

## Troubleshooting: EK43 and EK43S

Problem	Cause	Solution
The grinder is humming but not grinding.	<ul style="list-style-type: none"><li>• The spout is clogged.</li></ul>	<p>→ Using the hand wheel, set the grinder to the coarsest grinding degree and start the grinding process. The grinder will free itself.</p> <p>Then use the hand wheel to set the desired grinding degree while the grinder is running.</p> <p>→ Let the knocker tap against the spout a few times to clear the clog.</p>
	<ul style="list-style-type: none"><li>• The grounds are too fine.</li></ul>	<p>→ Using the hand wheel, set the grinder to the coarsest grinding degree and start the grinding process. The grinder will free itself.</p> <p>Then use the hand wheel to set the desired grinding degree while the grinder is running. Should the problem persist, contact a service technician for support.</p>
	<ul style="list-style-type: none"><li>• A foreign object is in the grinding mechanism.</li></ul>	<p>→ Clean the grinding mechanism (see Mahlkonig EK43 Service &amp; Repair YouTube playlist: "Maintenance cleaning") and remove the foreign object whilst doing so. If the foreign object cannot be removed in this way, contact a service technician for support.</p>

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Problem	Cause	Solution
The grinder is neither grinding nor humming.	• The power plug is not plugged into a socket.	→ Insert the power plug into a properly installed socket.
	• The thermal overcurrent circuit-breaker has been triggered.	→ Check whether the release button has popped out. Push it back in if necessary. If the button repeatedly pops out, contact a service technician for support.
	• The back-up fuse has tripped.	→ Check the back-up fuse. Reset it to its original state or replace the back-up fuse. Check whether there are other loads connected to this fuse and if so, unplug them. If the back-up fuse trips repeatedly, contact a service technician for support.
The grinder is not grinding finely enough.	• The burrs are worn out.	→ Replace the burrs. See Mahlkonig EK43 Service & Repair YouTube playlist: "Burrs exchange".
	• The burrs are not aligned correctly.	→ Align the burrs. See Mahlkonig EK43 Service & Repair YouTube playlist: "Centering tool".

## Maintenance and service

If service or maintenance is required, contact an authorized service technician for Mahlkönig products. The service technician can answer any questions you may have regarding repair and maintenance of your product or spare parts.

Blown-up drawings and information about spare parts are also available at:

[www.mahlkoenig.de](http://www.mahlkoenig.de)

[www.mahlkoenig.de/retailers](http://www.mahlkoenig.de/retailers)

