



TWIN EAGLES

INNOVATION AND INSPIRATION **ON FIRE™**

WOOD FIRED PELLET GRILL & SMOKER



INSTALLATION, USE & CARE MANUAL

Please read this entire manual before installation and use of this pellet fuel-burning appliance. Failure to follow these instructions could result in property damage, bodily injury or even death.

Contact your local building or fire officials about restrictions and installation inspection requirements in your area. Save these instructions.

MODELS:
TEPG36G
TEPG36R

A MAJOR CAUSE OF FIRES IS FAILURE TO MAINTAIN
REQUIRED CLEARANCES (AIR SPACES) TO
COMBUSTIBLE MATERIALS.
IT IS OF UTMOST IMPORTANCE THAT THIS PRODUCT
BE INSTALLED ONLY IN
ACCORDANCE WITH THESE INSTRUCTIONS.



A SPECIAL MESSAGE TO OUR CUSTOMERS...

Congratulations on the purchase of your Wood Fired Pellet Grill & Smoker! Our products are engineered for precision and designed for style. Each Twin Eagles grill is manufactured in the USA at our own state of the art facility in California.

This manual will give you easy to follow instructions for installing, operating and maintaining your grill. We recommend reading this manual before your first use to ensure safety, proper care and operation.

At Twin Eagles, we want you to enjoy grilling and spending time together as much as we do – making memories that linger long after the grill cools down.

Thank you and welcome!

Dante Cantal

Owner and Founder

IMPORTANT SAFETY INSTRUCTIONS

Please read this entire manual before installation and use of this pellet fuel-burning appliance. Failure to follow these instructions could result in property damage, bodily injury or even death.

Contact your local building or fire officials about restrictions and installation inspection requirements in your area. Save these instructions.

• Placement and Location

- This grill is designed for outdoor use only.
- This grill is not designed to be installed in or on recreational vehicles and / or boats.
- Do not locate your grill under or near windows or vents that can be opened into your home.
- Grill should be installed on a level firm surface.
- Minimum clearance of 12 inches from the back and sides of the grill to adjacent combustible construction must be maintained. This grill shall not be located under overhead combustible construction.
- Do not install grill on combustible flooring. It is recommended that the grill is installed on non-combustible flooring or on flooring protected with noncombustible surfaces where the protective surface has been approved by the authority with jurisdiction.
- Keep your grill covered when not in use. Grill covers are available and are designed to help keep your grill safe from harmful elements.
- Care should be taken to ensure that no water gets into the pellet hopper as wood pellets, when wet or exposed to high humidity, expand greatly and break apart which can cause blockage of the auger.
- Never use your grill in an excessively windy area.
- Accessible parts of the grill will be very hot, exercise caution around the grill while it's in use.
- Keep young children away while grill is in use. When children are present, adult supervision is recommended.

• Set-up

- To prevent fire and smoke damage, remove all packaging materials before operating the grill.
- It is recommended that before using your grill you wipe the inside clean with soap and water. This is to remove any residual solvents, oil and

grease used in the manufacturing process. The grates should also be thoroughly cleaned in the same manner.

- This pellet grill is designed and approved for pelletized, all-natural, wood fuel for cooking only. DO NOT use pellets intended to heat rooms, these may have harmful additives, and are not suitable for cooking.
- Use only all natural wood pellets designed for burning in grills. Do not use fuel labeled as having additives.
- This barbecue requires a 110 Volt 60Hz 5amp, 3 prong grounded plug.
- The electrical cord installed on your grill is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.
- Do not attempt to rewire or alter the wiring of this grill in any way. The grill must be able to either be unplugged or power to the unit must be shut off before any servicing may be performed.
- When the grill is not in use the grill should be powered off.
- If the power cord is damaged, do not operate the grill.
- Keep any electrical wires away from heated surfaces.
- If an external electrical source is utilized, this outdoor cooking appliance, when installed, must be electrically grounded in accordance with the local codes or, in absence of local codes with the following:
 - USA:
 - National Electrical Code, ANSI/NFPA70
 - CANADA:
 - Canadian Electrical Code, CSA C22.1

IMPORTANT SAFETY INSTRUCTIONS - cont.

- **Operation**

- Do not use the grill for other than its intended purpose.
- Do not use accessories not specified for use with this appliance.
- This grill can operate automatically, but it is strongly recommended that the grill is never left unattended when in use.
- Never use the grill if the Ash Drawer is not installed or fully closed.
- Disposal of Ashes - Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all other combustible materials, pending final disposal. When the ashes are disposed by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.
- Do not use charcoal in the burn pot, charcoal is to be used with the Twin Eagles Charcoal Tray accessory only.
- Use only Wood Pellet Fuel specified by Twin Eagles. Do not use pellet fuel labeled as having additives.
- Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or “freshen up” a fire in this appliance. Keep all such liquids well away from the appliance when in use.
- It is strongly recommended that you regularly check the firepot for obstructions to make sure the air flow is properly maintained.
- Never wear loose fitting or hanging garments while using this grill.
- Use heat-resistant barbecue mitts or gloves when operating this grill.
- Never allow clothing, pot holders, or other flammable materials to come into contact with or be close to any grate or hot surface until it has fully cooled.
- To avoid serious injury, never lean on or reach over an open grill surface, or place hands or fingers on the front edge of the grill when hot.

- Always operate the grill with the hood in the closed position, unless using a feature that requires the hood in the open position.
- Creosote - Formation and need for removal. When wood pellets are burned slowly, they produce tar and other organic vapors that combine with expelled moisture to form creosote. The creosote vapors condense in a relatively cool oven flue and exhaust hood. When ignited, this creosote makes an extremely hot fire.
- The flue and interior of the grill should be inspected at least twice a year to determine when grease and/or creosote buildup has occurred.
- When grease or creosote has accumulated, it should be removed to reduce risk of fire.
- DO NOT over-fire your grill. To reduce the risk of over-firing, never use the grill for anything other than its intended purpose.

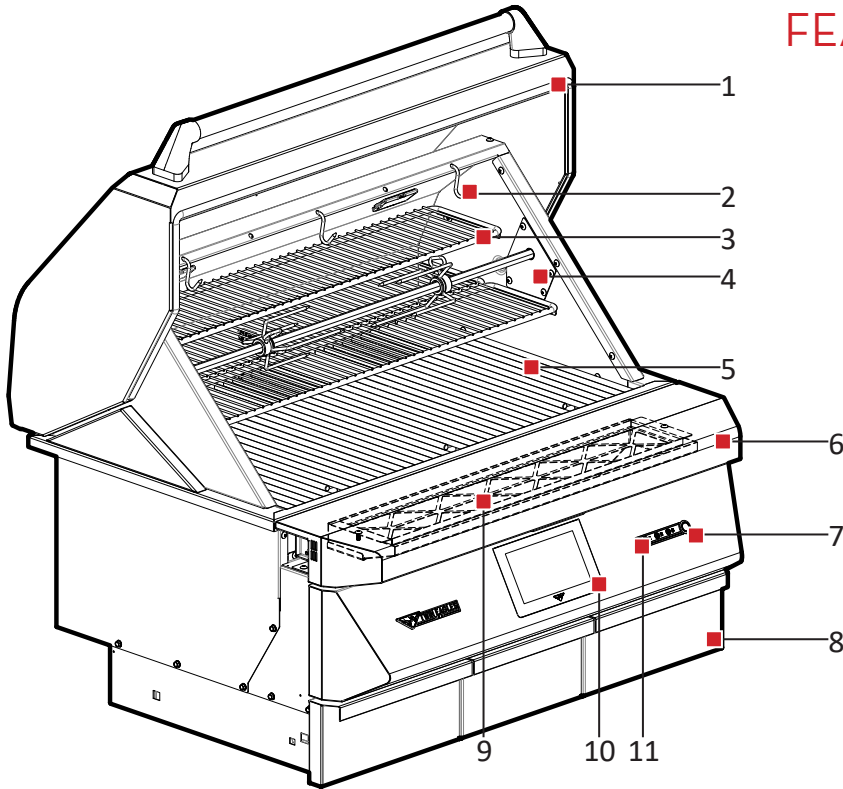
- **CARBON MONOXIDE WARNING:**

Follow these guidelines to prevent this colorless, odorless gas from poisoning you, your family or others.

- Know the symptoms of carbon monoxide poisoning: headache, dizziness, weakness, nausea, vomiting, sleepiness, and confusion. Carbon monoxide reduces the blood’s ability to carry oxygen. Low blood oxygen levels can result in loss of consciousness and death.
 - See a doctor if you or others develop a cold or flu-like symptoms while cooking or in the vicinity of this appliance. Carbon monoxide poisoning, which can easily be mistaken for a cold or flu, is often detected too late.
 - Alcohol consumption and drug use increase the effects of carbon monoxide poisoning.
- Carbon monoxide is especially toxic to mother and child during pregnancy, infants, the elderly, smokers, and people with blood or circulatory system problems, such as anemia, or heart disease.

TWIN EAGLES | PELLET GRILL

FEATURES:



1. HOOD
2. FOOD HOOKS
3. COOKING RACKS
4. ROTISSERIE SPROCKET
5. COOKING GRATES
6. PELLET HOPPER COVER
7. ON/OFF SWITCH
8. ASH DRAWERS
9. PELLET HOPPER
10. CONTROL PANEL
11. PROBE STATION



PELLET HOPPER GUARD



REMOVABLE
ALUMINUM ASH TRAYS



TEMPERATURE PROBES



HOOD GASKET

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CUSTOMER CARE

Please record the product information below and refer to it when contacting Twin Eagles.

This information is found on the data nameplate, located under the right hand Ash Drawer. A second label with model number and serial number is located below the Front Panel above the right Ash Drawer, shown below. Remove the right Ash Drawer to visually access the nameplate from the front of the grill.

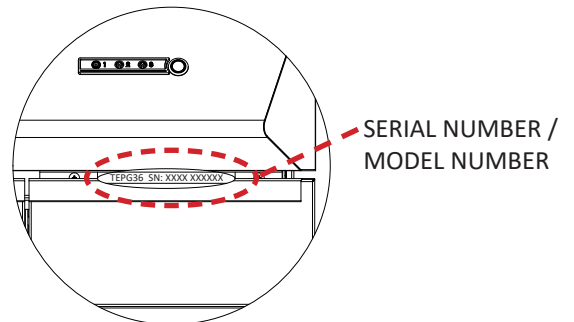
SERVICE INFORMATION

MODEL NUMBER

SERIAL NUMBER

DATE OF PURCHASE

PLACE OF PURCHASE



To the Installer:

Please read these instructions completely and give this manual to the owner.

To the Owner:

Keep this manual in a safe place for future reference.

⚠️ WARNING: CALIFORNIA PROPOSITION 65

This product can expose you to chemicals including carbon monoxide which is known to the State of California to cause cancer and reproductive harm. To minimize exposure to the by-products of the burning fuel or from combustion, always operate this unit according to the use and care manual and provide good ventilation. California law requires businesses to warn customers of potential exposure to such substances. For more information go to www.P65Warnings.ca.gov.

