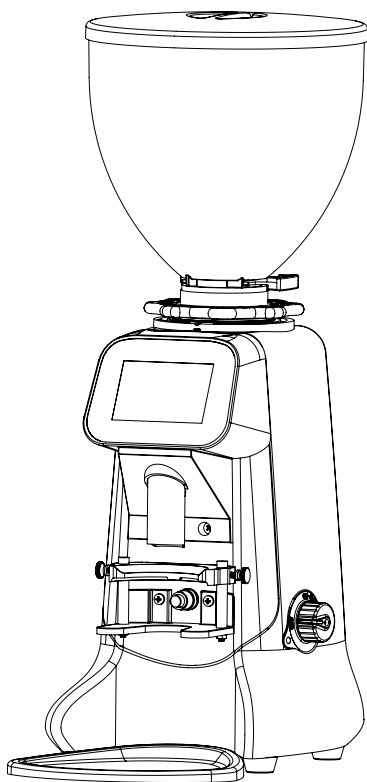


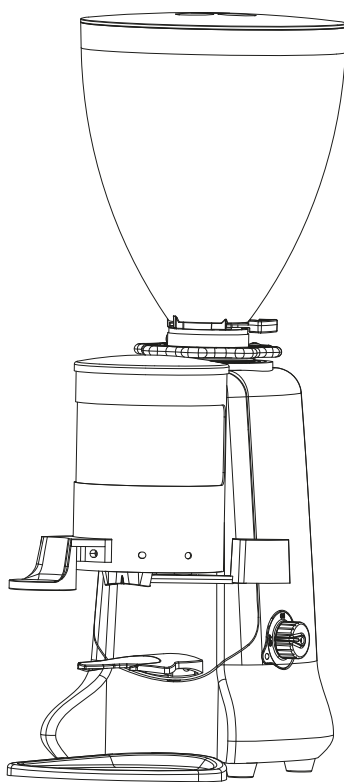


Operating manual

Single Espresso Grinder Buddy / Buddy Doser

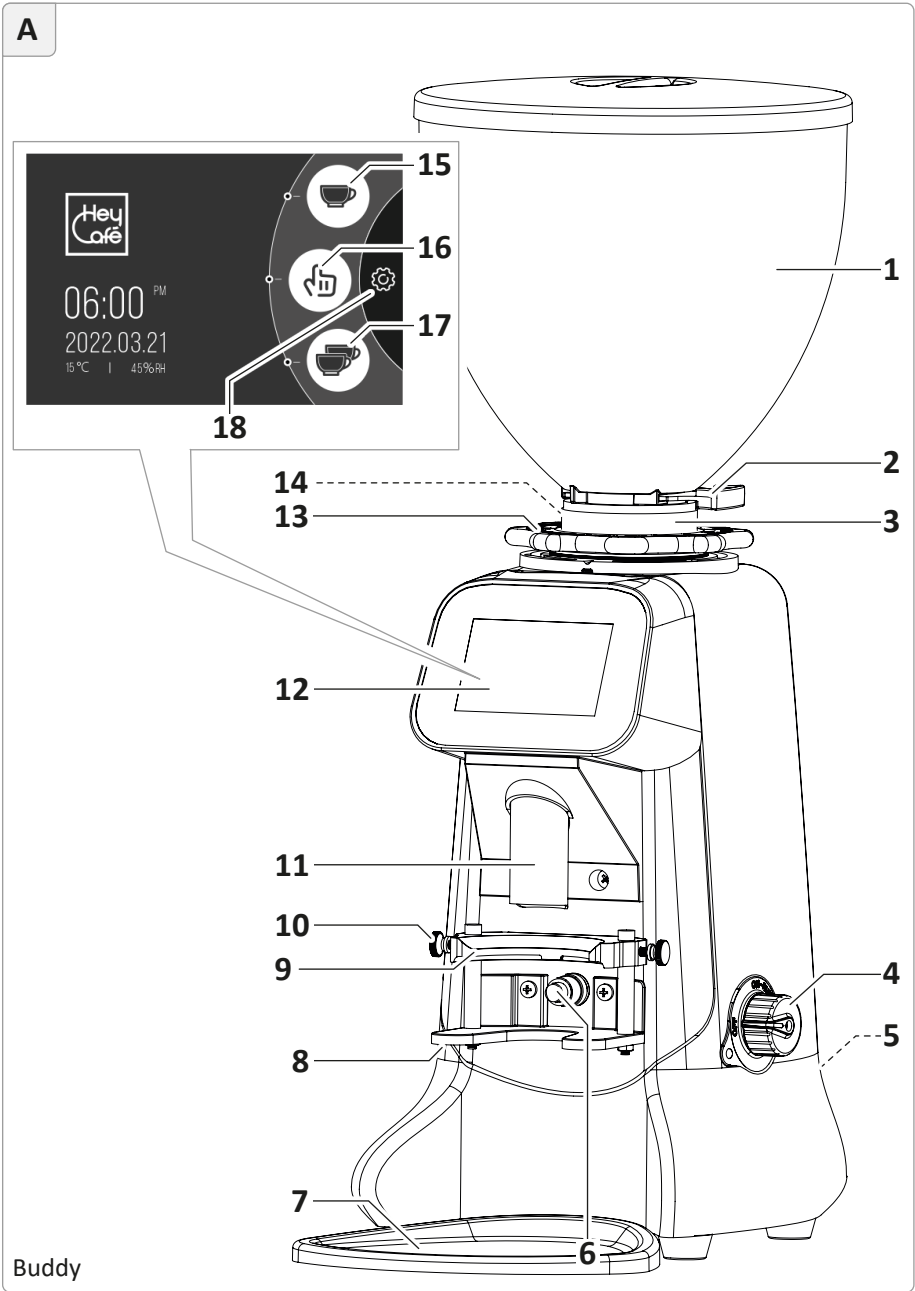


Buddy

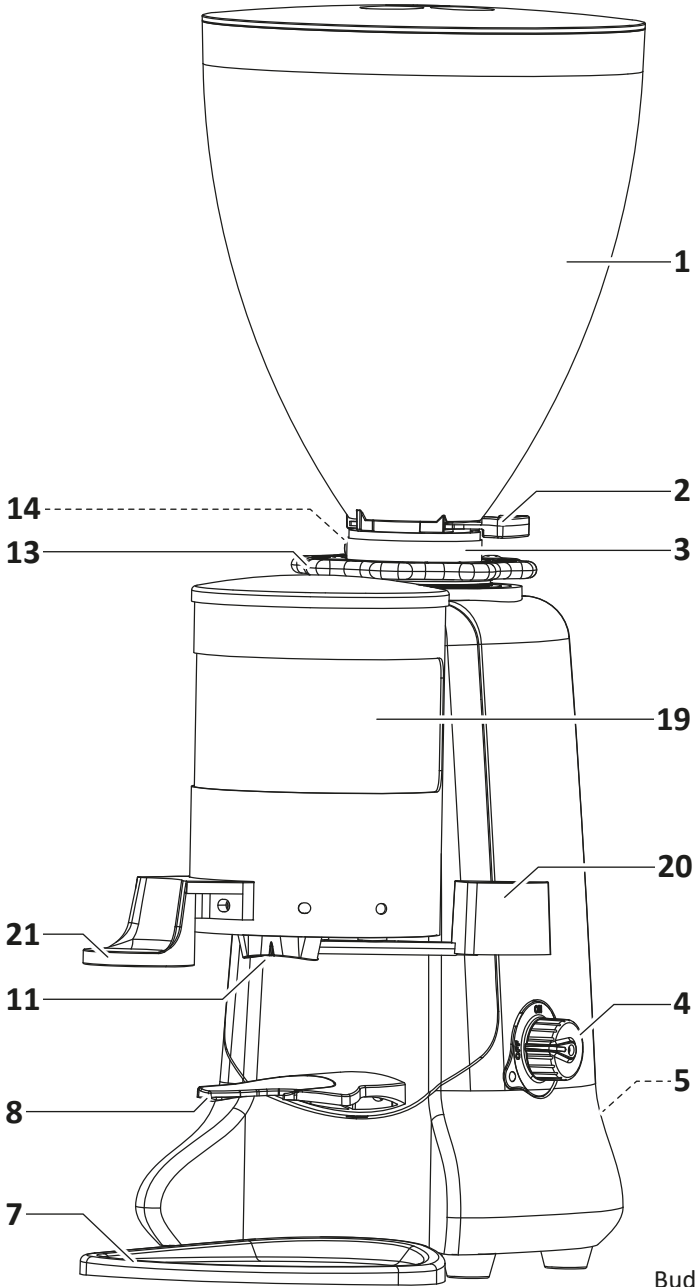


Buddy Doser

Overview







B



Buddy Doser

Scope of delivery

No. Designation

- 1 Bean hopper (with lid)
- 2 Sliding valve
- 3 Bean hopper intake
- 4 On/Off switch
- 5 Power cable (with power plug)
- 6 Trigger switch
- 7 Drip tray
- 8 Portafilter support
- 9 Portafilter intake
- 10 Screw for adjusting the portafilter support (left and right), 2×
- 11 Spout
- 12 Touchscreen (Display)
- 13 Grinding degree adjustment (with grinding degree scale)
- 14 Securing screw (for fixing the bean hopper)
- 15 Symbol  (Single Shot)
- 16 Symbol  (Manual Grinding)
- 17 Symbol  (Double Shot)
- 18 Symbol  (Settings Menu)
- 19 Dispensing chamber (doser)
- 20 Dispensing lever
- 21 Tamper

Buddy / Buddy Doser

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General Information

Reading and retaining the operating manual



Carefully read through this operating manual, especially the safety information, before you start using the *Buddy* or *Buddy Doser* Single Espresso Grinder. Only then will you be able to use the Single Espresso Grinder safely and without danger.

This operating manual is based on the standards and regulations in force in the European Union. Please also note the guidelines and laws of your specific country if abroad.

In order to increase comprehensibility, the Single Espresso Grinder *Buddy* or *Buddy Doser* will only be referred to as "grinder" in the following.

Keep this operating manual for future reference. Also pass this operating manual on to subsequent owners and users of the grinder.

Explanation of symbols used

The following symbols and signal words are used in these original operating instructions and may be used on the grinder or on the packaging if necessary.

WARNING!



