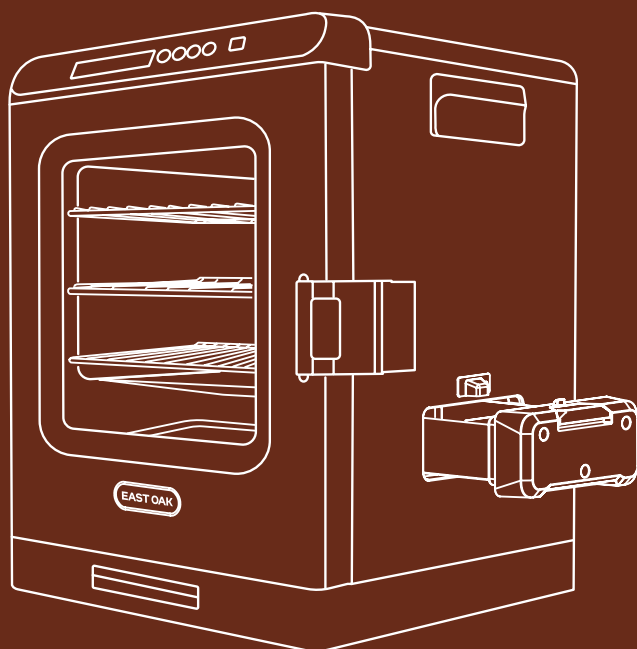


EAST OAK

PitmateTabletop

20-In Electric Smoker



Owner's Manual

Model: DH20BK

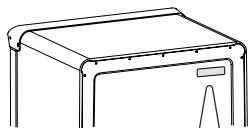
01

SUPPORT & REGISTRATION



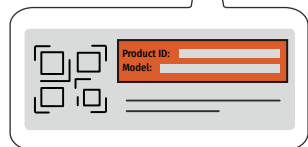
UNLOCK ALL THE PERKS!

Start the registration process now for a 3-year warranty.



Step 1:

Find the Product ID on the upper right corner back of the product.



Step 2:

Scan the QR code within 90 days to access our registration page. Fill in the Unique Product ID and other required information as instructed.

Complete the registration!



WELCOME TO THE EAST OAK FAMILY!

Stay updated with our latest news and exclusive discounts by following us on social media!



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www.facebook.com/eastoakliving



Instagram @eastoakliving
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QUESTIONS? COMMENTS?

Reach out to us for expert support!

✉ support@eastoak.com
🌐 eastoak.com
☎ 1-833-EAST-OAK (USA)
(1-833-327-8625)
9am-7pm EST Mon-Fri



UNCOVER NEW TRICKS & JOIN THE CONVERSATION!

Scan the QR code to access official recipes.





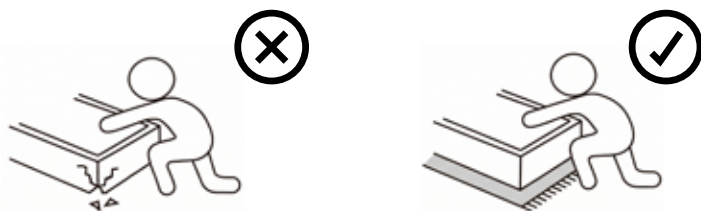
02

PRODUCT OVERVIEW & ASSEMBLY

IMPORTANT INFORMATION

Please check all parts and components to ensure no damage or missing items before starting the product's construction. If you have any problems or discover any missing parts, please contact customer service at support@eastoak.com.

- Some parts may contain sharp edges. Wear protective gloves if necessary during assembly. Handle with care.
- Use the lowest power setting on power tools to avoid damaging parts.
- Assemble on a soft surface, like a drop sheet or rug, to prevent scratches.



READ ALL INSTRUCTIONS BEFORE USE

WARNING

- This manual contains important information necessary for the proper and safe use of this unit.
- Read and follow all warnings and instructions before using smoker and during use.
- Keep this manual for future reference.
- Failure to follow all manufacturer's safeguards could result in serious personal injury or property damage.
- Read and follow all information and safeguards in this guide before assembling or operating the smoker.
- Roll the smoker only on smooth surfaces. Never roll it up or down stairs or on uneven ground, as this may damage the smoker or cause injury.



DANGER CARBON MONOXIDE HAZARD.

- Burning wood produces carbon monoxide, which can cause death.
- **DO NOT** burn wood chips inside homes, tents, garages, or any enclosed areas.
- Use only outdoors where it is well-ventilated.

CAUTION

- Do not use sharp or pointed tools to clean the smoker.
- Do not use abrasive oven cleaners, steel wool, or metal brushes to clean cooking racks or smoker bodies. They will damage the finish.
- Only replace damaged parts with parts provided directly by the manufacturer. Do not attempt to repair damaged parts.

WARNINGS & IMPORTANT SAFEGUARDS

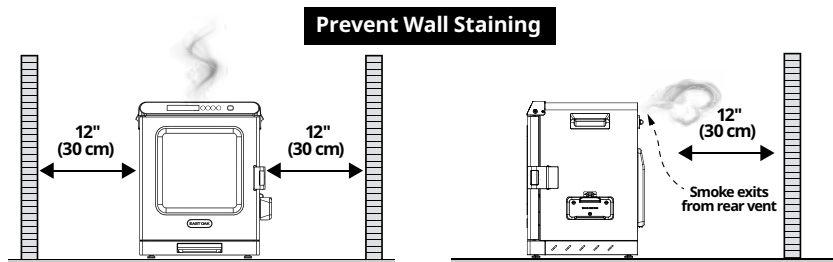
GENERAL SAFETY PRECAUTIONS

SETUP

- Do not plug in the smoker until fully assembled and ready for use.
- Do not use the smoker during an electrical storm.
- It is recommended to keep children and pets away from smokers.
- Using accessory attachments not recommended by the manufacturer may cause injury.
- Use this appliance only as intended. This unit is for **OUTDOOR HOUSEHOLD** use only and **NOT for commercial use**.
- This unit must not be used as a heater (see carbon monoxide warning).
- The Wood Chip Box is designed for **wood chips only**. Do not use wood chunks or pellets. **NEVER use charcoal** inside the smoker or Wood Chip Box, as this can cause fire, unsafe conditions, and damage.

