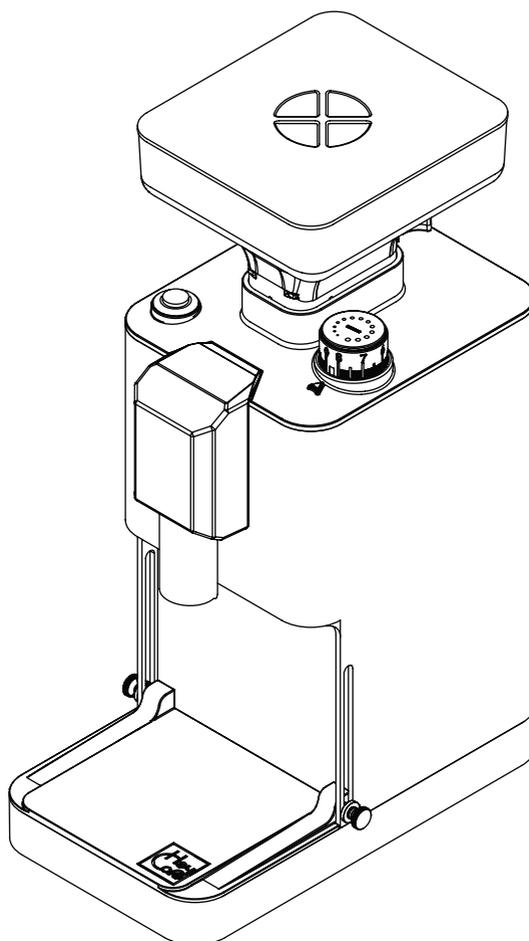


Original instructions

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Allround Grinder

