



How To: Troubleshoot a Grind Quality Issue

Encore, Virtuoso, Preciso

Time: 10 - 20 minutes

Difficulty: Easy

Tools/Supplies: N/A

Parts: [Burr Holder](#), [Paddle Wheel](#)

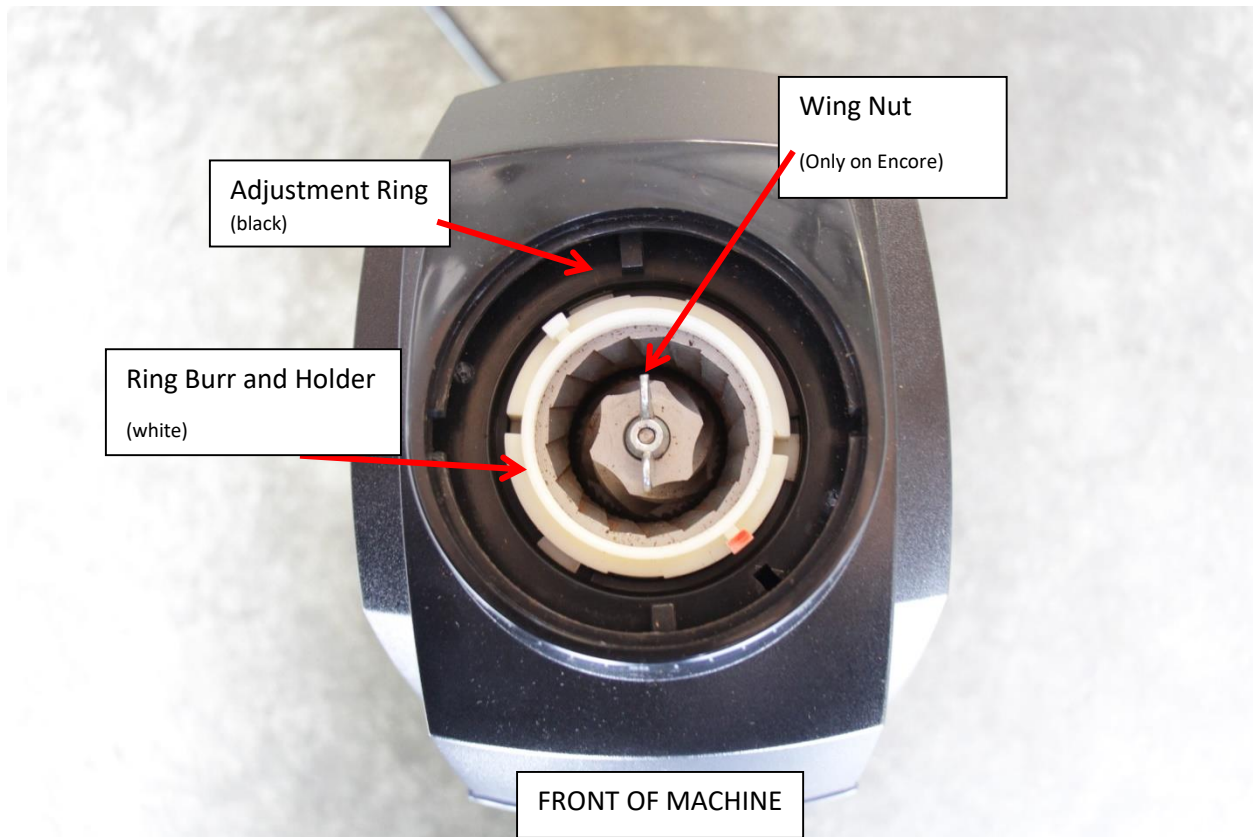
Additional Resources: [How to Video](#)