⚠️ AVERTISSEMENT: PROPOSITION 65 DE L'ETAT DE LA CALIFORNIE

Cet appareil peut vous exposer aux produits chimiques et au gaz monoxyde de carbone reconnue dans l'Etat de la Californie pour causer le cancer et des problemes de fertilité. Pour minimiser l'exposition de ces sous produits combustibles ou de la combustion, utiliser toujours cet appareil en conformitee au manuel d'utilisation et d'entretien en s'assurant egalement d'une bonne ventilation. La loi de la Californie exige aux fabricants d'informer leurs clients aux risques d'exposition potentielle a de telles substances. Pour plus d'information, visiter le site www.P65Warnings.ca.gov

GETTING STARTED

1. Remove all packaging materials, labels and protective film. DO NOT LEAVE UNIT IN THE SUN WITH PROTECTIVE PLASTIC FILM ON FOR AN EXTENDED PERIOD OF TIME AS IT WILL BECOME DIFFICULT TO REMOVE.
2. Check to ensure all grill accessories listed below are included.
3. Fill out Warranty Registration Card and mail it to the indicated address, or register Online. See page 23.



BRIQUETTE TRAY



CHARCOAL TRAY



INDIRECT/VAPORIZER PLATE



TEMPERATURE PROBES X3



MEAT FORKS X1 PAIR
&
ROTISSERIE ROD



COOKING RACKS X3



REMOVABLE ALUMINUM ASH TRAYS X2



FOOD HOOKS X3

LOCATING THE GRILL

A MAJOR CAUSE OF FIRES IS FAILURE TO MAINTAIN REQUIRED CLEARANCES (AIR SPACES) TO COMBUSTIBLE MATERIALS. IT IS OF UTMOST IMPORTANCE THAT THIS PRODUCT BE INSTALLED ONLY IN ACCORDANCE WITH THESE INSTRUCTIONS.

This grill is designed for outdoor use only. Do not locate this grill under overhead combustible surfaces.

CAUTION should be taken when grills are used near glass, vinyl siding or other temperature sensitive construction materials. In some cases, it may be necessary to increase the clearance around the grill to avoid damage to vinyl siding. Check with the manufacturer of the siding material for details.

DO NOT operate the grill inside a building, garage, recreation vehicle or any enclosed area. When choosing an area, consider exposure to wind, and proximity to traffic paths. Keep the grill away from windy areas but keep the grill in a well-ventilated area. Do not obstruct the flow of combustion and ventilation air around the grill. The supporting edges of the grill must be located level and flat. The counter should also be leveled.

CLEARANCE TO COMBUSTIBLE CONSTRUCTION

A minimum clearance of 12" from the sides and 12" from the back of the grill to adjacent vertical combustible construction must be maintained. For adjacent combustible construction extending above the counter-top surface, the minimum clearance from sides and back of the grill is 18 inches.

CLEARANCE TO NONCOMBUSTIBLE CONSTRUCTION

A minimum clearance of 3 1/4" from the back of the grill above cooking surface to non-combustible construction is required to allow the grill hood to open completely.

A minimum of 6" clearance to the sides of the grill above cooking surface to non-combustible construction is recommended. The grill can be installed directly next to non-combustible construction below the cooking surface.

DÉGAGEMENT de toute construction combustible

Il faut maintenir une distance minimum de 12 po (30.48 cm) sur les côtés et de 12 po (30.48 cm) sur l'arrière du gril par rapport aux constructions combustibles verticales adjacentes. Pour une construction combustible adjacente s'étendant au-dessus de la surface du comptoir, le jeu minimal des côtés et de l'arrière du gril est de 18 po (45.72 cm).

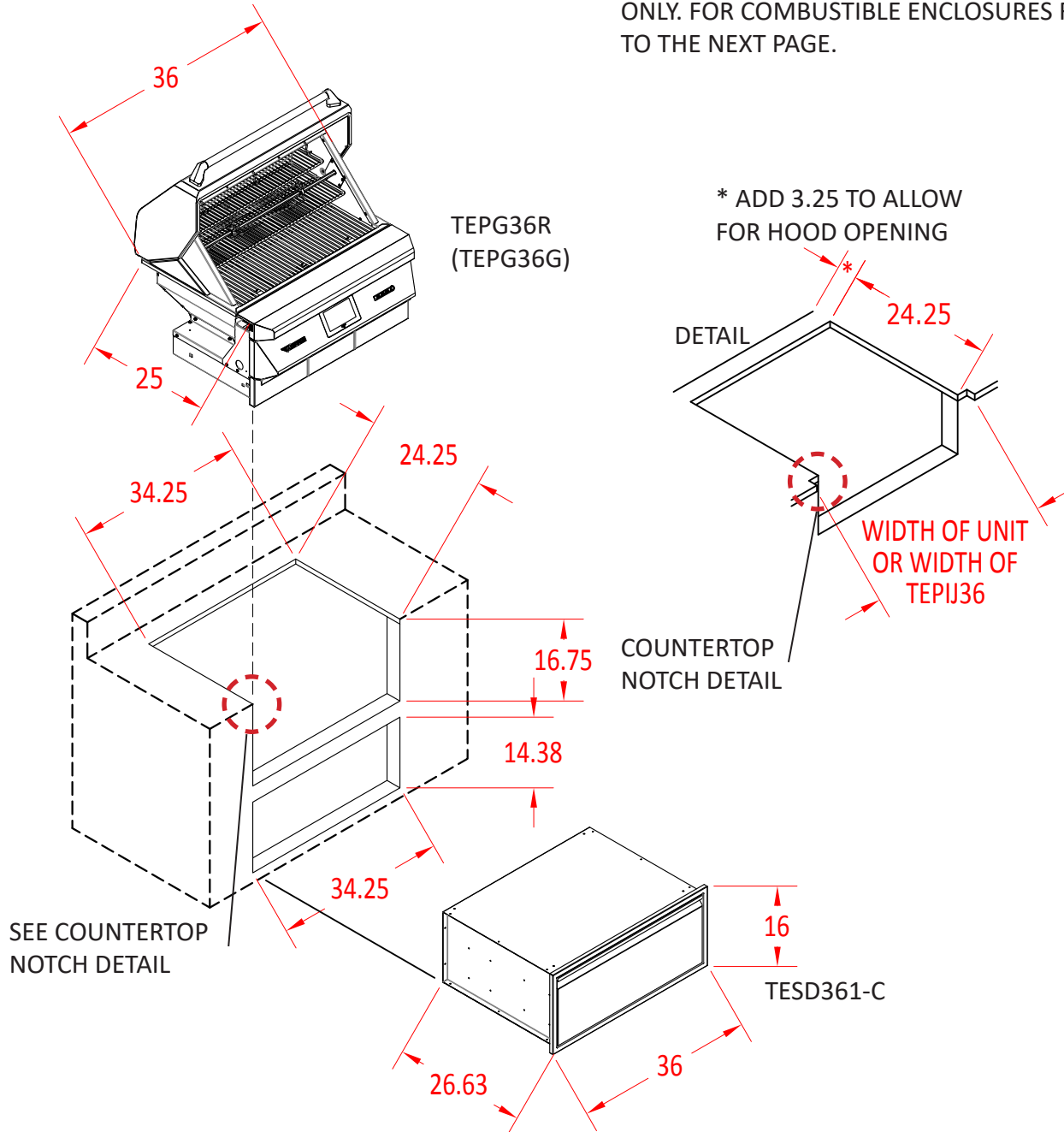
DÉGAGEMENT DE TOUTE CONSTRUCTION INCOMBUSTIBLE

Une distance minimum de 3 1/4" po (8.25 cm) de l'arrière du gril au-dessus de toute surface de cuisson à la construction incombustible est prescrite pour permettre à la hotte d'ouvrir complètement.

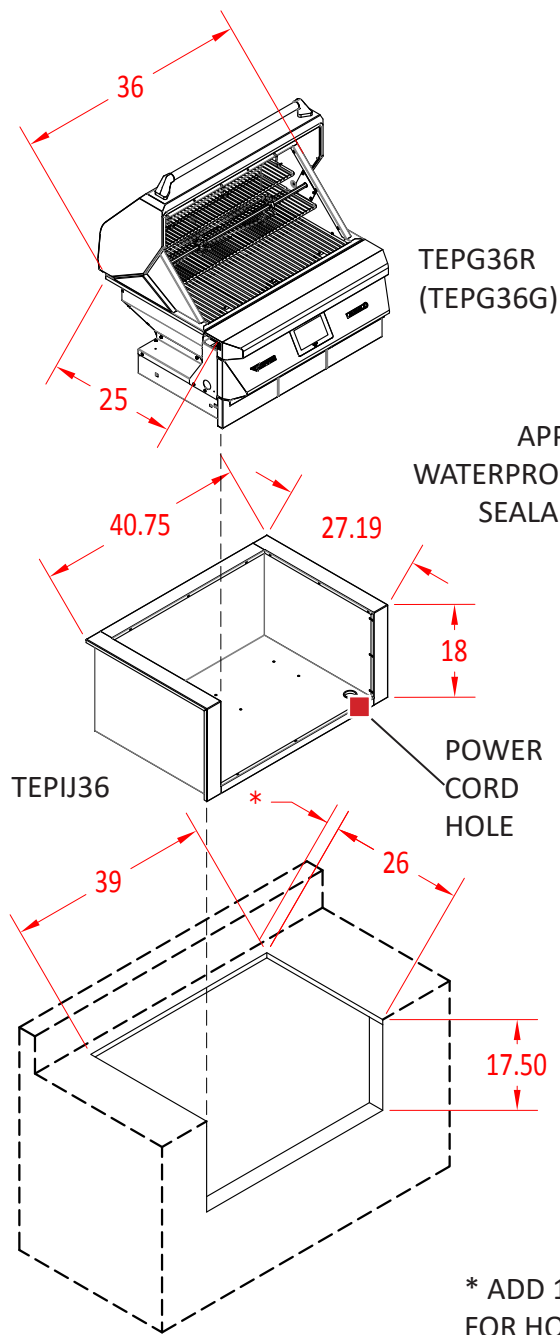
Une distance minimum de 6 po (15.24 cm) des côtés du gril au-dessus de la surface de cuisson à la construction incombustible est recommandée pour prévoir de l'espace pour le moteur de la rôtissoire et la poignée des broches de cuisson. Le gril peut être installé directement à proximité d'une construction incombustible en-dessous de la surface de cuisson.

