Troubleshooting: Guatemala

Problem	Cause	Remedy
The grinder is not grinding or buzzing.	• 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 circuit-breaker's release button has popped out. Push it back in if necessary. If the circuit-break-er repeatedly pops out, contact a service technician.
	• The electric fuse has tripped.	→ Check the back-up 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.

Problem	Cause	Remedy
The grinder is humming but not grinding.	• The grinding mechanism is blocked.	➔ Change the grind adjustment setting to “coarse” and start the grinding process. The grinder will clear itself. Then, during operation, change the grind adjustment setting to the desired grinding degree.
	• The grounds are too fine.	➔ Release the lock on the grind adjustment setting and set the grinding degree to “10”. Start the grinding process. The grinder will clear itself. Then, during operation, change the grind adjustment setting to the desired grinding degree.
	• A foreign object is in the grinding mechanism.	➔ Clean and inspect the grinding mechanism (see Mahlkonig GUATEMALA Service & Repair YouTube playlist: "Maintenance Cleaning"). Remove the foreign object. If the foreign object cannot be removed, contact a service technician for support.
The grinder is not grinding finely enough.	• The burrs are worn out.	➔ Replace the burrs (see Mahlkonig GUATEMALA Service & Repair YouTube playlist: "Burr Replacement").
	• The burrs are not aligned correctly.	➔ Clean and align the burrs in the grinding mechanism (see Mahlkonig GUATEMALA Service & Repair YouTube playlist: "Maintenance Cleaning"). Contact a service technician for additional support.
The grinder does not grind continuously or the grinding process stops intermittently.	• The start button is faulty.	➔ Replace the start button. Contact a service technician for support.

Problem	Cause	Remedy
The grinder's dosing accuracy is decreasing.	• The spout is clogged. Too much ground coffee has built up in solid form inside the grinder.	→ Using a brush, remove the spout or clean the spout from the outside while the grinder is switched off. Change the grind adjustment setting to "coarse" and start the grinding process. The grinder will clear itself. Then, during operation, change the grind adjustment setting to the desired grinding degree.
	• The grinder spout is damaged.	→ Replace the spout. Contact a service technician for support.
	• The flapperis dirty/faulty.	→ Replace the flapper. Contact a service technician for support.

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 prod-uct or spare parts.
Exploded diagrams and information about spare parts are also available at:

www.mahlkoenig.de

www.mahlkoenig.de/retailers