POSITIONING

- Do not place the smoker on or near a hot gas or electric burner or in a heated oven.
- To prevent splashing or falling into water, do not use the smoker within 10 feet of a pool, pond, or other body of water.
- Never use it inside enclosed areas, such as garages, buildings, or tents.
- Do not operate under overhead construction, such as roof coverings, carports, awnings, or overhangs.
- Use the unit on a level, non-combustible stable surface.
- Avoid moving the unit across uneven surfaces.
- Keep the unit at least 12" (30 cm) away from walls or railings.



- Do not use or store gasoline, kerosene, or other flammable liquids within 20' (6 m) of the smoker when in use.
- Keep the smoker and electric controller **dry and out of the rain at all times**.

USE

- **Surfaces may be hot, avoid touching hot surfaces with any part of your body.**
- Use long barbecue utensils and always wear heat-resistant gloves when adding or removing food to avoid burns.
- Never leave the smoker unattended when it is on.



! WARNINGS & IMPORTANT SAFEGUARDS

- Do not use glass, plastic, or ceramic cookware inside the smoker.
- Do not leave wood ashes in the Wood Chip Box. Empty it after each use and dispose of cold ashes by placing them in aluminum foil, soaking them with water, and discarding them in a non-combustible container.

CORDS

- Use only with a GFCI (Ground Fault Circuit Interrupter) protected circuit and only on a properly grounded outlet.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner.

- To protect against electrical shock, do not immerse the cord, plugs, controller, or heating element in water or any other liquid. Keep the plug off the ground and dry.
- Do not let the cord hang over the edge of a table or counter, and do not let it touch hot surfaces.
- Never remove the grounding plug or use it with an adapter having only two prongs.
- To disconnect, turn the control panel "OFF" and remove the plug from the outlet.

OTHER

- **Keep a fire extinguisher accessible during operation.**
- Do not use water or liquid sprays to clean the product without first unplugging the electric controller and removing the heating element.
- Allow it to cool before putting on or taking off parts.
- This smoker produces a lot of smoke when using wood chips. Smoke may escape through seams and blacken the smoker's interior. This is normal.

! DANGER

EXTENSION CORD USE

DO NOT USE 16 OR 18 GAUGE EXTENSION CORDS.
MISUSE MAY CAUSE DAMAGE TO HOUSEHOLD WIRING AND CREATE A FIRE HAZARD.

For best performance, using an extension cord is **not recommended**.

If an extension cord must be used, follow these requirements:

- Use only a 3-wire grounding outdoor extension cord with a 3-prong grounding plug, rated 15 amperes or higher, UL-approved, and marked "W-A" and "Suitable for Use with Outdoor Appliances."
- The cord's electrical rating must be at least equal to the appliance rating (120v, 60hz).
- Use the shortest extension cord possible. **Do not connect two or more extension cords together.**
- Arrange the cord to prevent it from hanging over tables, counters, or other surfaces where it may be pulled by children or create a tripping hazard.
- Keep all cord connections dry and off the ground.

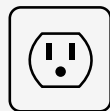
GROUND FAULT INTERRUPTER

- Since 1971 the National Electric Code (NEC) has required Ground Fault Interrupter devices on all outdoor circuits.
- If your residence was built before 1971, check with a qualified electrician to determine if a Ground Fault Interrupter protector exists.
- Do not use this appliance if the circuit does not have GFI protection.
- Do not plug this appliance into an indoor circuit.

⚠️ WARNINGS - ELECTRICAL SAFETY

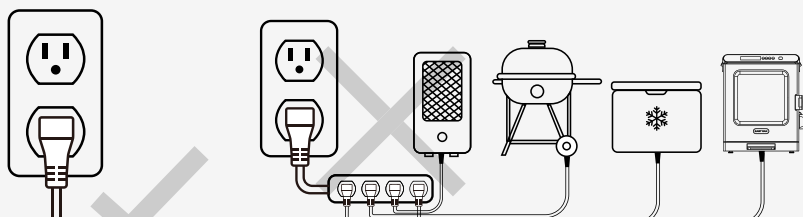
WARNING: DEDICATED 120V CIRCUIT REQUIRED

This electric smoker requires a DEDICATED 120V, 15/20 AMP grounded electrical circuit.



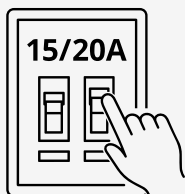
**DEDICATED
120V**

IMPORTANT: Prevent Circuit Tripping



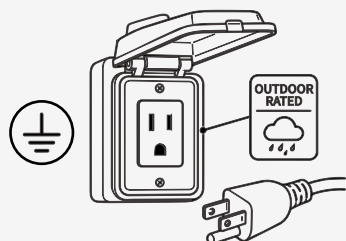
• Use One Dedicated Outlet

Use a single, dedicated grounded wall outlet (no split/dual-use with other appliances like heaters, grills, or freezers).



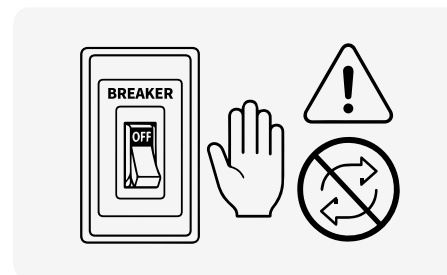
• Check Circuit Capacity

Ensure the home circuit is not overloaded; confirm the breaker is rated for 15/20 AMPs.



• Use Outdoor-Rated Grounded Outlets

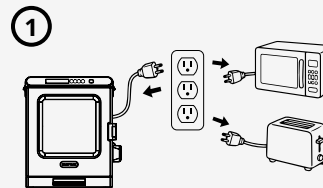
Only use outdoor-rated, 3-prong grounded outlets for outdoor operation.



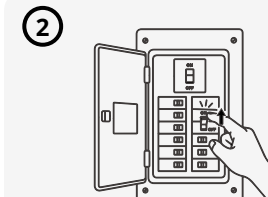
• Stop Use If Breaker Trips Repeatedly

If the breaker trips repeatedly, stop use immediately and check the circuit load (do not reset the breaker multiple times).

