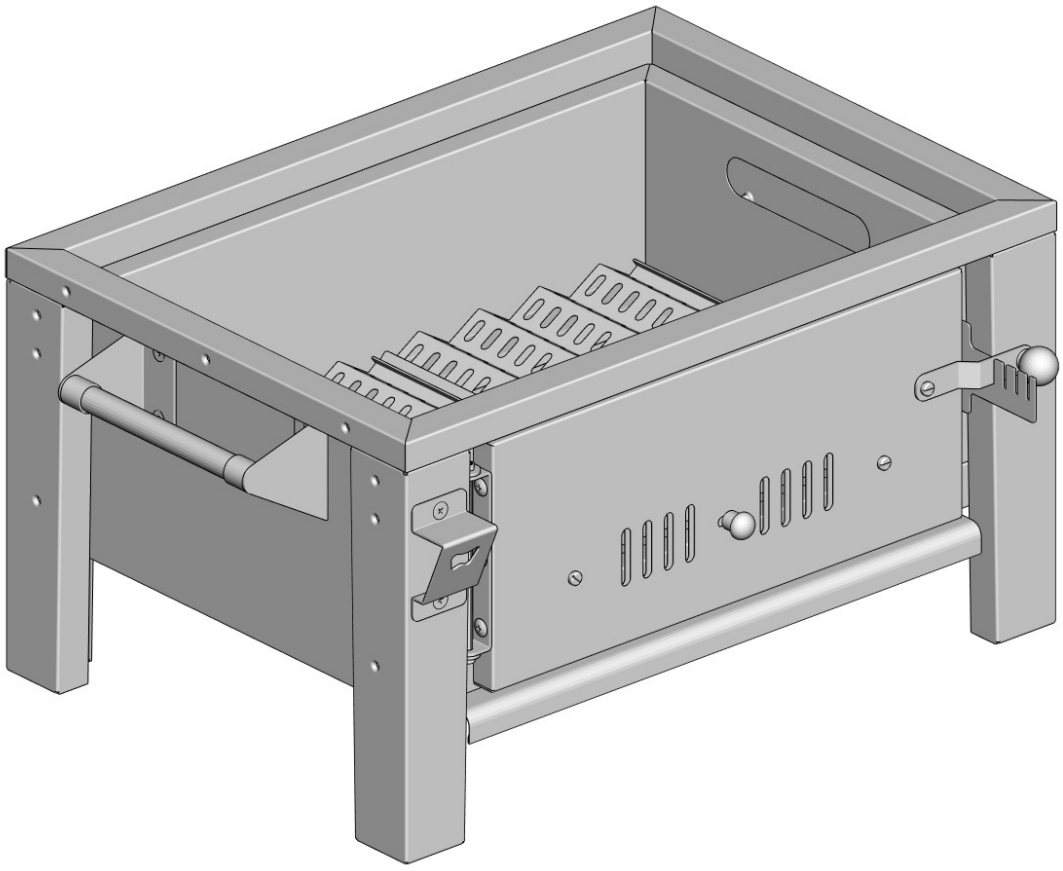


StarBBQ™ 24” Charcoal Griller Base Platform

Item Number: STARBBQ-24CHBS

Read all instructions before you operate your appliance. Save these instructions!

To installer or person assembling appliance: Leave this manual with appliance for future reference.
To consumer: Keep this manual for future reference.

www.SunstoneMP.com

Welcome & Congratulations

Congratulations on your purchase of a new **STARBBQ™** by Sunstone Metal Products **24" Charcoal Griller Base Platform**! We are extremely proud of this premium product and are fully committed to providing you with the very best ownership experience possible. Your complete satisfaction is our #1 priority.

Please take a few minutes to read this manual carefully. It contains all the information you need to safely install, operate, and maintain your 24" Charcoal Griller Base Platform for decades of optimum performance, clean-burning fires, and unforgettable outdoor moments. We know you're going to love gathering around your new **StarBBQ** Charcoal Griller with family and friends, and we sincerely thank you for choosing Sunstone Metal Products. We hope you'll consider us for all your future outdoor living needs.

Before you call

- Is the charcoal griller placed on a **level, stable surface** or properly supported in a countertop or island?
- Have all **cooled ashes** been removed so airflow to the firebox is not restricted?
- Are you using **dry charcoal or seasoned hardwood only**, and avoiding overloading the fire area?
- Are the **front vent and adjustable air intake** open enough to allow proper combustion?
- Is the interior of the griller **free of standing water** from rain or cleaning before lighting?

SUNSTONE METAL PRODUCTS LLC.
16004 Central Commerce Dr, Pflugerville Texas 78660.

Business Hours.
Mon. to Thur. 9:00AM to 4:30PM
Closed Fri/Sat/Sun

Tel: 512-487-5116
Toll Free: 888-934-9449 (Technical Support Line)

Must keep copy of your sales slip for proof of purchase.

NAME_____ DATE OF PURCHASE _____

ADDRESS_____

MODEL NO_____INVOICE NO_____

COMPANY THAT YOU PURCHASED FROM _____

Discover the StarBBQ™ Product Line by Sunstone Metal Products

Explore the innovative **StarBBQ™** series, a premium collection of outdoor cooking solutions from Sunstone Metal Products. All StarBBQ™ products are proudly designed and engineered at our facility in North Austin, Texas. As a **PROUD TEXAS COMPANY**, we remain committed to delivering the highest quality in every product we create.

StarBBQ™ offers versatile options for campfire, camping, and backyard adventures, including smokeless fire pits, portable charcoal grills, and innovative grill inserts—all built with durable materials for reliable performance.



Heavy-Duty Steel Fold-Out Camper Griller Griddle Combo | **STARBBQ-FUFP**



Folding A-Frame Camper Charcoal Grill – Portable and Compact | **StarBBQ-AFCG**



Rocket Stove Camper Box – Military-Grade Ammo Can Portable Charcoal Stove | **STARBBQ-RSBBOX**



24" Smokeless Fire Pit Base Platform – Ultimate Versatile Outdoor Cooking Hub | **STARBBQ-24FPBS**



24" Charcoal Griller Base with Unlimited Versatility and Upgrades, like the Cart, Santa Maria, Hood, Post-Griller | **STARBBQ-24CHBS**



Ultimate Charcoal Smoker & Pizza Oven Combo Grill Cart – All-in-One | **STARBBQ-34SMK**

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PACKAGE CONTENTS

- 24" Steel Powder Coated Charcoal Griller base platform
- This manual
- Optional accessories: Modular rims (grilling grid, smoker hood, Santa Maria, griddle, searing grate) sold separately

PRE-PLACEMENT CUSTOMER CHECKLIST

Before beginning installation, confirm that **all items below are completed**. Proper preparation ensures correct airflow, safe operation, and true smokeless performance.

☐ **Location & Safety Clearance**
Choose a permanent installation location that maintains a **minimum 12 ft clearance** from all buildings, overhangs, tree branches, fences, decks, and other combustible materials (refer to the Safety section).

☐ **Local Regulations Verified**
Confirm compliance with all **local fire codes, burn regulations, permits**, and any **air-quality "No-Burn" restrictions** applicable in your area.

☐ **Ground Surface Prepared**
Verify the installation surface is **leveled, stable, and non-combustible**, such as a paver patio, gravel base, concrete slab, or bare earth for standalone mode, or countertop for insert mode.

☐ **Airflow Base Planned (Required)**
Plan for proper elevation and airflow; the base provides built-in elevation for standalone use.