CUT-OUT DIMENSIONS

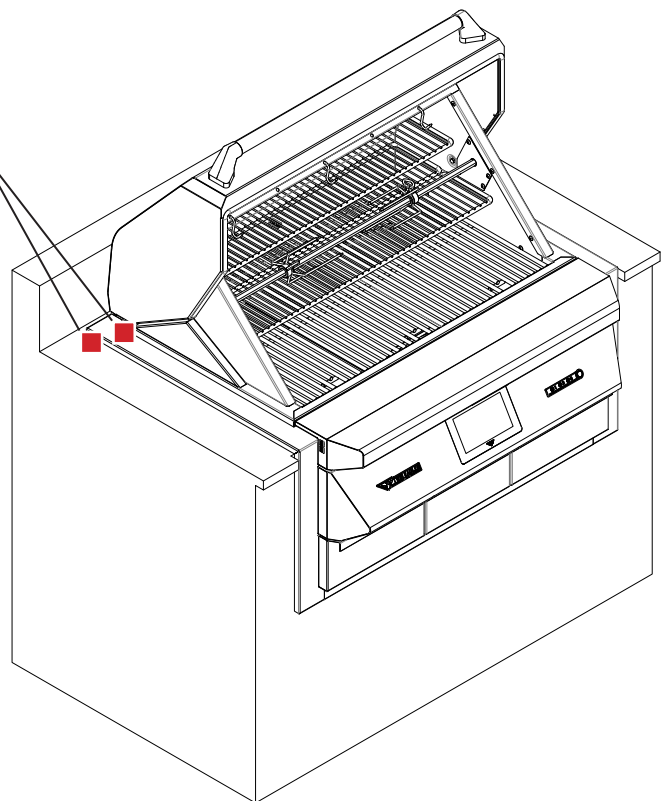
NOTE:
THIS IS FOR NON-COMBUSTIBLE ENCLOSURES ONLY. FOR COMBUSTIBLE ENCLOSURES REFER TO THE NEXT PAGE.



INSULATION JACKET



NOTE:
THIS IS FOR COMBUSTIBLE ENCLOSURES ONLY.
FOR NON-COMBUSTIBLE ENCLOSURES REFER
TO PREVIOUS PAGE.



INSULATION JACKET WARNING:

Do not build the grill under overhead combustible construction. If the grill is to be placed into a combustible enclosure, an approved insulating jacket is necessary to prevent fire, property damage and bodily injury. Use only Twin Eagles Pellet Grill and Smoker insulating jacket (TEPIJ36).

To prevent damage to the power cord use the hole provided in the front right of the Insulating Jacket to thread the power cord through.

ELECTRICAL REQUIREMENTS

This appliance should only be serviced by a qualified technician, or electrical shock may occur. It is rated at 120V, 5A ,60Hz.

REMINDER:

Keep any electrical supply cord away from any heated surfaces.

WARNING

Electrical Grounding Instructions:

This outdoor cooking appliance is equipped with a three prong (grounding) plug for your protection against shock hazard and should be plugged directly into properly grounded three prong outlets. Do not cut or remove the third prong from this plug.



Electrical equipment provided with the outdoor cooking appliance shall follow these guidelines:

1. Do not use an outdoor wood fired grill for purposes other than intended;
2. To protect against electrical shock, do not immerse cord or plugs in water or other liquid;
3. Unplug from the outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts;
4. Do not operate any outdoor wood fired grill with a damaged cord, plug, or after the appliance malfunctions or has been damaged in any manner. Contact the manufacturer for repair;
5. Do not let cord hang over the edge or touch hot surfaces;
6. When connecting, first plug appliance into outlet;
7. Use only Ground Fault Interrupter (GFI) protected circuit with this outdoor cooking appliance;
8. Never remove the grounding plug or use with an adapter of two prongs; and
9. Use only extension cords with three prong grounding plugs, rated for the power of the equipment, and approved for outdoor use with a W-A marking.

Storage:

During shipping the power plug for the Twin Eagles Pellet Grill and Smoker is located in the front right ash drawer.

WINDY CONDITIONS

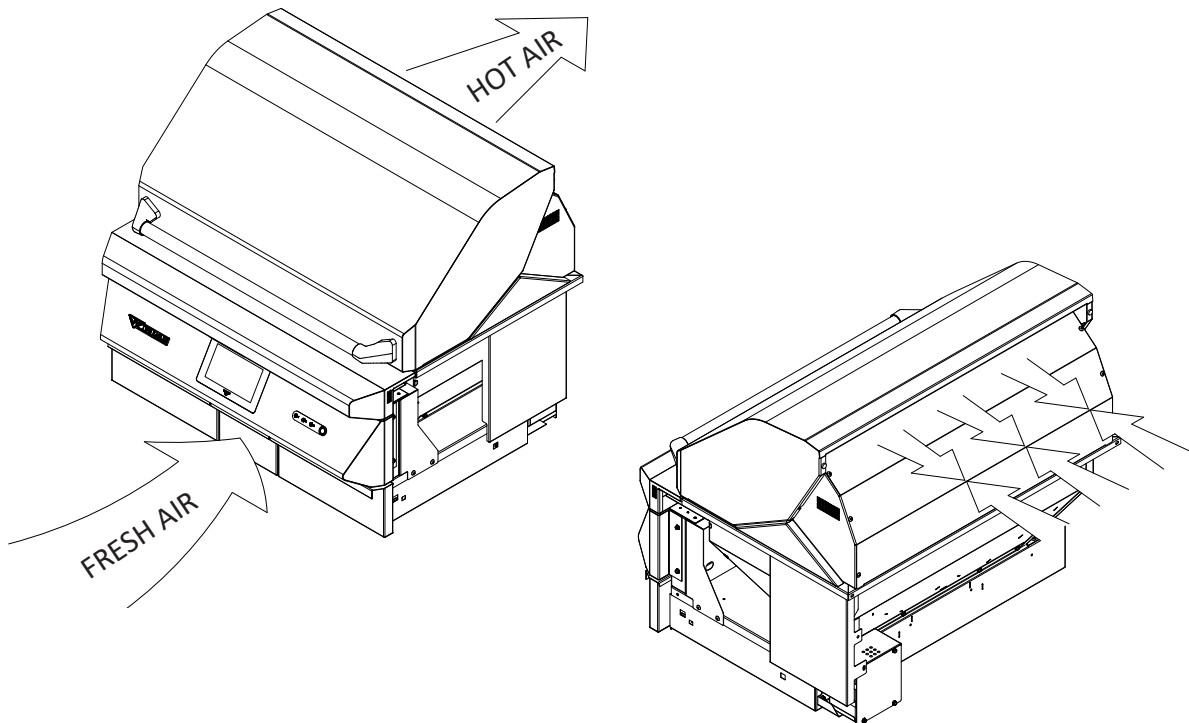
Your Wood Fired Pellet Grill and Smoker has been designed and engineered to produce smoke that infuses your food with a smoky flavor. The firepot requires air for efficient combustion. This fresh air is pulled through a vent in the front of your grill and the intense hot air and smoke produced by the pellets is expelled through a vent in the rear. If you are using your grill in windy conditions, the wind can disrupt this important airflow.

If the grill is set to a high heat setting and the hood is closed, wind can prevent the hot air from being expelled through the rear vent – forcing heat to the front of the grill. This heat can make the hood handle and front panel extremely hot. In some cases, this heat can damage important components.

To Prevent Overheating:

Install your grill in a location where a prevailing wind is less likely to hit the rear of the grill. If this is not possible, install a windbreak behind your grill.

Damaged components such as wiring, heat probes, etc., and the discoloration of the stainless steel by using the grill in windy conditions is not covered under the product warranty.



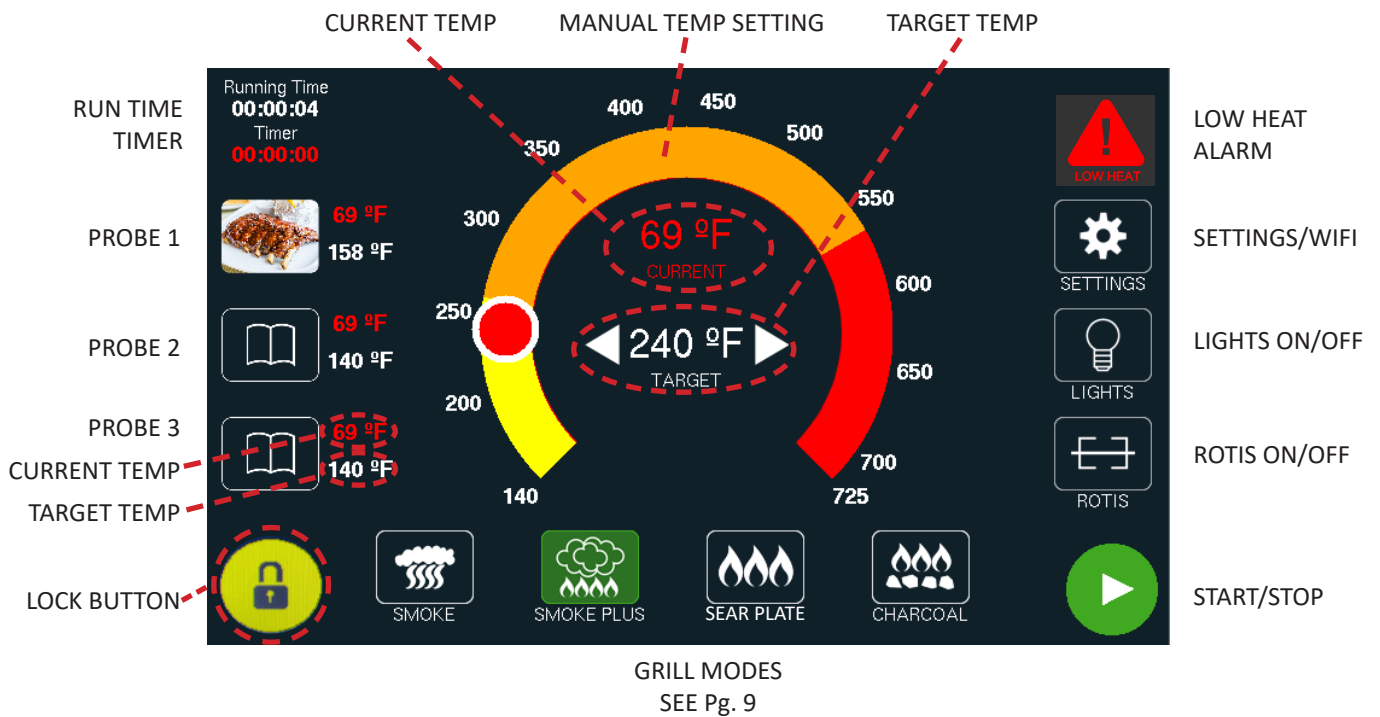
PELLET GRILL OVERVIEW

START-UP

Your grill utilizes many advances in technology to bring greater control to your finger tips. Making use of these advancements will help you perfect your techniques and get the most flavor and best results every time.

- Every perfect barbecue experience starts with selecting and filling the pellet hopper with your favorite all natural wood cooking pellets. (Ensure they are completely dry) (See Page 9)
- Turn ON the switch to the right of the Probe Jacks; the grill will go into “STAND BY” mode. The display will be locked by default. To unlock the display, tap the lock button three times.

