



AMERICAN EAGLE[®]

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

Visit us online for more product information:

www.americaneaglemachine.com

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

AE-TS12 / AE-TS22 COUNTERTOP MEAT TENDERIZER KITS OPERATION MANUAL



**AE-TS12
#12 Meat Tenderizer 1HP**



**AE-TS22
#22 Meat Tenderizer 1.5HP**

WARRANTY REGISTRATION

GO TO: 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:
NAFEM
North American Association of
Food Equipment Manufacturers

Quality • Value • Reliability



AMERICAN EAGLE[®]
FOOD MACHINERY, INC.

AE-TS12 & TS22 *Operation Manual*

Index

INTRODUCTION AND NOTICE TO USER.....	2
KEY COMPONENTS AND SPECIFICATIONS	3
IMPORTANT SAFETY RULES	4
INSTALLATION INSTRUCTIONS.....	5
ASSEMBLY INSTRUCTIONS	6
OPERATING INSTRUCTIONS	7
CLEANING PROCEDURES.....	8-9
TROUBLESHOOTING	10
LIMITED WARRANTY STATEMENT.....	11

FOR FUTURE REFERENCE, PLEASE RECORD THE FOLLOWING INFORMATION:

MODEL: _____ DATE OF PURCHASE: _____

SERIAL: _____ PURCHASED FROM: _____

PURCHASED BY: _____ INVOICE / RECEIPT #: _____

773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616



AMERICAN EAGLE[®]
FOOD MACHINERY, INC.

AE-TS12 & TS22 **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. All tenderizer head components are manufactured from 100% food grade stainless steel, making them very durable and easy to clean. While cleaning and before operating, visually inspect the machine and parts for any damage. **Do not use the machine if anything is damaged!**

NOTE: Save all packaging for future use when needed to transport or ship the machine! The original box provides the best protection against shipping damage.

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: motor unit, hub attachment, handle and handle screws, allen wrench, 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**

773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616



AMERICAN EAGLE®
FOOD MACHINERY, INC.

AE-TS12 & TS22 Operation Manual

Key Components and Specifications



Specifications

Model	Motor	Voltage V/HZ/PH	Amps	RPMs	Operating Temperature	Ship	Net
AE-TS12	1 HP	115/60/1	8	170	45°F-95°F (7.2°C-35°C)	64 lbs.	69 lbs.
AE-TS22	1.5 HP	115/60/1	16	170	45°F-95°F (7.2°C-35°C)	84 lbs.	89 lbs.

Both AE-TS12 and AE-TS22 motor units feature standard #12 hubs to use for a variety of optional attachments:

AE-MC12NH

Meat Cutter



AE-VS12NH

Vegetable Processor



AE-G12NH

Meat Grinder



AE-JS12H

Jerky Slicer



773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616



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 OPERATE** the tenderizer without the feed chamber installed.
- **DO NOT OPERATE** outdoors without shelter from rain, snow, dirt and dust.
- **DO NOT OPERATE** the tenderizer in extremely hot or cold air temperatures. Only operate the tenderizer between 45°F and 95°F (7.2°C to 35°C).



- **DO NOT** put fingers into feed chamber during operation. Secure all articles of loose clothing, jewelry, and hair before operating.



- **ALWAYS UNPLUG BEFORE CLEANING, SERVICING, OR REMOVING PARTS.**



- **KEEP** the motor unit unplugged when not in use to prevent accidental start up.
- **TEAM LIFT ITEM: USE TWO PEOPLE TO MOVE THE TENDERIZER.**
- **DO NOT USE REVERSE MODE.** Using reverse on any attachment other than the grinder head will cause damage not covered by warranty.

- **DO NOT OPERATE CONTINUOUSLY WITHOUT MEAT BEING IN THE TENDERIZER HEAD/FEED CHAMBER.**



- **AMERICAN EAGLE TENDERIZERS ARE INTENDED FOR TENDERIZING THAWED, CHILLED, OR FRESH MEAT ONLY. TENDERIZING COMPLETELY FROZEN MEAT OR OTHER TYPES OF PRODUCTS MAY CAUSE DAMAGE NOT COVERED BY THE WARRANTY.**



- **TENDERIZER IS CAPABLE OF TENDERIZING SMALL, SOFT ANIMAL BONES SUCH AS BONES FROM CHICKEN OR RABBIT. DO NOT TENDERIZE LARGE, DENSE ANIMAL BONES SUCH AS FROM COWS, PIGS, DEER, ETC. DAMAGE FROM BONES ARE NOT COVERED UNDER WARRANTY.**
- **WARNING:** Splintered bones can get into digestive tract of pets and cause severe injury or even death to your pet. Grind bones at your own risk.



