

1. Should I cook with the hood up or down?

The FURNACE and FORCE are designed to be used either way, with the power to cook with the hood up, and the benefits of convection heating if you cook with the hood down – perfect for Sunday roasts.

Just remember to pre-heat your BBQ for 5 mins (ambient temperature conditions dependent) before starting.

2. How do I cook with the hood down?

The FURNACE has three burners and the FORCE has two burners so the technique is slightly different but the convection science is still the same. The idea of convection heating is to cook 'slow and low'. When the hood is down, we recommend having only one burner on low or medium setting (depending on the weather). Place the meat over the section with the burners completely off; this will generate a great 360 degrees hot airflow around the meat without scorching the underside (the indirect method). Remember to NEVER leave the burners on high with the hood down for more than 5 minutes – the BBQ will overheat. For even better results, try the Everdure by Heston roasting rack.

3. Can I use the FORCE or FURNACE on a table?

Yes. Both BBQs have been designed to be used on or off the stand. Check your manual for help deciding whether an area is suitable to stand your BBQ on during use.

4. Do I need to use lava rock or diffusers?

No. The BBQ grills are designed with integrated flame tamers. This stops oils and juices from falling directly onto the burners (to help reduce flare ups).

5. Can I use natural gas?

The BBQs can be converted for use with natural gas (AU/NZ only)

6. Is it ok to put the BBQ plates or grills in the dishwasher?

The plates and grills on the FURNACE and FORCE are coated in porcelain enamel (which aids heat retention and helps avoid food sticking on the surface). Dishwasher detergent can break down the porcelain enamel over time, so we don't recommend putting them in the dishwasher. To help their longevity, you should clean after use with non-abrasive scourers and soapy water.

7. Do I need to use a cover on my BBQ?

Even though the FURNACE and FORCE are made from die cast aluminium (which does not rust) we always recommend using an Everdure by Heston Premium cover to help protect the paint from sun bleaching or UV damage. The products should never be stored without a cover in a damp location for a long period of time.

8. Are there any accessories available?

Yes. You can find full details of accessories available.