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
Remove the ring burr to inspect the 3 burr flanges.

If 1 or more flanges are missing, the burr holder must be replaced.

If the burr holder is visibly cracked anywhere, it must be replaced.
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”.

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