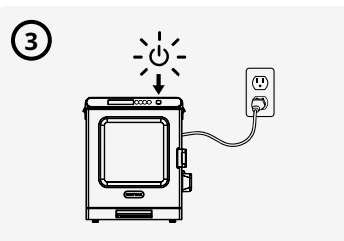
QUICK TROUBLESHOOTING - THE CIRCUIT BREAKER TRIPS



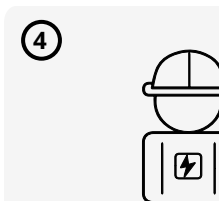
Unplug the smoker and disconnect all other devices from the same circuit.



Reset the home circuit breaker.



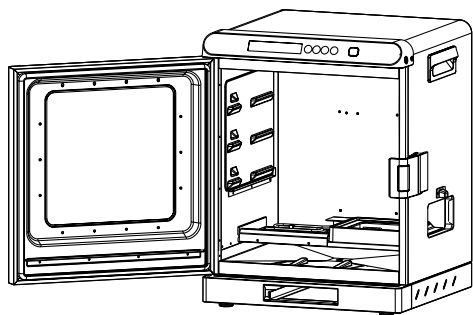
Plug the smoker only into a dedicated outlet and restart.



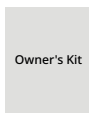
If tripping continues, the home circuit may be undersized—consult a licensed electrician.

*For additional troubleshooting information, see page 36.

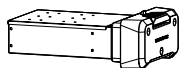
PARTS LIST



Smoker Unit
1 PC



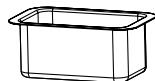
Owner's Kit
1 PC



Wood Chip Box
1 PC



Drip Pan
1 PC



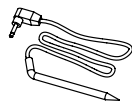
Water Pan
1 PC



Cooking Rack
3 PCS



Grease Tray
1 PC



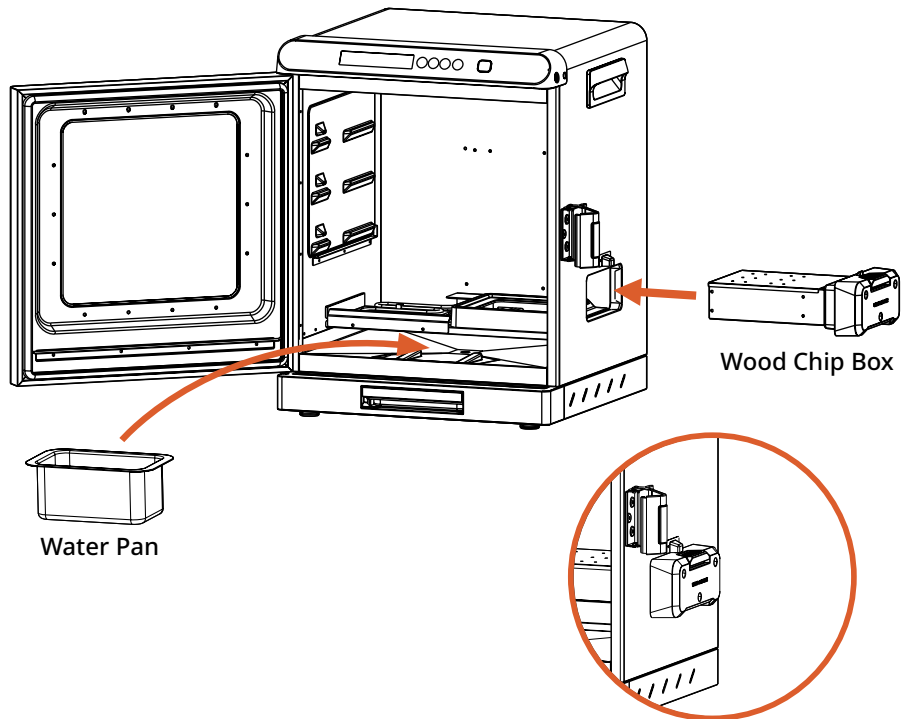
Meat Probe
1 PC

WHAT'S IN THE BOX

- 1 X Smoker Unit
- 1 X Wood Chip Box
- 1 X Drip Pan
- 1 X Water Pan
- 3 X Cooking Racks
- 1 X Grease Tray
- 1 X Meat Probe
- 1 X Owner's Kit

SMOKER ASSEMBLY INSTRUCTIONS

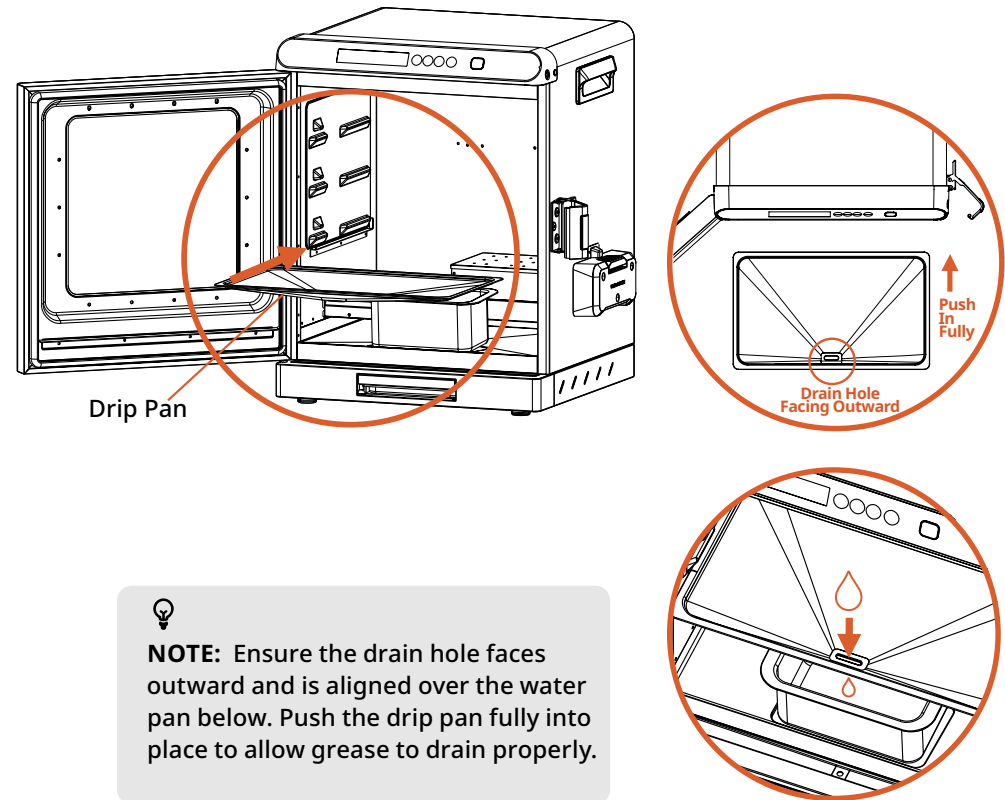
- 1** Place the water pan and wood chip box in their designated positions.



