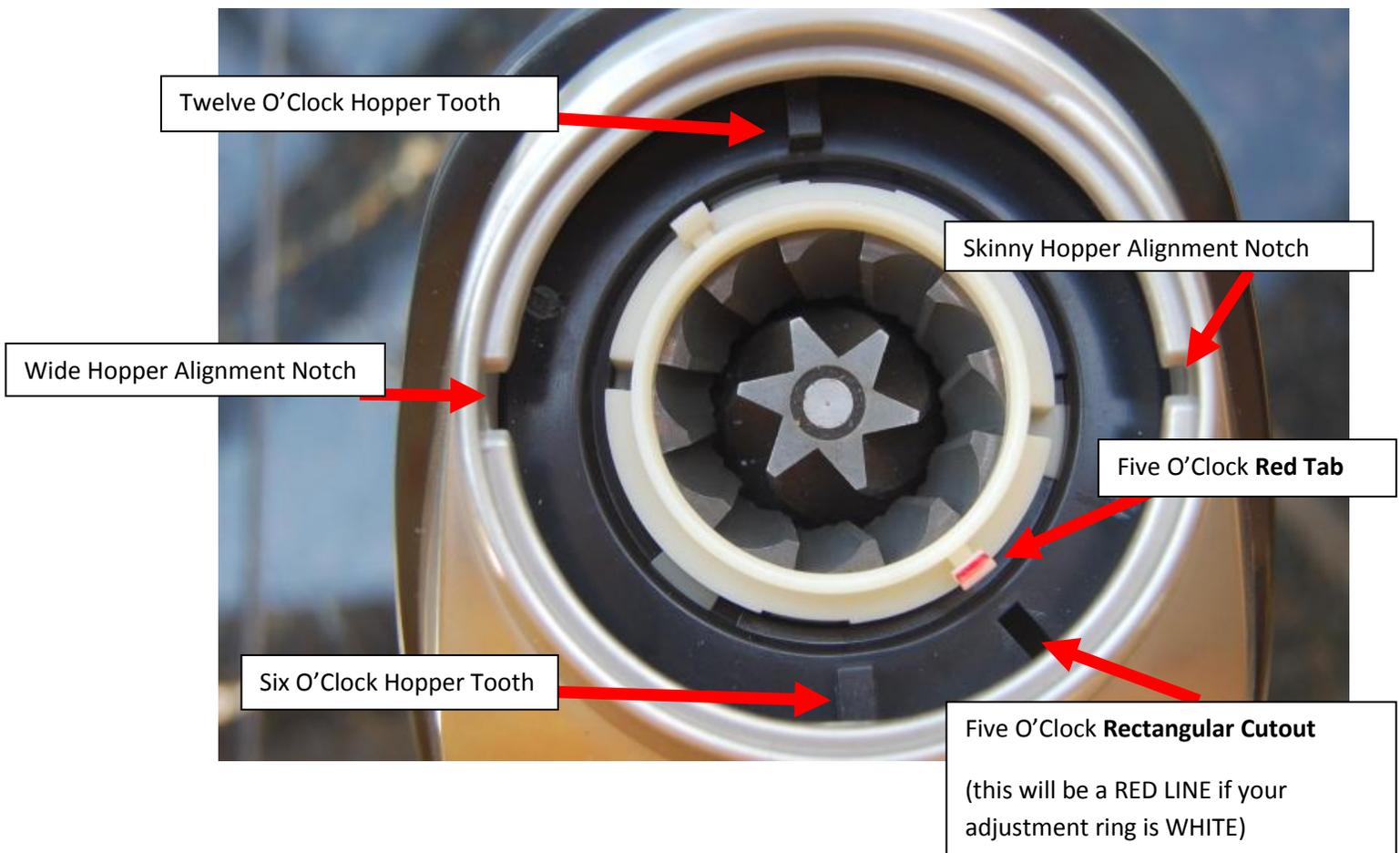


How to Troubleshoot A Grind Quality Issue

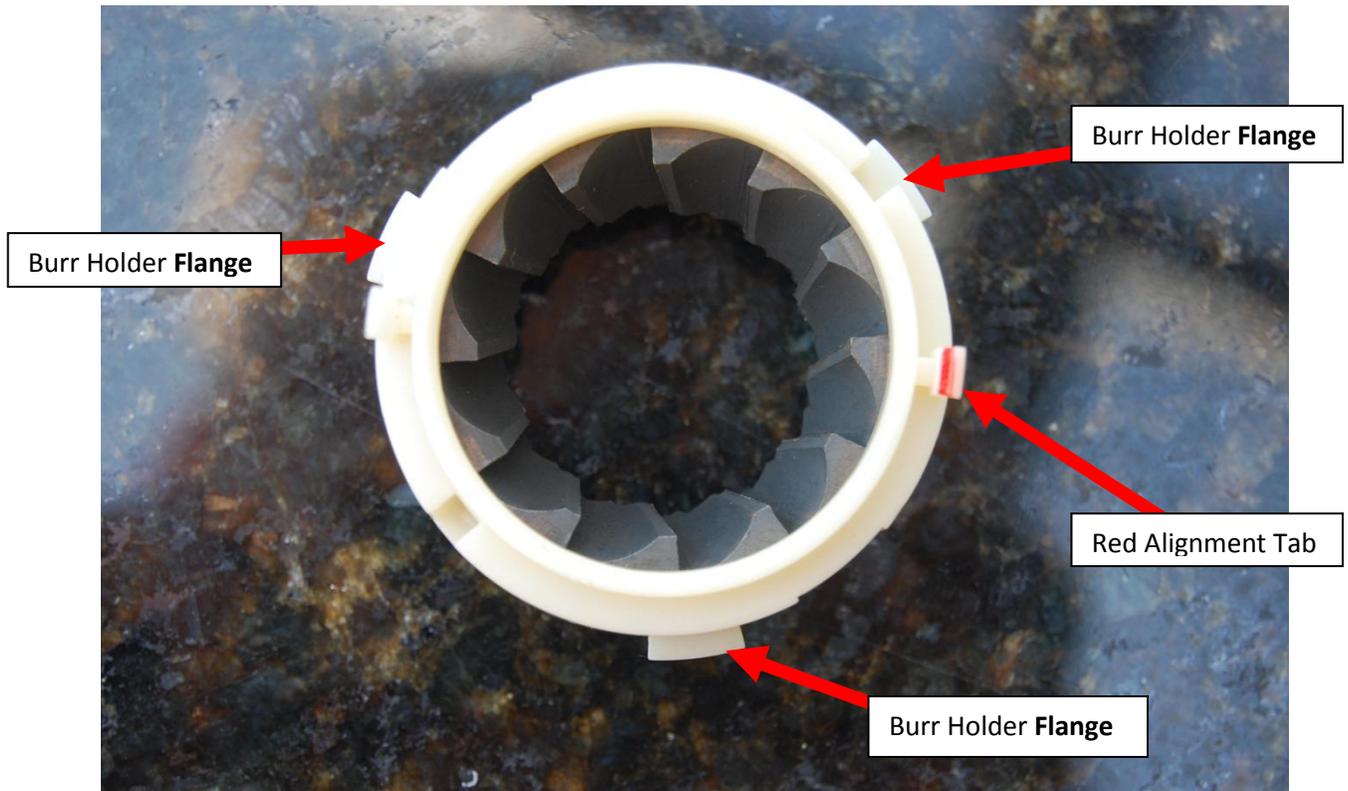
All clock positions are in reference to the front of the grinder being six o'clock

If your grinder is not grinding consistently, or does not have a full grinding adjustment range, this guide may help you sort it out.

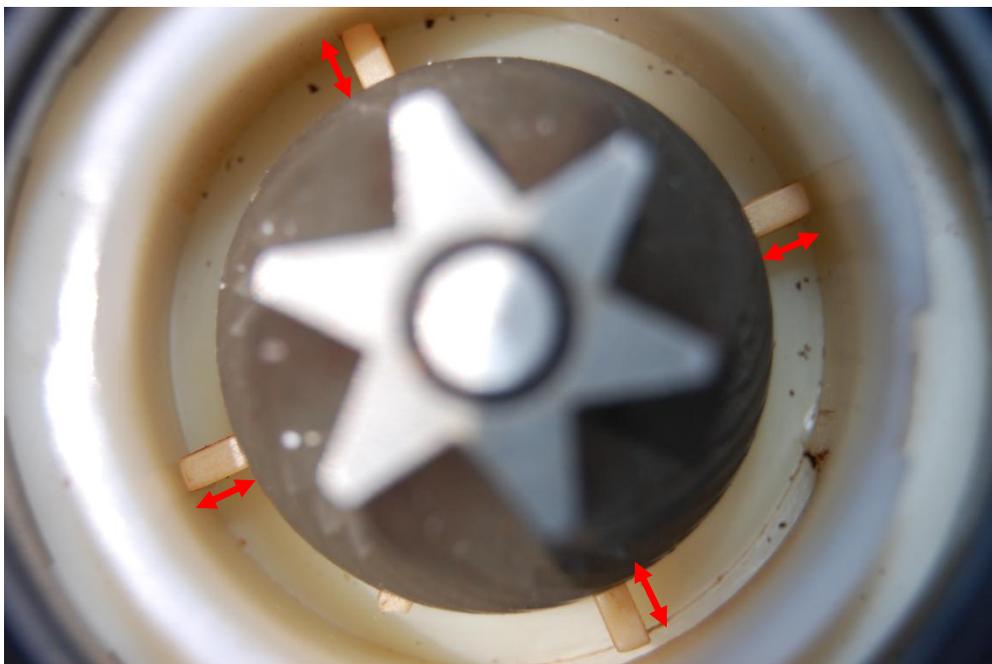
1. Check to make sure that the top ring burr holder is inserted correctly. The red dot on the top ring burr needs to line up with either A) The red line on the adjustment ring, if your adjustment ring is WHITE or B) The rectangular Cut-out at 5 o'clock if your adjustment ring is BLACK



2. Okay, your burr was in correctly. Go ahead and pull out the top ring burr. Inspect the flanges (three total). All 3 must be there and whole for the unit to operate.