This signal word/symbol indicates a hazard with a medium degree of risk which can lead to death or serious injury if not avoided.

CAUTION!



This signal word/symbol indicates a hazard with a low degree of risk which can lead to minor or moderate injury if not avoided.

NOTE!

This signal word warns of possible material damage.



This symbol indicates important information concerning operation or handling.



Declaration of Conformity: Products marked with this symbol fulfil all applicable community provisions of the European Economic Area.



ETL Listed seal of approval: Products marked with this symbol meet the requirements of electrical product safety in the United States of America.



Products marked with this symbol meet the criteria required by the NSF (National Sanitation Foundation) regarding cleanliness and hygiene in the food industry.



Products marked with this symbol are only permitted for use indoors.



This symbol indicates an electrical shock hazard.



This symbol indicates that the grinder conforms to protection class I.

Safety

Intended use

The grinder is only suitable for grinding whole roasted espresso beans. Do not use the grinder to grind other products or objects. The grinder is intended for commercial use, e.g. in commercial enterprises, restaurant kitchens, canteens and hospitals, but not for continuous mass production (continuous operation). The grinder may only be serviced by trained personnel, but may be operated by others in a place where its use is supervised. Any other use is not considered to comply with the intended use and can result in material damage or even personal injury. Do not make any changes to the grinder. The manufacturer or supplier cannot be held liable for any injury or damage resulting from the failure to comply with the safety instructions.

Safety information

WARNING!

Danger of electric shock!

Improper use, incorrect electrical installation or an excessively high voltage can all lead to electric shock.

- Connect the grinder only if the mains voltage of the socket complies with the information indicated on the type plate.