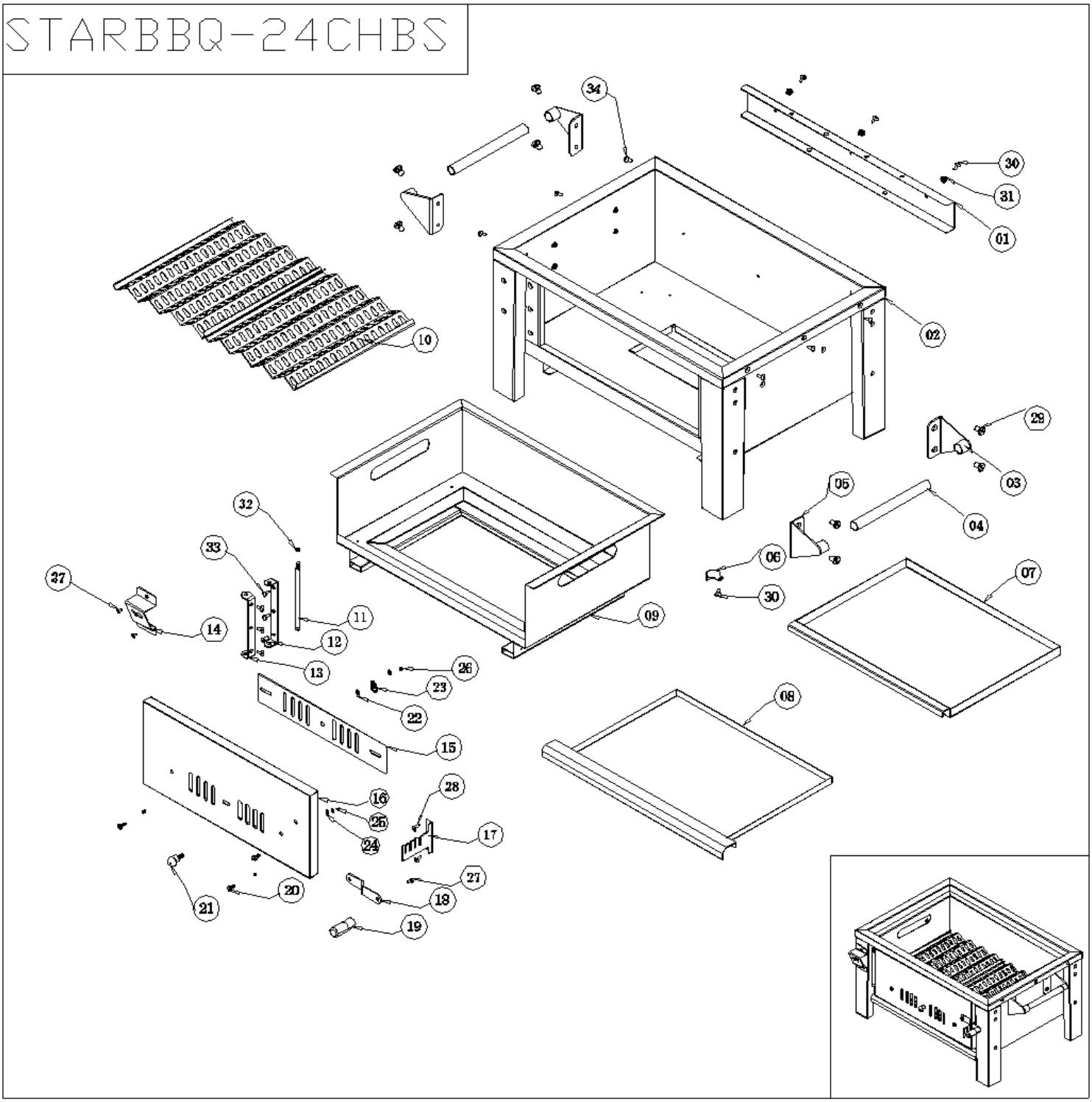
☐ **Modular Rims Ready (If Purchased)**
Ensure optional rims are compatible and tools-free for quick swaps.

☐ **Surface Suitability Verified (Critical)**
Confirm that the **surface is flat and non-rough** for stable placement.

☐ **Safety Gear Ready**
Have proper safety equipment available, including **work gloves, safety glasses, and hearing protection**.

☐ **Fire Safety Equipment Available**
Ensure a **garden hose, bucket of water, or fire extinguisher** will be within immediate reach of the final fire pit location.

