

Troubleshooting: Mahlkonig E80 Supreme

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 is not inserted.	→ Insert the bean hopper (see Mahlkonig E80S Service & Repair YouTube Playlist: "Quickstart Guide")
	• The overcurrent protection switch was triggered.	→ Check whether the circuit breaker's release button has popped out. Push it back in if necessary. If the switch continues to pop out, contact a service technician for additional support.
	• The electrical fuse has tripped.	→ Check the electrical fuse. Bring it back to its original state or swap it. Check whether other loads are connected to this fuse and if so, pull their plugs. If the back-up fuse trips repeatedly, contact a service technician for additional 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 grind adjustment and set the grinding degree to "10". Start the grinding process. The grinder clears itself. Then set the grind adjustment to the setting 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 spout system (see Mahlkonig E80S Service & Repair YouTube Playlist: "Clean the grinding mechanism.") Release the lock on the grind adjustment and set the grinding degree to "10". Start the grinding process. The grinder clears itself. Then set the grind adjustment to the setting 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 grind adjustment and set the grinding degree to "10". Start the grinding process. The grinder clears itself. Then set the grind adjustment to the setting required during operation.
	<ul style="list-style-type: none"> • A foreign object is in the grinding mechanism. 	<ul style="list-style-type: none"> → Inspect/clean the grinding mechanism (see Mahlkonig E80S Service & Repair YouTube playlist: "Clean the grinding mechanism" / "Burr replacement") Remove the foreign object as you do so. If the foreign object cannot be removed, contact a service technician for further assistance.
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 zero in the burrs (see Mahlkonig E80S Service & Repair YouTube playlist: "Clean the grinding mechanism" / "Burr replacement")

Fault	Cause	Remedy
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'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"> → 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 "10". Start the grinding process. The grinder clears itself. Then set the grind adjustment to the setting required during operation.
	<ul style="list-style-type: none"> The grinder spout is damaged. 	<ul style="list-style-type: none"> → Replace the spout. Contact a service technician for assistance.
	<ul style="list-style-type: none"> The flapper is dirty. 	<ul style="list-style-type: none"> → Clean the flapper (see "Cleaning the flapper") in the Instruction Manual.
	<ul style="list-style-type: none"> The flapper is faulty. 	<ul style="list-style-type: none"> → Change the flapper (see Mahlkönig E80S Service & Repair YouTube playlist: "Flapper replacement").
The bean hopper cannot be attached.	<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.
The grinder lid cannot be attached.	<ul style="list-style-type: none"> The fix burr flange is not installed correctly. 	<ul style="list-style-type: none"> → Align the fix burr flange correctly (see "Cleaning the burrs" in the Instruction Manual).
	<ul style="list-style-type: none"> The adjustment ring is not installed correctly. 	<ul style="list-style-type: none"> → Align the adjustment ring correctly (see "Zeroing in the grinding degree" in the Instruction Manual).

Fault	Cause	Remedy
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.	→ Align the spout correctly with the portafilter used.

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

