



GAME CHANGER[®]

BY NORRIS THERMAL TECHNOLOGIES



Official Operating Manual & Reference Guide

Patent 10,932,474

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-Installation

-Clearances needed

The operator will need to leave room to remove the smoke generator for servicing and access to the electric panel. The GAME CHANGER Smoker is on casters and can be rolled away to access these items, but if it is solid mounted space must be saved to allow access to the side that contains the smoke generator and electric panel access.

-Instructions for Handling, Unpacking, & Assembly

Inspecting shipment for damages

It is important to inspect the crate for damage immediately after it arrives. Once you receive your shipment, please let us know if you have any additional questions, comments, or concerns.


In the unlikely event that you need to file a damage claim, please call (317) 577-0800 or (855) 278-6378 within 48 hours of receiving the shipment.

You will want to take note of any damage to the crate prior to uncrating, with photographs if possible. We will ask for pictures of the damage to the GAME CHANGER and then we will open the claim with the insurance company.

Unpacking

Remove all contents from inside the GAME CHANGER cooking compartment. Make sure that all packing materials including cardboard and plastic have been removed. A standard shipment includes.

- Smoke Generator
- Baker's Rack
- Grease Pan
- Water Pan
- Exhaust Transition with hardware
- Flex Duct
- Electrical Panel Keys (taped to the inside of the panel door)
- Accessories


 **WARNING** All plastic film on the outside of the GAME CHANGER must be removed before using the unit.

Assembly

- Install the exhaust transition, point the outlet to either the left or right depending on kitchen configuration.
(Flex duct can be added to direct vent to your hood or out of the building.)
- Install the Smoke Generator and cover plate on side of GAME CHANGER.
- Plug the Smoke Generator into the outlet on the side of the GAME CHANGER.
- Plug the GAME CHANGER's main power cable into receptacle (NEMA 14-30R).
(Circuit specifications: 208-240V, Single Phase, 30 amp)
- Turn ON the main breaker of the GAME CHANGER Smoker.

At this point the PLC should initialize on the front of the smoker.

**If not, go to TROUBLESHOOTING section of this manual.

 **WARNING** Before turning on the main power disconnect, lock the electric panel and secure the keys to prevent entry and electrical shock. Always keep the electric panel locked when in service. Disconnect and lock out all power before entering the electric panel.

-Operating Instructions

-Control Features

- Decide your three main parameters
 - Smoke - YES/NO, if YES, how long?
 - Temperature for cooking?
 - Total cook time?
 - Optional parameters
 - Do you want to go to a HOLD temperature after cooking? YES/NO
 - Internal meat temperature?
 - Cabinet HOLD temperature?
- What flavor smoke? Add wood pellets. 1 cup per hour of smoke.
- Add water and place the provided pan in door and directly under outlet of the smoke generator to catch used pellets. The pan should be $\frac{3}{4}$ filled with water. This will allow the pellets to be extinguished after the smoking process and is critical to safe operation.

- Empty the spent pellets and water in the pan after each time a full hopper of wood pellets is ran.

⚠ WARNING Spent wood pellets in the water pan should be discarded after every use. Failure to remove the spent pellets prior to reloading the hopper can cause build up in the water pan resulting in continued combustion.

- Insert grease pan in bottom of rack. Be sure to empty the grease pan after every cook and clean the entire floor of the Game Changer periodically to prevent excessive build up of grease and debris inside the Game Changer.

-Operation Features & Functions

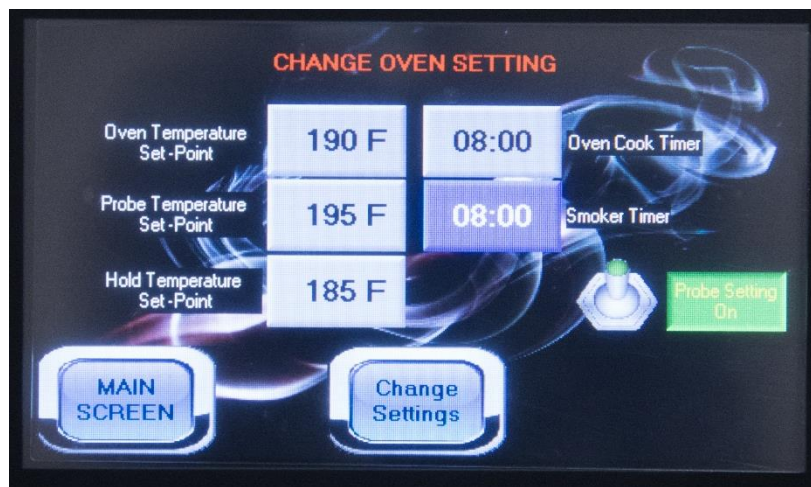


Your Home Screen shows you the status of all the major components on the GAME CHANGER®.

