

# Troubleshooting: Thetford Duplex Grill won't stay lit

If your duplex grill turns off when you release the control, there are some troubleshooting checks to perform to diagnose the fault.

## Step one

**Check the control knob is not causing the issue.**

Gently remove the control knob and operate the spindle (pliers may be required) to turn the unit on.

**Did the unit stay lit?**

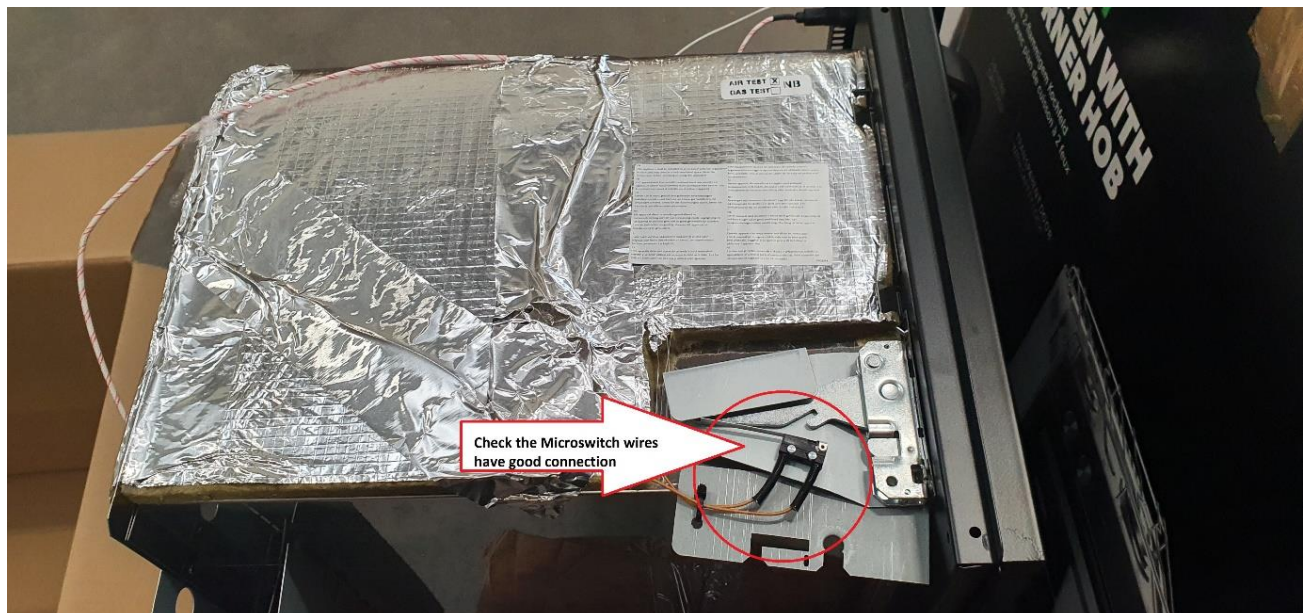
**Yes** - Contact Jacksons to get replacement control knob

**No** - Proceed to Step 2

## Step two

**Check the door switch**

The duplex grill has a microswitch to tell the unit the oven door is open on. Check the wires on the microswitch are connected.



**Did the unit stay lit?**

**Yes** - Resolved

**No** - unplug the wires from the microswitch and use a multimeter to perform a continuity check on the switch (if you are unsure how to perform this test, please contact a qualified electrician/caravan engineer)

**Did the Switch pass the continuity check?**

**Yes** – Proceed to step 3

**No** – Contact Jacksons Leisure

## **Step 3**

Possible thermocouple (FFD) failure.

If the thermocouple has failed this is a gas safety device and must be inspected by a Thetford Engineer.

Use the link below to search for an engineer in your area:

<https://www.thetford-europe.com/international/en-001/dealer-and-service-centres-locator>