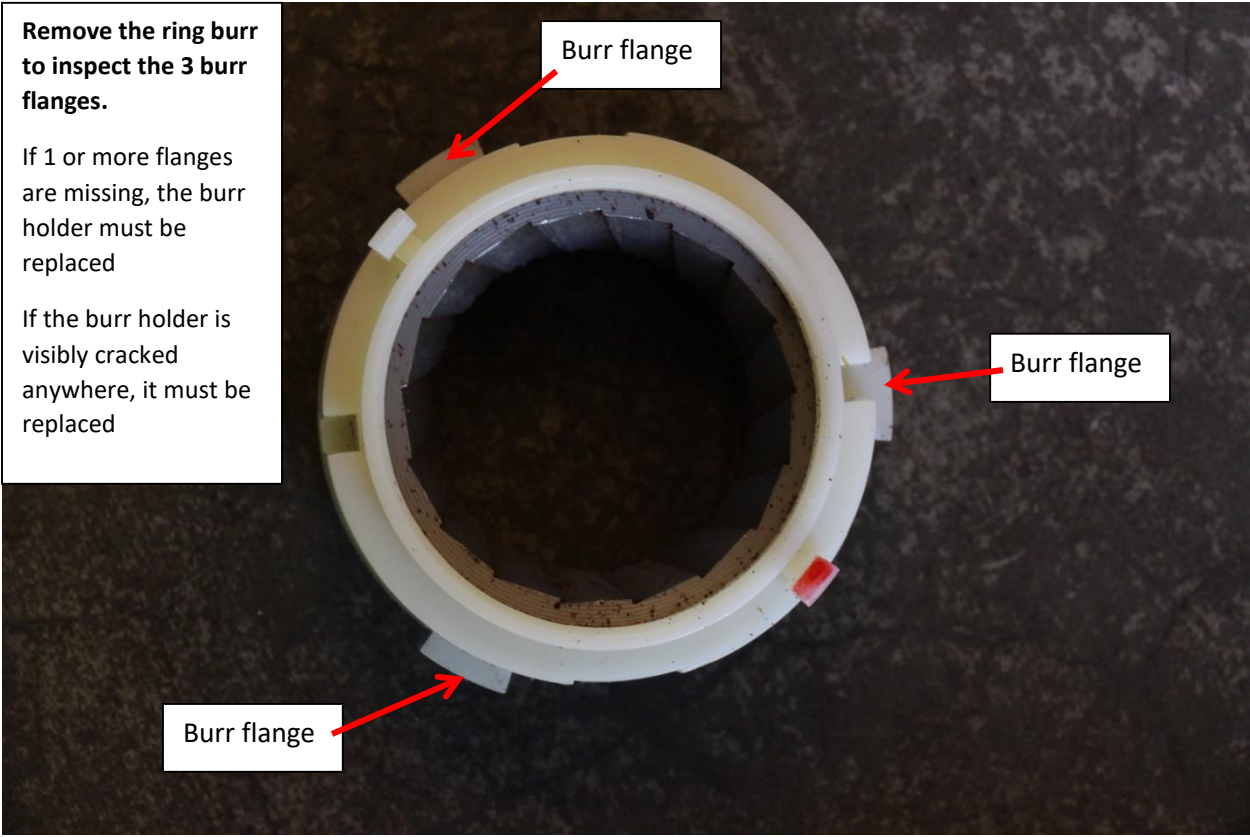
***** Unplug the grinder from power supply *****

Twist hopper counterclockwise past 40, then lift to remove

Lift and remove black silicone gasket

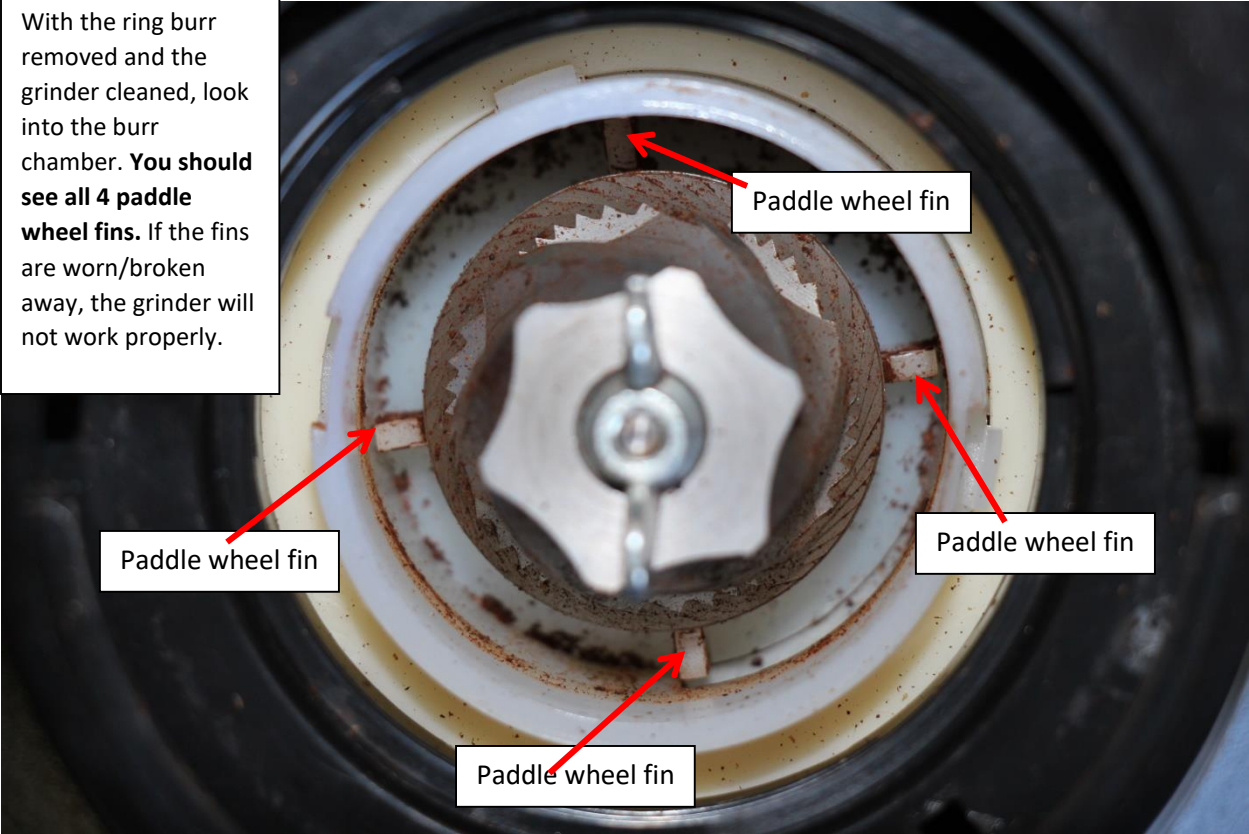
Your grinder should now look similar to the photo below