- Connect the grinder only to a socket with good accessibility, so that you can disconnect it quickly from the power supply in the event of a fault.

- Do not use the grinder if you notice any visible damage or if the power cable or plug is faulty.
- If the grinder power cable is damaged, it must be replaced by the manufacturer or by qualified personnel, in order to avoid hazards.
- Only connect the grinder to a power supply with a 16 A-slow-blowing fuse. Have a 16 A-slow-blowing fuse installed by a qualified electrician if the power connection at the grinder installation site is not protected in this way.
- Always switch off the grinder (On/Off switch in the OFF position) before you remove the power plug.
- Only install the grinder at places where the handling of the grinder can be supervised by trained personnel.
- Do not operate the grinders above 2,000 metres.
- Do not immerse the grinder or the power cable or power plug in water or any other liquids.
- Do not clean the grinder with a water jet.
- Do not clean the grinder with compressed air (e.g. with a compressed air gun).
- Never touch the power plug with wet hands.
- Never unplug the power plug from the wall socket by pulling on the power cable; always grip the plug itself.
- Never use the power cable as a handle to carry the grinder.
- Keep the grinder and power cable/power plug away from open flames and hot surfaces.
- Position the power cable in such a way that it does not become a trip hazard.
- Do not bend the power cable and do not place it over sharp edges.
- Use the grinder in indoor areas only. Never operate the grinder in damp rooms or in the rain.
- Keep children away from the grinder.
- Ensure that children do not insert any objects into the grinder.
- If you are not currently using the grinder, if you are cleaning it or if a fault occurs, switch the grinder off and remove the power plug from the socket.
- Do not open the grinder casing; leave repairs to the experts.