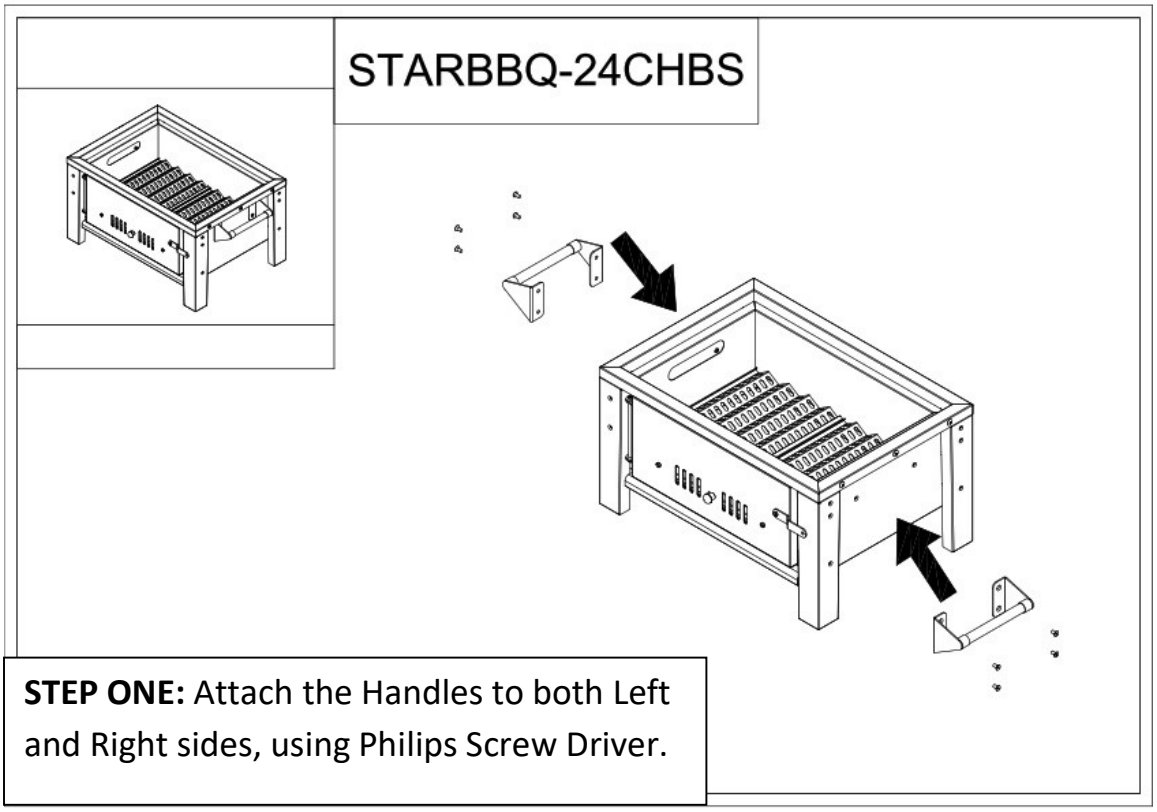
24” CHARCOAL GRILLER BASE – PARTS LIST



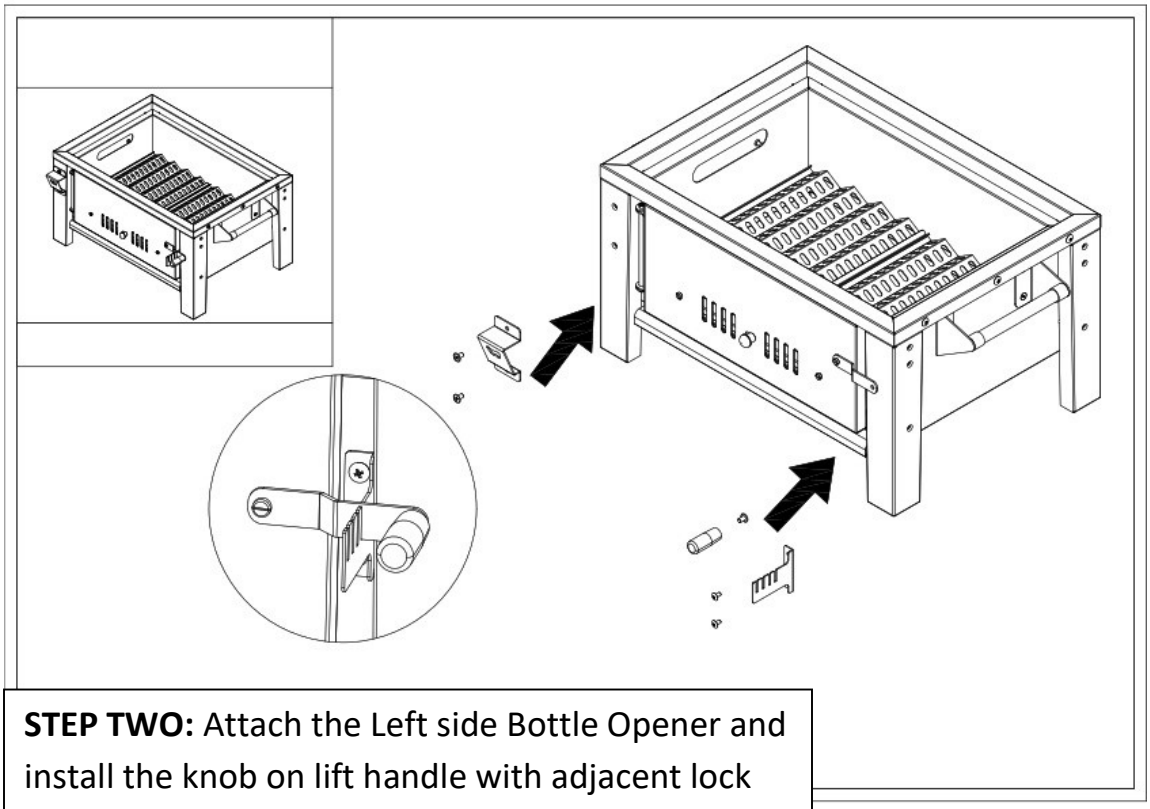
24” CHARCOAL GRILLER BASE – PARTS LIST

Item No.	Part Number	Description	Quantity
1	STAR-24CHBS-B011X01	Furnace head bracket	1
2	STAR-24CHBS-H001X01	24-inch charcoal grill base body welding	1
3	STAR-24HDRIM-H003X01	Upper cover handle seat right welding	2
4	STAR-24HDRIM-BW005-GDX01	Upper cover pull handle tube	2
5	STAR-24HDRIM-H004X01	Upper cover handle seat left welding	2
6	STAR-24CHBS-B032X01	Movable baffle	1
7	STAR-24CHBS-B021X01	Ash tray	1
8	STAR-24CHBS-B020X01	Drip pan	1
9	STAR-24CHBS-H006X01	Charcoal box welding	1
10	STAR-24CHBS-B026X01	Charcoal rack plate	2
11	NLSL-1214006-013-304	Stainless steel hex socket set screw	1
12	STAR-24CHBS-B033X01	Door panel pin fixing plate A	1
13	STAR-24CHBS-B034X01	Door panel pin fixing plate B	1
14	STAR-24CHBS-B027X02	Bottle opener	1
15	STAR-24HDRIM-H005X01	Air door plate	1
16	STAR-24CHBS-B029X02	Door panel assembly	1
17	STAR-24CHBS-B028X01	Door stopper	1
18	STAR-24CHBS-B030X01	Handle stopper	1
19	DH608-W016X01	Black bakelite handle	1
20	CHDZ42-W014X02	Drawer air door plate fixing pin	1
21	STAR-34SMK-10.8X04	Upper cover air door plate fixing pin	1
22	STAR-34SMK-10.10X04	Flat Washer	1
23	C1CH36-009-B007X01	Drawer door gear	1
24	PD-06010-1215-304	304 Stainless Steel Flat Washer	2
25	SSM-05008-304	304 Stainless Steel Full Metal Three-Piece Lock Nut	3
26	SSM-06010-304	304 Stainless Steel Full Metal Three-Piece Lock Nut	1
27	PSH-06010-010-304	Stainless Steel Phillips Flat Head Machine Screw	3
28	PBH-05008-010-304	304 Stainless Steel Phillips Truss Head Screw	2
29	PFH-06010-012-304	304 Stainless Steel Phillips Countersunk Screw	8
30	PBH-04007-010-304	304 Stainless Steel Phillips Truss Head Screw	4
31	KXM-04007-304	304 Stainless Steel K-Type Nut	3
32	SSM-06010-304	304 Stainless Steel Full Metal Three-Piece Lock Nut	1
33	PBH-06010-010-304	304 Stainless Steel Phillips Truss Head Screw	6
34	PBH-06010-012-304	304 Stainless Steel Phillips Truss Head Screw	6

24” CHARCOAL GRILLER BASE – ASSEMBLY

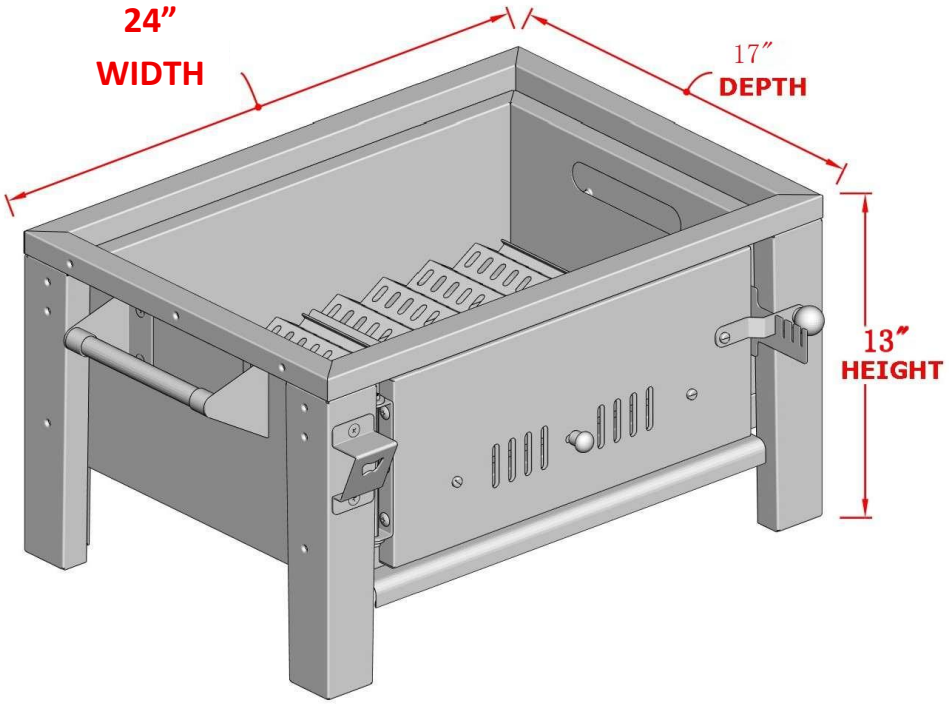


STEP ONE: Attach the Handles to both Left and Right sides, using Philips Screw Driver.



STEP TWO: Attach the Left side Bottle Opener and install the knob on lift handle with adjacent lock on the Right side Charcoal Griller door, using Philips Screwdriver.

24” CHARCOAL GRILLER – PRODUCT DIMENSIONS



STARBBQ-24CHBS — 24" Charcoal Griller Base

• **Product Dimensions:** 24" W × 17" D × 13" H

• **Material:** Stainless Steel Bowl; Powder-Coated Steel Base

• **Weight:** 46.5

• **Finish:** High-Temperature Powder Coating on Base

• **Recommended Use:** Standalone on Counter, or Place in BBQ Cart

• **Features:** Modular Rim System Compatibility, Dual-Mount, Versatility, Efficient Fuel Use & Quick Cleanup, Texas-Sized Performance

MODULAR RIMS – OVERVIEW

The STARBBQ™ 24" Charcoal Griller Base Platform (STARBBQ-24CHBS) is designed with a modular rim system that allows for quick, swaps to transform the base into various cooking and heating configurations. Each rim drops onto the top edge of the stainless steel bowl and secures with integrated clips for stability. Rims are constructed from high-quality materials like 304 stainless steel or cast iron, ensuring durability, heat resistance, and easy maintenance. They are sold separately or in bundles, enabling customization based on user needs - from grilling and searing to smoking and ambient fire enjoyment.

Key Benefits:

- **Versatility:** Switch modes in seconds without additional tools.
- **Compatibility:** All rims fit the 24-1/4" base diameter precisely (23.5" inner fit for secure seating).
- **Performance Integration:** Rims maintain the base's smokeless airflow while adding specialized cooking surfaces.
- **Materials:** Rust-resistant, food-grade surfaces with high-temperature tolerance (up to 800°F+ for select rims).
- **Ease of Use:** Handles or lifts included where applicable for safe handling.

Rims enhance the base's 50,000+ BTU output, supporting efficient fuel use with hardwoods or pellets. Always ensure the base is cool before swapping rims to prevent injury.

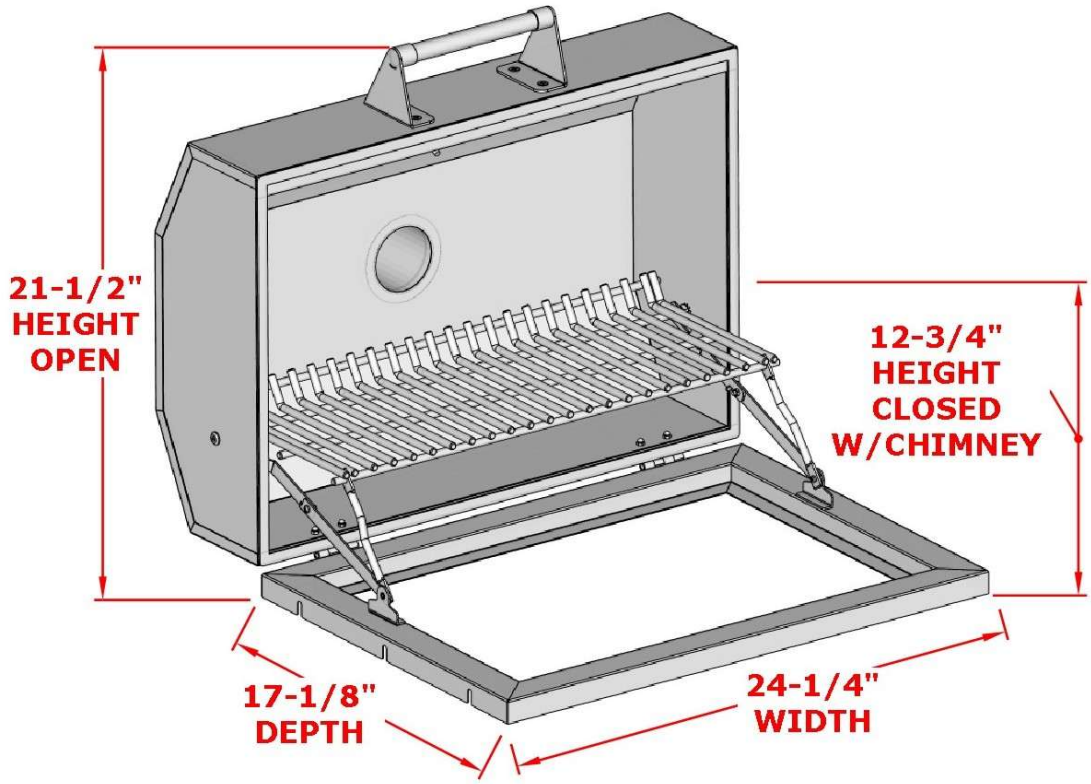
Detailed Rim Specifications:

Below is an expanded breakdown of each available modular rim, including dimensions, materials, features, recommended uses, and maintenance tips. All rims share a 24" width/diameter and 1-2" mounting depth for seamless integration.