Once in “STAND BY” mode you are able to set the temperature, recipe, and timer to the desired setting that is optimal for the food you are cooking.



LOCK / UNLOCK THE DISPLAY:

When the grill is turned on, the display will be locked. In the bottom left corner of the display screen is a yellow button with a “LOCK” symbol in it, this is the Lock button. To unlock the display, tap the lock button three times in rapid succession. The button will now show that the display is unlocked by showing the lock icon unlocked and the button is gray. See images on the right.



OVERVIEW - cont.

CONNECTING TO WIFI



Your new Wood Fired Pellet Grill and Smoker is made to connect to your homes WiFi to receive updates and to monitor your grill with the companion mobile app. To connect to WiFi follow these steps:

DEFINITIONS TO KNOW:

WiFi ACCESS POINT - The grill is broadcasting a WiFi signal.

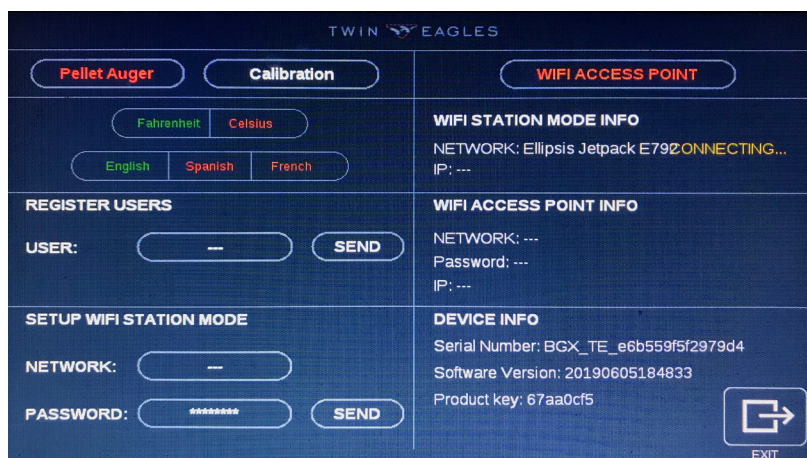
WiFi STATION MODE - The grill will look for and connect to the WiFi signal provided by the customer.

1. Go to the Settings screen.
2. WiFi ACCESS POINT in the top right should be red.
3. At the bottom left corner will be a box labeled "SETUP WIFI STATION MODE". Inside are two fields to type in your WIFI network name and password. (Your WiFi Network name can usually be found on your router or if it has been renamed, enter your personalized network name.)
4. Once your network name and password are entered, press send.
5. At the top right of the Settings screen there is a box labeled "WIFI STATION INFO". After pressing send, your network name and I.P. address will appear here with a colored message that will either say
 - "CONNECTING" in yellow/orange (the grill is attempting to connect) or...
 - "ESTABLISHED" in green (a connection has been made).
6. If the connection does not establish, double check the name and password to verify everything has been entered correctly.
7. You have now connected your new Wood Fired Pellet Grill and Smoker to your WiFi!

IMPORTANT:

Establishing a connection to your WiFi network will allow the grill to receive updates automatically. A dialogue box will appear on the display notifying you of a new update. Please note, depending on the quality and speed of your internet connection, along with the size of the update file, the upload process may take up to 20 minutes. To save the update to the grill, simply turn the grill off and on again. The grill is now updated and ready to use.

If WiFi is not readily available, email SERVICE@TwinEaglesGrills.com and request instructions on how to update the software via the unit's USB port.



SETTINGS MENU

OVERVIEW - cont.

INITIAL SET-UP - FILLING THE HOPPER AND AUGER

Before you can start smoking, you will need to fill the hopper and prime the auger with pellets.



PELLET HOPPER

1. Open the hood.
2. Remove center grate and indirect plate to gain access to the firepot.
3. Pull open hopper and fill with chosen blend of pellets. Then close hopper.
4. Go to SETTINGS screen
5. Press PELLET AUGER button which is located at the top left of the settings menu. Leave the auger running until pellets can be heard falling into the firepot.
6. Remove the pellets that have fallen into the firepot. They may be reused since they are not burned.
7. The auger is now primed and you are ready to smoke.

GRILLING MODES

The Wood Fired Pellet Grill and Smoker has four different grilling modes:



- SMOKE - Most grilling/baking/roasting will take place using the SMOKE mode. In this mode the grill will produce a moderate amount of smoke to infuse into your food.



- SMOKE PLUS - The Smoke Plus mode is for those that want an intense smoke flavor imparted into the food. Uses a reduced fan speed to increase smoke production.



- SEAR PLATE - Sear Plate sets the grill to HIGH, MEDIUM or LOW to sear the outside of your food using the hot grill grates, sealing in the delicious juices and flavor of your food.



- CHARCOAL - In the Charcoal mode the firepot is used to start the charcoal in the Charcoal Tray. Once the charcoal is started the fan assist is used to stoke the charcoal to higher temperatures if desired. Can be turned on/off as needed.

ADDITIONAL FEATURES

The Twin Eagles Wood Fired Pellet Grill and Smoker comes equipped with two halogen lights and a Rotisserie.



- Halogen Lights - To turn the lights ON/OFF simply press the lights button.



- Rotisserie - To turn ON/OFF the Rotisserie simply press the "ROTIS" button.

USING YOUR PELLET GRILL & SMOKER

Using your Wood Fired Pellet Grill and Smoker is easy, and it is packed with features. Here's how to use them:

IMPORTANT

Prior to operating the grill in any capacity, ensure that the firepot is clear of any ash build-up or unburned pellets. Make sure the Firebox is clean of any ash build up or grease. Making sure that the inside of your pellet grill is clean and clear. This will help with the longevity of your grill, so make sure this process is done regularly.

IMPORTANT

No preheating or priming required. When switching types of pellets to cook, purge the pellet hopper using the "PELLET AUGER" button in the "SETTINGS" menu. To prevent misfires, fill the auger using the "PELLET AUGER" button. Keep the auger running until you hear pellets falling into the firepot. Clear the firepot of pellets before cooking.

SMOKE

1. Turn on your grill.
2. The Control Panel will load the "STAND-BY" screen, which will have "SMOKE" preselected. Unlock the Display Screen by tapping the "LOCK" three times in rapid succession.
3. Set your target temp using the temperature adjustment slider or by tapping the arrows on either side of the target temp, or by tapping the target temp and inputting the temperature on the keyboard that appears.
4. Choose which probe you want to use. Tap the probe button and select from the menu of preset food temperatures/cooking times and press enter. The picture of the selected food preset will appear in the probe button to the left of the temperature slider along with the current temperature in red and target temperature in white.
5. Make sure there are no leftover pellets or ash residue in the firepot from any previous use. Tap the green "GO" button to light the grill, the hood must be in the closed position when lighting the grill (Initially there may be a bit of smoke but that will dissipate).
6. Once your grill has reached the target temperature, set up your timer. Tap "Timer" in the top left corner of the control screen and type in the cooking time desired. NOTE: the "Run Time" is the overall time the grill has been running.
7. Place your desired food into the grill, insert your probe into the center of the food not touching any bone. If using the rotisserie function of the grill, the probe must be removed after every temperature taken.
8. Once your food has finished cooking, tap the red "STOP" button to start the cooldown cycle.



PROBE BUTTON



PRESET FOOD MENU



PROBE BUTTON AFTER
FOOD SELECTED

USING YOUR PELLET GRILL & SMOKER - cont.

USING THE ROTISSERIE:

1. Insert food on rod and secure with meat forks. If multiple pieces of food are to be cooked at the same time, make sure the food is evenly balanced to ensure the food is cooked evenly.
2. Follow directions for using the SMOKE mode up to step 6.
3. Insert rod into the rotisserie sprocket.
4. Turn on the rotis motor by pressing the rotis button.
5. Cook food to desired doneness, then remove from grill.



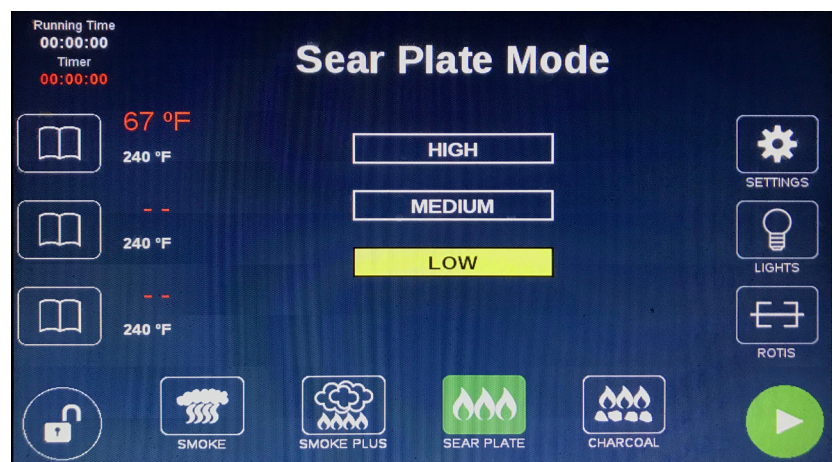
NOTE: Rotisserie is only to be used with “SMOKE” or “SMOKE PLUS” modes.

SEAR PLATE

1. Turn on your grill. Unlock the Display Screen by tapping the “LOCK” three times in rapid succession.
2. Make sure there are no leftover pellets or ash residue in the firepot from previous use.
3. Replace the Indirect/Vaporizer Plate with the Briquette Tray as shown.
4. Select SEAR PLATE Mode. A Sear Plate Mode menu will appear that will show HIGH, MEDIUM and LOW setting.
5. Choose the desired cooking setting.
6. Close the hood. Tap the green “GO”
7. Once the target temperature has been reached, a READY icon will appear just below the LOW setting button signifying that the grill reached the desired temperature.
8. Open the hood and place desired food on the center grate to begin searing.
9. Once finished, hit the red “STOP” to start the cooldown cycle.



BRIQUETTE TRAY

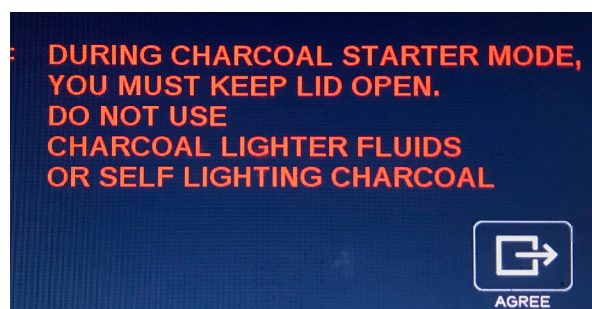
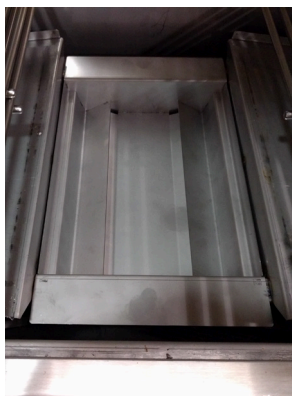


USING YOUR PELLET GRILL & SMOKER - cont.