TIP: Ensure the wood chip box is fully inserted and securely locked in place.

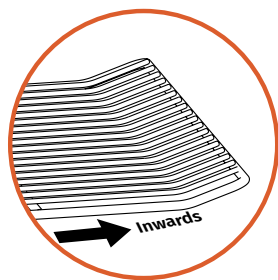
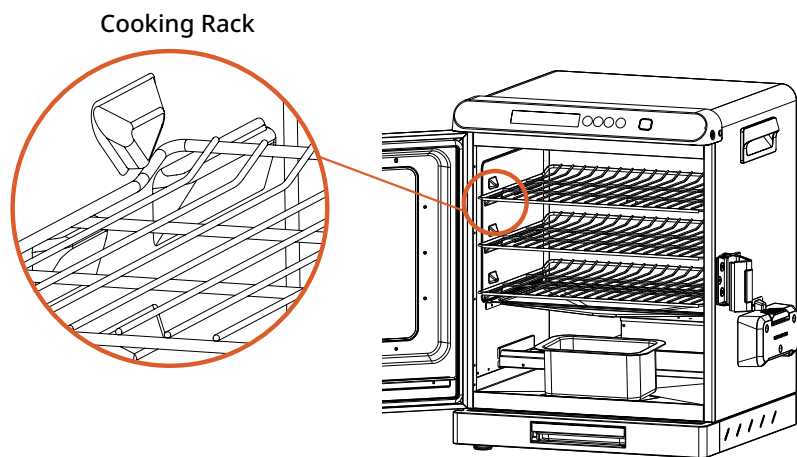
2

Place the drip pan onto the side brackets inside the smoker chamber.



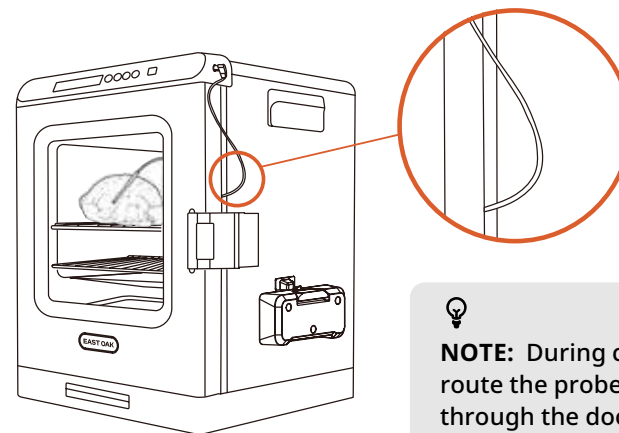
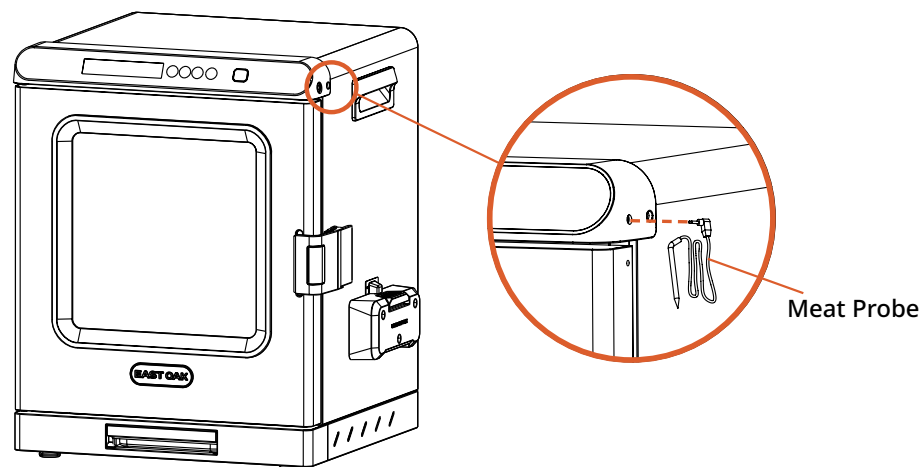
NOTE: Ensure the drain hole faces outward and is aligned over the water pan below. Push the drip pan fully into place to allow grease to drain properly.

- 3** Slide the cooking racks onto the side brackets inside the smoker chamber.



TIP: The raised edge of the cooking racks should face inward. This helps prevent food from sliding off when the racks are pulled out.

- 4** Insert the meat probe into the jack, pressing firmly to ensure it is properly inserted.



NOTE: During cooking, route the probe wire through the door seam and close the door to secure it.



03

OPERATION & COOKING GUIDE

CONTROL PANEL OPERATING INSTRUCTIONS



-  **ON/OFF Button** — Turns the smoker on or off
-  **MEAT PROBE Button** — Press to display the meat probe temperature. The display will return to the chamber temperature after 5 seconds
-  **UP Button** — Press to increase the temperature. In Time Setting mode, press to increase the time
-  **DOWN Button** — Press to decrease the temperature. In Time Setting mode, press to decrease the time
-  **TIME Button** — Press briefly to enter Time Setting mode
 - On the first press, the hour digits will flash. Use the Up and Down buttons to adjust the hour.
 - On the second press, the minute digits will flash. Use the Up and Down buttons to adjust the minutes.
 - On the third press, the setting will be saved. If the set time is not 0, the unit will automatically start cooking.
 - If no button is pressed for 5 seconds while the hour or minute digits are flashing, the setting will be saved automatically.