- **Oven Cook Timer** (countdown to 00.00:00)
- **Temperature** inside the cabinet (degrees Fahrenheit)
- **Smoker Timer** (countdown to 00.00:00)
- **Fan, Heater, and Smoker Status** lights (RED is OFF, GREEN is ON)
- Buttons to access other screens and functions:
 - **Recipes** – Access to 9 storable recipes
 - **Heater Enable** – push to turn off heater elements for cold smoking (turns RED when OFF).

- **Change Settings** – allows you to make manual changes to the three main parameters, this is manual mode.
- **Probe Temp** – shows the current temperature of the probe (degrees Fahrenheit).
- **Alarms** – shows any warnings that are current.
 - **Alarms show up on screen in real-time, you do not need to check for them.**

-Cook/Hold/Smoke Instructions

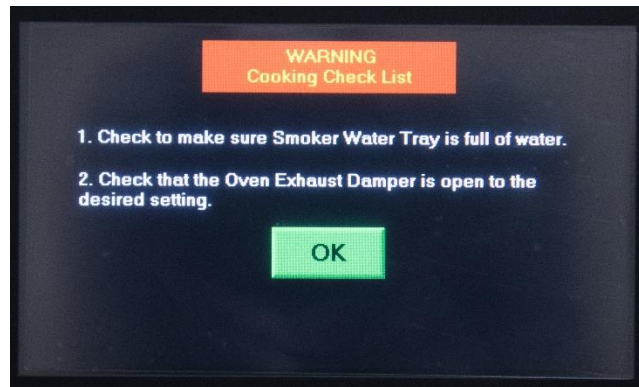


- **Oven Temperature Set-Point** – Desired cabinet temperature for total cook time, **MAX 280F.**
- **Oven Cook Timer** – Total cook time (HR.MI)
- **Smoker Timer** – How long you want the smoker to run (HR.MI)
- **Probe Setting (Green ON/ Red OFF)**
(in OFF position these entries do not matter)
 - **Probe Temperature Set-Point** –Internal meat temperature once reached will put system into a hold temperature indefinitely. Smoker will also turn off at this point. (Be sure the probe is placed into the meat before starting the program.)
 - **Hold Temperature Set-Point** – Cabinet temperature desired for holding.

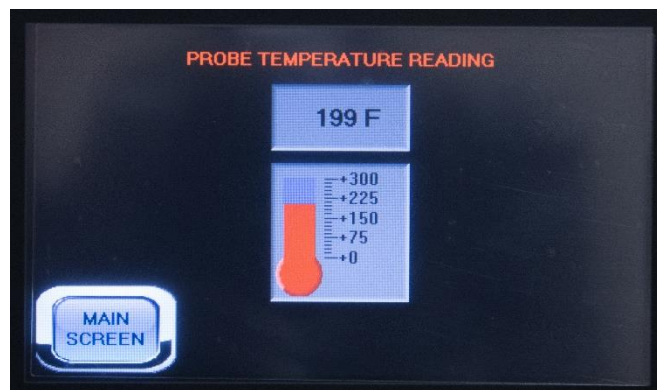
This can be done in each of the nine recipe screens and saved, or on the **Change Settings** screen. Once you have input your three (or five) parameters, press **Change Settings** and these will be stored as the new default settings. If you do not push **Change Settings**, even after making changes to the fields, those changes will not be saved. Once you return to the

Home Screen, by pressing **MAIN SCREEN**, always press the Stop button to end the recipe that was previous stored, then press the **Start** button the new timers and temperature will begin.

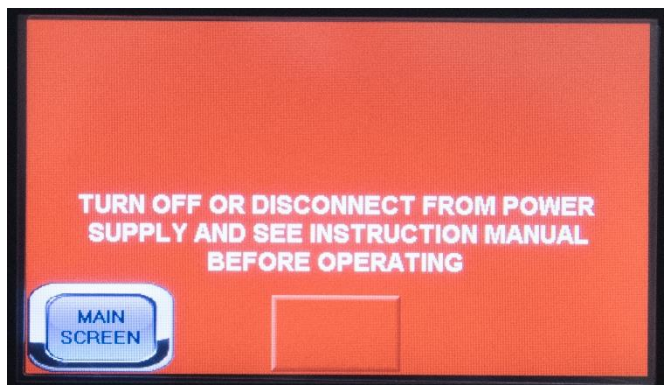
Make sure that there is water in your smoker water tray!!! Once this is completed press **OK** and all systems will begin operating.