Installation and Usage Guidelines for Modular Rims:

Preparation: Ensure the griller base is cool and clean. Remove any ashes from previous use.
Attachment: Align the rim with the top edge. Press down until clips engage (audible click).
Security Check: Gently tug to confirm stability. Do not use if loose.
Operation: Light the charcoal/wood per main manual. Adjust fuel for rim-specific needs (e.g., low for smoking).
Swapping: Allow full cooling (at least 30 minutes) before removal. Lift via handles.
Safety: Use heat-resistant gloves. Never leave unattended. Keep children and pets away.

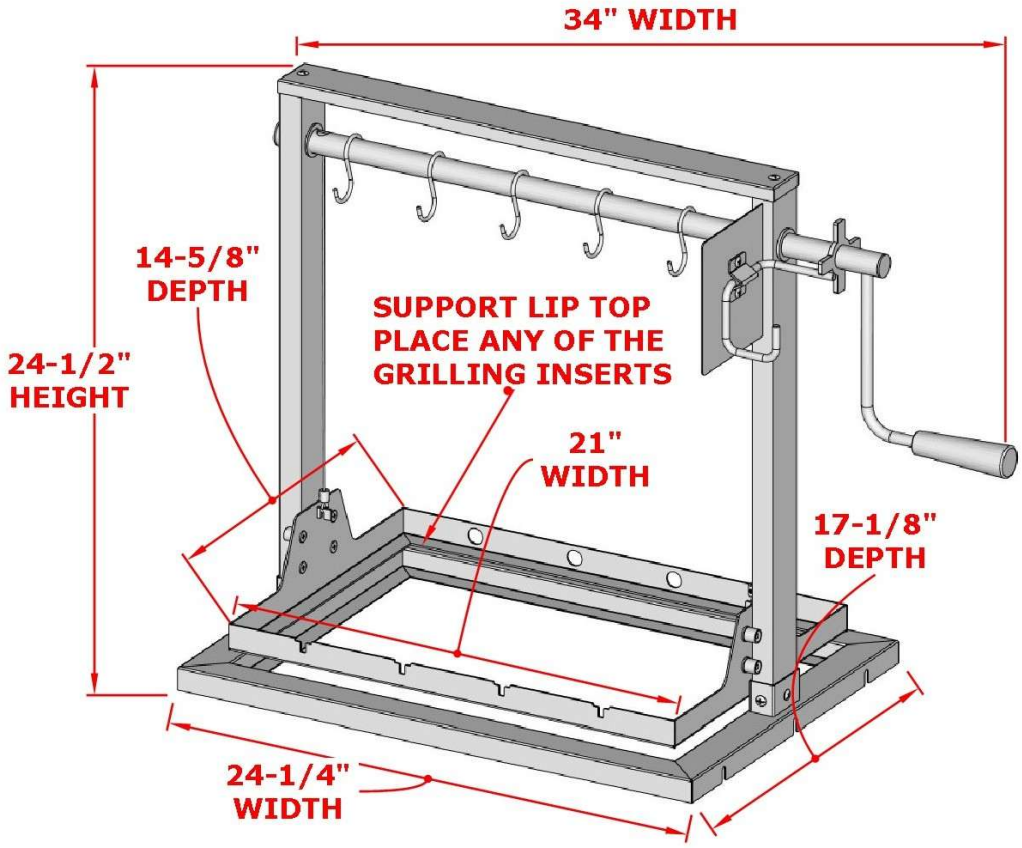
MODULAR RIMS – STARBBQ-24HDRIM



Smoker Hood Rim (STARBBQ-24HDRIM) – SOLD SEPERATLY!

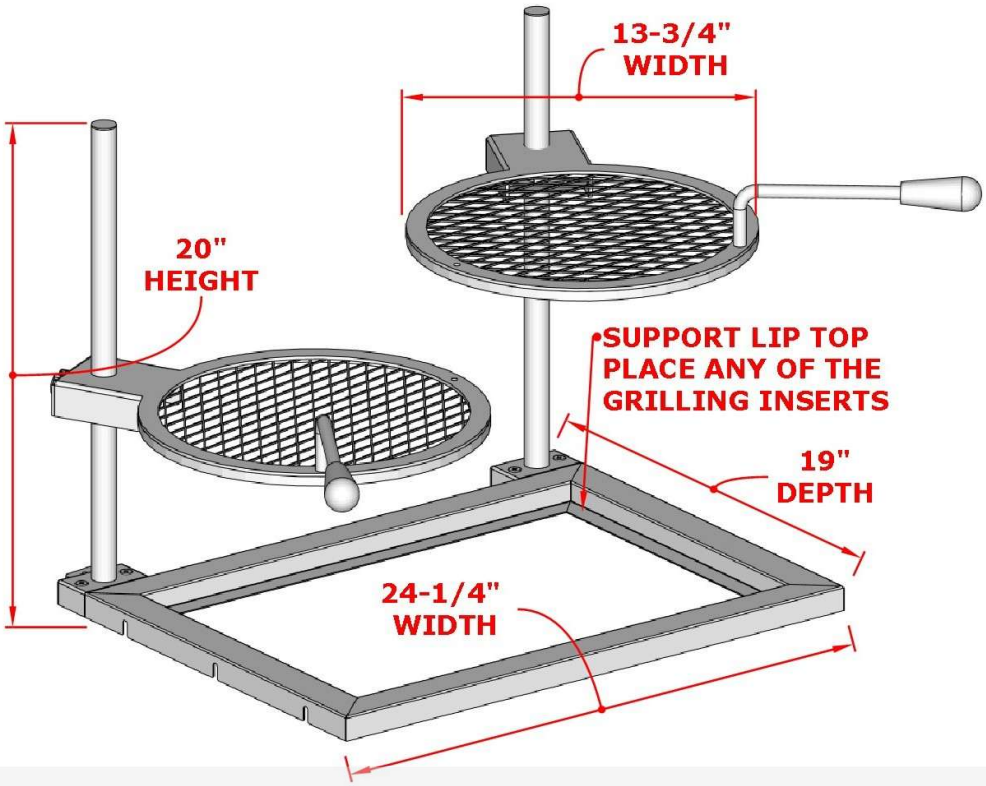
- **Description:** A domed stainless-steel cover that converts the base into a low-and-slow smoker. Includes a built-in chimney for smoke control and a thermometer for precise temperature monitoring.
- **Dimensions:** 24-1/4" W x 17-1/8" D x 12-3/4" H (domed height); Internal Volume: Suitable for large cuts.
- **Weight:** 18 lbs.
- **Material:** 304 Stainless Steel with insulated handle; Powder-coated exterior.
- **Features:** Adjustable vent on chimney; Integrated analog thermometer (up to 500°F); Seals tightly to trap smoke and heat.
- **Recommended Uses:** Brisket, ribs, or poultry for 12+ hour smokes; Maintains 225-275°F for authentic Texas-style BBQ.
- **BTU Utilization:** Optimizes low-BTU settings for extended burns with minimal fuel.
- **Maintenance:** Wipe interior after cooling; Avoid abrasive cleaners; Store indoors to prevent weathering.

MODULAR RIMS – STARBBQ-24SMGRIM



Santa Maria Rim (STARBBQ-24SMGRIM) – SOLD SEPERATLY!

- **Description:** Texas Santa Maria grilling, this rim features a crank-lift adjustable grate for variable heat exposure, allowing precise control over cooking intensity.
- **Dimensions:** 24-1/4" W x 17-1/8" D x 24-1/2" H (extended); Lift Range: 18" above base.
- **Weight:** 15.6 lbs.
- **Material:** 304 Stainless Steel grate and frame; Zinc-plated crank mechanism.
- **Features:** Smooth crank handle for height adjustment; Locking mechanism; Flare-up resistant design.
- **Recommended Uses:** Steaks, tri-tip, or large meats; Char without direct flame contact for flare-up-free results.
- **BTU Utilization:** Adjustable for high-heat (500°F+) or indirect cooking.
- **Maintenance:** Lubricate crank annually; Clean grate with wire brush; Rust-proof components.



Post-Mount Griller (STARBBQ-240PGRIM) – SOLD SEPERATLY!

Description: This Dual Post-Mount Griller Rim provides a stable support lip and mounting structure for adjustable grilling inserts, allowing precise placement over the heat source for controlled cooking intensity.

Dimensions: 24-1/4" W x 19" D x 20" H (extended); Lift Range: 18" above base (when used with compatible adjustable inserts).