IMPORTANT:

The smoker will not start heating until both the cooking temperature and cooking time are set. If no cooking time is set, the heating element will not turn on.

Display: The digital control panel displays the temperature setting, actual chamber temperature, cooking time setting, remaining countdown time, and any error codes.

Warming: The green LED light indicates the unit is in temperature control (keep-warm) mode.

Cooking: The red LED light indicates the unit is actively heating.

GENERAL OPERATION INSTRUCTIONS

DISPLAY

1. Press the ON/OFF button to prepare the unit to receive temperature and time settings.
2. Time is displayed in HH:MM (HH:MM) format, with a range of 00:00 to 12:00 hours.
3. Temperature is displayed in °F.
 - Cooking temperature range: 100°F to 275°F (38°C to 135°C)
 - Smoking temperature range: 180°F to 275°F (82°C to 135°C)
 - Meat probe temperature range: 32°F to 275°F (0°C to 135°C)
4. The heating element will not activate until both temperature and time settings are entered. If the meat probe is not connected, the meat probe temperature will be displayed as "--".
5. **When the set cooking time is complete, the smoker will automatically reduce the temperature to 120°F (49°C) and the WARMING indicator will appear on the display.**
6. When the cooking cycle is complete, the unit will beep three times (each alert consisting of three beeps).
 - No operation:** The unit will automatically enter **WARMING mode** and maintain temperature for up to **12 hours**, after which it will shut down automatically.

TEMP & TIME SETTING

1. Press the UP or DOWN button to adjust the cooking temperature in 5°F increments. Press and hold the UP or DOWN button to adjust more quickly. Release the button when the desired temperature is displayed.
2. Press the TIME button to enter time setting mode. The default time 00:00 will appear and flash, indicating it is ready for adjustment. Adjust hours and minutes separately.
3. On the first press, the hour digits will flash. Use the Up and Down buttons to adjust the hour. Press and hold the UP or DOWN button to adjust more quickly. Release the button when the desired hour is displayed.
4. On the second press, the minute digits will flash. Use the Up and Down buttons to adjust the minutes. Press and hold the UP or DOWN button to adjust more quickly. Release the button when the desired minute is displayed.
5. On the third press, the setting will be saved. If the set time is not 0, the unit will automatically start cooking.
6. If no button is pressed for 10 seconds while the hour or minute digits are flashing, the setting will be saved automatically.

MEAT PROBE BUTTON

The meat probe is used to monitor the internal temperature of the food during cooking.

1. Insert the meat probe into the center of the meat for the most accurate reading.
2. Press to display the meat probe temperature. The display will return to the chamber temperature after 5 seconds.
3. Do not insert the probe too close to bone, fat, or gristle, as this may affect the temperature reading.
4. Only the metal probe and heat-resistant cable may be placed inside the cooking chamber.
5. Do not place the plastic handle or connector inside the cooking chamber, as it may melt or be damaged by heat.
6. Keep the probe cable away from the heating element, sharp edges, and the door seal during use.
7. The probe will be hot after use. Handle with care.

WOOD CHIP BOX

The wood chip box holds wood chips that produce smoke and add flavor to your food.

1. The wood chip box is designed for **wood chips only**. Do not use wood chunks or pellets.
2. **NEVER use charcoal** inside the smoker or wood chip box. Doing so may cause a fire, create unsafe conditions, and damage the unit.
3. The wood chip box must remain installed in the smoker during cooking, even if wood chips are not being used.
4. When adding wood chips during cooking, wear **heat-resistant gloves** to prevent burns.

NOTE:

The smoking temperature range is 180°F to 275°F (82°C to 135°C). When the set temperature is below 180°F, there will be no smoke.



TIPS:

- Preheat the smoker for 20-40 minutes at the maximum temperature 275°F before cooking.
- Preheating helps stabilize the temperature and improves smoke production.

WATER PAN

The water pan helps retain moisture inside the smoker and keeps food moist during cooking. Adding water is optional and not required for smoking.

1. Fill the water pan with **warm water up to the MAX line** before preheating and cooking.
Do not overfill the water pan.
Do not remove or refill the water pan while cooking.
2. **Always wear heat-resistant gloves** when opening or handling components inside the smoker while it is in operation.

GREASE TRAY

The grease tray is used to collect grease drained from the unit during cooking.

1. Make sure the grease tray is properly installed before operating the unit.
2. Check and clean the grease tray regularly, and do not allow it to become full. If the grease tray becomes full, grease may overflow.
3. Allow the grease tray to cool completely before removing or cleaning it.
4. Handle the grease tray carefully, as hot grease may cause burns.

VENT

The vent is used to regulate smoke and airflow inside the cooking chamber.

1. Low Vent Setting: Helps retain smoke in the cooking chamber for a longer period.
2. High Vent Setting: Increases airflow and allows smoke to escape more quickly.



04

MAINTENANCE & TROUBLE- SHOOTING

SEASONING THE SMOKER BEFORE FIRST USE

Estimated Time: About 3 Hours

Before using the smoker for the first time, it must be seasoned to remove any manufacturing residues such as oil or dust. Follow the steps below:

Step 1 — Cleaning and Preparation

1. Using a damp sponge and mild detergent, wipe the interior surfaces of the smoker, including the racks and trays. Then wipe the surfaces several times with a clean cloth dampened with fresh water to remove all detergent residue.
2. Allow the unit to air dry with the smoker door open.
3. Apply a light coat of cooking oil to the interior surfaces of the smoker using a cloth or cooking spray. Apply oil only to the flat interior surfaces. Do not apply oil to the wood chip box, heating element, drip pan, or water pan.

Step 2 — Heating / Seasoning Cycle

1. Install the cooking racks, empty water pan, and empty wood chip box.
2. Do not place food in the smoker during this cycle.
3. Set the air vent to the fully open position.
4. Plug in the smoker and press the ON/OFF button to activate the control panel.
5. Set the temperature to **275°F (135°C)**.
6. Set the timer to **3 hours** and start the smoker.
7. Allow the smoker to run for the full 3-hour cycle.
8. After the cycle is complete, turn off the smoker and allow it to cool completely before cooking.

