



**AMERICAN EAGLE**<sup>®</sup>  
FOOD MACHINERY, INC.

*"The Value Leader in Commercial Bakery and Restaurant Equipment!"*

773-376-0800 (P) • 773-376-2010 (F) • 3131 S. Canal St. Chicago, IL 60616

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[www.americaneaglemachine.com](http://www.americaneaglemachine.com)

*Mixers, Dough Sheeters, Dough Dividers, Meat Slicers, and more!*

## **AE-DD36**

# **ELECTRIC DOUGH DIVIDER**

# **OPERATION MANUAL**



### **WARRANTY REGISTRATION**

GO TO: [WWW.AMERICANEAGLEMACHINE.COM](http://WWW.AMERICANEAGLEMACHINE.COM) OR  
MAIL THE ENCLOSED WARRANTY REGISTRATION CARD  
*WARRANTY NOT VALID UNLESS REGISTERED!*  
REGISTRATION MUST BE COMPLETED WITHIN 30 DAYS OF  
PURCHASE AND INCLUDE A COPY OF INVOICE OR RECEIPT

**SAVE THIS MANUAL FOR FUTURE REFERENCE**

Proud Member of:  
  
North American Association of  
Food Equipment Manufacturers

**Quality • Value • Reliability**



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FOR FUTURE REFERENCE, PLEASE RECORD THE FOLLOWING INFORMATION:

MODEL: \_\_\_\_\_ DATE OF PURCHASE: \_\_\_\_\_

SERIAL: \_\_\_\_\_ PURCHASED FROM: \_\_\_\_\_

PURCHASED BY: \_\_\_\_\_ INVOICE / RECEIPT #: \_\_\_\_\_



**AMERICAN EAGLE**<sup>®</sup>  
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## **AE-DD36** *Operation Manual*

### **Introduction and Notice to User**

Thank you for choosing to purchase an American Eagle machine! American Eagle Food Machinery, Inc. has been manufacturing and distributing restaurant and bakery equipment for over 30 years. Our machines are designed for heavy duty, commercial use, and are ETL certified to NSF No. 8, CSA, and CE standards. As long as the equipment is properly maintained and used in accordance with this manual, you will enjoy years of productive service. **You are responsible for understanding safe and proper use of the machine.**

To prevent illness, sickness or death caused by food-borne pathogens, the machine and machine parts should be cleaned in accordance with state and local health department regulations. While cleaning and before operating, visually inspect the machine and parts for any damage. **Do not use the machine if anything is damaged!**

**NOTE:** Unpack the machine as soon as possible. If the machine is damaged, contact the carrier within fifteen (15) days of delivery. Immediately contact American Eagle about the machine. **After fifteen (15) days there will be no options to remedy any shipping damage.**

**NOTE:** You should receive: the dough divider, 2 dough trays, warranty card, and a manual.

*If you are missing anything, need assistance, need service/repairs, or want to order accessories, **contact American Eagle at 773.376.0800 or 800.836.5756.** See next page for key components, specifications, included accessories and optional accessories.*



This Caution Sign will be used in the manual to warn you against injury or potential injury to the **Operator**