CHARCOAL

1. Turn on your grill. Unlock the Display Screen by tapping the “LOCK” three times in rapid succession.
2. Remove the Indirect/Vaporizer Plate assembly from above the firepot. Make sure there are no leftover pellets or ash residue in the firepot from previous use. Install in its place the Charcoal Tray Assembly and above that install the Charcoal Tray Body.
3. Place a moderate amount of charcoal on the Tray Body. Spread out evenly one layer of charcoal briquettes.
4. Press CHARCOAL Mode. A message should appear that reads: “DURING CHARCOAL STARTER MODE, YOU MUST KEEP THE LID OPEN. DO NOT USE CHARCOAL LIGHTER FLUIDS OR SELF LIGHTING CHARCOAL.” In order to proceed to starting your charcoal you must tap the “AGREE” button. From there you will see “IN CHARCOAL MODE, YOU MUST OPEN THE LID,” along with a “CHARCOAL STARTER,” the “FAN HIGH” and “FAN LOW” buttons. You will also notice that there is no temperature slider, in CHARCOAL Mode the firepot is used to start the charcoal *only*. The button “CHARCOAL STARTER” will feed pellets into the firepot to start the charcoal. This may take some time to occur, APPROXIMATELY 10-15 minutes.
5. Once the charcoal has turned mostly ashy gray, it has started.

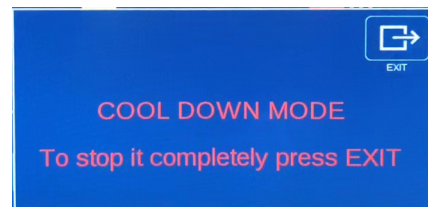
Cooking with charcoal is a visual and physical experience. The Fan Assist buttons (FAN HIGH / FAN LOW) turn on/off the fan to help increase the temperature of the charcoal. The fan is used to provide more air to the charcoal after it is already going. Providing more air will produce more heat, so FAN HIGH will make the coals produce more heat than FAN LOW.



USING YOUR PELLET GRILL & SMOKER - cont.

COOLDOWN MODE

You are finished cooking your food and now it is time to shut down your Wood Fired Pellet Grill and Smoker. To shut down your grill, first press the red stop button. This will shut the auger off and the fan speed will go up to high. A dialog box will appear on the screen notifying you that the grill has gone into Cooldown Mode. Cooldown Mode will proceed until the temperature of the unit reads 140°F internally. Once 130°F has been reached the Cooldown feature has finished and the fan will shut off. It is now safe to turn off your grill. There is an Exit button to manually bypass the Cooldown feature if you intend to continue grilling (it is not recommended to bypass the Cooldown Mode). It is recommended to keep the hood closed during the cooldown cycle.

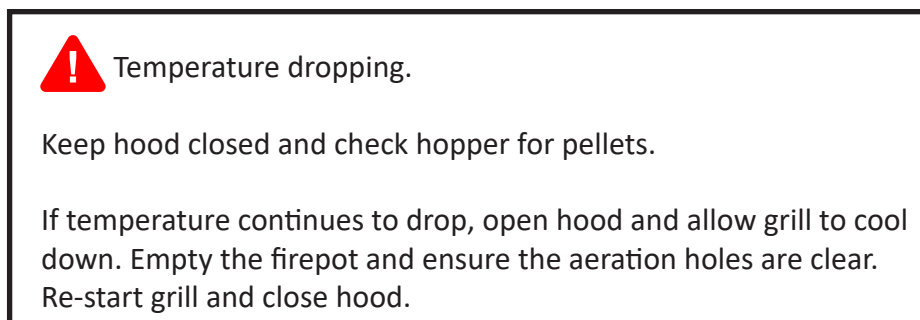


LOW HEAT ALARM

Your grill comes equipped with a Low Heat Alarm. This notifies you that the pellets in the hopper may be insufficient to maintain the target temperature and more pellets will need to be added to the hopper. The alarm appears in the upper right hand corner of the control screen.



To clear the alarm, touch the alarm icon. A warning window and set of instructions will appear.

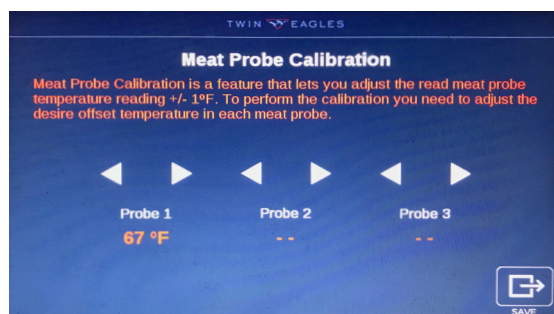


MEAT PROBE CALIBRATION

Under settings menu, press the calibration button located at the top left (next to the auger pellet button), and the Meat Probe Calibration Menu will appear.

To calibrate:

1. Plug the supplied probe/s into the probe jack. The temperature will show under their respective probe location.
2. Place the probes in ice water for 1 minute.
3. Using the left or right arrow above the probe name, match the temperature readings across all three probes.
4. Press save to exit.



RECOMMENDED PELLETS

When smoking your favorite foods, its important to make the best pellet selection. Pellets can come in all kinds of combinations and flavors including Apple, Cherry, Hickory, Maple, Mesquite and Oak. Pellet fuel for cooking burns with an average of 8,200 BTU's per pound and have very little ash and moisture content (less than 0.5% ash and less than 6% moisture). Avoid using pellets longer than 1" long.

PELLET FLAVOR GUIDELINES

- **APPLE:** Has a sweet, fruity smoky flavor. Strongest Flavor of the fruit woods. Ideal for most foods.
- **CHERRY:** Has a mild, sweet fruity smoke flavor. Tends to give meat a rosy tint of color.
- **HICKORY:** Has a strong, bacon flavor.
- **MAPLE:** Has a very mild, sweet light smoky flavor.
- **MESQUITE:** Has a strong, spicy flavor. King of southwest smoking.
- **OAK:** Has a mild, wood-fired flavor. This is your roasting wood.

CAUTION:

Some wood pellets produced for heating fuel have a high chance of containing additives that are harmful when burned. For optimum performance from your grill, ensure that any pellets intended to be used as fuel are free of additives. Low quality pellets may adversely affect your grilling temperatures, time, and flavor.

Avoid using soft woods for pellet fuel as it will impart a turpentine-like taste.

RECOMMENDED PELLET STORAGE:

Some manufacturer's pellet bags have slits or air holes in them, we recommend that any unused pellets, or any pellets to be store for long periods of time, should be emptied into a waterproof container. The 5-gallon buckets obtainable from your local hardware store make great waterproof containers, and lids can easily be fitted to the top to completely seal the bucket. Ensure that any location to be used for pellet storage is dry and away from sources of heat.

PELLET SMOKING GUIDELINES

The art of smoking largely comes down to personal preference and the quality of the meat being smoked. The longer the meat remains in the smoke the more smoke flavor will be infused into the meat. With this knowledge in hand, you will need to decide how much smoke flavor you want.

For best results, we recommend a blended pellet of the variety of flavors you'd like to impart into the meat you wish to smoke. The recommended temperatures for smoking most meats is in the range of 180° to 400°F, this will guarantee the correct internal cooking temperature is reached. Please note that the Pellet Smoker can reach temperatures as low as 140°F but the results from smoking at that temperature are minimal. It should also be noted that the grill can get hot from sitting out in the sun or from being installed in a region of high heat (temperatures in excess of 90°F), which could prevent your grill from maintaining temperatures close to 180°F.

The table below shows general guidelines to follow when learning to use your new Twin Eagles Pellet Grill and Smoker. We recommend experimenting with times and temperatures to get the flavor you desire. To speed up the process cook on a higher temperature but be warned that this could result in a less tender product. We recommend that enough time is adequately set aside to get the best results every time.

ITEM	CONTROL SET POINT °F	INTERNAL TEMP = °F
BEEF	180°F-400°F	MEDIUM RARE: 145 MEDIUM: 160 WELL DONE: 170
HAM	180°F-400°F	140-170
LAMB	180°F-400°F	MEDIUM RARE: 145 MEDIUM: 160 WELL DONE: 170
PORK, FRESH	180°F-400°F	145
VEAL	180°F-400°F	MEDIUM RARE: 145 MEDIUM: 160 WELL DONE: 170
VENISON	180°F-400°F	MEDIUM RARE: 145 MEDIUM: 160 WELL DONE: 170
CHICKEN	180°F-400°F	165
DUCK or GOOSE	180°F-400°F	165
TURKEY	180°F-400°F	165 AS MEASURED IN THE THIGH

PELLET GRILLING TIMES AND TEMPS

At Twin Eagles, great grilling comes from knowledge of the right temperatures to use and how long to smoke or grill your meat. The following suggestions are to help you find the right starting point to begin your perfect grilling experience.

Always be sure that proper safety precautions are observed when your Twin Eagles Pellet Grill and Smoker is in use; adult supervision is required when children are present. Be sure to cook poultry and ground meats thoroughly, check internal temperatures with meat probes to guarantee internal temperatures meet suggested internal cook temperatures. The times and temperatures below are **APPROXIMATE!** Actual length of time and temperature required may vary from user to user.

