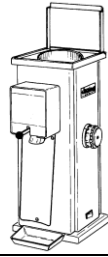




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## SERVICE TIP #R1

### TROUBLESHOOTING DITTING COFFEE GRINDERS

#### DO NOT TAKE THE GRINDER APART BEFORE READING THE FOLLOWING:

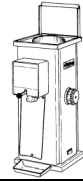
1. **Grinder is Clogged** (The red light comes on and the motor hums. Then you hear a “click” and the red light goes off). Or **Grinder Cannot Be Turned On** (red lamp does not come on).
  - a. Check whether the power cable is properly connected.
  - b. Check the **circuit breaker** UNDER the base of the grinder in the right rear corner.  
Newer model 1403 3-phase grinders have a rocker breaker switch on the lower right side of the machine. Older model KFA1403 does not have a circuit breaker.
    - i. Follow these steps when attempting to reset the grinder:
      1. Turn the switch to the “Off” position.
      2. Check for coffee grounds clogged in the discharge tube. See Paragraph #2 for instructions.
      3. Place a bag under the discharge tube.
      4. Adjust the grind setting on the right side to #9 to allow more space between the discs.
      5. Carefully lean the grinder towards you to feel for the circuit breaker under the machine. You will have to press hard to engage the breaker. You will not necessarily feel the breaker moving when you press it, but you will hear a “click” when it has been engaged.
      6. Start the grinder and let it continue to run until everything in the grinding chamber is ground and discharged from the grinder.
      7. If the grinder starts but then the circuit breaker is tripped again after a moment, you may need to open the grinder and clean out the grinding chamber. See Paragraph #3 for instructions.
    - ii. Try another electrical appliance in the same outlet to make sure that there is power in the outlet. (110 volt grinders only).
    - iii. If another appliance plugged into the same outlet does not work, check the main circuit panel in the store.

#### 2. **Clogged Discharge Tube:**

**Switch the grinder OFF and unplug the power cable.**

#### **Four basic problems will cause clogging of the grinder:**

- a. **Full coffee bag** under the discharge tube, blocking the exit of ground coffee.
- b. **Worn grinding discs** which can no longer cut the beans.
- c. **Worn wings** on the lower rotating plate, unable to push out the ground coffee from the grinding chamber.
- d. **Dislodged transition tube** between the grinding chamber and the discharge tube, blocking the flow of coffee out of the grinding chamber. The transition tube should be perfectly round and free of crimps and tears.



**As you perform the following steps, watch for clues as to the cause of your problem.**

- a. Clear out all ground coffee packed in the discharge tube by inserting a wooden pencil in the opening and gently stirring it. If the discharge tube is full of coffee, you obstructed the flow of ground coffee by having a coffee bag smaller than the amount of coffee being ground. Use a larger bag and be sure the grounds are being packed to the bottom of the bag by tapping on the bag while grinding the last 3<sup>rd</sup> of the beans.
- b. **Do not lift the hopper (funnel) while it contains coffee beans.**
- c. Remove the coffee beans from the hopper, using a vacuum cleaner if necessary.
- d. Remove the 4 corner screws holding the lid/cover assembly and remove it with the hopper.
  - i. **On 804 model grinders**, loosen the right rear STOP lock.
  - ii. Hold the hopper assembly, twist it 30° counter-clockwise and lift.
- e. Dismantle the stationary disc flange by removing the 4 cheese head screws. Pull out the stationary disc and set it aside. If the stationary disc does not come out easily, tap the circumference where the bolts are located with the handle of your screwdriver. This should loosen any coffee grinds that may be wedged between the disc and the grinding housing.
- f. Check whether the lower grinding disc (on the rotating plate) is spinning freely. (Use a socket wrench on the center bolt of the rotating plate to turn it easier). If the rotating plate does not turn freely, your problem is a frozen bearing or a bad felt seal around the rotating plate that needs to be changed. This could be caused by extended use of flavored coffee.
- g. As you turn the rotating plate, see if the wings along its circumference are wiping all the coffee out of the exit hole. Is there a thick layer of coffee along the outer wall of the grinding area? An easy measurement of the rotating plate is to use 3 standard-size business cards:
  - i. Clean away the coffee between the end of each wing and the outer wall.
  - ii. Check if you can fit the 3 business cards between each wing and the wall. You should have to push the cards into place. If they slide in easily or if you can fit more than 3 cards in between any of the wings and the outer wall, the rotating plate is worn and should be changed to avoid further clogging.
- h. Clear the obstruction in the exit hole towards the discharge housing with a small screwdriver or pencil. Be careful not to dislodge the rubber transition tube. The transition tube between the grinding chamber and the discharge tube must be perfectly round. Any crimp or tear in the tube will result in clogging.
- i. If the discharge tube was not full, nor was the inside edge of the grinding chamber around the rotating plate's wings, then the clogging was due to a foreign particle in the grinding chamber or worn out grinding discs. If you cannot find foreign matter and everything else looks good, you need to change the grinding discs.