Weight: 14.5 lbs.

Material: 304 Stainless Steel frame and support components; Durable, corrosion-resistant construction.

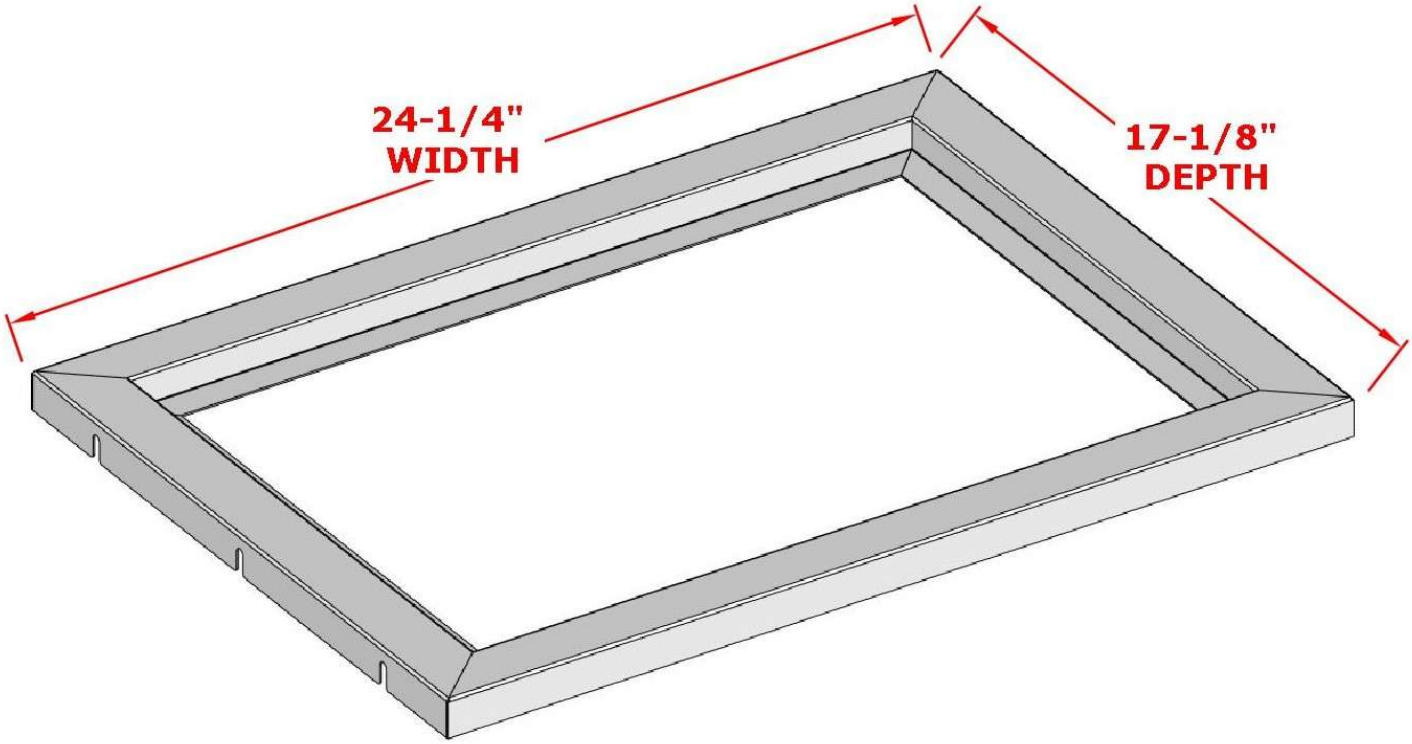
Features: Support lip top for secure placement of grilling inserts; Post-mount design for easy installation on posts or compatible bases; Flare-up resistant when paired with adjustable grates.

Recommended Uses: Steaks, tri-tip, or large meats; Ideal base for Santa Maria-style setups with variable-height inserts for charring without direct flame contact and flare-up-free results.

BTU Utilization: Adjustable for high-heat (500°F+) or indirect cooking (dependent on inserted grate height).

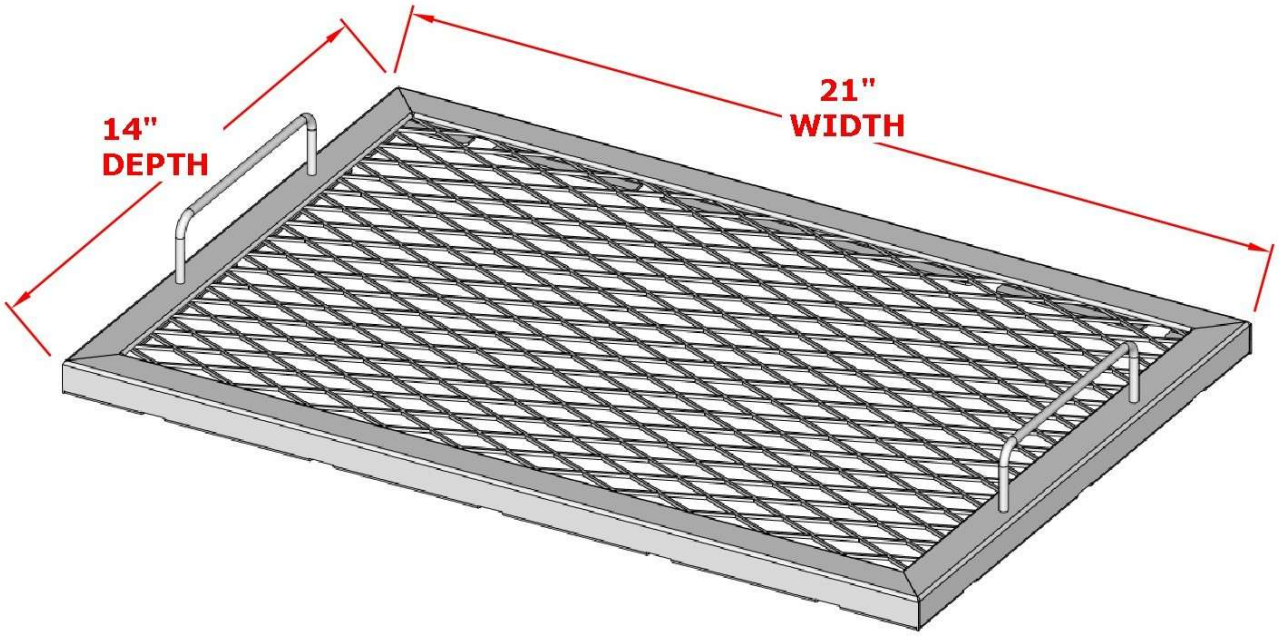
Maintenance: Clean support surfaces with brush; Rust-proof components for long-term durability.

MODULAR RIMS – STARBBQ-24BSRIM



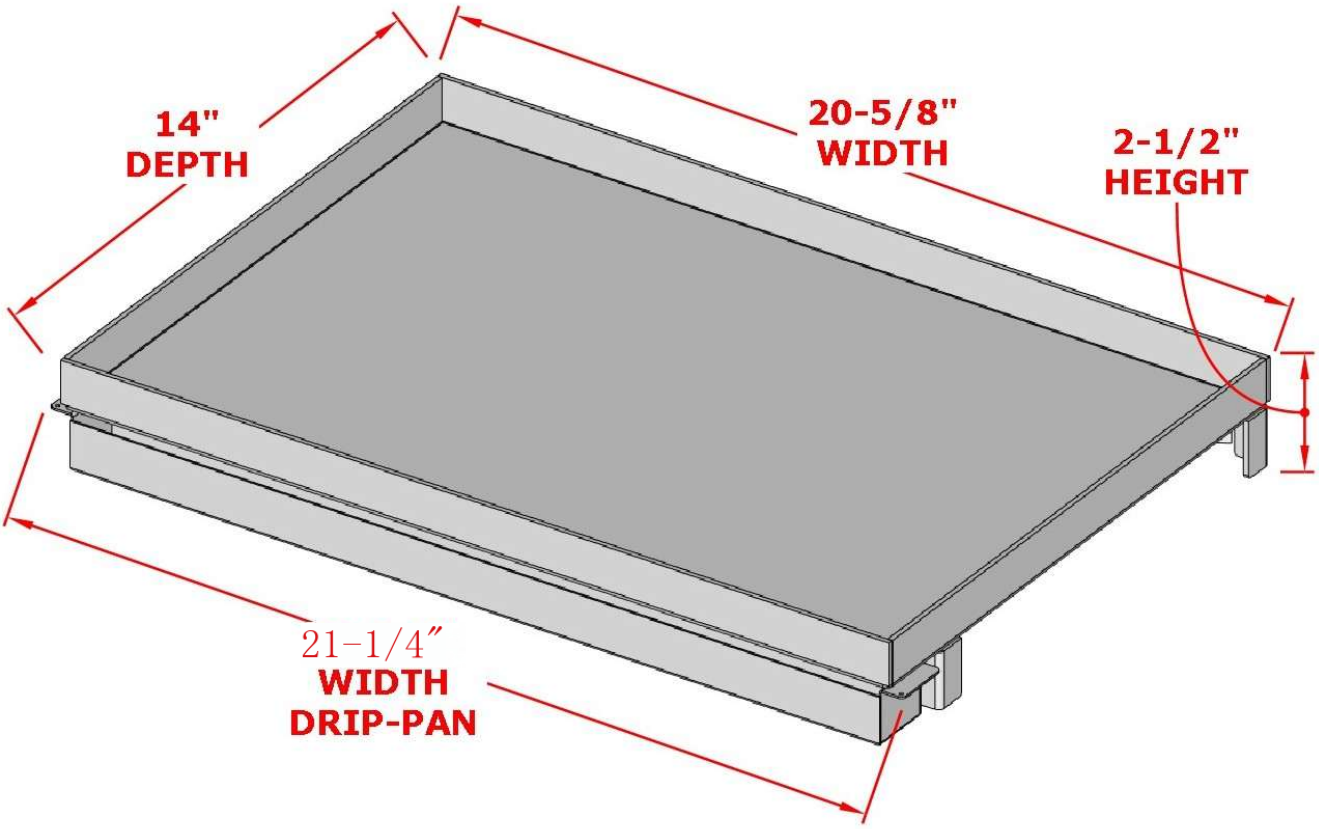
Stainless Steel Grilling Grate (STARBBQ-24BSRIM) – SOLD SEPERATLY!

