water. (Fig. 6)
2. Use a soft brass wire brush to clean loose debris. Brush all debris from inside the appliance into the removable drip pan. DO NOT use the brush on the electric burners. (Fig. 7)
3. Remove the base liner (drip pan grease catcher). Do not use abrasive cleaners to clean the porcelain base liner.
4. To remove stubborn stains, soak in soapy water to loosen dirt. Clean with a non-abrasive cleaner and buff dry with a clean cloth.
5. Ensure that the grill plate is placed properly when reinstalled.

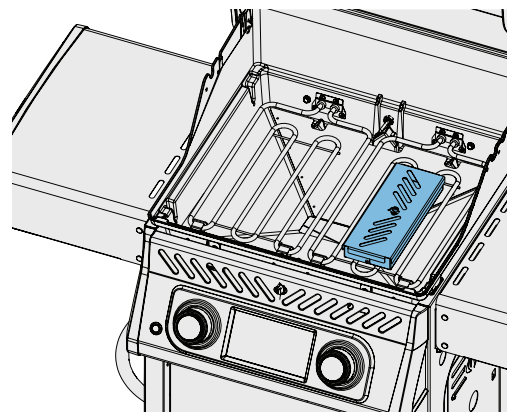


Fig. 6

### Drip Pan

1. Slide the drip pan from the appliance to access the disposable grease tray or to clean the drip pan. (Fig. 8)
  2. Scrape the drip pan out with a putty knife or scraper.
  3. Replace the disposable grease tray every 2-4 weeks depending on grill usage (if applicable).
- Clean frequently to avoid grease build-up – approximately every 4-5 uses. (Fig. 8)
  - See your Napoleon Grill dealer for supplies.

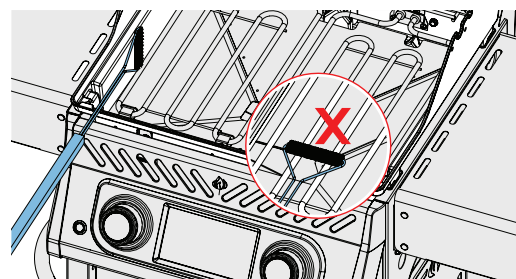


Fig. 7

### Display Screen

1. Unplug the appliance.
2. Gently wipe the dust from the surface of the display using a dry, lint-free microfiber cloth. Remove any tags that may be on the cloth to avoid scratching the display.
3. For tough spots, lightly dampen a microfiber cloth with water and gently wipe the display with as little pressure as possible.

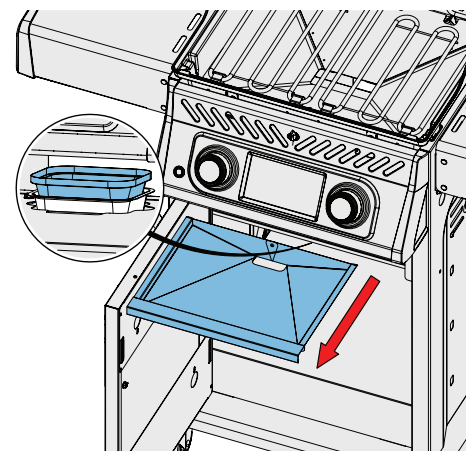


Fig. 8

### Outside Appliance Surface

- Only use a non-abrasive cleaner. Abrasive cleaners or steel wool will scratch the finish.
- Always wipe in the direction of the grain. (Fig. 9)
- Handle porcelain enamel components with care.
- The baked-on enamel finish is glass-like and will chip if struck.
- Stainless steel parts discolour overtime when heated and will turn a golden or brown hue. This is normal and won't affect the performance of the appliance.

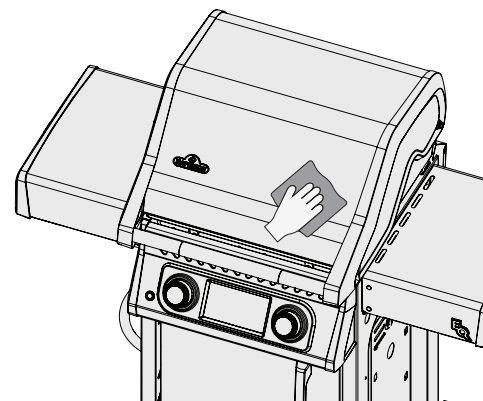


Fig. 9

**WARNING!** Always wear protective gloves and safety glasses when cleaning your appliance.

**WARNING!** A steam cleaner is not to be used.

**WARNING!** Accumulated grease is a fire hazard. Regularly clean grease out of the entire unit, including the grease tray, to avoid build-up and grease fires.





# Maintenance Instructions

## Recommendations

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

- Always maintain proper clearance to objects near the vents. This will allow hot air to escape the appliance for the heating elements to function properly.
- Never obstruct the flow of ventilation air.
- The appliance is intended for outdoor household use.
- Keep the appliance away from corrosive environments.
- Cover the appliance when not in use to prolong its lifespan.

