

## Troubleshooting: E80 GbW

Fault	Cause	Remedy
The grinder is not grinding, the display is not lit up.	• The power plug is not plugged into a socket.	→ Insert the power plug into a properly installed socket.
	• The bean hopper has not been inserted.	→ Insert the bean hopper (see Mahlkonig E80S GbW Service & Repair YouTube playlist: "Quick start guide").
	• The overcurrent protection switch has been triggered.	→ Check whether the release button of the circuit breaker has popped out. Push it back in if necessary. Contact a service technician if the circuit breaker pops out repeatedly.
	• The electrical fuse has tripped.	→ 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. Contact a service technician if the fuse repeatedly trips.

Fault	Cause	Remedy
The grinder is making noise but not grinding.	<ul style="list-style-type: none"> <li data-bbox="303 161 505 272">• The grinding mechanism is clogged.</li> </ul>	<p data-bbox="527 161 1029 416">→ Release the grinding degree adjustment lock and set the grinding degree to "8". Start the grinding process. The grinder will clear itself. Then set the desired grinding degree setting to the desired grinding degree during operation.</p>
	<ul style="list-style-type: none"> <li data-bbox="303 416 505 671">• Ground coffee has built up in the grinder because of overdosing in the portafilter/ filter basket.</li> </ul>	<p data-bbox="527 416 1029 863">→ Clean the spout system (see Mahlkönig E80S GbW Service &amp; Repair YouTube playlist: "Grinder cleaning"). Release the grinding degree adjustment lock and set the grinding degree to "10". Start the grinding process. The grinder will clear itself. Then set the desired grinding degree setting to the desired grinding degree during operation.</p>
	<ul style="list-style-type: none"> <li data-bbox="303 863 505 975">• The grinding degree is too fine.</li> </ul>	<p data-bbox="527 863 1029 1150">→ Release the grinding degree adjustment lock and set the grinding degree to "10". Start the grinding process. The grinder will clear itself. Then set the desired grinding degree setting to the desired grinding degree during operation.</p>
	<ul style="list-style-type: none"> <li data-bbox="303 1150 505 1342">• A foreign object has got into the grinding mechanism.</li> </ul>	<p data-bbox="527 1150 1029 1409">→ Clean the grinding mechanism and inspect the grinding chamber (see Mahlkönig E80S GbW Service &amp; Repair YouTube playlist: "Grinder cleaning"), remove the foreign object in the process. If the foreign object cannot be removed, contact a service technician.</p>

Fault	Cause	Remedy
The grinder is not grinding, the display is permanently red.	<ul style="list-style-type: none"> <li>The grinder is not measuring.</li> </ul>	<p>→ The load cell must be calibrated (see Mahlkonig E80S GbW Service &amp; Repair YouTube playlist: "Load cell calibration").</p>
The grinder is not grinding fine enough.	<ul style="list-style-type: none"> <li>The grinding discs are worn out or require readjustment.</li> </ul>	<p>→ Clean/change the grinding discs or adjust the grinding discs (see Mahlkonig E80S Service &amp; Repair YouTube playlist: "Burr replacement").</p>
The grinder does not grind continuously or the grinding process stops intermittently.	<ul style="list-style-type: none"> <li>The start button is faulty.</li> </ul>	<p>→ Replace the start button. Contact a service technician for support.</p>
The grinder is weighing incorrectly/ imprecisely.	<ul style="list-style-type: none"> <li>The load cell has misadjusted.</li> <li>The installation location is not stable (e.g. windy, vibrations).</li> </ul>	<p>→ The scales must be calibrated (see Mahlkonig E80S GbW Service &amp; Repair YouTube playlist: "Load cell calibration").</p> <p>→ Place the grinder on a level surface which is protected and vibration-free.</p>
The grinder is not dosing into the centre of the inserted portafilter support/filter basket	<ul style="list-style-type: none"> <li>The spout is not correctly aligned with the portafilter support/filter basket.</li> </ul>	<p>→ Correctly align the spout with the portafilter support/filter basket in use (see chapter on "Setting up the portafilter support/basket holder and spout").</p>

Fault	Cause	Remedy
The grinder's dispensing accuracy is decreasing.	<ul style="list-style-type: none"> <li>The ambient conditions have changed, e.g. the installation location.</li> </ul>	<p>→ The scales must be calibrated (see Mahlkonig E80S GbW Service &amp; Repair YouTube playlist: "Load cell calibration").</p>
	<ul style="list-style-type: none"> <li>The calibration interval has been exceeded.</li> </ul>	<p>The scales must be calibrated (see Mahlkonig E80S GbW Service &amp; Repair YouTube playlist: "Load cell calibration").</p>
	<ul style="list-style-type: none"> <li>The spout is clogged. Too much ground coffee has been deposited in solid form inside the grinder.</li> </ul>	<p>→ Remove the spout or use a brush to clean the spout from the outside with the grinder switched off. Release the grinding degree adjustment lock and set the grinding degree to "10". Start the grinding process. The grinder will clear itself. Then set the desired grinding degree setting to the desired grinding degree during operation.</p>
	<ul style="list-style-type: none"> <li>The grinder spout is damaged.</li> </ul>	<p>→ Replace the spout. Contact a service technician for support.</p>
	<ul style="list-style-type: none"> <li>The flapper is dirty.</li> </ul>	<p>→ Clean the flapper (see "Cleaning the flapper" in the Instruction Manual.).</p>
	<ul style="list-style-type: none"> <li>The flapper is faulty.</li> </ul>	<p>→ Change the flapper (see Mahlkonig E80S GbW Service &amp; Repair YouTube playlist: "Flapper replacement").</p>
	The bean hopper cannot be attached.	<ul style="list-style-type: none"> <li>There are beans in the bean hopper intake.</li> </ul>

Fault	Cause	Remedy
The grinder lid cannot be attached.	• The fixed disc flange is not mounted correctly.	→ Align the fixed disc flange correctly (see "Cleaning the grinding discs" in the Instruction Manual).
	• The adjustment ring is not mounted correctly.	→ Align the adjustment ring correctly (see Mahlkonig E80S GbW Service & Repair YouTube playlist: "Grind size calibration").

## Maintenance and service

In the event of service or maintenance, contact an Authorized Service Technician for Mahlkonig products. A service technician can answer your questions about repairing and maintaining your product and spare parts. Exploded views and information on spare parts can also be found at:

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

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