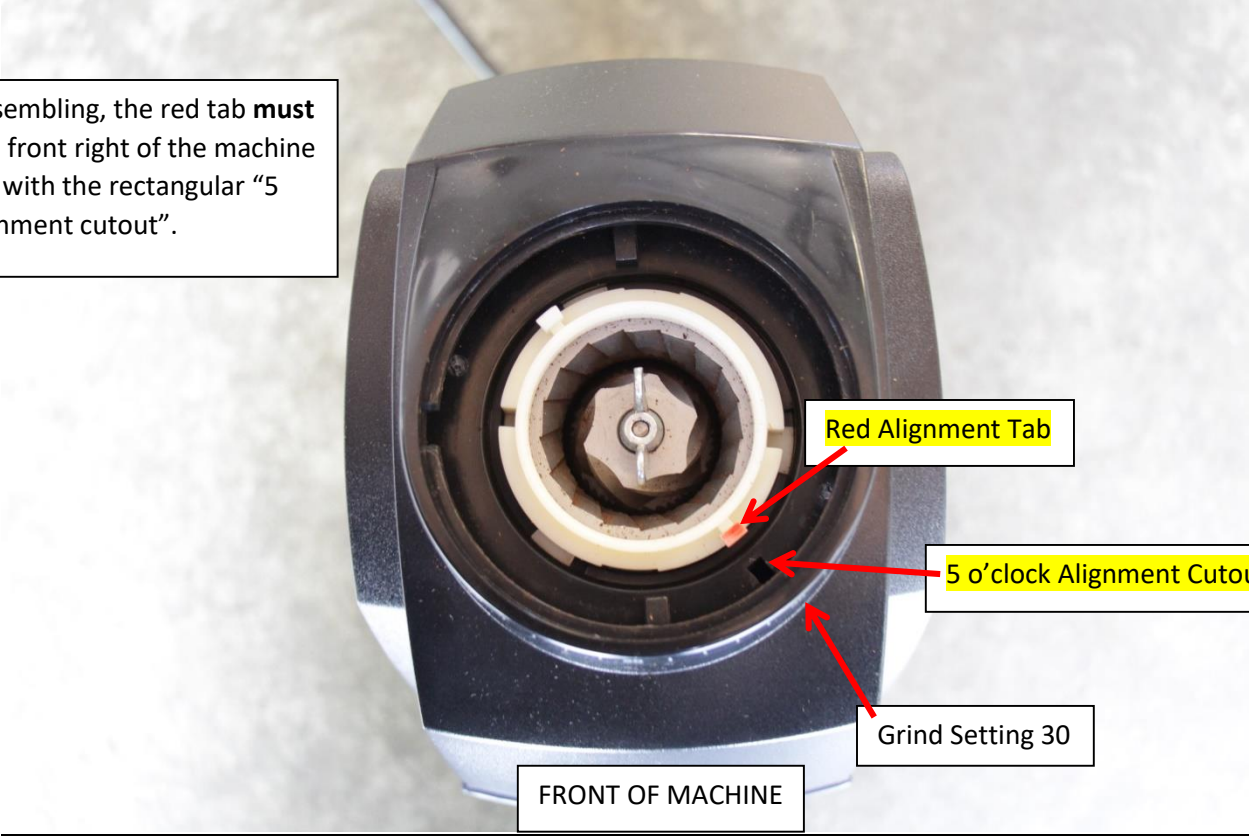


With the ring burr removed and the grinder cleaned, look into the burr chamber. **You should see all 4 paddle wheel fins.** If the fins are worn/broken away, the grinder will not work properly.





When reassembling, the red tab **must** be near the front right of the machine and line up with the rectangular “5 o’clock alignment cutout”.



-End-