How to: Unclog
Encore, Virtuoso, Preciso, Virtuoso+
Time: 10 min
Difficulty: Easy
Tools/supplies: Cleaning tool
Parts: n/a
Additional Resources: The Video version of this guide can be found at baratza.com/troubleshooting

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

A clogged grinder likely sounds as if it is running normally, however no coffee passes through the burrset and into the grounds catch bin.
PART ONE: Clear the grind chamber

Remove any beans from the unit.

Rotate the hopper counter-clockwise until the grind setting indicator passes 40. Then lift to remove.

Peel the silicone gasket away and set aside.

Lift the ring burr up and out of the machine, exposing the grind chamber.
Ground coffee will be packed around the cone burr.

Clear the chamber out using a narrow poking tool.

The chamber is clear when you can see the white or beige floor of the chamber.
Check for the four paddle wheel tabs, at the base of the cone burr. These impel ground coffee from the chamber.

If the paddles are bent, missing, or worn, the unit cannot grind properly. Contact support@baratza.com for assistance.

PART TWO: Clear the discharge chute

Use or fashion a hooked tool for this cleaning. To use the included brush, bend the handle by 40 degrees.

Brush handle can bend for easy access to discharge chute.
With the grinder’s front facing away from you, look into the grind chamber.

On the wall of the grind chamber, between 10 and 12 clock positions, is the discharge chute.

Using the hooked tool, push and scrape away compacted coffee from the discharge chute. Continue doing so until your tool does not meet resistance.

Verify that the chute is clear by inserting the tool fully into the discharge chute from the front of the grinder. The tool should be visible from the other side.

This cutaway of a conical burr grind chamber demonstrates the flow of coffee.
PART THREE: Re-assembly

Check that your adjustment ring is fully counter-clockwise

Return the ring burr to the grinder, ensuring that the red tab on the burr holder is aligned with grind setting 30.

Secure the silicone gasket to the burr holder by pressing it gently into place.
Install the hopper by aligning the grind setting indicator with the triangle on the right of the grinder's body. Twist clockwise to your desired grind setting and return the unit to operation.

Overfilling the grounds bin is the most common cause of a clog. Grinding frozen beans, previously frozen beans, already ground coffee, or any material other than whole bean roasted coffee (like rice or spices) can cause clogging. To avoid clogging in the future, please avoid these uses of your grinder.

If you have any questions or encounter issues with this guide, contact support@baratza.com