## 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.



**IMPORTANT!** Damage resulting from failure to follow these instructions is NOT covered by your appliance warranty.

## Steps to Avoid Damaging Electric Burners

1. Never douse a flame or control flare-ups with water.
2. Do not allow cold water (rain, sprinkler, hose etc.) to come in contact with the hot electric burners. An immediate change in temperature will cause cracking of the electric burner.
3. An electric burner that becomes wet before use will create steam when operated later and produce pressure that will crack the electric burner.
4. Repeated soaking of the electric burner can cause it to swell and expand producing pressure that will make the electric burner crack and not function.
5. Inspect the electric burner for possible water soaking if you find standing water in the appliance. Do not use if wet. Tilt the electric burner in a vertical position until stable, too drain any excess water.
6. Do not allow hard objects to impact the electric burner. Take care when inserting or removing cooking grids and using accessories.

### SAFETY FIRST!



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

### WE WANT TO HELP!



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

## Clearance Ventilation of Hot Air

Hot air must have a way to escape the appliance for it to function properly.

**WARNING!** Do not clean the appliance by spraying water.

**WARNING!** Turn off electric burners and disconnect the unit before servicing.

**WARNING!** Maintenance should only be done when the appliance is cool to avoid the possibility of burns.



# Troubleshooting

## Activate Electric Burners and Heat Problems

- Appliance does not turn on.
- Main temperature sensor does not work.
- Heating element does not work.
- Knobs are not responding.

Possible causes	Solution
Power failure.	Ensure there is power to the appliance.
On-board or outlet breaker tripped.	Reset your panel breaker.
Power not connected properly.	Ensure the plug is properly connected.
Component failure.	Contact your dealer or customer support.
No power to the appliance.	Ensure there is power to the grill.
Temperature sensor connection error.	Check thermocouple wire for a continuity problem. See <b>Replacement Parts</b> . Contact your dealer or customer support.
Appliance turned off due to over-temperature.	Let the appliance cool down and try again. See <b>Grilling Instructions</b> . <b>IMPORTANT!</b> Ensure there is no accumulated grease in the appliance to avoid build-up and grease fires. See <b>Cleaning Instructions</b> . Contact your dealer or customer support.
Faulty element or element connection.	Contact your dealer or customer support.
Knobs jammed or broken.	Remove the knob and check for damage. See <b>Replacement Parts</b> .
Control panel malfunction.	Contact your dealer or customer support.

## Electrical and Connection Problems

- Temperature probes not working.
- Screen does not turn on.
- Appliance shut off unexpectedly.

Possible causes	Solution
Probes not connected properly.	Ensure probes are connected properly. See <b>Assembly Guide</b> .
Probes exceeded temperature limit.	Remove probes from cooking area and let cool and retry.
Target temperature not set.	Make sure target temperature is set in the app and notifications are allowed on your phone. See <b>Appliance Settings</b> .
No power to the appliance.	Ensure there is power to the appliance.
Faulty harnesses.	Check all visible wire harnesses for major damage. See <b>Replacement Parts</b> . Contact your dealer or customer support.
Faulty screen or component failure.	See if connection is made through phone app. See <b>Napoleon Home App</b> . If connection is made but screen remains off then it is component failure.

Possible causes	Solution
Over-temperature protection triggered.	Lower appliance temperature. See <b>Grilling Instructions</b> .
Auto-shut off triggered.	Check shut-off times and adjust settings before time is reached. See <b>Grilling Instructions</b> .
Power failure.	Contact your dealer or customer support.
Faulty IoT module.	

### Napoleon Home App Error

- Cannot connect app to appliance.
- Cannot control appliance with app.
- Lost connection to appliance.

Possible causes	Solution
Mode not started at the appliance.	Make sure a mode is physically started at the appliance. See <b>Operating Modes</b> .
No application control.	Check your Internet connection. Ensure the appliance is close enough to a WI-FI modem and follow the pairing steps. See <b>Connecting Your Smart Device</b> .
App outdated.	Ensure your Napoleon Home App is updated. See <b>Appliance Settings</b> .

### 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 finish on the lid and hood is porcelain or stainless steel and will not peel. The peeling is caused by hardened grease, which dries into paint-like shards, that flake off. Regular cleaning will prevent this. See <b>Cleaning instructions</b> .

#### WE WANT TO HELP!



Contact the Napoleon Customer Solutions Department for recommended replacement parts.  
+31 345 588655.

# Compliance

PRODUCT NAME	MODEL NUMBER	FCC ID	IC ID
Rouge EQ	REQ365MK-CE	VA8-REQ365MK	7114A-REQ365MK

## FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. The device may not cause harmful interference.
2. The device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to

correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## ISED Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s).