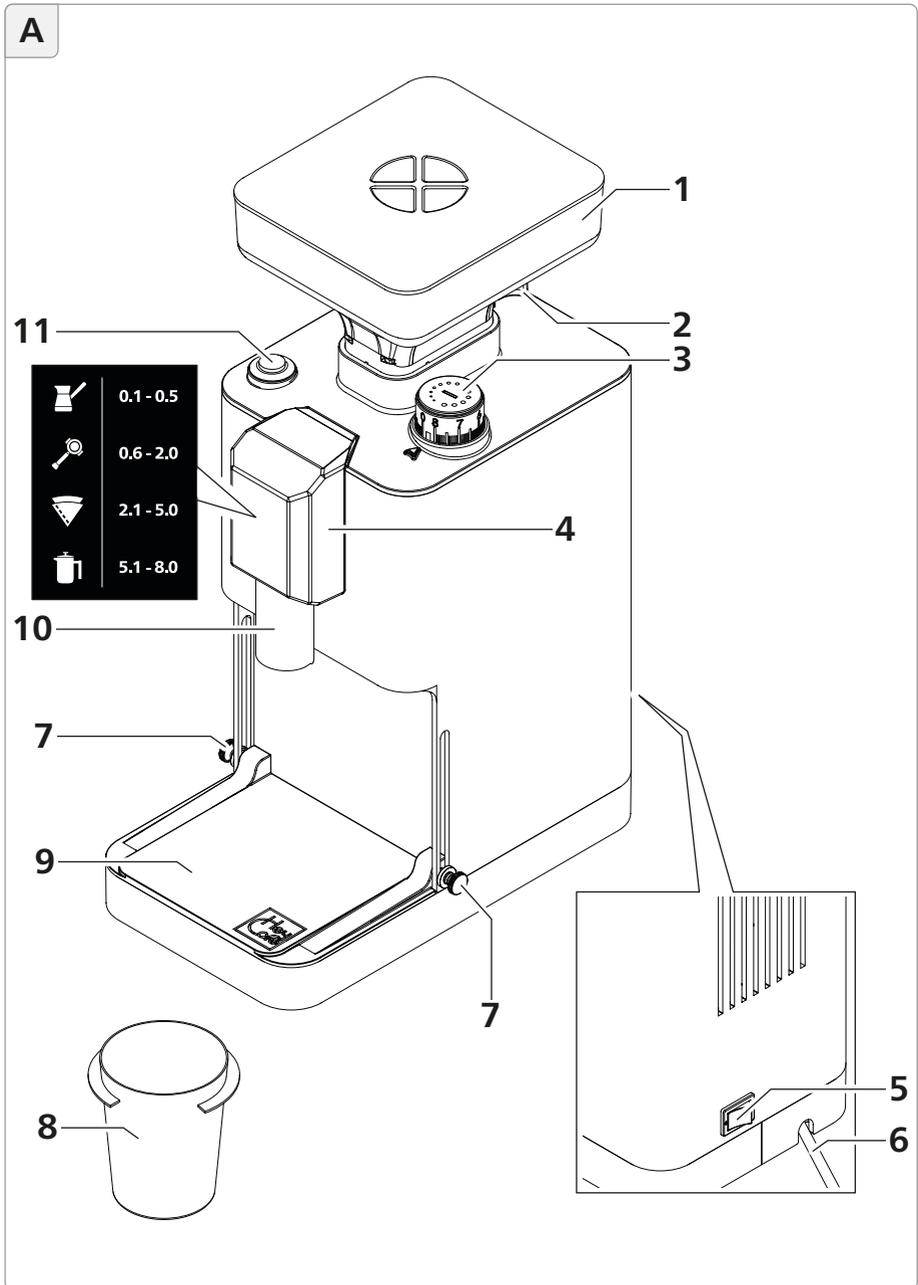
# Jack

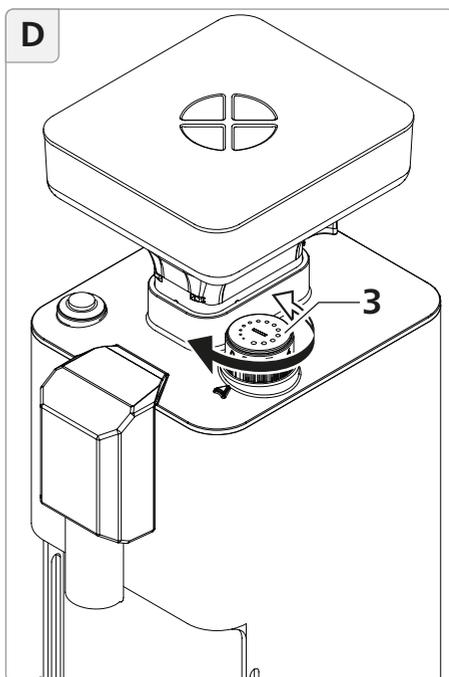
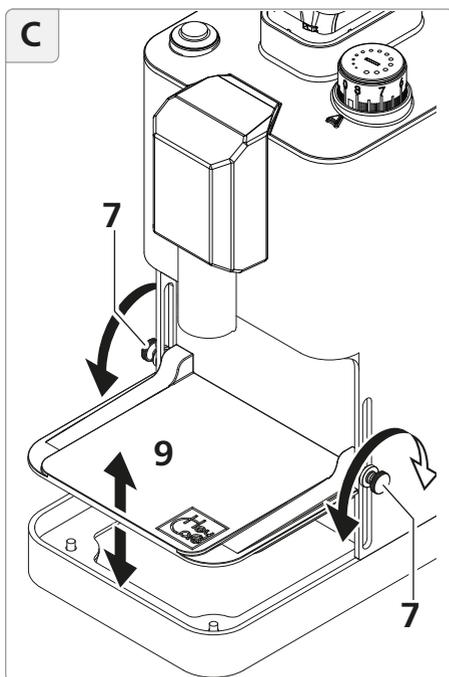
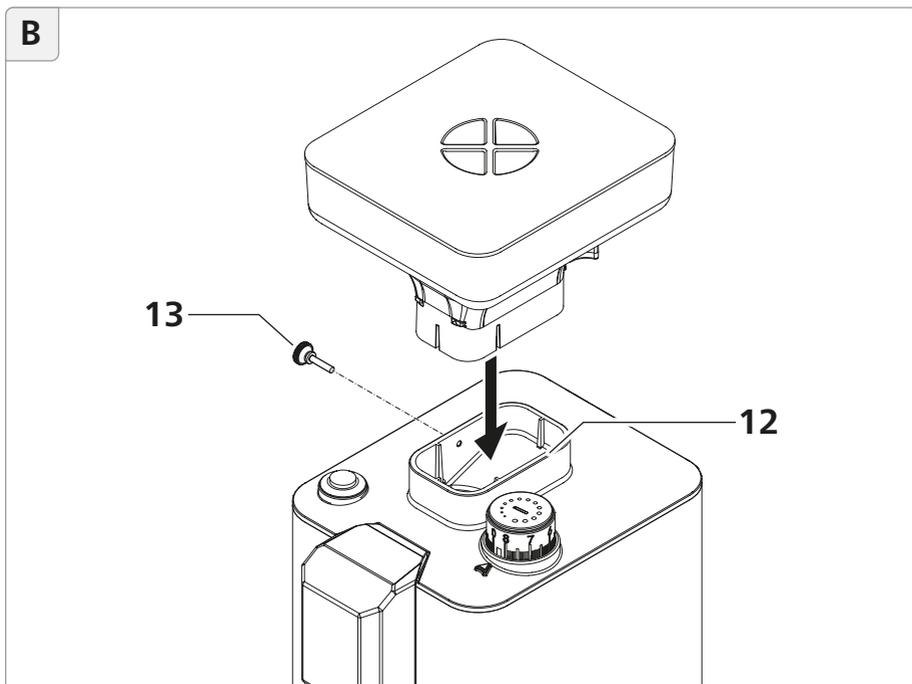