ITEM	SIZE	CONTROL SET POINT	APPROXIMATE GRILLING TIME	INTERNAL TEMP = °F
BEEF				
STEAKS	3/4 in THICK	375°	3 TO 4 MINS/SIDE 4 TO 5 MINS/SIDE 5 TO 7 MINS/SIDE	MEDIUM RARE 136 MEDIUM 145 MEDIUM WELL 153
KABOBS	1 in CUBES	375°	3 TO 4 MINS/SIDE	145 TO 160
HAMBURGER PATTIES	1/2 in THICK	375°	3 MIN/SIDE 4 TO 5 MINS/SIDE 5 TO 7 MINS/SIDE	MEDIUM 158 MEDIUM WELL 167 WELL DONE 176
ROAST ROLLED RUMP (INDIRECT HEAT) SIRLOIN TIP (INDIRECT HEAT)	4 TO 6 lbs. 3 1/2 TO 4 lbs.	320°	18 TO 22 MINS/lb 20 TO 25 MINS/lb	133 TO 149
TENDERLOIN	HALF, 2 TO 3 lbs. WHOLE, 4 TO 6 lbs.	375°	10 TO 12 MINS/SIDE 12 TO 15 MINS/SIDE	MEDIUM RARE 145 MEDIUM 160
HAM				
FULLY COOKED (INDIRECT HEAT)	ANY SIZE	325°	8 TO 10 MINS/SIDE	164
COOK-BEFORE-EATING (INDIRECT HEAT)	WHOLE, 10 TO 14 lbs. HALF, 5 TO 7 lbs. PORTION, 3 TO 4 lbs.	350°-375°	10 TO 15 MINS/lb 12 TO 18 MINS/lb 30 TO 35 MINS/lb	160-170
LAMB				
CHOPS, SHOULDER, LOIN, OR RIB	1 in THICK	400°	5 MINS/SIDE	136 TO 153
STEAKS, SIRLOIN, OR LEG	1 in THICK	350°-375°	5 MINS/SIDE	145 TO 160
KABOBS	1 in CUBES	350°-375°	4 MINS/SIDE	145 TO 160
PATTIES, GROUND	4 oz., 1/2 in THICK	450°-700°	3 MINS/SIDE	MEDIUM 160
PORK				
CHOPS, BONE-IN OR BONELESS	3/4 in THICK 1 1/2 in THICK	375°	3 TO 4 MINS/SIDE 7 TO 8 MINS/SIDE	MEDIUM 145
TENDERLOIN	1/2 TO 1 1/2 lbs.	450°-700°	15 TO 25 MIN TOTAL	MEDIUM 160
PATTIES, GROUND	1/2 in THICK	450°-700°	4 TO 5 MINS/SIDE	MEDIUM 158
VEAL				
CHOPS, STEAK	1 in THICK	450°-700°	5 TO 7 MINS/SIDE	145 TO 160
ROAST, BONELESS (INDIRECT HEAT)	2 TO 3 lbs.	350°-375°	18 TO 20 MINS/lb	145 TO 160
VENISON				
ROAST, SADDLE, OR LEG	6 TO 7 lbs.	225°	25 to 30 MINS/lb	140 to 150

TIMES AND TEMPS - cont.

ITEM	SIZE	CONTROL SET POINT	APPROXIMATE GRILLING TIME	INTERNAL TEMP = °F
VENISON				
STEAKS	3/4 in THICK	375°	4 TO 5 MINS/SIDE 6 TO 7 MINS/SIDE	MEDIUM RARE 145 MEDIUM 160
CHICKEN				
WHOLE (INDIRECT HEAT) NOT STUFFED BROILER FRYER ROASTING HEN CAPON	3 TO 4 lbs. 5 TO 7 lbs. 4 TO 8 lbs. 18 TO 24 oz.	375°F, 400°F	60 TO 75 MINS 18 TO 35 MINS/lb 15 TO 20 MINS/lb 45 to 55 MINS	160 AS MEASURED IN THE THIGH
BREAST HALVES, BONE-IN BONELESS	6 TO 8 oz. EACH 4 oz. EACH	375°F	10 TO 15 MINS/SIDE 6 TO 8 MINS/SIDE	170
OTHER PARTS: LEGS OR THIGHS DRUMSTICKS WINGS, WINGETTS	4 TO 8 oz. 4 oz. 2 TO 3 oz.	375°F	10 TO 15 MINS/SIDE 8 TO 12 MINS/SIDE 8 TO 12 MINS/SIDE	180
DUCK OR GOOSE				
DUCKLING, WHOLE QUARTERED (INDIRECT HEAT)	4 1/2 lbs. (NOT STUFFED)	325°F	2 1/2 HRS 1 HR 25 MINS	180 TO 185
GOOSE, WHOLE (INDIRECT HEAT)	8 TO 12 lbs.	325°F	18 TO 20 MINS/lb	180 TO 185
TURKEY				
WHOLE TURKEY (INDIRECT HEAT)	8 TO 12 lbs. 12 TO 16 lbs. 16 TO 24 lbs.	350°F	2 TO 3 HRS 3 TO 4 HRS NOT RECOMMENDED	160 AS MEASURED IN THE THIGH
BREAST, BONE-IN BONELESS	4 TO 7 lbs. 2 3/4 TO 3 1/2 lbs.	350°F	1 TO 1 3/4 HRS NOT RECOMMENDED	160
THIGHS, DRUMSTICKS (INDIRECT HEAT)	8 TO 16 oz.	350°F	1 1/2 TO 2 HRS 8 TO 10 MINS/SIDE	160
BONELESS TURKEY ROLL (INDIRECT HEAT)		350°F	1 1/2 TO 2 HRS 2 TO 3 1/2 HRS	170 TO 175

CLEANING AND MAINTENANCE

STAINLESS STEEL & GENERAL PRODUCT CARE

To keep your Wood Fired Pellet Grill and Smoker free of surface corrosion and in good working order, it is important to take additional precautions under certain conditions.

If your Wood Fired Pellet Grill and Smoker is located in corrosive conditions, such as:

- A coastal environment where corrosive salty air is present.
- Near a swimming pool, hot tub or water feature with exposure to corrosive pool chemicals and/or chlorinated water.
- Areas where muriatic acid (hydrochloric acid) or other corrosive cleaning solutions are used to clean concrete and masonry.
- Areas where corrosive masonry dust and debris are created by cutting stone or mixing cements.

These conditions can create a highly corrosive environment that will cause the corrosion resistant type 304 stainless steel to develop surface oxidation, corrosion or rust.

It is recommended that your Twin Eagles products be kept dry and covered when not in use. Use the Probe Jack Inserts to prevent water from getting into the probe jacks. This is even more important when long-term storage is intended.

Do not allow food particles or grease to be left inside your Twin Eagles products. These can attract rodents, which are unsanitary and are likely to cause physical damage by chewing on the wiring, which can cause permanent damage to the electrical components.

If you are located along the coast or in the desert, wind driven sand is extremely abrasive and can pit and scratch the stainless steel. Keep your Twin Eagles products covered when not in use.

With routine cleaning, maintenance and awareness of the conditions outlined above, you can enjoy many years of service from your Twin Eagles Wood Fired Pellet Grill and Smoker.

In the event that surface corrosion has developed on the stainless steel, it is typically not the stainless steel that is corroding but corrosive particles that have been deposited on the surface.

Twin Eagles products are made of all welded 304 stainless steel. It is corrosion resistant and non-magnetic. Never clean the stainless steel when it is hot. After the initial grilling use, certain areas of the grill may discolor. This is a normal discoloration caused by the intense heat given off by the firepot.

WARNING

To prevent fire, bodily harm, and property damage, always ensure that any grease or ash residue caught in the Ash Drawers is cleaned out. The removable aluminum pans allow for easy removal of any ash or grease.

CLEANING AND MAINTENANCE - cont.

RECOMMENDED METHODS TO CLEAN YOUR PELLET GRILL

Regular use and time will cause your grill to get dirty, below are a few recommended cleaning materials and methods to help keep your Pellet Smoker and Grill looking its best.

RECOMMENDED PRODUCTS:

- | | |
|----------------------------|--------------------------|
| 1. GRILL BRUSH | 6. 91% RUBBING ALCOHOL |
| 2. SCOTCH-BRITE PADS | 7. FLAT HEAD SCREWDRIVER |
| 3. MICROFIBER CLOTH | 8. PUTTY KNIFE |
| 4. STAINLESS STEEL CLEANER | 9. PAINT BRUSH |
| 5. BAR KEEPERS FRIEND | 10. VACUUM WITH HOSE |

INTERIOR:

1. Clean the Grates:
Using the grill brush, scrape the bristles along the grate to dislodge any cooked on grease or food. Repeat for both sides of the grate.
2. Clean the Interior:
Using the putty knife, scrape off all cooked on grease and food from the Indirect Plate and Firebox Heat Baffle. Start in the middle and work your way down, out towards the edges of the baffle. Once the Indirect Plate and Heat Baffle are scraped clean, remove and set aside so that the interior of the Firebox is exposed. Continue to scrape down the interior of the Firebox, making sure to get any food or grease that may have gotten below the Heat Baffle. Using the Paint brush, sweep all loose ash and debris down to the right and left of the Firepot towards the Aluminum Trays in the Ash Drawers.
3. Clean the Firepot:
Remove the Firepot by lifting from the back and straight up. Scrape out any ash left behind. Set aside.
4. Vacuum
Vacuum out all ash and debris visible in the Firebox. Including under the Firepot.
5. Ash Drawers
Remove the Aluminum Trays and dispose of any ash or grease appropriately. Remove the drawers from the slides to access the base of the Firebox. Using your vacuum, remove any pellets, ash, or grease that may have gotten behind the Ash Drawers.
6. Reassembly
Reassemble your grill: Firepot first, Firebox Baffle and Indirect Plate second, then Grates. Last but not least, the Ash Drawers.

EXTERIOR:

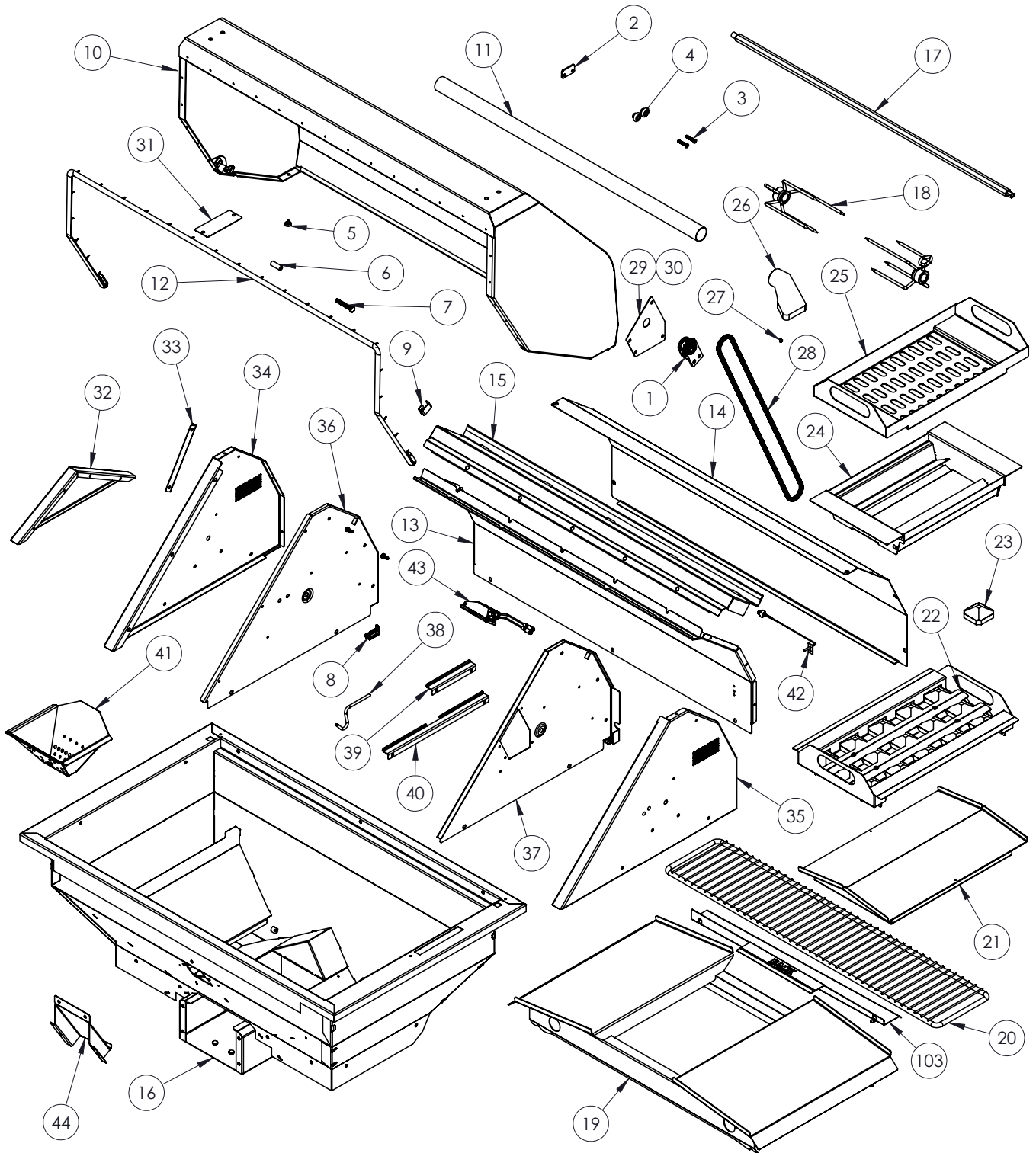
1. Using the Stainless Steel cleaner and Microfiber cloth, clean the exterior of the grill.
NOTE: ALWAYS clean in the same direction as the grain of the steel.
2. If there are any scratches or pitting in the metal, use Bar Keepers Friend and the Scotch-Brite pad to gently buff out the imperfections. ALWAYS with the grain.