If repairs are required, please contact a specialist workshop. In the event of unauthorised repairs, faulty connection or incorrect operation, all liability and guarantee claims are excluded. Only parts that comply with the original appliance specifications may be used for repairs. This grinder contains electrical and mechanical parts that are essential for protection against potential hazards.

 **WARNING!**

Danger for children and persons with reduced physical, sensory or mental capacities (e.g. some disabled persons, older persons with limited physical and mental abilities) or a lack of experience and knowledge (e.g. older children).

- This grinder can be used by children aged from eight years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the grinder in a safe way and understand the hazards involved. Children are not allowed to play with the grinder. Cleaning and user maintenance must not be carried out by children without supervision.
 - Do not leave the grinder unsupervised when in operation.
 - Do not let children play with the packaging film. Children can become entangled in it while playing and may suffocate.
 - Do not let children play with the small parts. These can be life-threatening if swallowed.
-

 **WARNING!**

Risk of injury!

Accidentally reaching into the rotating grinding discs can cause serious injuries.

- Never use the grinder without securely fixing the bean hopper by tightening the securing screw.
 - Do not under any circumstances reach into the grinder or grinder outlet from above with bare fingers.
 - Do not insert any objects into the grinder.
-

- Always switch off the grinder and disconnect the power plug from the socket before starting to clean and maintain the grinder.

CAUTION!

Risk of tipping and injury!

Incorrect handling of the grinder can result in injury.

- Position the power cable so that nobody can become entangled in it and cause the grinder to fall.
- Place the grinder on a level and stable surface to prevent it from falling off.


Before commissioning

Operating principle of *Buddy*

The shot sizes, i.e. the grind quantities per shot, are defined by the grinding time in the *Buddy* grinder model. The user can either use one of the two recipes (Single Shot / Double Shot) for the grinding process or he or she can control the grinding time manually (*Manual Grinding*).

The grinding process starts automatically when the portafilter is inserted and stops automatically after the defined grinding time has elapsed (*grinding according to recipe*) or when the portafilter is removed (*Manual Grinding*). The automatic grinding process is triggered by the inserted portafilter actuating the trigger switch **(6)**.

The following recipes (grinding times) are preset at the factory:

Single Shot (Symbol ): 3.5 seconds (approx. 7–8 g*)

Double Shot (Symbol ): 6.5 seconds (approx. 14–16 g*)

To define other grinding times for the recipes, proceed as described in chapter „Setting or changing the recipe/grinding time“.

Operating principle of *Buddy Doser*

The grinding process is controlled directly via the On/Off switch **(4)** in the *Buddy Doser* grinder model: The grinding process starts when you turn the On/Off switch to the ON position and stops when you turn the On/Off switch to the OFF position. The ground beans drop out of the grinding mechanism directly into the dispensing chamber **(19)**. The operator dispenses the ground beans collected in the dispensing chamber into the inserted portafilter.

* The amount of grind depends on the type of espresso bean, the selected grind and the mains frequency (see chapter “Technical data”).

Check the grinder and scope of delivery

1. Remove the grinder from the packaging.
2. Check that the delivery is complete.
3. Check for damage to the grinder or the individual parts.
If this is the case, do not use the grinder. Contact your dealer (see chapter „Maintenance and service“).
4. Check that the direction of rotation of the grinding mechanism is correct before using it for the first time (see chapter „Check before initial operation“).

Setting up and connecting the grinder

1. Place the grinder on a level, stable and vibration-free surface.
2. Make sure the grinder is switched off (On/Off switch **(4)** in the OFF position) and connect the grinder to the mains by inserting the power plug **(5)** in a properly installed earthed socket.
3. Insert the drip tray **(8)** in the corresponding housing recess.