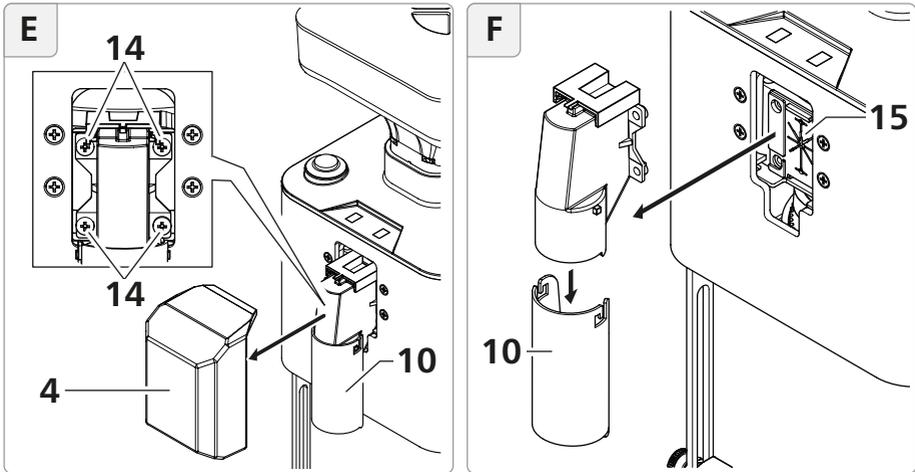
## Contents

Overview .....	3	Cleaning .....	14
Scope of delivery.....	5	Cleaning the surface underneath the grinder.....	14
General information.....	6	Cleaning the casing.....	15
Reading and storing the instructions .....	6	Cleaning the bean hopper.....	15
Explanation of symbols used ...	6	Cleaning the grinding mechanism.....	16
Safety.....	7	Cleaning the flapper.....	16
Intended use .....	7	Troubleshooting .....	18
Safety information .....	8	Technical data.....	20
Before using for the first time.....	10	Disposal .....	20
Functioning .....	10	Disposing of the packaging... ..	20
Checking the grinder and scope of delivery.....	10	Disposing of the grinder .....	20
Setting up and connecting the grinder .....	10	Maintenance and service ..	21
Inserting the hopper .....	11		
Operation.....	11		
Adding the coffee beans.....	11		
Changing the coffee bean type.....	12		
Setting the grinding degree..	12		
Grinding process .....	13		

