

Troubleshooting: HeyCafe HC-880

Fault	Cause	Remedy
The grinder is not grinding, the display is not lit up.	<ul style="list-style-type: none"> • The mains plug is not plugged in. • The thermal cut-out has tripped. 	<ul style="list-style-type: none"> ◀ insert the power plug into a properly installed socket. ◀ 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.
	<ul style="list-style-type: none"> • The electrical fuse has tripped. 	<ul style="list-style-type: none"> ◀ 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"> • The grinding mechanism is clogged. / The grinding degree is too fine. • ground coffee has built up in the grinder because of an excessive amount of coffee. • A foreign object has got into the grinding mechanism. 	<ul style="list-style-type: none"> ◀ 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. ◀ 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. ◀ Clean the grinder (See HeyCafe HC-880 User Manual Chapter 9, “Cleaning the Grinding Chamber” for instructions on access to the grinding chamber) and remove the foreign object. If the foreign body cannot be removed in this way, further troubleshooting of the grinding chamber is

required. Contact a service technician for support.

The grinder is not grinding fine enough.

- The grinding discs are worn out or require readjustment.

◀ See HeyCafe HC-880 User Manual Chapter 9, “Cleaning the Grinding Chamber” for instructions on access to the Burrs, or contact a service technician for support.



Fault	Cause	Remedy
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 HC-880 User Manual Chapter 9, “Cleaning the Grinding Chamber” for instructions on removing the front panel to access the switch 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. 	<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.

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