Pressing the **Probe Temp** button will show you the current reading of the meat probe inside the cabinet.



Pressing the **Alarms** button will show you if there is an error in the system. This screen will come up automatically if there is an issue. **The alarm must be cleared before the smoker can be operated.**



-Using Preset Menu Keys



In each of the nine recipes there are a few extra buttons.

- **Store Settings** will save those settings to that recipe number in the internal memory.
- **Select Recipe** will set these as the operating parameters when you return to the Home Screen but **Start** must be pressed to begin the cycle.
(Press **Stop** button to make sure the previous settings are not running.)
- **Recipes** will take you back to the screen with the nine recipe options.

Once you have selected a recipe to use that recipe number will show up in the lower right-hand corner of the screen. Always press the **Stop** button to end the recipe that was previous stored then press the **Start** button to begin the selected recipe.




-Smoke Generator Operating Instructions

The GAME CHANGER patented Smoke Generator is a very simple piece of equipment that puts out a large amount of consistent, repeatable smoke every time that you cook. There are a few key points to remember when smoking with this unit.

- Make sure that the unit is plugged into the outlet on the side of the GAME CHANGER.
- Make sure that the switch is set to the ON position. (Note: The PLC controls the power supplied to the unit, but if the switch is off it will not turn on when needed.)
- One Cup of Pellets = One Hour of Smoke. A full hopper is Eight Cups = Eight Hours.
- Set the duration of smoking by the quantity of pellets placed in hopper. Set the smoke time for at least 1 hour longer than the amount of pellet placed in the hopper. This will prevent left over pellets and fines in hopper that might swell and clog during the next cook.
- It takes approximately 15-20 mins for the smoker to start generating smoke.
- There must be a water pan underneath the exit of the smoke generator to catch the char that is exiting the smoke generator.



 **WARNING** Enough water must be in the pan to completely submerge and extinguish the spent wood pellets.

- Clean out all remaining pellets and fines after each cook to keep the auger from clogging.

-Food Safety & Sanitation

GAME CHANGER Smokers meet NSF 4 Sanitation standards. However, it is important to practice proper regular cleaning and cooking procedures to ensure food safety. This is the sole responsibility of the operator of the GAME CHANGER Smoker. A comprehensive HACCP program on sanitation procedures and routine monitoring of safe internal food temperature should be implemented and all staff be properly trained in these procedures.

For more information go to www.foodsafety.gov

-Cleaning & Care

Procedures for the GAME CHANGER® clean-up are quite simple.

After every use:

- Empty the water pan with spent wood pellets before adding more wood pellets to the smoke generator hopper.
- Empty and clean the grease pan.
- Clean the meat temperature probe.
- Remove any visible build up debris or grease, especially around and above the area of the smoke generator.
- Excess pellets and fines are removed from Smoke Generator hopper. Once smoke generator is cool, unplug from outlet, remove and turn upside down to dump pellets out of hopper.



WARNING Do not dump hot or glowing embers in a combustible container.

Once a week:

- Smoke Generator is removed, inspected, and all pellets are removed with stainless steel vacuum.
- Remove bakery rack and wipe down interior.
- Inspect exhaust opening and flexible duct for any buildup of grease or debris.



WARNING No water and/or solvents should contact the two internal heating elements, the touch screen control unit, and any other electrical components.



WARNING To avoid personal injury turn off all controls, turn off the main power disconnect, unplug from the power source, and be sure all parts are cool before cleaning.

Clean the GAME CHANGER inside and outside after each use or daily. GAME CHANGER must be free of all debris and grease before operating.

- **Cleaning surfaces** – Wipe with a dry or damp soft cloth. Scrub with sponge, fibrous/plastic brush, or nylon cleaning pad. Do not use abrasive/corrosive applicators (e.g. steel wool, scouring pads). Gently scrape debris that is stuck, taking care to not scratch stainless surfaces



WARNING Do not steam clean as the electronics will be damaged. Do not spray with a jet of water or submerge with or in water. Do not use water or solvents on the electric heating elements.

- **Cleaning agents** – Do not use abrasive/corrosive cleaning agents with salts, acids, and or chlorides. Only use cleaning agents intended for stainless steel surfaces. The pan rack cart is aluminum. To clean only use cleaning agents intended for aluminum surfaces.


We recommend our custom blend of chemical cleaners/polishers. They are available by the case, in gallon containers, and shipped exclusively through the 'Storefront' portal on our website.

