

1. What kind of charcoal should I use?

For optimum performance, we recommend Everdure by Heston Blumenthal natural lump charcoal. The Fast Flame Ignition System can light briquettes at the press of a button, but due to the large variances in ingredients used by different manufacturers, we can't guarantee their ignition time.

2. Can the FUSION or HUB be used indoors?

No. Like most barbeques, these are designed for outdoor use only.

3. Can I add more charcoal during cooking?

Yes. The grills are designed to make refuelling easy, though you should refer to your manual to check maximum advised limits.

4. The handles on the HUB are 'cool to touch'; does this mean I don't need to wear heat resistant gloves?

Cool to touch handles are a great safety feature, but we always recommend using heat protective gloves when operating your FUSION or HUB BBQ.

5. Can I switch the element back on during cooking?

For extra safety, the HUB and FUSION have over heat protection, which may prevent the element from re-activating until the barbeque cools down.

How does this work?

If you add more coal during cooking, and press the Fast Flame Ignition System button, the element will only activate if the BBQ is below a preset temperature. If it doesn't come on, it usually means the charcoal will light promptly without intervention.

6. Can I use a power extension cord?

Yes, if it's approved for outdoor use.

7. Can I leave the Rotisserie rod and Clip lock forks in the storage area once coals are ignited?

Yes. You can always access the storage area of your barbeque, but should take extra care if lit, as the contents may be hot.

8. Can I put the grills and Clip Lock Forks into the dishwasher after use?

We do not recommend cleaning these parts in the dishwasher. Due to the various chemical ingredients found in dishwasher detergent, parts may discolour as a result. We recommend warm soapy water with a low chemical content.

9. How often should I clean my BBQ?

Once the BBQ has cooled, a simple wipe down is all that's needed. We recommend cleaning your BBQ after every use, but don't use harsh chemicals, or abrasive wire, as this may damage the protective coating on the grills and outer body. To help make cleaning easier, the firebox is designed with minimal angles and joins, which can trap grease. You can also oil grills before and after use to help prevent food sticking.

10. Maintaining the stainless-steel charcoal grid.

After each use, clean the grid with warm soapy water to remove ash residue. Ash that has built up and subsequently hardened, can trap moisture from the air causing premature erosion and discoloration. Remove any hardened ash with some soapy water and a fine wire brush. After cleaning, allow the grid to dry and lightly season with some vegetable oil. Place the part back inside the black tray and cover the barbeque with an Everdure by Heston premium cover.

11. Where should I store my BBQ?

When not in use, be sure to keep your BBQ in a well-protected area. For the best protection, we recommend covering it with a fitted Everdure by Heston Premium cover, to avoid weather damage.

12. Are there any accessories available?

Yes. You can find full details of accessories available.