

Troubleshooting: Mahlkonig E65S

Problem	Cause	Remedy
The grinder is not grinding; the display does not light up.	• The power plug is not plugged into a socket.	→ Insert the power plug into a properly installed wall socket.
	• The bean container is not inserted.	→ Insert the bean container (see Instruction Manual, “Setting up the grinder and inserting the bean container” section).
	• The thermal overcurrent circuit-breaker has been triggered.	→ Check whether the circuit-breaker’s release button has popped out. Push it back in if necessary. If the circuit-breaker repeatedly pops out, contact a service technician for support.
	• The electric fuse has tripped.	→ Check the electric fuse. Return it to its original state or replace it. Check whether other loads are connected to this fuse and if so, pull their plugs. If the fuse trips repeatedly, contact a service technician for support.

Problem	Cause	Remedy
The grinder is humming but not grinding.	• The grinding mechanism is blocked.	→ Release the lock on the grinding degree adjuster and set the grinding degree to "8". Start the grinding process. The grinder will clear itself. Then adjust the grinding degree setting to the grinding degree required during operation.
	• Ground coffee has built up in the grinder due to over-filling of the portafilter.	→ Clean the outlet system (see Mahlkönig E65S Service & Repair YouTube playlist: "Maintenance cleaning"). Release the lock on the grinding degree adjuster and set the grinding degree to "8". Start the grinding process. The grinder will clear itself. Then adjust the grinding degree setting to the grinding degree required during operation.
	• The grinding degree is too fine.	→ Release the lock on the grinding degree adjuster and set the grinding degree to "8". Start the grinding process. The grinder will clear itself. Then adjust the grinding degree setting to the grinding degree required during operation.
	• A foreign object is in the grinding mechanism.	→ Clean the grinding mechanism (see Mahlkönig E65S Service & Repair YouTube playlist: "Maintenance cleaning") and remove the foreign object. If the foreign object cannot be removed, contact a service technician for assistance.

Problem	Cause	Remedy
The grinder is not grinding finely enough.	<ul style="list-style-type: none"> The grinding discs are worn out or need to be readjusted. 	<ul style="list-style-type: none"> → Adjust or replace grinding discs (burrs). See Mahlkonig E65S Service & Repair YouTube playlist: "Burrs exchange". Contact a service technician for further support.
The grinder does not grind continuously or the grinding process stops intermittently.	<ul style="list-style-type: none"> The start button is faulty. 	<ul style="list-style-type: none"> → Replace start button. See Mahlkonig E65S Service & Repair YouTube playlist: "Portafilter switch replacement." Contact a service technician for further support.
The grinder's dispensing accuracy is decreasing.	<ul style="list-style-type: none"> The outlet is clogged. Too much ground coffee has built up in solid form inside the grinder. The grinder outlet is damaged. The flapper is faulty. 	<ul style="list-style-type: none"> → Remove the outlet or clean the outlet from the outside with a brush while the grinder is switched off. Release the lock on the grinding degree adjuster and set the grinding degree to "8". Start the grinding process. The grinder will clear itself. Then adjust the grinding degree setting to the grinding degree required during operation. → Replace the grinder outlet. See Mahlkonig E65S Service & Repair YouTube playlist: "Maintenance cleaning". → Replace the flapper. See Mahlkonig E65S Service & Repair YouTube playlist: "Maintenance cleaning".
The bean container cannot be put in place.	<ul style="list-style-type: none"> There are beans in the bean container intake. The rubber ring is not lying flat in the bean container intake. 	<ul style="list-style-type: none"> → Remove the beans from the bean container intake. → Ensure that the rubber ring is lying in the correct position and is flat in the bean container intake.

Problem	Cause	Remedy
The grinder is not dispensing in the center of the portafilter.	<ul style="list-style-type: none">• The outlet is not aligned correctly with the portafilter.	→ Align the outlet correctly with the portafilter in use.

Maintenance and service

If service or maintenance is required, contact an authorized service technician for Mahlkönig products. A service technician can answer your questions about repairing and maintaining your product and spare parts. Exploded diagrams and information about spare parts are also available at:

www.mahlkoenig.de



www.mahlkoenig.de/retailers