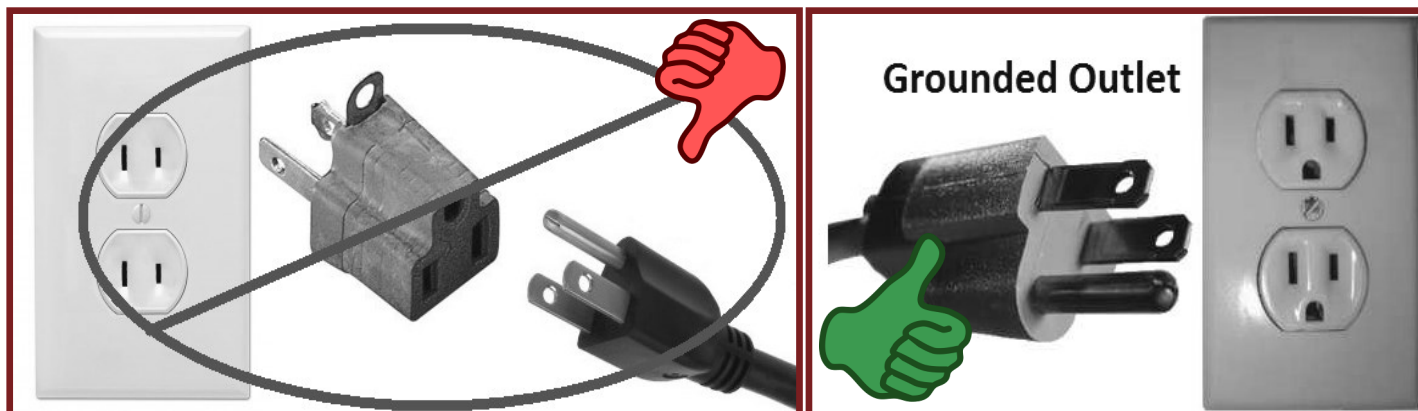
AMERICAN EAGLE[®]
FOOD MACHINERY, INC.

AE-TS12 & TS22 *Operation Manual*

Installation Instructions

INSTALLATION:

1. Read this manual completely before installation or operation. **DO NOT** proceed with installation and operation if you have any questions or do not understand what is written in this manual. **Contact American Eagle if you need assistance.**
2. Remove the two screws from the top of the tenderizer by using the allen wrench that was included with the tenderizer.
3. Place the handle on top of the tenderizer, then insert the two screws into the holes of the handle. Install the handle on the motor unit by tightening the screws with the allen wrench. **Hand tighten only!**
4. Remove the tenderizer from the box with handle installed.
5. Inspect and make sure the rubber feet are securely screwed to the tenderizer.
6. Inspect the meat tenderizer to check that all parts have been provided.
7. Thoroughly clean the machine before using. Refer to Cleaning Procedures section.
8. Contact American Eagle if you have any questions or problems with the installation or operation of this tenderizer. **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.

773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616



Assembly Instructions

TENDERIZER HEAD ASSEMBLY:

NOTE: Please see our website at www.americaneaglemachine.com for an instructional video on proper assembly. **Damage from improper assembly is not covered under warranty!**



1. To avoid injury, unplug the meat tenderizer before assembling the tenderizer head.



2. Insert the attachment into the hub, ensure the pin on the attachment aligns with the hole on the motor unit and the feed chamber is fully inserted. See Figure 1.