# Overview







## Scope of delivery

### No. Name

- 1 Bean hopper (with lid)
- 2 Slider
- 3 Grinding degree adjustment (with grinding degree scale)
- 4 Spout cover (removable; with overview of grinding degree guide values)
- 5 On/off switch
- 6 Power cable (with power plug)
- 7 Knurled screws (left and right)
- 8 Measuring cup
- 9 Platform
- 10 Spout (consisting of stainless steel spout and grinder housing spout)
- 11 Release button
- 12 Hopper intake
- 13 Securing screw (for fixing the bean hopper)
- 14 Screw (for fixing the spout), 4x
- 15 Flapper
- 16 Brush\*
- 17 Screwdriver\*

\* not illustrated

## General information

### Reading and storing the instructions



Before you start using the Allround Grinder *Jack*, read through these original instructions and the safety information carefully. Only then will you be able to use the Allround Grinder safely and without risk.

The original instructions are based on the standards and regulations in force in the European Union. Please also observe the guidelines and laws that apply in your country.

For greater clarity, the Allround Grinder *Jack* will be referred to simply as the “grinder” below.

Retain these original instructions for future reference. Please also pass these original instructions on to subsequent owners and users of the grinder.

### Explanation of symbols used

The following symbols and signal words are used in these original instructions and/or may appear on the grinder or on the packaging.



#### **WARNING!**

This signal word/symbol indicates a moderate risk, which, if not avoided, can lead to death or serious injury.



#### **CAUTION!**

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

#### **NOTE!**

This signal word warns of possible material damage.



This symbol provides you with useful information about operation or handling.



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



UKCA mark: Products marked with this symbol comply with the electrical product safety requirements of the United Kingdom of Great Britain and Northern Ireland.



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



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



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



This symbol indicates a risk of electric shock.



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

## Safety

### Intended use

The grinder is suitable exclusively for grinding whole roasted coffee beans. Do not use the grinder to grind other products or objects. The grinder is specified for use in the commercial sector, e.g. in commercial enterprises, restaurant kitchens, canteens and hospitals but not for continuous mass production (continuous operation). The grinder may only be maintained by trained personnel. However, it may be operated by other persons in a place where use is supervised. Any other use is considered improper and can result in material damage or even personal injury. Do not make any modifications to the grinder. Neither the manufacturer nor the retailer can accept liability for any injury or damage resulting from failure to comply with the safety information.

## Safety information

### **WARNING!**

#### **Risk of electric shock!**

Improper use, incorrect electrical installation, or a voltage that is too high can all lead to electric shock.

- Connect the grinder only if the supply voltage of the socket complies with the information indicated on the type plate.
- Connect the grinder only to an easily accessible socket to allow you to disconnect it quickly from the power supply in the event of a malfunction.
- Do not use the grinder if you notice any visible damage or if the power cable or plug is faulty.
- If the grinder's 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 fuse. In the event that the power connection at the installation site of the grinder is not secured in this way, have a 16 A-slow back-up fuse fitted by a qualified electrician.
- Always switch the grinder off (on/off switch in the OFF position ) before you remove the power plug.
- Install the grinder only in locations where its use can be supervised by trained personnel.
- Do not operate the grinder at altitudes above 2,000 meters.
- Do not immerse the grinder, the power cable or the power plug in water or any other liquids.
- 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 power plug.
- Never carry the grinder by its power cable.
- Keep the grinder and power cable/power plug away from open flames and hot surfaces.
- Do not position the power cable in such a way that it could create a tripping 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 areas or in the rain.

- Keep children away from the grinder.
- Make sure 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 there is a malfunction, 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, contact a specialist workshop. If unauthorized repairs are carried out, the connection is not made correctly, or the grinder is operated incorrectly, all liability and warranty claims are voided. 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. partially disabled persons, elderly persons with limited physical and mental capacities) or a lack of experience and knowledge (e.g. older children).**

- The grinder is not intended for use by children or persons with reduced physical, sensory, or mental capabilities or with a lack of experience and knowledge. Children may not play with the grinder.
- Do not leave the grinder unattended when it is connected to the power supply and switched on.
- Do not let children play with the packaging film. Children can become entangled in it and suffocate while playing.
- Do not let children play with small parts. They can be life-threatening if swallowed.

---

 **WARNING!**

**Risk of injury!**

You can incur serious injuries if you accidentally touch the rotating grinding discs.