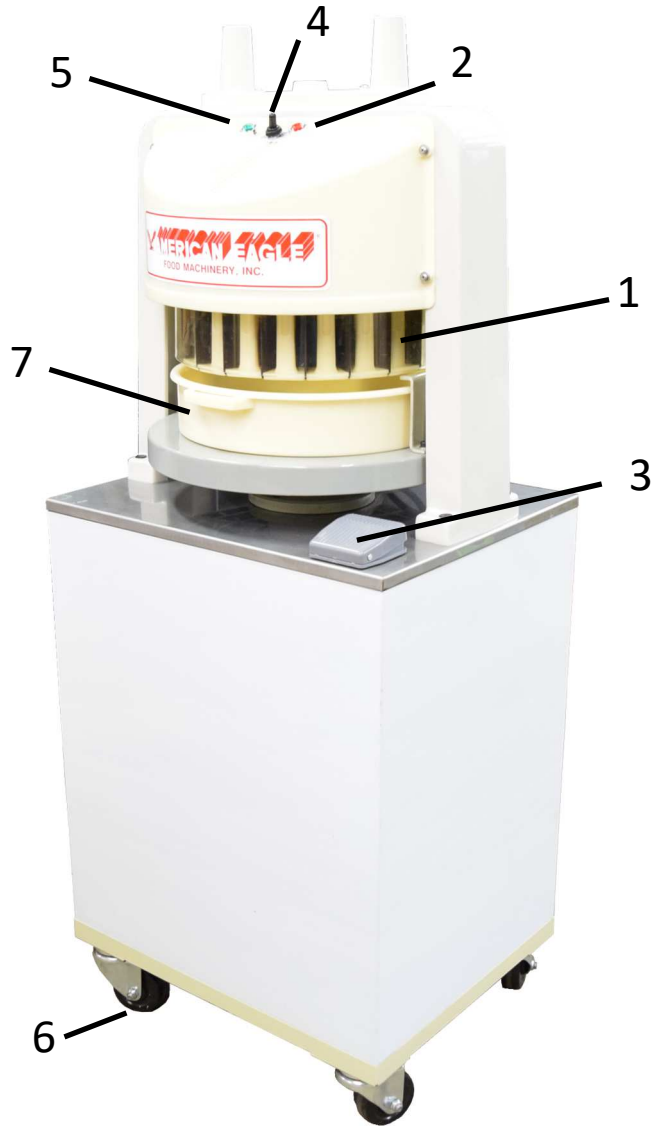


This Warning Sign will be used in the manual to warn you against damage or potential damage to the **Machine**

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**Key Components and Specifications**



EXTERNAL PARTS	
<b>1</b>	Tool Guard
<b>2</b>	Electric Light
<b>3</b>	Start Button
<b>4</b>	Power Switch
<b>5</b>	Power Light
<b>6</b>	Castor
<b>7</b>	Dough Tray

**Specifications**

Model	Pieces Per Cut	Motor	Voltage V/HZ/PH	Batch Dough Weight Per Tray	Productivity Pieces/Hour	Ship Weight	Net Weight
AE-DD36	36	1/4 HP	115/60/1 Or 220/60/1	2.4 to 8 lbs	6000-7000	450 lbs.	396 lbs.

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## IMPORTANT SAFETY RULES

- **ONLY** install equipment on a clean, level, non-skid surface and in a well-lit area.



- **ALWAYS** make sure that your outlet meets the electrical specifications of the machine. Check the name plate for the correct specifications. **Using the wrong electrical specifications may create hazards and will void the warranty.**

- **DO NOT** bypass safety features on this equipment, alter, or modify any component from its original condition. Doing so may create hazards and will void the warranty.



- **DO NOT** use this machine for any applications other than food processing.
- **DO NOT** leave the machine in operation unattended.

- Keep people off the machine while operating and ensure there are no children standing close to the machine.

- Observe maintenance and safety inspection schedules.

- **DO NOT OPERATE** outdoors without shelter from rain, snow, dirt and dust.

- **DO NOT OPERATE** the dough divider in extremely hot or cold air temperatures. Only operate the dough divider between 45°F and 95°F (7.2°C to 35°C).



- Keep hand, clothing & rigid objects **away** when machine is in operation.
- Follow the ranges listed in the specifications for recommended maximums. The weights listed here are absolute maximums, processing dough at these maximums on a regular basis will greatly reduce the service life of your machine.

- Do not use the machine if any hard materials are mixed into the dough. **The estimated weight ranges are assumed to be from Dough with a 60% absorption ratio.**





- **Any type of overloading or physical abuse will void the warranty**



## Installation Instructions

### INSTALLATION:

 Immediately before unpacking the dough divider, check it for possible shipping damage. If you find the packaging material or the machine is damaged before unpacking, contact the carrier within 3 days of delivery. Our responsibility ceases when merchandise is delivered to the transportation company and received for. Also, take notice to the bright red notice on each crate—1) Caution and 2) Freight condition.

 Before installing your dough divider, be sure to check that your electrical service specifications match those of your dough divider as printed on divider's nameplate.