Optional: During the final 45 minutes of the seasoning cycle, add **1/4 cup of wood chips** through the wood chip loader. The wood chip box should remain empty at the start of the cycle.

NOTE:

- Mild odor or light smoke during the seasoning cycle is normal.
- The smoking temperature range is 180°F to 275°F (82°C to 135°C). When the set temperature is below 180°F, there will be no smoke. During this process, the smoker may produce a slight odor. This is normal.
- The smoker will be very hot during operation and for up to 1–2 hours after it is turned off.
- Always wear heat-resistant gloves when operating or handling the smoker.

PREHEATING THE SMOKER

Preheat the smoker for 20–40 minutes at the maximum temperature 275°F before cooking. Preheating helps stabilize the temperature and improves smoke production.

1. **Add wood chips to the Wood Chip Box.** Adjust the amount according to the type and quantity of food being smoked, as well as your preferred smoke flavor intensity.
2. It is recommended to **add water to the Water Pan before preheating.**
3. Set the temperature to **275°F (135°C)**, the maximum setting.
4. Set the timer to **20–40 minutes.**
5. Ensure the Wood Chip Box, Water Pan, and Drip Pan are properly installed before preheating.
6. Once the smoker reaches the set temperature, it is ready for cooking.

COOKING WITH THE SMOKER

1. After completing the first-time cleaning (if applicable) and preheating the smoker as described above, the smoker is ready for cooking.
2. Carefully place the food into the preheated smoker, using heat-resistant gloves.
3. Do not overcrowd the smoker. Leave space between the food and the rack edges to allow proper air circulation.
4. When the internal temperature of the food reaches the USDA recommended safe minimum temperature listed in this manual, turn off the smoker.
5. Carefully remove the food from the smoker and serve.

IMPORTANT:

- **Never rely solely on cooking time.** Always ensure food reaches the minimum internal temperature recommended by the USDA for safe consumption.
- Use a meat thermometer or probe to ensure food reaches a safe internal temperature.

FOOD SAFETY

Safe food handling, cooking, and storage practices are essential for preventing foodborne illness. Harmful bacteria that can cause illness are invisible, odorless, and tasteless.

At every stage of food preparation, follow these four basic food safety steps:

- **Clean** — Wash hands, utensils, and surfaces often.
- **Separate** — Keep raw meat, poultry, and seafood separate from other foods.
- **Cook** — Cook food to the proper internal temperature.
- **Chill** — Refrigerate food promptly.

USDA RECOMMENDED INTERNAL COOKING TEMPERATURES

- Meat and poultry cooked on a grill may brown quickly on the outside while remaining undercooked inside. Avoid partially cooking meat or poultry with the intention of finishing it later. Color alone does not guarantee that food is safe or fully cooked.
- Always use a food thermometer to ensure that food reaches a safe minimum internal temperature. Insert the thermometer into the thickest part of the food, avoiding contact with bone, fat, or gristle. Wash the food thermometer thoroughly with hot, soapy water before and after each use.
- When checking the temperature of ground beef or poultry burgers, insert the thermometer through the side of the patty until the probe reaches the center. Ground beef burgers should reach 160°F (71°C), while ground poultry burgers should reach 165°F (74°C) for safe consumption.
- Cook all food to the minimum internal temperatures listed in this manual, as measured with a food thermometer, before removing it from the heat source. For personal preference, food may be cooked to higher temperatures.

PRODUCT	MINIMUM INTERNAL TEMPERATURE & REST TIME
Beef, Pork, Veal & Lamb Steaks, Chops, Roasts	145° F (62.8°C) and allow to rest for at least 3 minutes
Ground Meats	160°F (71.1°C)
Ground Poultry	165°F (73.9°C)
Ham, Fresh or Smoked (Uncooked)	145° F (62.8° C) and allow to rest for at least 3 minutes
Fully Cooked Ham (to Reheat)	Reheat cooked hams packaged in USDA-inspected plants to 140°F (60°C) and all others to 165°F (73.9°C)
All Poultry (Breasts, Whole Bird, Legs, Thighs, Wings, Ground Poultry, GIBLETS and Stuffing)	165°F (73.9°C)
Eggs	160°F (71.1°C)
Fish and Shellfish	145°F (62.8°C)
Leftovers	165°F (73.9°C)
Casseroles	165°F (73.9°C)

Visit <https://www.fsis.usda.gov> for more information on Food Safety.

CARE INSTRUCTIONS

1. Clean rack supports, cooking racks, water pan, and drip pan with **mild dish detergent**. Wipe with clean water and dry thoroughly.
2. Clean the interior surfaces, door glass (if equipped), meat probe, and exterior of the smoker using **a damp cloth only**. If necessary, use a mild, non-abrasive cleaning agent. Wipe away any residue using a cloth dampened with clean water. **Allow the smoker to air dry with the door open.**
3. After each use, **wipe the door seal and inner seam** with a damp cloth to help extend the life of the seal.
4. Take care **not to scratch the interior or exterior surfaces** of the smoker, as this may increase the risk of rust or corrosion.
5. **Do not clean the smoker while it is hot.**
6. Clean the **wood chip box** regularly to remove ash, residue, and dust.

HELPFUL TIPS

The following tips will help you achieve the best cooking results with your smoker.

Heat & Temperature Control

1. Do not cover cooking racks with aluminum foil, as this may restrict proper heat circulation.
2. In cooler outdoor temperatures below 65°F (18°C) or at elevations above 3,500 ft (1,067 m), additional cooking time may be required.
3. Avoid opening the smoker door frequently during operation, as this may cause heat loss and increase cooking time.
4. Overloading the smoker may disrupt heat convection because the heating element is located at the bottom of the chamber. This can lead to uneven heat distribution and cause the actual chamber temperature to differ from the set temperature.

Food Placement & Capacity

5. Do not overload the smoker. Leave space between food items and around the edges of the racks to allow proper heat circulation.
6. For best cooking performance, use an appropriate amount of food and allow sufficient space between items.

Smoke & Water Management

7. Do not overfill the wood chip box.
8. Do not exceed the MAX fill line when filling the water pan.
9. Always ensure the water pan and wood chip box are properly installed during cooking, even if they are not filled.