- **Description:** A Sturdy frame steel frame rim which is a Required rim designed to allow multiple grilling inserts like the EXGRATE, GRIDDLE, or SEAR.
- **Dimensions:** 24-1/4" W x 17-1/8 D x 1" H
- **Weight:** 4 lbs.
- **Material:** 304 Stainless Steel with matte finish for non-stick properties.
- **Features:** Easy Installation, simply drop over the top rim of either Fire Pit Base or Charcoal Griller Base, and use Phillips Screwdriver to secure (3) screws on either side.
- **Recommended Uses:** For use with other Grilling Inserts
- **Maintenance:** Brush clean after use; Dishwasher-safe; Season with oil to prevent rust.



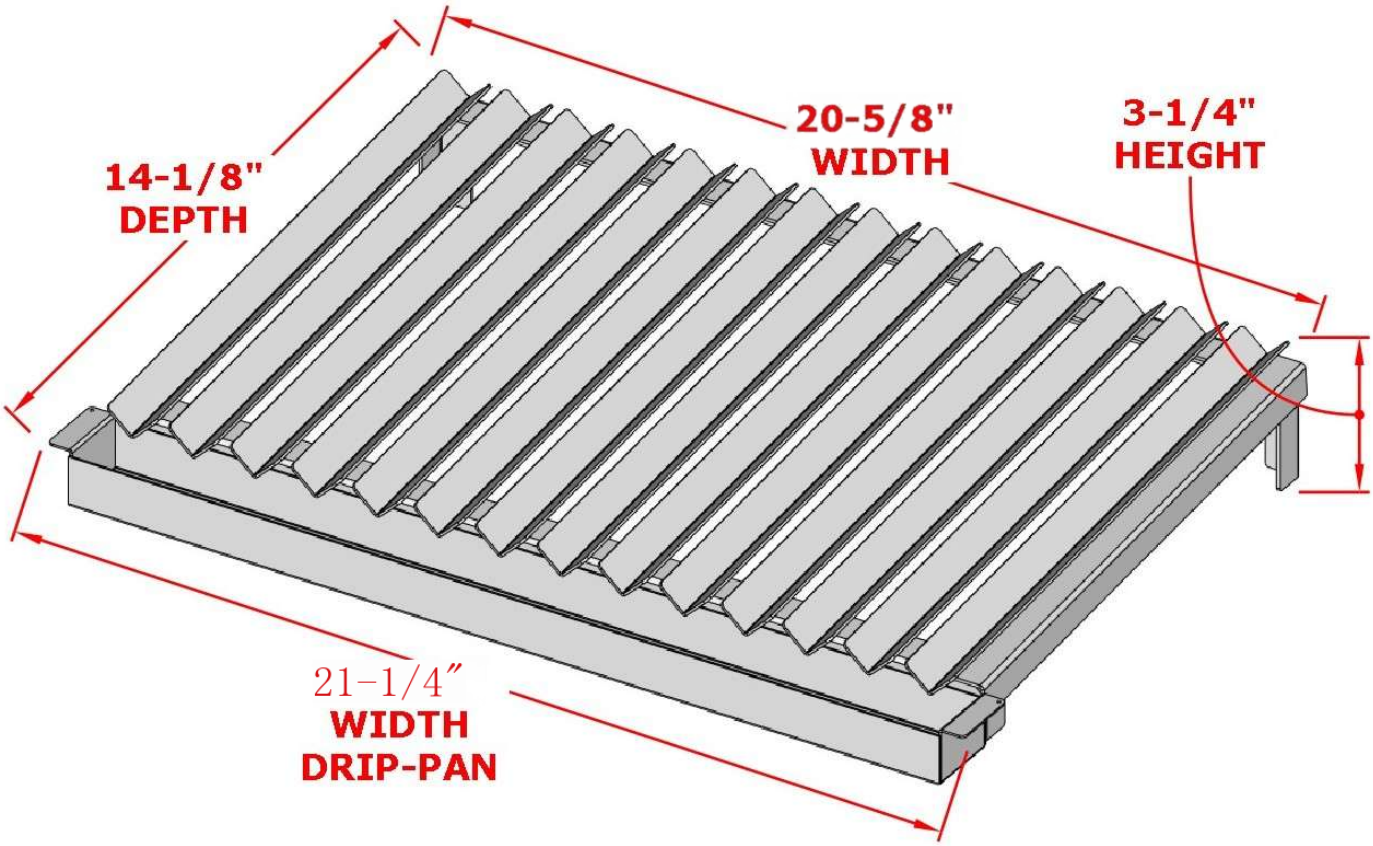
Stainless Steel Grilling Grate (STARBBQ-EXGRATE) – SOLD SEPERATLY!

- **Description:** A robust steel grilling grate designed for direct charcoal grilling. Preventing flare-ups while allowing smoke flavor infusion without excess smoke.
- **Dimensions:** 21" W x 14" D x 2" H
- **Weight:** 4.2 lbs.
- **Material:** 304 Stainless Steel with matte finish for non-stick properties.
- **Features:** Dual handles for easy lifting; Diamond-pattern mesh for even cooking and easy flipping; Compatible with base's smokeless system for clean grilling.
- **Recommended Uses:** Burgers (up to 12), ribs, vegetables, or seafood. Ideal for family BBQs or casual gatherings.
- **Maintenance:** Brush clean after use; Dishwasher-safe; Season with oil to prevent rust.



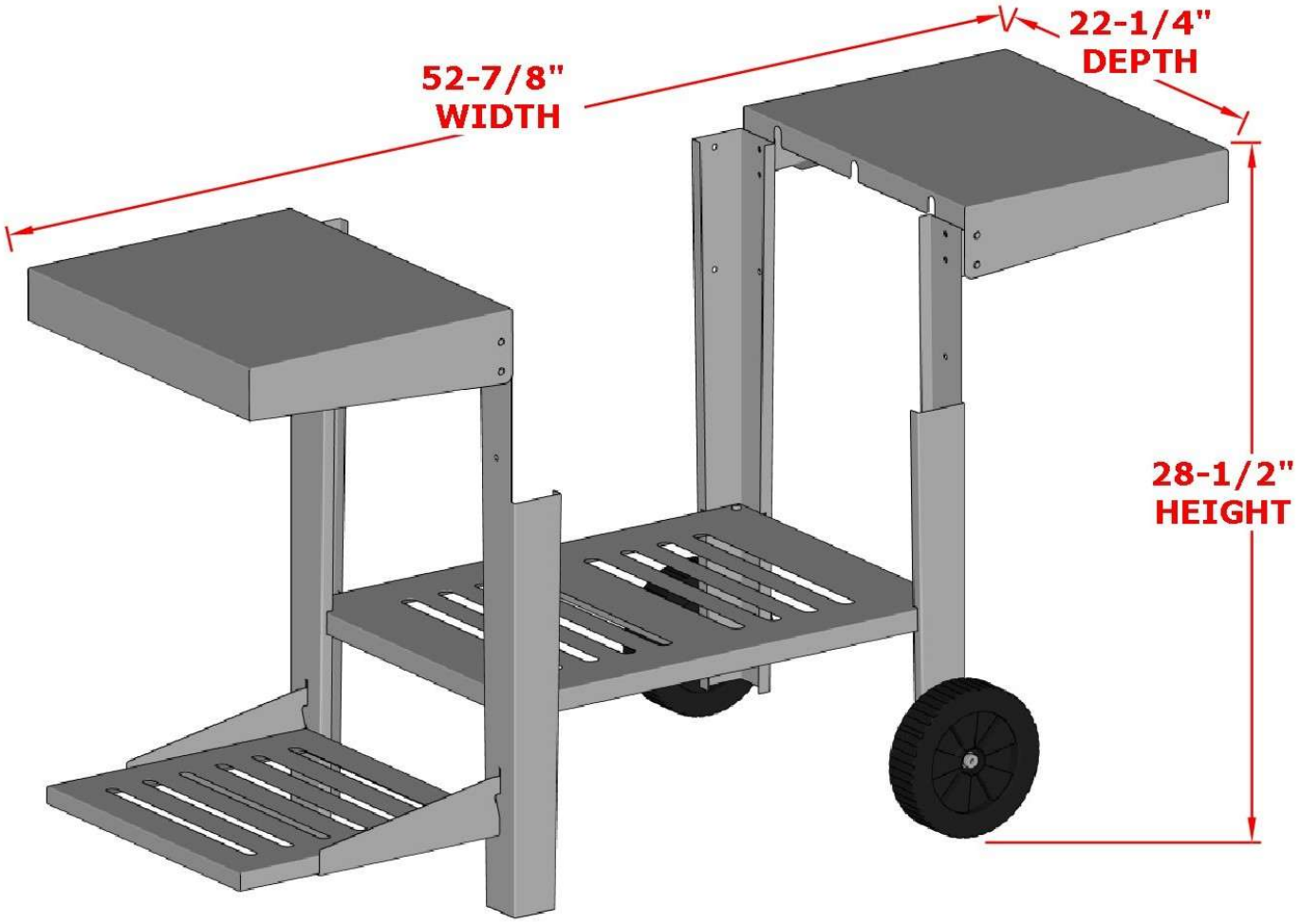
Griddle Rim (STARBBQ-RGRIDDLE) – SOLD SEPERATLY!