Inserting the bean hopper

1. Place the bean hopper **(1)** on the grinder.
When fitting the bean hopper, ensure that the hole for tightening the securing screw of the bean hopper is positioned in front of the securing screw **(14)** on the left-hand side of the bean container intake **(3)**.
2. Press the bean hopper down slightly into the bean hopper intake.
3. Tighten the securing screw for the bean hopper clockwise.

IMPORTANT: Never use the grinder without securely fixing the bean hopper by tightening the securing screw.

Check before initial operation

- Prior to the initial use, check that the direction of rotation of the grinding mechanism is correct before putting beans in the bean hopper **(1)**.
Switch the grinding mechanism on for a few seconds and make sure that the grinding disc rotates in a clockwise direction.

Adjusting the portafilter support *(only for Buddy)*

Adjust the portafilter support **(8)** to the size of the portafilter of your espresso machine as described below.

1. Make sure that the grinder is switched off (On/Off switch **(4)** in position OFF).
2. Unscrew the two screws **(10)** for adjusting the portafilter support (left and right) a few turns anticlockwise.
The portafilter support **(8)** is lowered as far as it will go.
3. Insert the portafilter in the portafilter intake **(9)**.

4. Push the portafilter support upwards until the portafilter fits exactly between the portafilter support and the portafilter intake.



If the supplied portafilter support does not fit, contact your dealer (see chapter „Maintenance and service“).

5. Hold the portafilter support in position and retighten the two screws for adjusting the portafilter support (left and right) clockwise.

Operation

NOTE!

Danger of overheating!

Exceeding the maximum permissible grinding quantity per day can lead to overheating of the grinder.

- Do not exceed the maximum grinding quantity per day (see chapter “Technical data”).



The grinder has a thermal cut-out which interrupts the grinder’s circuit in the event of a thermal overload. To restart the grinder, set the On/Off switch **(4)** to the OFF position and remove the power plug from the socket to disconnect the power supply. Allow the grinder to cool down for 30 minutes. Afterwards you can restart the grinder as normal by inserting the power plug in the socket and setting the On/Off switch to position I (see chapter „Troubleshooting“).

NOTE!

Risk of damage!

The operator has no influence on the thermal cut-out.

If the cut-out has tripped several times, a service partner must be contacted for advice, as the motor winding could be damaged.

Filling with espresso beans

1. Remove the lid from the bean hopper **(1)**.
2. Fill the bean hopper with whole roasted espresso beans from above.



The maximum filling quantity should be approx. 1 cm below the edge of the bean hopper.

3. Replace the lid on the bean hopper.
4. Open up the bean hopper to the grinding mechanism by pulling out the sliding valve **(2)**.

Changing the espresso bean type

1. Close the bean hopper **(1)** to the grinding mechanism by pushing in the sliding valve **(2)**.
2. Use the *Manual Grinding* function to grind the espresso beans remaining in the grinder until the grinder idles.
3. Undo the securing screw **(14)** for the bean hopper.
4. Remove the bean hopper from the grinder by lifting it upwards.
5. Remove the remaining espresso beans from the bean hopper.
6. Remove any excess beans from the bean hopper intake.
7. Replace the bean hopper and fix it with the securing screw **(14)** (see chapter „Inserting the bean hopper“).
8. Pour the new espresso beans into the bean hopper.
9. Open the bean hopper by pulling out the hopper slide.
10. Grind 2–3 shots to remove any residue of the old espresso beans, to warm up the machine and to avoid any fluctuations in the dosage.

Setting the grinding degree

You can use the grinding degree adjustment **(13)** for the stepless adjustment of the desired grinding degree. Read the preset value on the grinding degree scale, which is located on the grinding degree adjustment.

- Turn the grinding degree adjustment **anti-clockwise** to reduce the grinding degree (= **finer grind**).
- Turn the grinding degree adjustment **clockwise** to increase the grinding degree (= **coarser grind**).







- Decrease the grinding degree only when the grinder is in operation.
- To avoid/eliminate imbalances when adjusting the grind, we recommend that you first set a coarser grind and only then adjust the grinding degree adjustment down from there to the desired finer grind.

Grinding process *Buddy*




Switching on the grinder

1. Make sure that you have inserted the power plug **(5)** in a properly installed earthed socket.
2. Switch on the grinder by setting the On/Off switch **(4)** to the ON position.
The grinder is ready for operation when the operation display is shown on the touchscreen **(12)** (see **Fig. A**).




