

Troubleshooting: HeyCafe Buddy

Fault	Cause	Remedy
The grinder is not grinding, the display is not lit up.	<ul style="list-style-type: none"> <li data-bbox="236 264 434 323">• The mains plug is not plugged in. <li data-bbox="236 331 463 391">• The thermal cut-out has tripped. <li data-bbox="236 560 463 619">• The electrical fuse has tripped. 	<ul style="list-style-type: none"> <li data-bbox="479 264 949 323">→ Insert the power plug into a properly installed socket. <li data-bbox="479 331 1029 555">→ Switch off the grinder (On/Off switch in the OFF position), remove the power plug from the socket and allow the grinder to cool down for 30 minutes. Replace the power plug and switch on the grinder (On/Off switch in the ON position). You can now use the grinder again as normal. If the cut-out trips repeatedly, contact a service technician for support. <li data-bbox="479 560 1029 715">→ Check the electrical fuse. If required, restore the fuse to its original state or replace it. Check whether other loads are connected to this fuse and if so, pull out their plugs. If the fuse repeatedly trips, contact a service technician for support.
The grinder is making noise but not grinding.	<ul style="list-style-type: none"> <li data-bbox="236 735 463 890">• The grinding mechanism is clogged. / The grinding degree is too fine. <li data-bbox="236 898 463 1058">• Ground coffee has built up in the grinder because of an excessive amount of coffee. <li data-bbox="236 1066 463 1166">• A foreign object has got into the grinding mechanism. 	<ul style="list-style-type: none"> <li data-bbox="479 735 1029 858">→ Set the grinder to the highest (coarsest) setting and start the grinding process. The grinder will clear itself. Then set the desired grinding degree during operation again. <li data-bbox="479 866 1029 1058">→ With the grinder switched off, clean the spout including the spring using a brush. Set the grinder to the highest (coarsest) setting and start the grinding process. The grinder will clear itself. Then set the desired grinding degree during operation again. <li data-bbox="479 1066 1029 1289">→ Clean the grinder (See HeyCafe Buddy Service Videos YouTube playlist: "Maintenance Cleaning") and remove the foreign object. If the foreign body cannot be removed in this way, further troubleshooting of the grinding chamber is required. See HeyCafe Buddy Service Videos YouTube playlist: "Burr Replacement" or contact a service technician for support.
The grinder is not grinding fine enough.	<ul style="list-style-type: none"> <li data-bbox="236 1278 463 1401">• The grinding discs are worn out or require readjustment. 	<ul style="list-style-type: none"> <li data-bbox="479 1278 1029 1401">→ See HeyCafe Buddy Service Videos YouTube playlist: "Burr Replacement" or contact a service technician for support.

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The grinder does not grind continuously/ interrupts the grinding.	<ul style="list-style-type: none"> • The trigger switch is defective. 	<ul style="list-style-type: none"> → Trigger switch requires replacement. See HeyCafe Buddy Service Videos YouTube playlist: "Front Panel Replacement" or contact a service technician for support.
The grinder's dispensing accuracy is decreasing.	<ul style="list-style-type: none"> • The spout is clogged. Too much ground coffee has been deposited in solid form inside the grinder. • The grinder spout is damaged. / The flapper is defective. 	<ul style="list-style-type: none"> → Clean the spout including the spring with a brush when the grinder is switched off. Set the grinder to the highest (coarsest) setting and start the grinding process. The grinder will clear itself. Then set the desired grinding degree during operation again. → See HeyCafe Buddy Service Videos YouTube playlist: "Flapper Replacement" or contact a service technician for support.
The bean hopper cannot be inserted.	<ul style="list-style-type: none"> • There are beans in the bean hopper intake. 	<ul style="list-style-type: none"> → Remove the beans from the bean hopper intake.

Maintenance and service

If you require service or maintenance, contact an authorized technician for HeyCafé products.

Exploded views and information on spare parts can also be found at:

www.heycafe.com

