

Troubleshooting: Mahlkonig E65 GbW

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.

Fault	Cause	Remedy
The grinder is humming but not grinding.	<ul style="list-style-type: none"> The grinding mechanism is clogged. 	<ul style="list-style-type: none"> → 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 se- ng to the grinding degree required during operation.
	<ul style="list-style-type: none"> Ground coffee has built up in the grinder because of too much coffee in the portafilter. 	<ul style="list-style-type: none"> → Clean the outlet system (see Mahlkonig 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 se- ng to the grinding degree required during operation.
	<ul style="list-style-type: none"> The grinding degree is too fine. 	<ul style="list-style-type: none"> → 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 se- ng to the grinding degree required during operation.
	<ul style="list-style-type: none"> A foreign object is in the grinding mechanism. 	<ul style="list-style-type: none"> → Clean the grinding mechanism (see Mahlkonig 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.

Fault	Cause	Remedy
The grinder is not grinding; the display is permanently red.	<ul style="list-style-type: none"> The grinder is not measuring. 	<ul style="list-style-type: none"> → Calibration of the weighing scales is required (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Load cell calibration").
The grinder is not grinding fine enough.	<ul style="list-style-type: none"> The burrs are worn out or require readjustment. 	<ul style="list-style-type: none"> → Clean/change the burrs or adjust the burrs (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Burr replacement").
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 the start button - contact a service technician for assistance.
The grinder is not weighing correctly/it is weighing imprecisely.	<ul style="list-style-type: none"> The weighing scale has shifted. The installation location is not stable (e.g. windy, vibrations). 	<ul style="list-style-type: none"> → Calibration of the scales is required (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Load cell calibration"). → Place the grinder on a stable surface that does not shake or wobble.
The grinder does not deposit the grounds into the centre of the inserted portafilter.	<ul style="list-style-type: none"> The spout is not correctly aligned with the portafilter. 	<ul style="list-style-type: none"> → Align the spout correctly with the portafilter used (see Instruction manual: "Setting up the portafilter support and spout").

Fault	Cause	Remedy
The grinder's dispensing accuracy is decreasing.	<ul style="list-style-type: none"> • The environmental conditions have changed, e.g. where the grinder is located. • The calibration interval has been exceeded. • 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 dirty. • The flapper is faulty. 	<p>→ Calibration of the scales is required (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Load cell calibration").</p> <p>Calibration of the scales is required (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Load cell calibration").</p> <p>Remove the spout or clean the spout from the outside with a brush with the grinder switched off. Release the lock on the grind adjustment and set the grinding degree to "8". Start the grinding process. The grinder clears itself. Then set the grind adjustment to the setting required during operation. Replace the spout.</p> <p>Clean the flapper (see Mahlkonig E65S GbW Service & Repair YouTube "Maintenance cleaning"). Change the flapper (see Mahlkonig E65S GbW Service & Repair YouTube playlist: "Flapper replacement").</p>
The bean hopper cannot be attached.	<ul style="list-style-type: none"> • There are beans in the bean hopper intake. • The rubber ring is not lying flat in the bean hopper intake. 	<p>Remove the beans from the bean hopper intake.</p> <p>Ensure that the rubber ring is correctly in place and is lying flat in the bean hopper intake.</p>

Fault	Cause	Remedy
The grinder lid cannot be attached.	<ul style="list-style-type: none">• The fix burr flange is not installed correctly.• The adjustment ring is not installed correctly.	<p>→ Align the fixed burr flange correctly (see “Cleaning the burrs” in the instruction manual).</p> <p>→ Align the adjustment ring correctly (see “Zeroing in the grinding degree” in the instruction manual).</p>

Maintenance and service

In the event of service or maintenance, contact an authorised service technician for Mahlkönig products. A service technician can answer your questions about repairing and maintaining your product and spare parts. Enlarged diagrams and information on spare parts are also available at:

www.mahlkoenig.de

www.mahlkoenig.de/retailers