The operation symbols , ,  and  as well as current values (time, date, temperature, humidity) are shown on the touchscreen in the operation display.

Setting or changing the recipe/grinding time

1. Select the desired recipe by tapping the corresponding symbol  (15) or  (17) on the touchscreen (12) (see Fig. A).
The symbol of the respective recipe is highlighted in colour and the grinding time for the recipe is displayed.
2. Press and hold down the grinding time for the recipe displayed on the touchscreen, in order to edit the grinding time.
3. Use the arrow keys which appear to adjust the grinding time.
4. Tap the  symbol (“back”) to confirm the new grinding time. The touchscreen will subsequently show the operation display again.

Grinding espresso beans

1. Select the desired recipe or the *Manual Grinding* option by tapping the corresponding symbol on the touchscreen.
The selected recipe or the *Manual Grinding* option is highlighted in colour.
2. Push the portafilter between the portafilter intake (9) and portafilter support (8) as far as it will go. The inserted portafilter actuates the trigger switch (6) and the grinder starts the grinding process.
In the case of *grinding according to recipe*, the grinding process automatically stops after the grinding time has elapsed. In the case of *Manual Grinding*, you stop the grinding process manually by removing the portafilter or by pressing the corresponding symbol  (12) again.
3. Remove the portafilter from the portafilter intake when the grinding process has been completed or when the desired amount of ground coffee has been obtained (*Manual Grinding*).

Interrupting the grinding procedure (break function)

The break function automatically interrupts grinding when you pull the portafilter out of the portafilter intake (9) and resumes grinding when you insert the portafilter back into the portafilter intake before the set break time has elapsed. The preset break time is 5 seconds.

Grinding process *Buddy Doser*

Grinding espresso beans

1. Make sure that you have inserted the power plug (5) in a properly installed earthed socket.
2. Start the grinding process by setting the On/Off switch (4) to the ON position.
Grinding is started, the ground beans drop into the dispensing chamber (19).
3. Place the start button in the OFF position to end the grinding process.

Removing the ground coffee

1. Push the portafilter all the way into the portafilter support **(8)** (see **Fig. B**).
2. Pull the dispensing lever **(20)** forwards as far as it will go, in order to dispense the ground beans into the portafilter.
3. Repeat step 2 as necessary until the required amount of ground coffee is in the portafilter.




You can set the quantity of ground coffee that is dispensed each time the dispensing lever is pressed (see chapter “Setting the dispensing quantity”).

4. Remove the portafilter.
5. Use the tamper **(21)** to press the ground coffee into the portafilter. Press the portafilter against the tamper from below for this purpose.

Setting the dispensing quantity

1. Remove the cover from the dispensing chamber **(19)** by lifting it upwards.
2. Turn the adjusting wheel inside the dispensing chamber:
 - **anticlockwise** to **increase** the **dispensing quantity**.
 - **clockwise** to **reduce** the **dispensing quantity**.
3. Check that the dispensing quantity is set correctly by dispensing 2–3 shots into a portafilter (see chapter on “Removing the ground coffee”).
4. Repeat step 2 as necessary until you have set the dispensing quantity required.
5. Place the lid back onto the dispensing chamber.

Settings Menu for *Buddy*

1. Tap the  symbol **(18)** on the touchscreen **(12)** to go to the settings menu.
2. Tap the desired menu item to edit it.

The following menu items can be selected:

- Language
- Date and time
- Temperature unit
- Counter readings
- Standby time
- Technical Service



IMPORTANT: The service menu can only be accessed by the authorised customer service for HeyCafe products!

Cleaning

CAUTION!

Risk of injury!

When moved, the grinder may fall down and injure you.

- Always place the grinder on a stable surface that is safe from tipping over.
 - If necessary, ask another person to help if the grinder is too heavy.
-

NOTE!

Danger of short circuit!

Water entering the grinder can cause a short circuit.

- Never immerse the grinder in water or other liquids.
 - Never clean the grinder with a water jet or a steam cleaner.
 - Ensure that no water or other liquids make their way into the casing.
-

NOTE!

Risk of damage!

Improper handling can cause damage to the grinder.