1. Install the dough divider with sufficient clearance from the sides, top, and the front for operation and cleaning. The machine must be installed on a horizontally level floor.
2. Ensure that the castors are in the locked position after the machine has been placed where it will be operating.
3. Ensure all covers and screws are secure as some may become loose during shipping. If anything is found loose, please re-tighten as needed.
4. This machine is shipped with a starting supply of lubricating oil. Be sure to lubricate all moving gears and parts before the first operation. The shaft is designed to self-lubricate for maintenance-free operation. Periodically check to ensure shaft is lubricating properly. Thoroughly clean the machine before using. Refer to Cleaning Procedures section.
5. Contact American Eagle if you have any questions or problems with the installation or operation of this dough divider. **Do not return to retailer or dealer!**



**THIS MACHINE IS DESIGNED WITH A THREE-PRONG PLUG FOR PROPER GROUNDING. THE OUTLET USED WITH THE PLUG MUST BE PROPERLY GROUNDED. CONTACT AN ELECTRICIAN TO FIX YOUR OUTLET IF IT IS NOT THE PROPER TYPE BEFORE OPERATING THE MACHINE. DO NOT REMOVE OR CUT OFF THE THIRD GROUND PRONG OR USE AN ADAPTER PLUG.**



## Cleaning & Maintenance Procedures

### TO AVOID SERIOUS INJURY AND DAMAGE TO MACHINE:



- **BEFORE CLEANING, SERVICING, OR REMOVING COMPONENTS**, always unplug the machine.



- **DO NOT** attempt to clean while the dough divider is in operation.
- **DO NOT** immerse the unit in water.



- **DO NOT PRESSURE WASH, SPRAY DOWN, OR POUR WATER** onto the divider.
- **DO NOT** use products that contain sodium hypochlorite (bleach) on the divider.



- **DO NOT** use **ABRASIVE MATERIAL** such as **SCRUBBER PAD**, or **STEEL WOOL** to clean the machine. This will scratch the polished surface of the stainless steel.
- To prevent illness or death caused by food-borne disease, bacteria, and pathogens, it is important to clean and sanitize the trays and the dividing knives can get contaminated during use. **You are responsible for adhering to all guidelines and laws established by local municipal and/or state health departments to prevent contamination of the machine and the processed food.**

It is critical to properly **CLEAN THE ENTIRE MACHINE** and follow the instructions very carefully



on your sanitizer container to properly kill harmful bacteria and pathogens. **Chlorine, iodine or quaternary ammonium are common sanitizers safe to use.**

**IMPORTANT:** Use of cleaning solutions **NOT DESIGNATED** for stainless steel or using excessive



amounts of sanitizer will cause damage to machine not covered by warranty. To understand proper sanitizer concentration, thoroughly read the FDA FOOD CODE: section 4-501.114, Manual and Mechanical Ware Washing Equipment, Chemical Sanitization - Temperature, pH, Concentration, and Hardness.

Visit [www.servsafe.com](http://www.servsafe.com) for information on kitchen and equipment sanitation procedures.

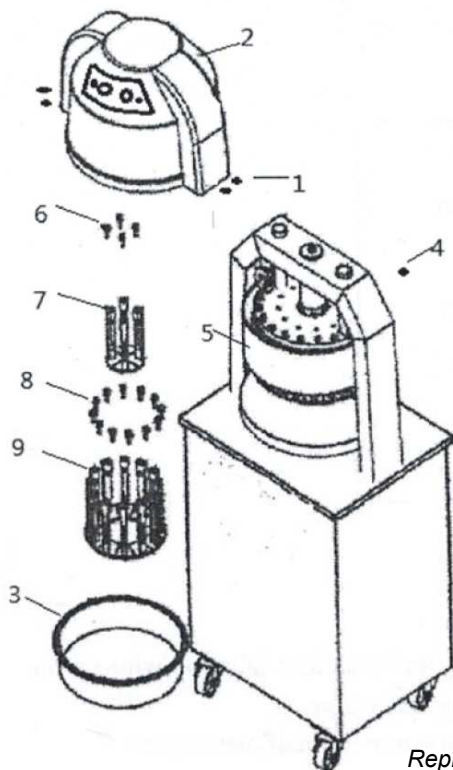


## Cleaning & Maintenance Procedures



**Note: the machine should be cleaned daily!**

- Make sure the unit is turned off and disconnected from the power outlet.
- Keep the material tray, working platform, and parts that come in contact with dough clean every day after use. Wipe these parts with coconut oil as needed. It is especially important to clean the dividing tray after each use. To do a more thorough cleaning of all parts, follow the instructions below. Do not use harsh chemicals or cleaners. Often a damp cloth is sufficient to do all cleaning.