Operation is subject to the following two conditions:

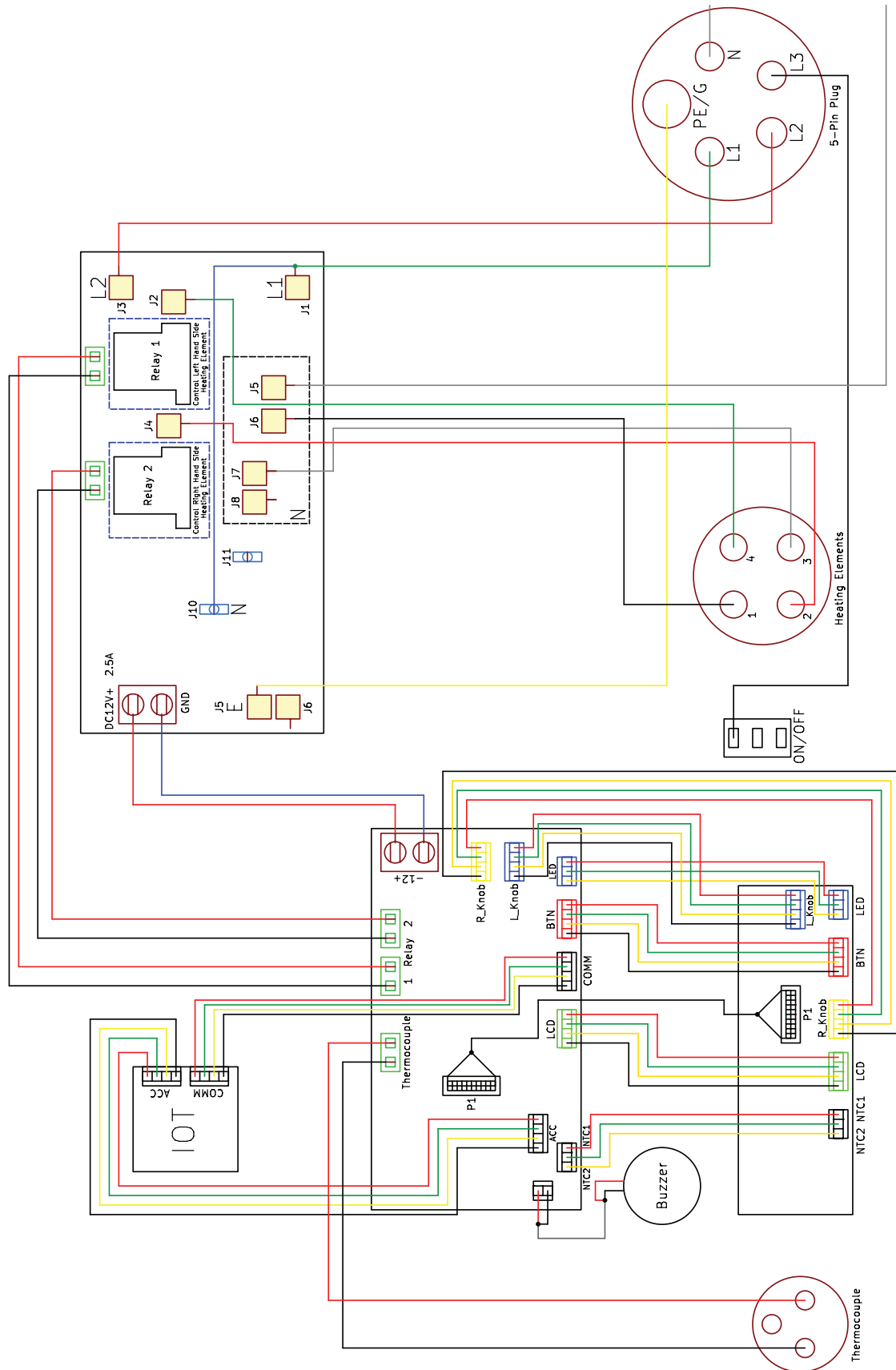
1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-003 (B)/NMB-3(B).

## Radiation Exposure Statement

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

# Electrical Diagram





# NAPOLEON 15 YEAR WARRANTY

## For ROGUE® EQ™ 365

15 Years Napoleon Electric Grills Limited Warranty.

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.

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:



Hood .....	15 Years
Porcelain Enamel Lid .....	15 Years
Aluminum Castings .....	15 Years
Porcelain Enamel Cast Iron Grids .....	15 Years
Electrical Components .....	3 Years
All Other Parts .....	15 Years

### 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 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.

De Riemsdijk 22 | 4004LC | Tiel | Gelderland

Netherlands

Phone: +31 345 588 655 | Fax: +31 345 588 655 | Email: de.info@napoleon.com



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# NAPOLEON - CELEBRATING OVER 40 YEARS OF HOME COMFORT PRODUCTS



Napoleon products are protected  
by one or more U.S. and Canadian  
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Last Revision | --1 | 09.17.24



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