**To reassemble the grinder, see Paragraph 4 on the following page.**



### 3. Foreign Matter in the Grinding Chamber:

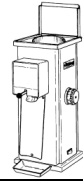
- a. Set the adjusting knob on the right side to #9 and start/stop the grinder a few times. 50% of the time, the problem might clear itself out. If the grinder still does not run, proceed as follows.
- b. **Switch the grinder off and unplug the power cable.**
- c. **Do not lift the hopper (funnel) while it contains coffee beans.**
- d. Remove the coffee beans from the hopper, using a vacuum cleaner if necessary.
- e. Remove the 4 corner screws holding the lid/cover assembly and remove it with the hopper.
  - i. **On 804 model grinders**, loosen the right rear STOP lock.
  - ii. Hold the hopper assembly, twist it 30° counter-clockwise and lift.
- f. Dismantle the stationary disc flange by removing the 4 cheese head screws. Pull out the stationary disc and set it aside. If the stationary disc does not come out easily, tap the circumference where the bolts are located with the handle of your screwdriver. This should loosen any coffee grinds that may be wedged between the disc and the grinding housing.
- g. Remove any foreign matter and vacuum the grinding chamber. Inspect the grinding discs and rotating plate for possible damage or wear.

### 4. Reassembling the Coffee Grinder:

- a. Cleanliness is a must to get a good, uniform grind. All mating parts have to be very clean to get Turkish fine grind with your grinder. Your grinder parts are precision machined. Even the smallest amount of coffee particles between parts would nullify the precision quality work.
- b. The circumference of the grinding chamber where the 4 cheese head screws attach, as well as the mating surface on the stationary disc flange (top plate) must be perfectly clean.
- c. Replace the stationary disc flange and the 4 cheese head screws, and tighten the screws.
- d. Replace the cover with the plastic funnel.
- e. Set the adjustment on #1 (Turkish) and grind 10-15 beans. The output should be a very fine powder. If the output is not satisfactory, adjust the grinder as in Paragraph #5 below.

### 5. Adjusting the Grinder for the Proper Grind

- a. Turn the grinder on with no coffee in it.
- b. Turn the adjustment setting on the side to #1.
- c. Loosen the center screw of the adjusting knob about 3/16<sup>th</sup> of an inch. You need to be able to pull the adjusting knob away from the machine to disengage the gear.
- d. Pull out the knob and, while still in the pulled position, turn it until the #5 is in front of the red arrow. Release the adjusting knob.
- e. Turn the adjusting knob **slowly** towards #1 until you hear metal scraping (the grinding discs touching). If they do not touch, repeat step #5 above.
- f. When you hear the metal, turn the adjusting knob back the distance on **one line**. (Counter clockwise).



- g. Pull out the adjusting knob and, while in the pulled position, place the #1 against the red arrow and release the knob. The knob will engage the internal gear.
- h. Position the aluminum cover on the adjusting knob to fit in the groove, and tighten the center screw.
- i. Your grinder should now be adjusted properly, and all settings should match the proper grinds.

**Testing the grind:** Place 10-15 beans in the hopper and grind on the #1 setting. The output must be pulverized (powder).

**Notes:** If on the #1 setting the coffee comes out slowly or in small balls, the setting is too close. Repeat the above procedure. If the grinding is still too slow, replace the grinding discs.

6. **Uneven Grinding or Excessive Dust Particles:**
  - a. Indication of badly worn grinding discs. Replace the grinding discs as soon as possible.
7. **Coffee Grinds Very Slowly**, and the grinding housing heats up.
  - a. The grinding discs are worn out. Instead of grinding the coffee, they are chewing the beans. Replace the grinding to return the quality back into your grinder and prolong the life of the motor.
8. **Metal Noise After Stopping the Grinder** on #1 Turkish setting:
  - a. The discs are not adjusted properly and are too close. Follow the Adjusting instructions in Paragraph #5 above. If you continue to use your machine with the grinding discs adjusted too close together so that they are touching, you will wear your discs down very quickly, and they will not be resharpenable.

**CAUTION: If coffee beans have fallen inside the grinder, you MUST clean out the base of the grinder to prevent future problems, including the possibility of fire.** You need the airflow to keep the motor cool. Accumulation of beans at the base can restrict airflow and overheat the motor and/or cause a fire.

- a. **UNPLUG THE GRINDER.**
- b. Place the grinder on its back on the table. Make sure the grinder is forward enough so that the cable is not crimped and can hang freely.
- c. Remove the 4 corner screws holding the base onto the grinder. Be sure to have a firm hold on the base so that it does not fall away from the machine.
- d. Gently pull the base away from the housing, making sure not to pull out any of the wires from the base terminals.
- e. Vacuum the fallen beans at the base.
- f. Replace the screws to hold the base in place.
- g. Stand the grinder upright, plug in, and test.

**Additional Troubleshooting Notes for 1403 220 Volt / 3 Phase Grinders are Available.**

Visit our website at [www.ditting.com](http://www.ditting.com) for this and other service tips.