*Representative figure only. Your divider may have minor cosmetic differences.*

### Steps

1. Unscrew the four screws (1) and take off the cover (2).
2. Take out the tray (3) and unscrew screw (4). Then take out the outer ring (5) covering the cutter head.
3. Unscrew the four screws (6) and to lower the inner plastic columns (7). Clean out any dough/flour. Re-install the inner plastic columns before starting the next step.
4. To take out middle plastic columns, unscrew the twelve screws (8) and lower the middle plastic columns (9).
5. The outer plastic columns can be cleaned without lowering.
6. Reverse the process to put the cutter head back together after cleaning.

### Maintenance:

- The machine is designed to be very low maintenance, but due diligence must be executed to keep the machine clean daily and ensure the moving parts are lubricated properly.
- The oil should be changed after some years of using. You can remove the stopper screw on the oil case directly to drain all dirty oil, and then pour in any NSF approved machine oil you prefer. Use about 4.75 Quarts (4.5 liters). Before doing these steps, be sure the power switch is **TURNED OFF**.

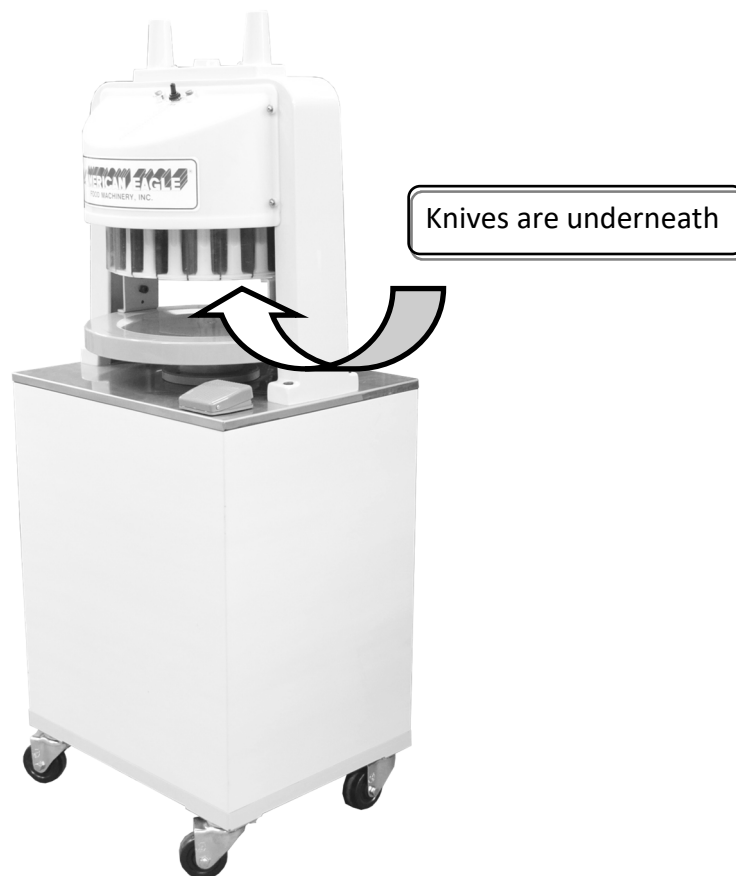


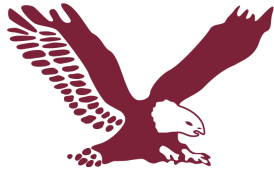


## Operating Instructions

### PRE-CLEANING:

1. The machine ships with a thin layer of white colored oil/grease on some of the surfaces to help prevent corrosion during storage and shipping. Please clean this shipping grease residue on the knives, dividing plate, and all other food contact surfaces prior to use.
2. Be sure to also clean and thoroughly sanitize the dough tray.
3. Before beginning normal production, please use about 2kg dough to repeatedly operate the machine to ensure any remaining surfaces are free of the shipping grease.





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### OPERATION:

1. Load material tray – Refer to Division Scale to reference capacity and acceptable weight.
2. Switch on power by the power switch, the red electric light will turn on.
3. Ensure the material tray is fully in place.
4. The green power light will turn on when tray is installed fully.
5. Press start power button to begin dividing the dough.
6. Machine will operate in one cycle to divide dough.
7. Remove the tray when the cycle finishes. **DO NOT ATTEMPT TO INSTALL OR REMOVE UNLESS THE MACHINE IS FULLY STOPPED.**



## Troubleshooting



**WARNING: REPAIRS AND NON-PERIODIC MAINTENANCE SHOULD BE CONDUCTED BY QUALIFIED SERVICE PERSONNEL. CONTACT AMERICAN EAGLE OR YOUR DEALER TO FIND A SERVICE AGENT IN YOUR AREA.**

- It is best to use the machine regularly. For any extended or long term storage, apply a thin layer of food safe lubricant on all exposed surfaces and machine parts to prevent rust/corrosion.