- Do not use any harsh cleaning products or sharp or metallic cleaning objects such as knives, metal scouring pads or similar. These can scratch the surface.
 - Do not clean the grinder with compressed air (e.g. with a compressed air gun).
 - Do not wash the drip tray or the lid of the bean hopper in the dishwasher. The parts are not suitable for this and the colour may fade.
 - Do not lift the grinder by the bean hopper; lift only by the casing and always with both hands.
-

Cleaning the grinder installation surface

1. Switch off the grinder (On/Off switch **(4)** in the OFF position) and remove the power plug **(5)** from the socket.
 2. Lift the grinder by the housing using both hands and place it on a clean surface.
-

- Clean the installation surface and the underside of the grinder with a damp cloth and dry the installation surface when you are done.
The surfaces must be dry and free of oil and grease.
- Place the grinder back on the cleaned surface.

Cleaning the housing



Clean the housing and drip tray as necessary, but at least once a week or once per 10 kg of ground espresso beans.

- Switch off the grinder (on/off switch **(4)** in the OFF position) and remove the power plug **(5)** from the socket.
- Use a brush to clean the following grinder components:
 - the spout **(11)**,
 - the filter holder **(9)**,
 - the trigger switch **(6)**,
 - the portafilter support **(8)**,
 - the screws **(10)** for adjusting the portafilter support (left and right).
- Remove the drip tray **(7)**.
- Clean the housing and the removed drip tray with a damp cloth and then wipe both dry.
- Replace the drip tray after cleaning.

Cleaning the dispensing chamber



CAUTION!

Risk of injury!

If you accidentally actuate the dispensing lever when cleaning the dispensing chamber, your fingers may become jammed.

- Proceed very carefully when opening the dispensing chamber.
- Use a tool (brush) to clean the dispensing chamber and the dispensing insert.



The dispensing chamber must be cleaned daily to remove any coffee oil residues as this can have a detrimental effect on the taste.

- Use the dispensing lever **(20)** to empty the dispensing chamber **(19)** completely.
- Remove the cover from the dispensing chamber from the top.
- Use a brush to remove ground coffee, etc. from the inside of the dispensing chamber and the dispensing insert.
- Clean the dispensing chamber (including the dispensing insert) inside and outside with a damp cloth and then dry it.

Cleaning the bean hopper



The bean hopper must be cleaned daily to remove any coffee oil residues as this can have a detrimental effect on the taste.

1. Close the bean hopper **(1)** to the grinding mechanism by pushing in the sliding valve **(2)**.
2. Use the *Manual grinding* function to grind the espresso beans remaining in the grinder until the grinder idles.
3. Undo the securing screw **(14)** for the bean hopper.
4. Remove the bean hopper from the grinder by lifting it upwards.
5. Temporarily transfer the espresso beans to another container.
6. Use a damp cloth to clean the inside and outside of the bean hopper and allow it to dry.
7. Remove any excess beans from the bean hopper intake **(3)**.
8. Replace the bean hopper and fix it with the securing screw **(14)** (see chapter „Inserting the bean hopper“).
9. Pour the espresso beans into the bean hopper again.
10. Open the bean hopper by pulling out the hopper slide.

Cleaning the grinder mechanism



- The manufacturer recommends the use of GRINDZ™ grinder cleaner. You will find more information on GRINDZ™ at www.heycafe.com.
- The grinder should be cleaned every 2-5 days.

1. Close the bean hopper **(1)** to the grinding mechanism by pushing in the sliding valve **(2)**.
2. Set the grinding degree to the highest (coarsest) setting (see chapter on “Setting the grinder”).
3. Use the *Manual grinding* function to grind the espresso beans remaining in the grinder until the grinder idles.
4. Undo the securing screw **(14)** for the bean hopper.
5. Remove the bean hopper from the grinder by lifting it upwards.
6. Pour the grinder cleaner into the grinding mechanism directly from above. Observe the quantities specified by the manufacturer for the grinder cleaner you are using.
7. Remove any excess grinder cleaner from the bean hopper intake **(3)**.
8. Replace the bean hopper and fix it with the securing screw **(14)** (see chapter „Inserting the bean hopper“).
9. Place a bowl under the spout **(11)** to collect the grinder cleaner.
10. Trigger the grinding process with the *Manual Grinding* function (several times if necessary) until the grinder cleaner is completely ground.

11. Grind the same amount of espresso beans as you did grinder cleaner in order to remove leftover cleaning particles.
12. Dispose of the ground grinder cleaner and the ground espresso beans in the commercial/domestic waste.