- Always make sure that the bean hopper is securely installed and the securing screw tightened before you use the grinder.

- Do not reach into the grinding mechanism or the spout of the grinding mechanism from above with unprotected fingers under any circumstances.
  - Do not insert any objects in the grinding mechanism.
  - Always switch the grinder off (on/off switch in the OFF position) and remove the power plug from the socket, before you carry out cleaning and maintenance work on the grinder.
- 

### **CAUTION!**

#### **Risk of tipping and injury!**

Incorrect handling of the grinder can result in injury.

- Lay out the power cable in such a way 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 using for the first time**

### **Functioning**

The grinding process is controlled directly via the release button (11):

The grinder grinds as long as you press and hold down the release button. Once the desired amount of ground coffee has been obtained, release the button and the grinding will stop.

### **Checking the grinder and scope of delivery**

1. Remove the grinder from its packaging.
2. Make sure the delivery is complete.
3. Check for damage to the grinder or any of the individual parts.  
If this is the case, do not use the grinder. Contact your supplier (see "Maintenance and service" section).

### **Setting up and connecting the grinder**

1. Place the grinder on a level and stable surface that does not vibrate.
2. Make sure that the grinder is switched off (on/off switch (5) in the OFF position) and connect the grinder to the power supply by inserting the power plug (6) into a properly installed grounded socket.

## Inserting the hopper

1. Place the bean hopper **(1)** on the grinder (see **Fig. B**).  
Ensure that the hole in the bottom edge of the bean hopper is located on the same side as the securing screw **(13)** on the bean hopper intake **(12)**.
2. Press the bean hopper slightly downwards into the bean hopper intake.
3. Tighten the securing screw clockwise.

**IMPORTANT:** Use the grinder only with the bean hopper securely installed and the securing screw tightened.

## Operation

### NOTE!

#### Risk of overheating!

Exceeding the maximum permissible grinding quantity per day can cause the grinder to overheat.

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



The grinder has a thermal fuse which interrupts the electric circuit of the grinder in the event of thermal overload.

If this occurs, place the on/off switch **(5)** in the OFF position and remove the power plug **(6)** from the socket to interrupt the power supply.

The fuse must be exchanged before the grinder can be put back into service. Contact your supplier (see “Maintenance and service” section).

## Adding the coffee beans

1. Remove the lid from the bean hopper **(1)**.
2. Pour whole roasted coffee beans into the bean hopper from above.



The maximum fill amount should be approx. 1 cm below the edge of the bean hopper.

3. Place the lid back onto the hopper.
4. Open the bean hopper towards the grinding mechanism by pulling out the slider **(2)**.

## Changing the coffee bean type

1. Close the bean hopper **(1)** towards the grinding mechanism by pushing in the slider **(2)**.
2. Grind the coffee beans that remain in the grinding mechanism until the grinder runs empty.
3. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
4. Undo the securing screw **(13)** for the bean hopper.
5. Remove the bean hopper from the grinder by lifting it upwards.
6. Remove the leftover coffee beans from the bean hopper.
7. Remove any excess beans from the hopper intake **(12)**.
8. Reinsert the bean hopper and fix it with the securing screw (see "Inserting the hopper" section).
9. Pour the new coffee beans into the bean hopper.
10. Open the bean hopper by pulling out the slider.
11. Reconnect the grinder to the power supply and switch on the grinder (on/off switch **(5)** in the ON position).
12. Grind 2–3 shots to remove any residue of the old coffee beans, warm up the machine and prevent any fluctuations in dispensing the beans.

## Setting the grinding degree

You can infinitely adjust the desired grinding degree with the grinding degree adjustment **(3)**.

Read the set value (0–8) on the grinding degree scale, which is located on the grinding degree adjustment system **(3)**: the higher the value on the grinding degree scale, the coarser the ground coffee.

You will find guide values for the grinding degrees of the various preparation types on the spout cover **(4)**. You can use these for orientation when setting the grinding degree (see **Fig. A**). The symbols on the spout cover stand for the following preparation types:



Mocha /  
Turkish  
coffee



Espresso



Filter  
coffee



French  
Press

- Turn the grinding degree adjustment counterclockwise to increase the value on the grinding degree scale (for coarser ground coffee).
- Turn the grinding degree adjustment clockwise to decrease the value on the grinding degree scale (for finer ground coffee).