MEAT SMOKING FLAVOR PROFILES & PAIRINGS

WOOD	STRENGTH	RECOMMENDED PAIRINGS
Hickory	Intense	Beef, Pork
Mesquite	Intense	Beef, Pork
Oak	Medium	Pork, Beef, Poultry
Maple	Mild	Poultry, Vegetables, Cheese
Apple	Mild	Pork, Poultry, Fish
Cherry	Mild	Pork, Poultry, Beef, Lamb, Duck

NOTE:

- Occasionally, condensation may form on the **glass door**. This is normal.
- Factors such as smoker placement, outdoor weather conditions, water levels in the water pan, venting, and lower cooking temperatures may contribute to condensation.
- If you notice liquid at the bottom of the smoker, it is most likely **condensation rather than oil or grease**.
- Always operate this appliance **outdoors in a secure location away from children and animals**.

TROUBLESHOOTING		
ISSUE	POSSIBLE CAUSE	RECOMMENDED PAIRING
Smoker no heating	Smoker is not plugged in fully.	Remove plug from outlet and plug in again.
	No power.	Turn the smoker OFF and unplug it from the outlet. Check or replace in this order: • Check for tripped household circuit breakers or Ground Fault Circuit Interrupter (GFCI). Reset or replace if necessary using a GFCI rated for 15 amperes or more. • Test a known working appliance in the outlet to ensure the outlet is functioning properly. • Try using a different outlet, preferably on a different circuit, to rule out electrical issues. • Disconnect and reconnect the thermostat connections. Replace the Thermostat Kit if needed. • Disconnect and reconnect the control panel connections. Consider replacing the Control Panel Display Kit if the issue persists. • If necessary, disconnect and reconnect the power board connections. Replace the power board kit if the problem persists.
	Faulty heating element.	Turn the Smoker OFF and unplug from outlet. Check or replace in this order: • Unplug heating element connections and reconnect. • Replace the heating element. • Replace the Thermostat kit. • Replace the Control Panel Display Kit. • Replace the Power Board Kit.
Circuit breaker trips or fuse blows	Another appliance plugged into same circuit as the smoker.	Remove all other electrical appliances on the same circuit, then try again.
	Faulty heating element.	Remove all other electrical appliances on the same circuit, then try again.
	Poor electrical connections.	Turn the smoker OFF and unplug it from the outlet. Check or replace in this order: • Unplug thermostat connections and reconnect. Replace the thermostat Kit if necessary. • Replace the Power Supply Cord Kit.
No display	Faulty control panel.	Turn the smoker OFF and unplug it from the outlet. Check or replace in the following order: • Unplug the smoker and plug it back into the outlet (a beep will sound when plugged in). • Unplug thermostat connections and reconnect. Replace Thermostat Kit if necessary. • Unplug control panel connections and reconnect. Replace the control panel display kit if necessary. • Unplug power board connections and reconnect. Replace the power board kit if necessary.
Smoker will not cook properly	Door of smoker is left open.	Keep the smoker door closed while cooking to prevent rapid heat loss. Opening the door allows heat to escape quickly, which can prolong the cooking time needed to properly cook your food.
	Insufficient preheat.	Always use the controller PH (preheat) setting before starting cooking.
	Inappropriate extension cord.	Use only outdoor extension cords with a 3-prong grounding plug rated for 15 amperes or more and approved by UL. Look for cords marked with a 'W-A' and a tag stating 'Suitable for Use with Outdoor Appliance.' Use the shortest length extension cord necessary and avoid connecting two or more cords together. For optimal safety, use a 12 or 14 gauge extension cord that is 50 ft. or shorter.
Flare-ups	Excess fat in meat.	Trim fat from meat before cooking.
	Excessive cooking temperature.	Adjust (lower) temperature as needed.
	Grease build up.	Clean smoker, cooking grates, drip pan, grease tray and water pan.
Persistent grease fire	Grease trapped by food build up.	Turn the Smoker OFF and unplug from outlet, keep door open and let fire burn out.
		Do not apply water to fire. Personal injury may result. After the smoker cools, clean the smoker, cooking grates, drip pan, grease tray, and water pan.

This device complies with Part 15 of the FCC and RSS Rules.

Operation is subject to the following conditions:

1. This device is designed not to generate harmful interference.
2. This device must accept any interference received, even if it causes undesired operation.

ERROR CODES		
ERROR CODES	ISSUE	RECOMMENDATION
Err1	The chamber temperature sensor circuit is shorted or the sensor connection is abnormal.	Turn off the unit and unplug it from the power outlet. 1.Check whether the chamber temperature sensor wire or connector is loose, disconnected, damaged, or pinched. 2.Reconnect the sensor if accessible and safe to do so. 3.Restart the unit after inspection. 4.If the error remains, stop using the unit and contact customer service.
Err2	The chamber temperature sensor circuit is open, disconnected, or the sensor connection is abnormal.	
Err3	The smoke temperature sensor circuit is shorted, or the sensor connection is abnormal.	Turn off the unit and unplug it from the power outlet. 1.Check whether the smoke temperature sensor wire or connector is loose, damaged, or pinched. 2.Reconnect the sensor if accessible and safe to do so. 3.Restart the unit after inspection. 4.If the error remains, stop using the unit and contact customer service.
Err5	The meat probe sensor circuit is shorted, or the probe connection is abnormal.	Turn off the unit and unplug it from the power outlet. 1.Check whether the meat probe is properly inserted into the probe jack. 2.Check whether the probe cable, connector, or metal probe is damaged, bent, or pinched. 3.Remove and reconnect the meat probe, then restart the unit. 4.If the error remains, stop using the meat probe and contact customer service.

QUESTIONS? Reach out to us for expert support!

