

# Troubleshooting

Problem	Solution
The temperature probe appears to turn on and off during cooking.	<ul style="list-style-type: none"><li>- When the thermostat reaches the desired temperature, it will temporarily shut off to avoid overheating. This is normal. It will turn back on as needed to prevent the temperature from dropping below the selected setting.</li><li>- Double check that the grill/griddle plate has not become dislodged from the base. If the heating plate and temperature probe are not properly situated on the base, the built-in safety switch will automatically cut power to the heating element. Allow to cool, then check the alignment of the parts. Operation will resume normally when all pieces are properly assembled.</li></ul>
My Raclette cheese is not melting.	<p>It is best to allow the cheese to melt a few minutes under the heated grill before cooking other foods, as Raclette cheese takes a while to melt. Also, a higher setting (8-10) is needed when making Raclette.</p> <p>Also, removing trays from beneath the heating plate and placing them on the heated griddle for 30-40 seconds will help to speed up the melting process.</p>
Should I use the stainless steel tray when I'm not making Raclette?	Yes, it is best to use the Flip Grill with the stainless steel tray in place at all times.
The heating plate is not receiving power.	<p>As an additional safety measure, the heating plate will only function when properly docked to the plastic base. The temperature probe must align with the slotted cradle as shown in the illustration below. If not properly aligned, the heating plate will not turn on.</p> <p><b>See illustration on next page.</b></p>