Only reduce the grinding degree when the grinder is in operation.



To avoid/eliminate imbalances when setting the grinding degree, it is advisable to set a coarser grinding degree to begin with and then reduce the grinding degree adjustment to the desired finer grinding degree from there.

## Grinding process

1. Ensure that the power plug **(6)** is inserted into a properly installed grounded socket.
2. Switch on the grinder by placing the on/off switch **(5)** in the ON position.
3. Place the measuring cup **(8)** on the platform **(9)** centrally under the spout **(10)**.



You can also use another suitable collecting container instead of the measuring cup.

4. If required, move the platform to the correct height to ensure that the ground coffee falls directly into the measuring cup from the spout.  
In this respect, undo the two knurled screws **(7)** and position the platform at the correct height by hand.  
Afterwards ensure that you fix the two knurled screws evenly, so that the platform is level.
5. Press the release button **(11)** and hold it down for the duration of the grinding process.
6. Release the button to end the grinding process.

## Cleaning

### CAUTION!

#### Risk of injury!

The grinder can fall over and cause injury when it is being moved.

- Always place the grinder on a stable surface that will not tilt.
- Ask another person for help if the grinder is too heavy.

### NOTE!

#### Risk of short-circuit!

Water penetrating the grinder can cause a short-circuit.

- Never immerse the grinder in water or any other liquids.
- Never clean the grinder with a water jet or high-pressure cleaner.
- Ensure that no water or other liquids enter the casing in any other way.

### NOTE!

#### Risk of damage!

Improper handling can damage the grinder.

- Do not use any harsh cleaning agents or sharp or metallic cleaning tools 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 blow gun).
- Do not use a dishwasher to clean the lid of the bean hopper. It is not dishwasher-proof and the color may fade.
- Do not lift the grinder by the hopper. Always lift the grinder by its casing using both hands.

## Cleaning the surface underneath the grinder

1. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
2. Lift the grinder by its casing with both hands and place it on another surface that is clean.
3. Clean the surface underneath the grinder and the underside of the grinder with a damp cloth and then wipe the surface dry.  
The surface underneath the grinder must be dry and free of oil and grease.
4. Place the grinder back onto the cleaned surface.

## Cleaning the casing

**i**

Clean the housing as required, but at least once a week or once per 10 kg of ground coffee beans.

1. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
2. Use the brush **(16)** to clean the spout **(10)** and the knurled screws **(7)** for adjusting the platform **(9)**.
3. Clean the housing with a damp cloth and then wipe it dry.

## Cleaning the bean hopper

**i**

The bean hopper should be cleaned daily to remove any coffee oil residue, which can have a negative effect on the taste.

1. Close the bean hopper **(1)** towards the grinding mechanism by pushing in the slider **(2)**.
2. Grind the coffee beans that remain in the grinding mechanism until the grinder runs empty.
3. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
4. Undo the securing screw **(13)**.
5. Remove the bean hopper from the grinder by lifting it upwards.
6. Temporarily transfer the coffee beans into another container if necessary.
7. Clean the interior and exterior of the bean hopper with a damp cloth and then wipe it dry.
8. Remove any excess beans from the hopper intake **(12)**.
9. Reinsert the bean hopper and fix it with the securing screw (see "Inserting the hopper" section).
10. Pour the coffee beans back into the bean hopper.
11. Open the bean hopper by pulling out the slider.
12. Reconnect the grinder to the power supply and switch on the grinder (on/off switch **(5)** in the ON position).

## Cleaning the grinding mechanism



The manufacturer recommends using the GRINDZ™ grinder cleaner.

For more information about GRINDZ™, visit [www.heycafe.com](http://www.heycafe.com).

The grinding mechanism should be cleaned every 2–5 days.