3. Tighten the thumb screw clockwise until it is secure. Do not use a tool or over tighten! See Figure 2.



Figure 1



Figure 2

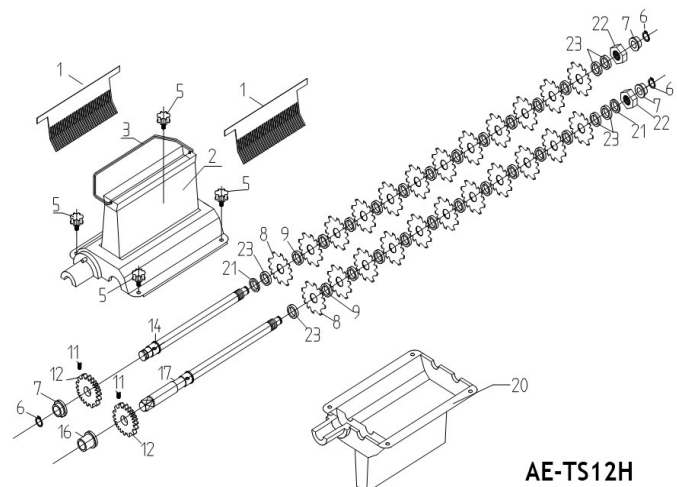
TENDERIZER HEAD ASSEMBLY:

IMPORTANT: The tenderizer combs help guide the meat through the machine. When placed in the machine and aligned properly, the combs curve away from each other.

1. The combs should rest within the space on the top of the tenderizer housing. The individual combs should fit loosely between each of the tenderizer knives
2. **CAREFULLY** slide the combs into the slots. Aligned correctly, the individual prongs will fit between the rotating knives.
3. The combs should **NOT** contact the knives during operation.



**DO NOT FORCE THE COMBS IN,
THEY WILL DROP IN NATURALLY.**





AMERICAN EAGLE[®]
FOOD MACHINERY, INC.

AE-TS12 & TS22 *Operation Manual*

Operating Instructions



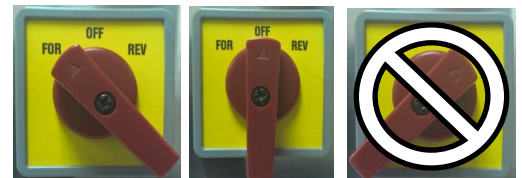
NOTE: Before plugging in your unit, be sure your machine's electrical specifications, printed on the unit's nameplate, match those of your local power.

1. Remove all skin and bones from meat before tenderizing. Cut the meat strips slightly smaller than the opening of the feed chamber. Use boneless cuts only, not to exceed 3/4" thick. Remove gristle before tenderizing to avoid plugging or stalling. Meat must fall easily into the feed chamber.
2. Place the meat in the tenderizer opening and place a container under the feed chamber to catch the tenderized meat.
3. Turn the forward/reverse switch to the forward (FOR) position. **DO NOT OVER-TURN! DO NOT REVERSE!**
4. Feed the meat into the feed chamber. ***Do not force the meat through the feed chamber***, allow the meat strips to fall into the feed chamber and let the gravity do the work to pull the meat through.
5. When finished processing, turn the forward/reverse switch to OFF, unplug the tenderizer.



NOTE: DO NOT OVER-TURN THE FORWARD/REVERSE SWITCH. ALSO, DO NOT REVERSE.

Damage from over-turning or using reverse mode is not covered under warranty! See photos on right.



HELPFUL MEAT PROCESSING TIPS:

- When smaller cuts are desired, pass the meat through several times at difference angles. Fold thinner pieces before running through. Chill the meat thoroughly to 32°F-34°F (0°C-1°C) in between each pass to reduce loss of juices and retain texture.
- Trim a handful of fat from meat. Process the fat through the feed chamber to help lubricate tenderizer head for enhanced results.
- Always refrigerate freshly ground or tenderized meat and cook within 24 hours, or freeze the meat if you do not plan to use immediately.

773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616



Cleaning Procedures

TO AVOID SERIOUS INJURY AND DAMAGE TO MACHINE:



- **BEFORE CLEANING, SERVICING, OR REMOVING COMPONENTS**, always turn the tenderizer off and disconnect the motor unit from the power outlet.



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



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



- **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.

- **ALWAYS FOLLOW** the directions on the sanitizer container or those provided by the vendor. Allow the parts to air dry, or wipe dry before placing them back in the tenderizer.
- To prevent illness or death caused by food-borne disease, bacteria, and pathogens, it is important to clean and sanitize the entire tenderizer on a regular basis as any component of the tenderizer 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.