Issue	Possible Solutions
Machine does not run	Check electrical power supply.
	Reset motor starter by pressing on/off button.
Divider is not cutting properly	Dough scraps and flour have accumulated between the blade holder and the float plate. See Cleaning & Maintenance Procedures.
	Check the knives.



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## AE-DD36 Operation Manual

### Limited Warranty Statement

#### Parts: 1 Year • Labor: 1 Year

All equipment, which is sold under American Eagle Food Machinery, Inc. (AEFM) trademark and used for commercial purposes, is warranted against defects in materials and workmanship for a period of one year parts and labor, except as specifically defined below. The warranty period begins from the date of original purchase as evidenced by original retail purchase receipt or invoice. This warranty is given solely to the original owner/user of the product from a retail store or dealer. No warranty is given to subsequent transferees.

#### **WARRANTY EXCLUSIONS (Items not covered under warranty):**

All equipment accessories such as dividing knives, knobs, switches. Any expendable supply items subject to normal wear-and-tear. Other adjustments required due to installation, setup, or normal wear of machine.

#### **WARRANTY PROCEDURE: Contact customer service for an RMA (Return Merchandise Authorization) number.**

**NO WARRANTY SERVICE WILL BE PROVIDED UNLESS EXPLICITLY AUTHORIZED BY AEFM.** AEFM will repair or, at its option, replace the defective product or part. Any replacement item will be refurbished and warranted with the balance of original warranty period or 90 days, whichever expires last.

- To obtain warranty service, the owner/end user will be responsible for the costs of returning all items to AEFM's warehouse. **SAVE ALL ORIGINAL PACKAGING** or use comparable packaging. Any damage caused during a return process will void the warranty.
- No warranty will be available for motors or parts damaged improper use. (i.e. not allowing motor to stop completely before removing components), overloading equipment, or using improper electrical service, as determined by AEFM, or an AEFM Authorized Service Technician
- AEFM may at its option, authorize an Advance RMA and ship a replacement product or part prior to receiving a defective item. Such cases will require credit card authorization on file. The MSRP cost will be charged for any items not returned within fifteen (15) days of receiving the replacement.
- AEFM may at its option, authorize a third party service agency to perform on-site repairs for items greater than 100 lbs.
- **Any Factory Refurbished Equipment carries a warranty period of 90 days parts, 45 days labor**

**THIS WARRANTY IS ONLY VALID IF A PROPERLY COMPLETED WARRANTY REGISTRATION FORM AND COPY OF PURCHASE RECEIPT OR INVOICE HAS BEEN RECEIVED BY AEFM, INC. WITHIN THIRTY (30) DAYS FROM PURCHASE DATE.** Any defects in materials or workmanship must be reported within thirty (30) days of occurrence and said occurrence being within warranted time period.

**REGISTER WARRANTY ONLINE: [WWW.AMICANEAGLEMACHINE.COM](http://WWW.AMICANEAGLEMACHINE.COM) OR REFER TO WARRANTY CARD.**

This warranty is void if damage occurs because of freight or shipping damage, accident, carelessness, abuse, improper installation, lack of proper maintenance and cleaning, acts of God or Nature, or if the equipment is installed or operated in any manner contrary to installation and operating instructions. In those cases, repairs will be made at the owner's request and authorization, at a reasonable cost. Work performed by unauthorized personnel or unauthorized service agencies voids this warranty.

**LIMITATION OF LIABILITY:** The liability of AEFM is expressly limited to repairing or replacing equipment that proves to be defective in materials or workmanship within the warranty period. AEFM expressly excludes liability for incidental or consequential damages to purchaser/owner or any third party, including but not limited to and without limitation, damages arising from personal injuries, lost profits, loss of business opportunity, loss of property, economic losses or statutory or exemplary damages whether through negligence, strict liability or otherwise.

**OTHER WARRANTIES:** This warranty is in lieu of all other warranties, express or implied. AEFM expressly disclaims any implied warranty of merchantability or expressed or implied warranty of fitness for a particular purpose. This is the sole Warranty Agreement between AEFM, Inc. and the owner/end user. No other agreement is implied, authorized or assumed, whether by AEFM or any third party.

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