✉ support@eastoak.com

🌐 eastoak.com

☎ 1-833-EAST-OAK (USA)

(1-833-327-8625)

9am-7pm EST Mon-Fri

WARNING:

- Any alterations or modifications to this unit that have not been expressly approved by the responsible party for compliance may void the user's authority to operate this equipment.
- This equipment has undergone testing and complies with the standards for a Class B digital device, as outlined in Part 15 of the FCC Rules. These standards are intended to offer reasonable protection against harmful interference in residential installations.
- This equipment utilizes and emits radio frequency energy, and if not installed and operated in accordance with the manufacturer's instructions, it may cause interference that disrupts radio communications.
- While efforts have been made to minimize interference, there is no guarantee that interference will not occur in certain installations. If this equipment disrupts radio or television reception, the user is advised to attempt corrective measures, including:
 - Adjusting or relocating the receiving antenna.
 - Increasing the distance between the equipment and receiver.
 - Connecting the equipment to a different electrical circuit than the one used by the receiver.
 - If issues persist, it is recommended to seek assistance from the dealer or a qualified radio or TV technician.

LIMITED WARRANTY

Save your proof of purchase. It is required for warranty service.

- The manufacturer warrants to the original consumer-purchaser only that this product shall be free from defects in workmanship and materials after correct assembly and under normal and reasonable home use for the periods indicated below, beginning on the date of purchase. The manufacturer reserves the right to require that defective parts be returned, with postage and/or freight prepaid by the consumer, for review and examination.
- This limited warranty is applicable in the United States and Canada only, is **available only to the original owner of the product, and is not transferable.**
- **The manufacturer requires proof of your date of purchase.**
- This limited warranty applies to the functionality of the product ONLY and does not cover cosmetic issues such as scratches, dents, corrosion, or discoloration caused by heat, abrasive and chemical cleaners, or any tools used in the assembly or installation of the appliance, surface rust, or the discoloration of stainless steel surfaces. Paint is not warranted and will require touch-up. **Rust is not considered a manufacturing or materials defect.**
- **This limited warranty will not reimburse you for the cost of any inconvenience, food, personal injury, or property damage.**

ITEMS MANUFACTURER WILL NOT PAY FOR:

1. Shipping cost, standard or expedited, for warranty and replacement parts.
2. Service calls to your home.
3. Repairs when your product is used for other than normal, single-family household or residential use.
4. Damage, failures, or operating difficulties resulting from accident, alteration, careless handling, misuse, abuse, fire, flood, acts of God, improper installation or maintenance, installation not in accordance with electrical or plumbing codes, or use of products not approved by the manufacturer.
5. Any food loss due to product failures or operating difficulties.
6. Replacement parts or repair labor costs for units operated outside the United States or Canada.
7. Pickup and delivery of your product.
8. Repairs to parts or systems resulting from unauthorized modifications made to the product.
9. The removal and/or reinstallation of your product.

DISCLAIMER OF IMPLIED WARRANTIES AND LIMITATION OF REMEDIES

- Repair or replacement of defective parts is your exclusive remedy under the terms of this limited warranty. In the event of parts availability issues, the manufacturer reserves the right to substitute like or similar parts that are equally functional.
 - The manufacturer will not be responsible for any consequential or incidental damages arising from the breach of either this limited warranty or any applicable implied warranty, or for failure or damage resulting from acts of God, improper care and maintenance, grease fire, accident, alteration, replacement of parts by anyone other than the manufacturer, misuse, transportation, commercial use, abuse, hostile environments (inclement weather, acts of nature, animal tampering), improper installation, or installation not in accordance with local codes or printed manufacturer instructions.
 - This limited warranty is the sole express warranty given by the manufacturer. No product performance specification or description wherever appearing is warranted by the manufacturer except to the extent set forth in this limited warranty. Any implied warranty protection arising under the laws of any state, including implied warranty of merchantability or fitness for a particular purpose or use, is hereby limited in duration to the duration of this limited warranty.
- Neither dealers nor the retail establishment selling this product has any authority to make any additional warranties or to promise remedies in addition to or inconsistent with those stated above. Manufacturer's maximum liability, in any event, shall not exceed the purchase price of the product paid by the original recipient.**

NOTE: Some states do not allow an exclusion or limitation of incidental or consequential damages, so some of the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights as set forth herein. You may also have other rights which vary from state to state. In the state of California only, if refinishing or replacement of the product is not commercially practicable, the retailer selling this product or the manufacturer will refund the purchase price paid for the product, less the amount directly attributable to use by the original consumer-purchaser prior to discovery of the nonconformity. In addition, in the state of California only, you may take the product to the retail establishment selling this product in order to obtain performance under this limited warranty. Consumer returns will not be accepted unless a valid Return Authorization is first acquired. Authorized returns are clearly marked on the outside of the package with an RA number, and the package is shipped freight/postage pre-paid. Consumer returns that do not meet these standards will be refused.

FEATURES

- The East Oak Smoker features an exclusive patented design optimized for low-temperature cooking.
- Simple setup and assembly can be completed in minutes.
- The digital display prominently shows cooking temperature and time, enhancing user convenience and control.
- With an 1400W heating element and a temperature setting range of 100°F to 275°F (38°C to 135°C), its spacious interior can accommodate 1 turkey, 2 pork shoulders, 2 racks of ribs, or 3 chickens.
- Equipped with a side wood chip loading box, the smoker can sustain smoke for 4-6 hours without frequent refills, ensuring consistent flavor infusion.
- Featuring a double-layer steel construction and internal foam filling, this design effectively isolates the body, maintaining internal heat and preventing smoke from escaping.
- 3 chrome-plated cooking racks provide a generous barbecue area totaling 545 square inches, ample space for all your grilling needs.

WARRANTY POLICY

GUARANTEED 3-YEAR WARRANTY

Thank you for choosing East Oak. This product is covered by our company warranty for up to 3 years from its original purchase date.

CLAIM WARRANTY

If you'd like to claim your product's warranty, register your new product on our website at www.eastoak.com/warranty.

⚠️ WARNING

Cancer and Reproductive Harm
www.P65Warnings.ca.gov.

Pitmate Series



	Pitmate Tabletop 20-In	Pitmate 30-In
Product Name	East Oak Pitmate Tabletop 20-In Electric Smoker	East Oak Pitmate 30-In Electric Smoker
Cooking Capacity	544 sq. in.	725 sq. in.
Cooking Racks	3 Cooking Racks	4 Cooking Racks
Meat Probe	Included	Included
Built-in Light	—	Built-in

Smoker Accessories

Scan the QR code to explore more smoker accessories.



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www.eastoak.com