When you're finished cleaning your grill, set the temp to a high setting and burn for about 30 minutes. This is to ensure no left over residue from the cleaning products is left behind.

If the grill is to be stored for a long period of time, the pellets should be removed from the hopper and stored in a dry location away from any heat source.

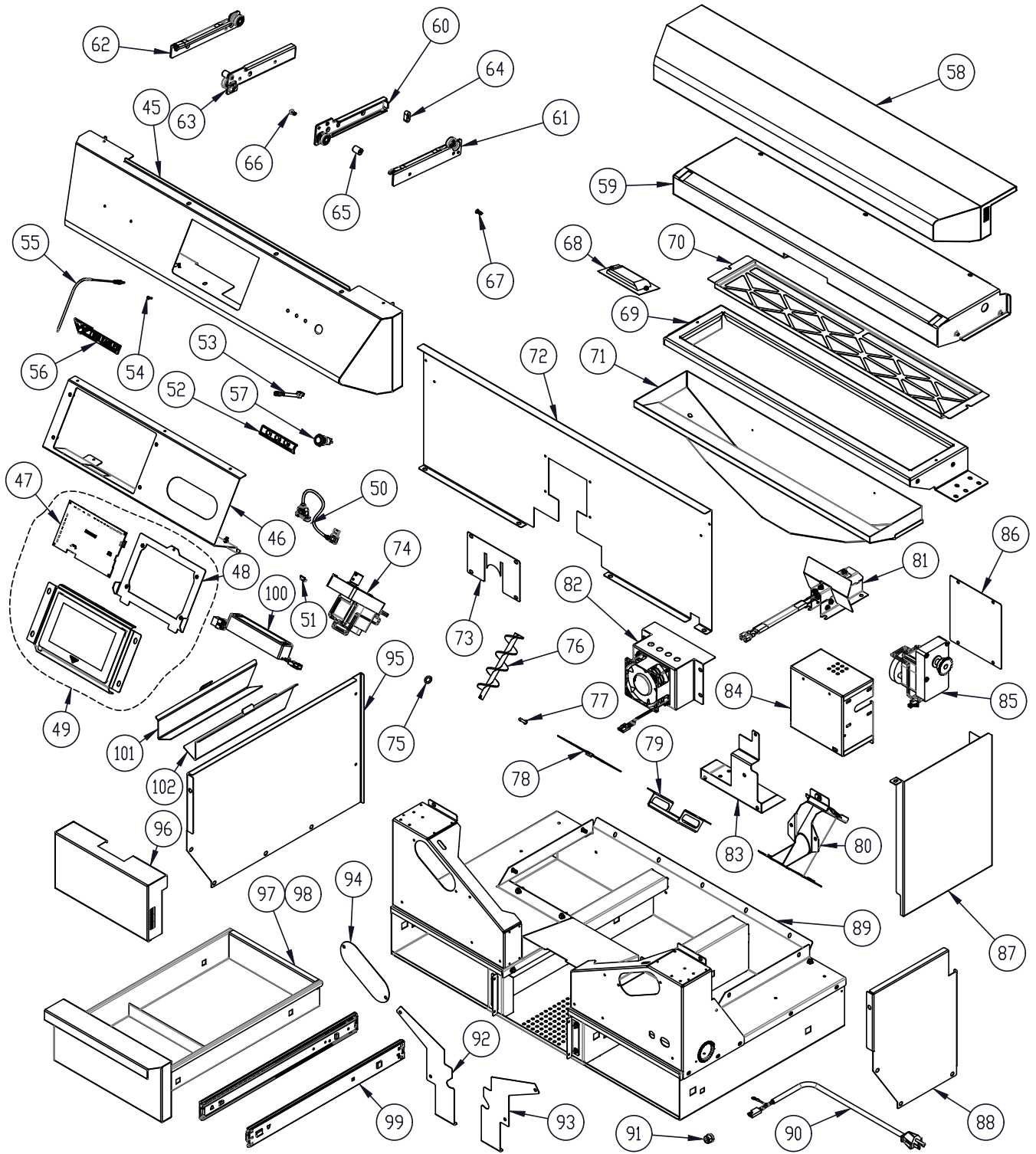
FOR MORE INFORMATION, PLEASE VISIT: <https://www.twineaglesgrills.com/resources/service/>

EXPLODED VIEW



									
1	2	3	4	5	6	7	8	9	27

EXPLODED VIEW - cont.



51	54	64	65	66	67	75	77	91

REPLACEMENT PARTS LIST

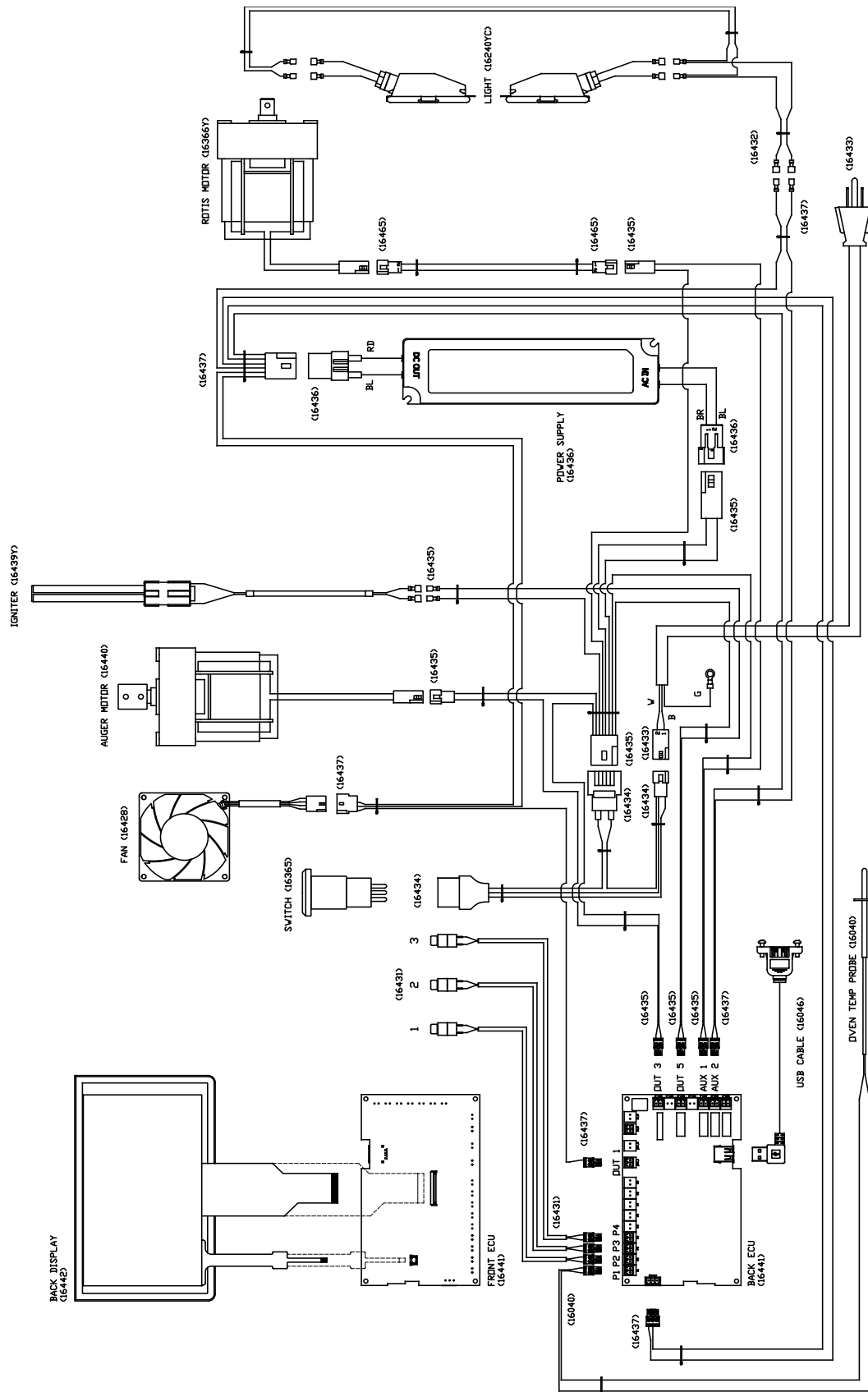
ITEM NO.	TE PART NO.	DESCRIPTION	TEPG 36G	TEPG 36R
1	S27290Y	SPROCKET ASSEMBLY	-	1
2	S26310	SPACER, ROTIS PLATE	-	1
3	S14337	SCREW, 10-32 X 1, PH, FLT, S/S	-	2
4	S14420	ROLLER BEARING	-	2
5	S14128	BUMPER	2	2
6	S14340	HOOD SPACER SLEEVE	2	2
7	S14303	SCREW, 1/4-20 X 1 3/4, HEX, S/S	2	2
8	S27285	REAR HOOD PROBE GUARD	1	1
9	S27299	FRONT HOOD GASKET CLAMP	2	2
10	S27294-36WY	FRONT HOOD WELDED ASSEMBLY	1	1
11	S12339	ROUND TUBE, 1 1/4 X 30", S/S	1	1
12	S27246-36	BRAIDED STEEL, HOOD GASKET	1	1
13	S27280-36WY	REAR HOOD LINER WELDED ASSY.	1	1
14	S27293-36	REAR HOOD WRAPPER	1	1
15	S27382-36	TOP REAR HOOD	1	1
16	S27250-36WY	FIREBOX, WELDED ASSEMBLY	1	1
17	S13928-36	ROD, ROTIS, 36	-	1
18	S13865	S/S MEAT FORKS (PAIR)	-	1
19	S27319WY	FIREBOX HEAT BAFFLE	1	1
20	S13955	COOKING RACK	3	3
21	S27321WY	INDIRECT PLATE ASSEMBLY	1	1
22	S27248Y	BRIQUETTE TRAY ASSEMBLY	1	1
23	S13295-15	BRIQUETTES (15 PACK)	1	1
24	S27325Y	CHARCOAL TRAY ASSEMBLY	1	1
25	S27328	CHARCOAL TRAY BODY	1	1
26	S13258	HANDLE, END CAP	2	2
27	S14368	SET SCREW, 8-32 X 1/4	2	2
28	S13949	CHAIN	-	1
29	S27288	COG PLATE COVER	-	1
30	S27289	PLATE COVER	1	-
31	S27215	HANDLE COVER PLATE	2	2
32	S27283	REAR HOOD LOWER SEAL	2	2
33	S27284	REAR HOOD UPPER SEAL	2	2
34	S27282-L	REAR HOOD SIDE, LH	1	1
35	S27282-R	REAR HOOD SIDE, RH	1	1
36	S27281-L	REAR HOOD LINER, LH	1	1
37	S27281-R	REAR HOOD LINER, RH	1	1
38	S13957	FOOD HOOKS	3	3
39	S27287	SMALL COOKING RACK BRACKET	2	2
40	S27286	LARGE COOKING RACK BRACKET	2	2
41	S27318	FIREPOT	1	1
42	S16040	OVEN TEMPERATURE PROBE	1	1
43	S16240-CY	HALOGEN LIGHTS	2	2
44	S27278	PELLET FEED SHIELD	1	1