Troubleshooting

Fault	Cause	Remedy
The grinder is not grinding, the display is not lit up.	• The mains plug is not plugged in.	→ Insert the power plug into a properly installed socket.
	• The thermal cut-out has tripped.	→ Switch off the grinder (On/Off switch in the OFF position), remove the power plug from the socket and allow the grinder to cool down for 30 minutes. Replace the power plug and switch on the grinder (On/Off switch in the ON position). You can now use the grinder again as normal. If the cut-out trips repeatedly, contact your dealer (see chapter „Maintenance and service“).
	• The electrical fuse has tripped.	→ Check the electrical fuse. If required, restore the fuse to its original state or replace it. Check whether other loads are connected to this fuse and if so, pull out their plugs. If the fuse repeated trips, contact your dealer (see chapter „Maintenance and service“).
	The grinder is making noise but not grinding.	• The grinding mechanism is clogged. / The grinding degree is too fine.
• Ground coffee has built up in the grinder because of an excessive amount of coffee.		→ With the grinder switched off, clean the spout including the spring using a brush. Set the grinder to the highest (coarsest) setting and start the grinding process. The grinder will clear itself. Then set the desired grinding degree during operation again.
• A foreign object has got into the grinding mechanism.		→ Clean the grinder (see chapter „Cleaning the grinder mechanism“) and remove the foreign object. If the foreign body cannot be removed in this way, contact your dealer (see chapter „Maintenance and service“).
The grinder is not grinding fine enough.	• The grinding discs are worn out or require readjustment.	→ Contact your dealer (see chapter „Maintenance and service“).

Fault	Cause	Remedy
The grinder does not grind continuously/ interrupts the grinding.	<ul style="list-style-type: none"> • The trigger switch is defective. 	→ Contact your dealer (see chapter „Maintenance and service“).
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. • The grinder spout is damaged. / The flapper is defective. 	→ Clean the spout including the spring with a brush when the grinder is switched off. Set the grinder to the highest (coarsest) setting and start the grinding process. The grinder will clear itself. Then set the desired grinding degree during operation again. → Contact your dealer (see chapter „Maintenance and service“).
The bean hopper cannot be inserted.	<ul style="list-style-type: none"> • There are beans in the bean hopper intake. 	→ Remove the beans from the bean hopper intake.

Technical data

Model:	Buddy	Buddy Doser
Voltage / frequency:	220–240 V; 50 Hz 220–240 V; 60 Hz 110 V; 60 Hz 100 V; 50 Hz 100 V; 60 Hz	220–240 V; 50 Hz 220–240 V; 60 Hz 110 V; 60 Hz
Performance:	350 W	350 W
Protection class:	I ⊕	I ⊕
Fuse:	16 A, slow-blowing	16 A, slow-blowing
Max. grinding capacity:	1 kg per hour 10 kg per day	1 kg per hour 10 kg per day
Max. permitted operating cycle:	10 seconds on / 50 seconds off	10 seconds on / 50 seconds off
Dimensions:	350 × 210 × 555 mm (W×D×H)	350 × 210 × 610 mm (W×D×H)
Weight (net):	11.5 kg	13 kg
Hopper filling quantity:	max. 1.2 kg	max. 1.5 kg

Disposal

Disposing of the packaging



Dispose of the packaging by correctly sorting the recyclable materials. Dispose of card and cardboard as waste paper and film as recyclable material.

Disposing of the grinder



Electrical appliances are labelled with the symbol opposite.

Old appliances may not be thrown into commercial/domestic waste!

Consumers are **legally obliged to separate old appliances from commercial/domestic waste**, e.g. by handing them in at a collection point of the local waste disposal authority for recycling or disposal. The old appliance can also be returned to the dealer free of charge. This ensures that old appliances are recycled professionally and negative impacts on the environment are avoided. Consumers are responsible for deleting any personal data stored on the old appliance.

Maintenance and service

If you require service or maintenance, contact an authorised customer service centre for HeyCafé products. Customer Service can answer your questions about repairing and maintaining your product and spare parts.

Exploded views and information on spare parts can also be found at:

www.heycafe.com



Our application consulting team will be happy to help you with questions concerning our products and their accessories.

Please be sure to quote the article and serial number as stated on the grinder type plate for all enquiries and spare parts orders.