During cleaning, we recommend using the following safety precautions:

- Clean your Game Changer Smoker in a well-vented area.
 - Wear appropriate eye protection.
 - Wear appropriate nose and mouth protection like an N95 face mask.
 - Spray the chemicals on the surface and allow to penetrate for a minimum of 5-10 minutes.
 - For heavy buildup and additional scrubbing is needed, we recommend using a '0000' stainless steel pad. DO NOT USE ANY other type of steel wool pad as they will permanently scratch the stainless-steel surface.
 - After chemical cleaning, wipe ALL surfaces with a soap & water-soaked towel and then with another clean water-soaked towel.
- **Long term storage** – Disconnect from all Power. Perform all daily cleaning tasks. Cover and then store in a dry area.

-Replaceable Service Items

- **TWO Electric Panel Fan Filters** – *Replace electric panel fan filters every 3 to 6 months depending visual inspection. Do not wash or blow with air, only replace with new filters.*

 **WARNING** Failure to replace panel filters may cause damage to electrical components and void the manufacturer warranty



- **Door Gasket** – *Inspect door gasket weekly for cracks. Clean monthly and replace gasket if cracks appear. A very thin coat of food grade petroleum jelly is recommended to be applied IN THE FOLD of the gasket to deter the drying out and cracking of the gasket.*
- **Internal Seam Caulking** – *Inspect the caulking in the internal cooking chambers seams. These seams are sealed with a food grade high temperature silicone caulking. Take caution when cleaning the caulked seams. Clean seams as instructed and replace missing caulking as necessary.*

Fan Filters and Door Gaskets can be purchased through GAME CHANGER Smoker website, by emailing sales@gamechangersmoker.com or calling 574-353-7855.

GAME CHANGER®
COMMERCIAL CONVECTION SMOKER

Order at <https://gamechangersmoker.com/store-front>



GC REAL WOOD SMOKER PELLETS



Case of wood pellets for food smoking in 10 resealable pouches. 1 pouch contains 5 cups of wood pellets for a total of up to 4 hours of smoke in the **Game Changer®** smoke generator.

Resealable pouches protect pellets from moisture, provide no mess when scooping, perfect portion control, and are easy to store.

We offer multiple flavors including: **Hickory, Mesquite, Post Oak, Cherry, Pecan** and **Competition Blend** (Pecan, Cherry, Post Oak).

Cases are \$37.50 each (sold only by the case). Ask about repeat monthly ordering.

Our pellets are usable in ANY pellet driven smoker.

SMOKEHOUSE CLEANER
\$74 - CASE OF 4/ 1-GAL EA

Great for removing smoke residue and build up on kitchen surfaces, dishes and the GC Smoker.



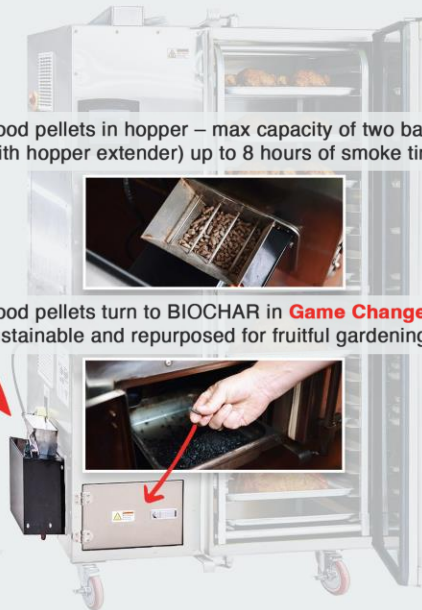
STAINLESS CLEANER
\$63 - CASE OF 4/ 1-GAL EA

Give your GC Smoker & other stainless steel appliances a streak free shine.



Wood pellets in hopper – max capacity of two bags (with hopper extender) up to 8 hours of smoke time

Wood pellets turn to **BIOCHAR** in **Game Changer®** Sustainable and repurposed for fruitful gardening



-Troubleshooting Guide

Issue: No heat.

Check plug is fully seated in receptacle, check contactors in electric panel, then incoming voltage, signal wire, replace PLC.

Issue: No smoke from Smoke Generator.

-Check the green light on PLC that indicates smoker status. If red smoker is off. Check the set-up menu to turn smoker to the on status.

-Confirm the lights on the smoke generator are on, if not check smoker status on the control interface.

-Check the smoke generator hopper to ensure there is no bridge or clog with pellets. If there is a bridge or clog, empty the hopper and refill with fresh pellets.

If pellets are coming out brown and not black in the water pan

-Be sure the red augur light is not on continuously. The augur light should kick on and off with augur cycles.