ITEM NO.	TE PART NO.	DESCRIPTION	TEPG 36G	TEPG 36R
45	S27301-36WY	FRONT PANEL WELDED ASSEMBLY	1	1
46	S27303Y	INNER FRONT PANEL ASSEMBLY	1	1
47	S16441	ECU, BOARD	1	1
48	S27305Y	ECU BRACKET ASSEMBLY	1	1
49	S27304Y	DISPLAY SCREEN ASSEMBLY	1	1
50	S16046	USB CABLE	1	1
51	S14365	RUBBER USB PLUG	1	1
52	S13293	PROBE PLATE	1	1
53	S16431	WIRE HARNESS, PROBE JACK	3	3
54	S14363	TAPERED ROUND PLUG	3	3
55	S16041	FOOD PROBE	3	3
56	S13203	EMBLEM, TWIN EAGLES	1	1
57	S16365	SWITCH, 110V, BLUE	1	1
58	S27307-36WY	LANDING LEDGE HANDLE WELDED ASSY.	1	1
59	S27309-36Y	BRIDGE CHANNEL ASSEMBLY	1	1
60	S14469-LC	CABINET RAIL SLIDE, LH	1	1
61	S14469-LD	DRAWER RAIL SLIDE, LH	1	1
62	S14469-RC	CABINET RAIL SLIDE, RH	1	1
63	S14469-RD	DRAWER RAIL SLIDE, RH	1	1
64	S12370	SLIDE BUMPER	2	2
65	S14472	STAND OFF	2	2
66	S14473	SCREW M5 X 10mm	2	2
67	S14360	SCREW, 10-32 X 1/2 FLAT UC, PH	8	8
68	S14468	RECESSED PULL HANDLE	1	1
69	S27277-36Y	HOPPER FRAME ASSEMBLY	1	1
70	S27324	HOPPER GRATE	1	1
71	S27274-36Y	HOPPER ASSEMBLY	1	1
72	S27355	FIREBOX INNER BAFFLE	1	1
73	S27356	FIRE BOX INNER BAFFLE COVER	1	1
74	S16440Y	AUGER MOTOR W/ COUPLING	1	1
75	S14353	AUGER WASHER	1	1
76	S13286	AUGER FLIGHTING W/ SHAFT	1	1
77	S14354	CLEVIS PIN W/ PIN COTTER	1	1
78	S27271Y	AUGER SPACER PLATE ASSEMBLY	1	1
79	S27272	AUGER MOTOR MOUNT	1	1
80	S27268WY	AUGER SUPPORT WELDED ASSY.	1	1
81	S27264Y	IGNITER HOUSING ASSEMBLY	1	1
82	S27267Y	FAN MOUNT ASSEMBLY	1	1
83	S27279	ROTIS MOTOR MOUNT	-	1
84	S26349	BOX, MOTOR	-	1
85	S16366Y	ROTIS MOTOR ASSEMBLY	-	1
86	S26351	COVER, MOTOR BOX	-	1
87	S27317	CHAIN GUARD	-	1

REPLACEMENT PARTS LIST- cont.

ITEM NO.	TE PART NO.	DESCRIPTION	TEPG 36G	TEPG 36R
88	S27358	RIGHT HEAT SHIELD (TEPG36R)	-	1
89	S27261-36Y	DRAWER BASE ASSEMBLY	1	1
90	S16433	POWER CORD HARNESS	1	1
91	S16112	STRAIN RELIEF	1	1
92	S27244-L	FIREBOX FRONT BAFFLE, LH	1	1
93	S27244-R	FIREBOX FRONT BAFFLE, RH	1	1
94	S27245	BRACKET MOUNT COVER	2	2
95	S27357	LEFT HEAT SHIELD	1	1
96	S27310	AUGER COVER	1	1
97	S27312-LY	DRAWER ASSEMBLY, LH	1	1
98	S27312-RY	DRAWER ASSEMBLY, RH	1	1
99	S14450	18" SLIDES	2 PR	2 PR
100	S16436	12V POWER SUPPLY	1	1
101	S27392-L	LH ASH RESERVOIR	1	1
102	S27392-R	RH ASH RESERVOIR	1	1
103	S27385	HEAT DIVERTER	1	1
PARTS NOT SHOWN				
	S16432	WIRE HARNESS, LIGHT	1	1
	S16434	WIRE HARNESS, 110V	1	1
	S16435	WIRE HARNESS, 110V COMPONENT	1	1
	S16437	WIRE HARNESS, 12V	1	1
	S16465	WIRE HARNESS, ROTIS	-	1
	S27363	RIGHT HEAT SHIELD (TEPG36G)	1	-

WIRING DIAGRAM



WARRANTY

- **LIMITED LIFETIME WARRANTY:** Twin Eagles warrants all fabricated stainless steel components, to be free from defects in materials and workmanship under normal residential use for the lifetime of the product. This warranty excludes discoloration, surface scratches, weather and atmospheric related staining, and minor surface rust and oxidation which are normal conditions and are to be expected with any outdoor product. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **LIMITED FIVE YEAR WARRANTY:** Twin Eagles warrants the stainless steel cooking grates, briquette tray, charcoal tray, indirect/vaporizer plate, firepot, heat baffle, and ash drawer to be free from defects in materials and workmanship under normal residential use for a period of five years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **LIMITED TWO YEAR WARRANTY:** Twin Eagles warrants all other grill components to be free from defects in materials and workmanship under normal residential use for a period of two years from the original date of purchase. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling.
- **ONE-YEAR FULL WARRANTY:** Twin Eagles warrants the outdoor grill and all other components to be free from defects in materials and workmanship under normal residential use for a period of one year from the original date of purchase. Twin Eagles will repair or replace parts found to be defective at no cost to the original purchaser. Warranty service must be performed by a Twin Eagles authorized representative during normal business hours.
- **NINETY (90) DAY RESIDENTIAL PLUS WARRANTY:** This warranty applies to applications where use of the product extends beyond normal residential use such as bed and breakfast inn and private clubs. The actual part will be repaired or replaced, free of charge, with the owner paying for all other costs including labor, shipping and handling. This warranty excludes all commercial locations such as restaurants and food service locations.

WARRANTY LIMITATIONS & EXCLUSIONS

This warranty shall apply only to the products purchased and located in the continental United States and Canada. Service must be provided in the country where the product is purchased. The warranty coverage begins on the original date of purchase and proof of date of purchase is required. To activate the warranty, we require that you send in the attached warranty registration card. This warranty applies only to the original purchaser and may not be transferred.

This warranty does not apply to damages resulting from negligence, alteration, misuse, abuse, accident, natural disaster, loss of electrical power to the product for any reason, improper installation or improper operation, unauthorized adjustments or calibrations, dings, dents, scratches, or damages due to harsh cleaning chemicals. This warranty does not apply to commercial use, or to products with altered or removed serial numbers. Display models are generally sold "as is" and are subject to the following warranty exclusions: missing components, scratches, dents and other exterior or cosmetic damages, electrical and ignition system. All other warranties (five year and lifetime) will remain in effect). Twin Eagles shall not be liable for incidental, consequential, special or contingent damages resulting from its breach of this written warranty or any implied warranty.

WARRANTY SERVICE & REPLACEMENT PARTS: Call your authorized selling dealer or call Twin Eagles directly at (562) 263-3600. Be prepared to furnish the following information: Purchaser's name, model and serial number of the grill, date of purchase and the accurate description of the problem. Twin Eagles will not pay for service calls for correcting an installation problem. Owner shall be responsible for proper installation, providing normal care and maintenance, providing proof of purchase upon request and making the grill accessible for service. In the event of any warranty replacement, all removal, replacement, installation and shipping costs are the responsibility of the grill owner.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusions of or limitations on consequential damages. This warranty gives you specific legal rights and you may have other rights, which vary from state to state.

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HOW TO OBTAIN SERVICE

For service, please contact your Twin Eagles dealer or call Twin Eagles direct at (562) 263-3600 or (800) 789-2206 or (562) 802-3488 or fax (562) 802-3391

Mailing address:
Twin Eagles, Inc.
13259 East 166th Street
Cerritos, CA 90703

Visit us at www.twineaglesgrills.com

Please provide:

- Model number
- Serial Number (located under the right side of the control panel, below the On/Off switch)
- Date of Purchase
- A description of the problem

CUT HERE



TWIN EAGLES

WARRANTY REGISTRATION

CUSTOMER NAME	MODEL #
ADDRESS	SERIAL #
CITY, STATE	DATE PURCHASED
ZIP	DEALER'S NAME
PHONE #	DEALER'S ADDRESS
E-MAIL	

This Warranty Registration card must be returned within thirty days of purchase to properly activate your warranty. This information is for our internal use only.

Or you may register online at <https://www.twineaglesgrills.com/resources/warranty-registration/>

CUT HERE

PLACE
POSTAGE
HERE



TWIN EAGLES

CUSTOMER SERVICE
ATTN: Warranty Dept.
13259 East 166th St
Cerritos, CA 90703
Direct line to Service: (562) 263-3600
Fax No. (562) 802-3391