The flanges look good and it was installed properly. Next let us inspect the paddle wheel. Your grinders' paddle wheel may have eight fins rather than four fins as pictured. Make sure it has all the fins and they span the entire gap to the edge and are not worn down.



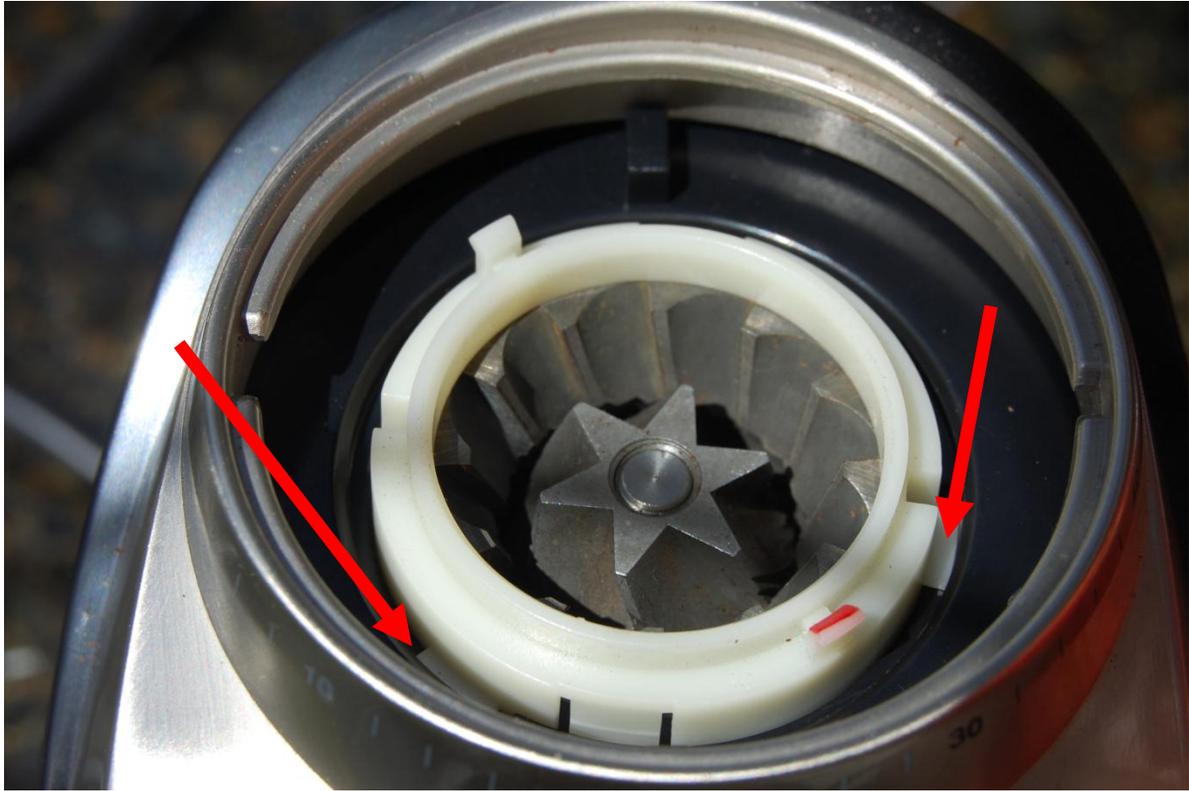
Now, apply pressure to the Adjustment ring at 11, 3 and 7 o'clock. It should be rather firm. If it has a lot more movement at one of the positions, a new adjustment ring is needed.





If all that checks out, there is one more thing to verify. With the hopper removed, insert the upper burr (correctly). Then use one of the tabs on the adjustment ring as leverage to rotate it clockwise. The adjustment ring should cover the flanges as pictured.

Flanges exposed



CONTINUED BELOW

Flanges halfway covered



Flanges covered



If all looks well, rotate the black adjustment ring counter clockwise until it stops. It must be in this position to install the hopper. Install the hopper, and try grinding a few beans. If the beans are 'floating' in the hopper OR the unit seems to be working except no grounds are being produced, check out our unclogging tutorial. Call 425 641 1245 if you still are having issues.