-Replace fuse for the auger heater inside smoke generator box. (Request guidance from Game Changer technical support)

Issue: PLC does not turn ON.

Verify disconnect is on and electric cabinet fans are on, check green plugs on PLC (top and bottom) are secure, check for tripped breakers, cycle power OFF for 15 minutes and Turn ON, replace PLC

Issue: Smoke Generator is consistently plugging or poor smoke.

Bad airflow in the room which is causing negative or too little airflow through the Smoke Generator. Air should be going through the hopper into the GAME CHANGER cook chamber and then out the exhaust. Any restriction or disruption of air on the Game Changer can cause problem to the smoke generator. Make sure the second Smoke Generator opening is covered.

Issue: Temperature not raising above a certain level.

Make sure that the meat probe is fully set into the meat. If the probe temp hits your Set-point it will force the recipe into the HOLD function. If you have just started a new recipe, make sure that you stop the old recipe with STOP button and START the new recipe. The program might have been stuck in a HOLD sequence.

-Ethernet Capabilities

Hooking up the Ethernet Port: First hook up CAT-5 Ethernet cable to the electrical panel side of Game Changer.



Getting the App: First go to the Apple store or the Google play store and search

“Unitronics’ Remote operator”

- <https://play.google.com/store/apps/details?id=com.unitronics.remoteoperator&hl=en>
- <https://apps.apple.com/il/app/unitronics-remote-operator/id1063107386>

-After the app is downloaded you will click on the app icon

-Once the app opens it will ask you to make a password. This is where you will come up with your own personal password.



Enter Password
.....

Remember Password

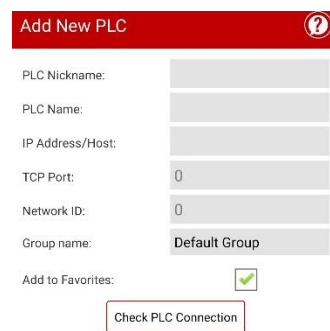
Cancel OK

-Once password is created you will click ok, and the below screen will appear.



-Click the (+) which is to add the Game Changer

-The “Add New PLC” screen will be displayed



-You will then fill out the boxes and give your personal Game Changer a nickname.

-The PLC name is specific for every unit. Typically, the PLC NAME starts with NTT GCXXX (the XXX will be dictated based on the Game Changers Unit number. (Each PLC name is also labeled on the back of the PLC inside the Electrical Cabinet)

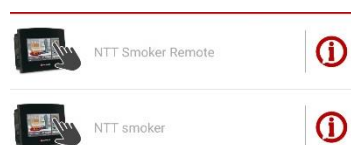
-The IP Address without data logging is 192.168.1.200. If the unit is equipped with Data Logging, the IP Address is 192.168.10.2

-TCP Port is TCP/20256

-Then click the button “Check PLC Connection”. It will begin searching for the unit. Once the unit is discovered click the “OK” button which will return you to the screen below.



-Once the PLC is connected the HAND will turn GREEN in color which means ready to use. If it was unable to connect, the HAND will be RED. If this is the case, try reentering the information above.



-When HAND is pressed you will get a mirror image of the Game Changer screen. This will give you full control of the unit from your mobile device. You will be able to access all the settings as if you are in front of the Game Changer. Note: This will only work, if you are on the same internet network as the Game Changer.

-Refer to Operating Instructions starting on Page 5, if you have any questions on controllability of the Game Changer.

-Company Contact Information

All warranty, consultation, and parts orders requests: Write, fax, email, or call to the below contacts;

<u>Name</u>	<u>Position</u>	<u>Email</u>
Janelle Bradley	Parts, and Service	janelle@norrithermal.com
Cody Johnston	Technical	cody@norrithermal.com
Aaron Norris	Commercial	aaron@norrithermal.com
Tripp Rion	Culinary	tripp@twistedfood.com
Nevin Hofing	Sales	nevin@gamechangersmoker.com

Norris Thermal Technologies Inc.
dba Game Changer Smokers
7930 N 700 E
Tippecanoe, IN. 46570 USA

Phone number: 574-353-7855
Fax number: 574-353-8152
Email: sales@gamechangersmoker.com
Web: www.gamechangersmoker.com

Please record and have the following information available when contacting Game Changer regarding installation, operation, and service help.

Model: GAME CHANGER Commercial Smoker **GC20V2**

Serial number: _____

Date Installed: _____

Location of Installation: _____

-Warranty (see Appendix A)

-Specification Sheet w/ dimensions(see Appendix B)

-Wiring Diagram (see Appendix C)