Cleaning Procedures

TENDERIZER HEAD DISASSEMBLY, CLEANING & SANITIZING:

1. Make sure the unit is turned off and disconnected from the power outlet.
2. Loosen the thumb screw by turning it counterclockwise 3-4 times. **DO NOT REMOVE!**
3. Take the feed chamber off of the motor unit.
4. Remove the tenderizer stripper combs.
5. Loosen and remove the 4 tightening knobs and remove cover.
6. Remove idler roller (short shaft) and the drive roller (long shaft)
7. Clean and sanitize the disassembled components and the motor unit housing with a mild detergent and warm water solution. Be careful to clean all components. Check blades see if all are in good shape during cleaning. Otherwise, blades need to be replaced.
8. Wipe all blades with mineral oil/cooking oil, or spray on a coating of food grade silicone after cleaning. This step will help protect the blades from premature wear.
9. Make sure that all surfaces are **cleaned, sanitized, and allowed to air dry** before reassembling or storing. Reassemble tenderizer head and store separate from the motor. To reassemble, put drive roller in first and then the idler roller, making sure the gears mesh. Place cover on and secure with the knobs. Insert stripper combs as instructed in manual.



NOTE ABOUT DISHWASHERS: ALL TENDERIZER HEAD COMPONENTS ARE PURE FOOD GRADE STAINLESS STEEL. HOWEVER, A DISHWASHER MAY STILL BE ABLE TO CAUSE DAMAGE TO COMPONENTS THAT HAVE DEVELOPED MANY SCRATCHES OR SURFACE DAMAGE. DAMAGE CAUSED BY DISHWASHER IS NOT COVERED BY WARRANTY. INSPECT COMPONENTS AND IF IN DOUBT, HAND WASH PARTS WITH MILD DETERGENT AND WARM WATER SOLUTION.



NOTE: Do not wash the blades with steam or hot water immediately after tenderizing chilled meat. Very rapid changes in temperature will cause damage to components. Allow components to warm more gradually before washing.

CAUTION: NEVER reassembled wet components back to store. NEVER run meat tenderizer without locked firmly on the motor base.



Troubleshooting

Issue	Cause	Solution
During operation, the motor unit sounds abnormal or is straining	Trying to tenderize completely frozen meat	Remove the meat from the tenderizer and let the meat thaw before continuing to process the product
	Blade edges have worn, bent, or dulled	Replace the blades
During operation the tenderizer makes a	Knob is fasten too tight or shafts are not aligned	Loosen the tightening knob. Disassemble the tenderizer and make sure that the shafts and blades are aligned
Motor unit stops working suddenly during operation	Machine has been overloaded	Turn the forward/reverse switch to OFF. Let the unit cool off for 10-15 minutes before starting again. Press the Reset button, then resume.
NOTE: If motor constantly stops and you need to reset often, there may be an additional hazard. Stop use and contact American Eagle	Obstruction in the tenderizer head is preventing shafts from rotating, or an internal gear of the unit has been damaged and needs replacement	Turn the forward/reverse switch to OFF. Let the unit cool off for 10-15 minutes. Remove and disassemble the tenderizer head, and remove the obstruction. Attempt to run the motor without the tenderizer head in place. If the motor continues the same behavior, contact American Eagle.
During tenderizing, meat backs up the feed chamber	Tenderizer knives have worn, dulled, or bent	Replace the blades
Meat is wrapping around the tenderizer shafts.	Combs are missing, bent or broken	Replace or gently repair tenderizer combs by carefully bending the combs back into place



AMERICAN EAGLE[®]
FOOD MACHINERY, INC.

AE-TS12 & TS22 **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 meat tenderizer knives, knobs, plastic spacers, handles, and shaft protectors. 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 by changing directions or gears improperly (i.e. not allowing motor to stop completely before switching between forward and reverse, or switching gears without stopping), 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.AMERICANEAGLEMACHINE.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.

773.376.0800 (P) • 773.376.2010 (F) • 3131 S. Canal St. Chicago, IL 60616