- **Description:** A flat-top cast iron surface for versatile cooking, ideal for high-heat applications like smashing burgers or stir-frying.
- **Dimensions:** 21-1/4" W x 14" D x 2-1/2" H
- **Weight:** 12 lbs.
- **Material:** Pre-seasoned Cast Iron with raised edges to contain oils and juices.
- **Features:** Non-stick seasoning layer; Heat-retention for even cooking; Compatible with utensils like spatulas.
- **Recommended Uses:** Burgers, pancakes, veggies, or eggs; Supports 4-6 servings simultaneously.
- **BTU Utilization:** Rapid heat-up to 600°F+ for professional griddle performance.
- **Maintenance:** Season regularly; Clean with scraper and oil; Avoid soap to preserve seasoning.



Searing Grate Rim (STARBBQ-RSEAR) – SOLD SEPERATLY!

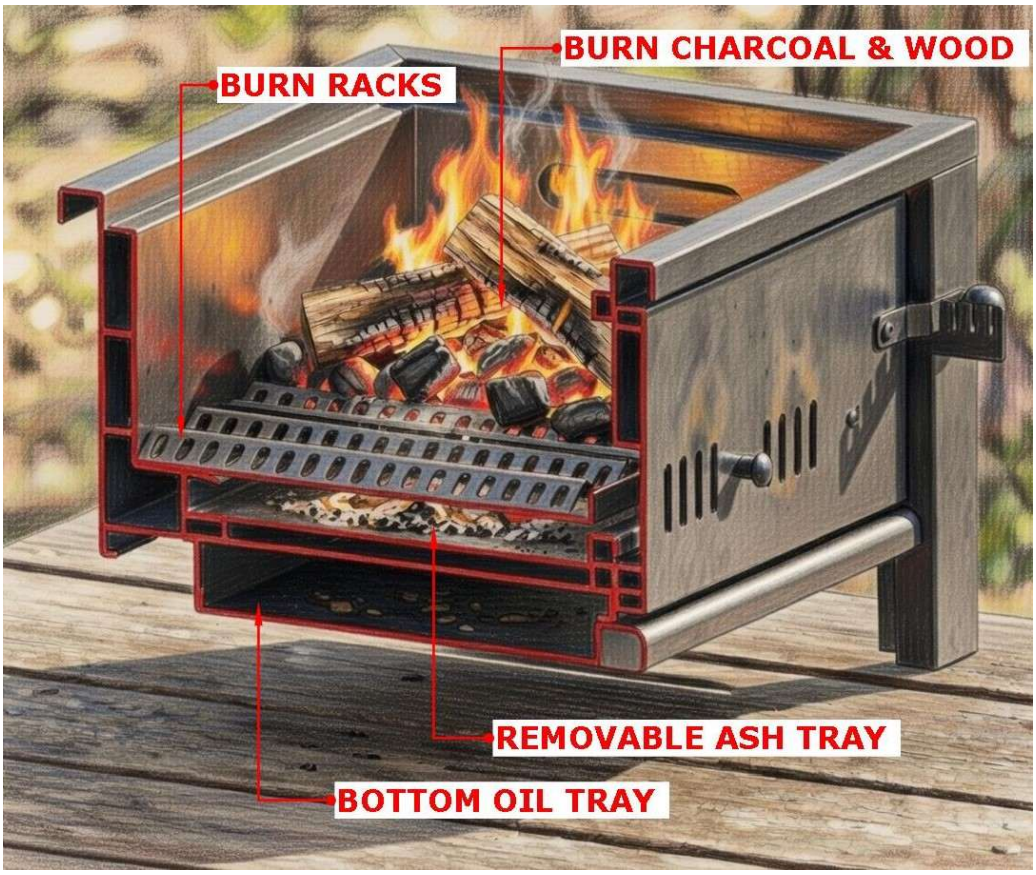
- **Description:** Specialized V-track bars that channel juices back onto food for self-basting, achieving restaurant-quality sears.
- **Dimensions:** 21-1/4" W x 14-1/8" D x 3-1/4" H; Bar Spacing: 3/8" for optimal drip control.
- **Weight:** 8.6 lbs.
- **Material:** 304 Stainless Steel with angled V-design.
- **Features:** High-heat tolerance (800°F+); Juice channels reduce flare-ups; Easy-lift handles.
- **Recommended Uses:** Steaks, chops, or seafood for perfect crusts; Ideal for high-temperature searing.
- **BTU Utilization:** Maximizes peak output for intense, quick cooks.
- **Maintenance:** Brush off residues; Soak if needed; Dishwasher-compatible



BBQ Grill Cart (STARBBQ-24CART) – SOLD SEPERATLY!

- **Description:** 24" BBQ Cart for 24” Charcoal Griller w/(2) Wings & Lower Shelf for either LP Tank or Trash Bin.
- **Dimensions:** 52-7/8" W x 22-1/4" D x 28-1/2" H; Bar Spacing: 3/8" for optimal drip control.
- **Weight:** 46.6 lbs.
- **Material:** Cold-Rolled Steel Powder Coated
- **Features:** Two Shelves, One Lower for Propane/Trash and Two Wings/Expandable Design.
- **Recommended Uses:** For use with the 24” Charcoal Griller STARBBQ-24CHBS
- **Maintenance:** Brush off residues; Soak if needed; Dishwasher-compatible.

The **StarBBQ™ Charcoal Griller Base** is a versatile, portable solid-fuel cooking platform designed to burn **charcoal or wood** with controlled airflow and flexible cooking configurations. This griller is engineered for **direct fire cooking**, temperature management, and modular expansion.



Controlled Airflow & Combustion

Combustion air enters the griller through **multiple adjustable intake paths**, allowing the user to fine-tune heat and burn rate:

- **Front Vented Access Door**
  The front door features adjustable vent slots that can be opened or closed to regulate primary airflow directly to the fuel bed. Opening the vent increases oxygen supply for hotter, faster burns; closing it slows combustion for longer cooking sessions.
- **Adjustable Side Handle / Air Intake Positioning**
  The side handle can be lifted and positioned at different angles, allowing air to enter the firebox from below at varying trajectories. This angled airflow helps intensify combustion, improve heat distribution, and maintain consistent fire performance when using either charcoal or wood.

Together, these airflow controls allow precise management of flame intensity, heat output, and fuel efficiency.

Location Selection & Setup Instructions

1. **Select and Prepare the Final Location**
   Choose an outdoor location with adequate clearance from buildings, overhangs, fences, tree branches, decks, and other combustible materials, including overhead clearance. The griller should be placed on a **level, stable, non-combustible surface** such as concrete, pavers, compacted gravel, or bare earth.

2. **Verify Integrated Base Elevation**
   The charcoal griller includes an integrated raised base designed to provide proper airflow beneath the firebox. No additional elevation or support materials are required.

3. **Position the Charcoal Griller**
   Place the griller in its final position on the prepared surface. Ensure all legs make full contact with the ground and the unit sits evenly.

4. **Confirm Proper Airflow**
   Verify that all air intake openings, vents, and the ash tray area are fully unobstructed. Proper airflow is essential for safe operation and clean combustion.

5. **Level the Unit**
   Using a leveler to confirm the griller is level from front to back and side to side. Adjust the placement as needed to ensure stability and even cooking.

6. **Check Ash Tray and Access Door Operation**
   Ensure the ash tray slides freely and the access door opens and closes properly without interference.

7. **Optional Cooking Accessories Installation**
   If equipped with adjustable grates or optional cooking accessories, install them according to their specific instructions before lighting the first fire.

8. **Final Inspection and Site Cleanup**
   Confirm the griller is stable, all components are properly seated, and the surrounding area is clear of packaging and debris.

First-Time Lighting & Startup Instructions

(Charcoal or Wood Use)

Follow these steps to ensure proper break-in, clean combustion, and optimal performance.

1. **Start with a Light Fuel Load**
   Place a small amount of fuel in the center of the fire grate:
   - For charcoal: use a single, even layer of lump charcoal.
   - For wood: use small, dry splits or kindling arranged loosely.
     Do not overfill or tightly stack fuel during startup.

2. **Set Proper Airflow**
   Ensure the lower air control and ash tray area are fully open before lighting. Proper airflow from below is critical for clean ignition and efficient burning.

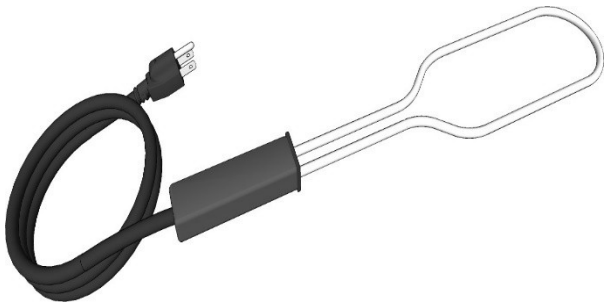
3. **Ignition**
   Light the fuel using matches, a natural fire starter, electric fire starter, or Chimney Lighter. **Do not use lighter fluid or chemical accelerants**, as they can cause flare-ups, odors, and residue buildup.

4. **Initial Burn-In Period**
   Some smoke during the first 10–15 minutes is normal, especially when using wood. This allows the fire grate and interior surfaces to heat evenly and begin proper combustion.

5. **Establish a Clean Burn**
   Once the fuel is fully ignited and glowing, visible smoke will reduce significantly. Adjust the air control as needed to maintain steady airflow and desired heat output.

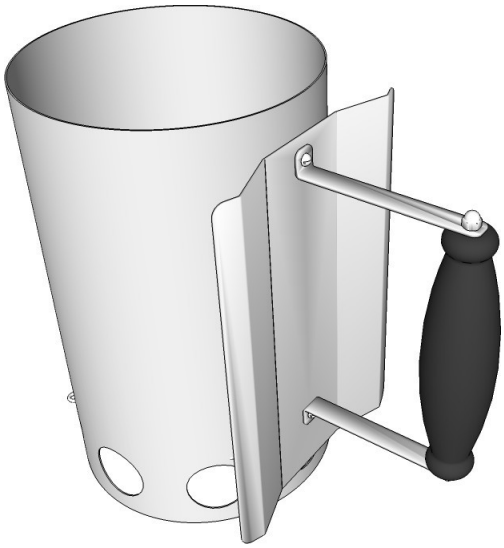
6. **Maintaining the Fire**
   Add charcoal or seasoned hardwood gradually in moderate amounts.
   Avoid overloading the firebox, and always keep fuel below the upper airflow openings to maintain efficient combustion and minimize smoke.

1. Electric Charcoal Lighter



Electric charcoal lighters look like an elongated outline of a Ping-Pong paddle. That outline is the lighter element loop that, when plugged in, glows like the heating elements in a toaster.

2. Charcoal Chimney Lighter



A charcoal chimney starter is essentially a metal tube, usually steel, with a handle on the side. Inside is a grate to hold the briquettes and to keep them above the crumpled newspaper, which goes in under the charcoal and is what starts the briquettes. Ventilation holes ring the bottom of the tube.

The goal is to start a charcoal fire without using lighter fluid or other petroleum-based fuels. This is to avoid unpleasant taste to the food, environmental regulations or for other reasons.

3. Self-Starting Briquettes

Self-starting charcoal briquettes offer a quick alternative to lighter fluid. Simply pile them in the griller and ignite with a match or butane lighter. They may be used alone or to help start regular briquettes, but they are **not recommended for use with chimney starters**.

For the best smokeless performance, longest burn time, and minimal smoke, always use **seasoned, dry hardwood** cut to lengths no longer than 18–20 inches.

Wood Type	Characteristics	Recommended Use
Charcoal	Consistent high heat, long burn, minimal smoke, easy to light	Primary fuel – ideal for most camping and grilling sessions
Oak	Very dense, slow-burning, high heat output, excellent coals	Primary firewood – ideal for long, hot fires
Hickory	Dense, hot-burning, great flavor and aroma	Primary firewood – excellent for cooking
Maple	Dense, hot-burning, good coals	Primary firewood
Cherry	Medium heat, pleasant sweet aroma, some sparking	Great for evening fires and light cooking
Birch	Burns quickly, bright flame, excellent starter wood	Kindling / fire starter
Ash	Burns hot even when slightly damp, easy to split	Excellent all-purpose hardwood
Pine / Fir / Redwood	High sap content, burns fast, heavy smoke and creosote buildup	**Not recommended** as primary fuel
Elm	Very dense, hard to split, smoky smell	Avoid
Chestnut	Low heat, heavy sparking and smoke	Avoid

Important:

- Never overload charcoal grill, as overloading prevents proper secondary combustion and will create smoke.
- Maximum recommended wood load: keep flames and logs below the top lip of the insert.

Maintenance & Care

1. **Ash Removal** After every use, slide out the ash tray box of cool ashes.
2. **Extinguishing the Fire** Never pour water directly onto the hot stainless insert – this can cause warping. Allow the fire to burn out completely and coals to cool naturally.

TROUBLESHOOTING GUIDE

Q. Grill produces excessive smoke.

• Charcoal or wood not fully ignited → allow fuel to fully light until flames settle and coals begin to ash over
• Fuel is damp or unseasoned → use only dry charcoal or seasoned hardwood
• Airflow too restricted → open the front vent or adjust the side handle intake to increase airflow
• Ash buildup blocking airflow → allow unit to cool and clear ashes through the access door

Q. Fire is difficult to start or burns weakly.

• Insufficient airflow → open vents further or reposition the handle to allow angled air intake
• Ash accumulation → remove cooled ashes from the firebox
• Incorrect fuel → use charcoal or dry hardwood only; avoid trash, treated wood, or softwoods

Q. Heat is uneven or difficult to control.

• Charcoal not evenly distributed → spread fuel evenly across the fire grate
• Vents adjusted too quickly → make small adjustments and allow time for temperature to respond

Q. Modular rim or insert feels unstable.

• Rim not seated correctly → remove and reinstall, ensuring proper fit
• Griller placed on uneven surface → reposition on a level, stable base

Q. Excessive sparks or popping.

• Burning softwood, construction lumber, or wet wood → switch to dry charcoal or seasoned hardwood only

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ATTENTION: The Charcoal Griller Base Platform must be installed/used according to the product manual. If you are using the griller in any way which does not meet the manual requirements. **ALL WARRANTIES MAY BE VOID**.

SUNSTONE STARBBQ™ 24" CHARCOAL GRILLER BASE PLATFORM WARRANTY All Warranties Begin on Date of Purchase

LIMITED 5-YEAR WARRANTY Sunstone Metal Products warrants the frame, and powder-coat finish against burn-through, cracking, or structural failure for five (3) years from the date of purchase when used in normal residential outdoor settings. This warranty covers defects in material and workmanship under proper use and maintenance.

LIMITED ONE-YEAR WARRANTY All accessory items including optional modular rims and hardware are warranted to be free from defects in material and workmanship for a period of one (1) year from the original date of purchase.

LIMITATIONS & EXCLUSIONS

1. This warranty applies only to the original purchaser and is non-transferable.
2. Warranty is in lieu of all other warranties, expressed or implied.
3. Warranty is void if damage results from misuse, abuse, accident, alteration, improper installation, use of prohibited fuels, or failure to follow this manual.
4. Normal cosmetic wear including heat-induced discoloration of the powder-coat finish, minor surface scratches, or fading from prolonged sun exposure is not covered.
5. Sunstone is not responsible for damage caused by acts of nature, fire outside the base, or use in commercial/public settings.
6. Sunstone shall not be liable for incidental, consequential, special, or contingent damages. Some states do not allow the exclusion of consequential damages, so this limitation may not apply to you.
7. No person or dealer has authority to modify or extend this warranty.

WHAT IS NOT COVERED

- Normal heat tint, discoloration, or fading of powder-coat finish
- Damage from using accelerants, wet/untreated wood, or overloading
- Labor, shipping, or travel charges
- Service calls for issues caused by improper installation or use
- Damage from failure to cover when not in use (water accumulation, freeze damage, etc.)
- Customer-supplied materials or any third-party items
- Commercial or rental use

HOW TO OBTAIN WARRANTY SERVICE Contact Sunstone Metal Products directly: Address: 16004 Central Commerce Dr., Pflugerville, TX 78660 Phone: 888-934-9449 (M–Thur. 9 am-4 pm CST) Email: support@sunstonemp.com Web: sunstonemp.com

Please have your model (24"), proof of purchase, and clear photos ready. Our Texas-based team will handle your claim quickly and professionally.