1. Close the bean hopper **(1)** towards the grinding mechanism by pushing in the slider **(2)**.
2. Set the grinding degree to the highest value (for the coarsest ground coffee) (see "Setting the grinding degree" section).
3. Grind the coffee beans that remain in the grinding mechanism until the grinder runs empty.
4. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
5. Undo the securing screw **(13)** for the bean hopper.
6. Remove the bean hopper from the grinder by lifting it upwards.
7. Pour the grinder cleaner directly into the grinding mechanism from above. Adhere to the quantities indicated by the manufacturer of the grinder cleaner you are using.
8. Remove any excess grinder cleaner from the hopper intake **(12)**.
9. Reinsert the bean hopper and fix it with the securing screw (see "Inserting the hopper" section).
10. Reconnect the grinder to the power supply and switch on the grinder (on/off switch **(5)** in the ON position).
11. Place a bowl under the spout **(10)** to catch the grinder cleaner.
12. Actuate the grinding process (several times if required) until the grinder cleaner has been completely ground.
13. Then remove any leftover cleaning particles by grinding the same amount of coffee beans as the grinder cleaner used.
14. Dispose of the ground grinder cleaner and the ground coffee beans in commercial/domestic waste.

## Cleaning the flapper



The flapper should be cleaned as required.

1. Switch off the grinder (on/off switch **(5)** in the OFF position) and remove the power plug **(6)** from the socket.
2. Remove the spout cover **(4)** from the grinder (see **Fig. E**).  
The spout cover is held by four magnets. You can simply pull it off forwards.

3. Disassemble the spout (**10**) by removing the stainless steel spout from the grinder housing spout (see **Fig. F**).  
Push the stainless steel spout upwards and turn it clockwise to detach it. Then pull the stainless steel spout off the grinder housing spout downwards.
4. Undo the four screws (**14**) which fix the grinder housing spout (see **Fig. E**).
5. Remove the stainless steel spout from the grinder towards the front (see **Fig. F**).  
The flapper (**15**) is located behind the grinder housing spout.
6. Remove the flapper.
7. Clean the flapper with lukewarm water and then dry it.
8. Position the flapper correctly in the grinder again.
9. Reinsert the spout and fix it by screwing in the screws.
10. Reattach the stainless steel spout to the grinder housing spout.
11. Replace the spout cover.  
The four magnets fix the spout cover in the correct position on the grinder.

## Troubleshooting

Problem	Cause	Solution
The grinder is not grinding.	• The power plug has not been inserted.	→ Insert the power plug into a properly installed socket.
	• The back-up fuse has tripped.	→ Check the back-up fuse. Return it to its original state or replace it. Check if other loads are connected to this fuse and if so, unplug them. If the fuse trips repeatedly, contact your supplier (see "Maintenance and service" section).
	• The thermal fuse has tripped.	→ Place the on/off switch in the OFF position and remove the power plug from the socket to interrupt the power supply. The fuse must be exchanged before the grinder can be put back into service. Contact your supplier (see "Maintenance and service" section).
The grinder is humming but not grinding.	• The grinding mechanism is blocked. / The grinding degree is too fine.	→ Set the grinding degree to the highest value (for the coarsest ground coffee) and start the grinding process. The grinder will free itself. Then set the desired grinding degree during operation. → Clean the grinding mechanism (see "Cleaning the grinding mechanism" section).
	• Ground coffee has built up in the grinder because of overfilling the collecting container.	→ Use the brush to clean the spout with the grinder switched off. Set the grinding degree to the highest value (for the coarsest ground coffee) and start the grinding process. The grinder will free itself. Then set the desired grinding degree during operation.
	• A foreign object is in the grinding mechanism.	→ Clean the grinding mechanism (see "Cleaning the grinding mechanism") section and remove the foreign object. If the foreign object cannot be removed, contact your supplier (see "Maintenance and service" section).

Problem	Cause	Solution
The grinder is not grinding finely enough.	<ul style="list-style-type: none"> <li>The grinding discs are worn out or need to be readjusted.</li> </ul>	→ Contact your supplier (see "Maintenance and service" section).
The grinder's dosing accuracy is decreasing.	<ul style="list-style-type: none"> <li>The spout and the flapper are clogged. Too much ground coffee has built up firmly inside the grinder.</li> <li>The grinder spout is damaged. / The flapper is worn.</li> </ul>	<p>→ Use the brush to clean the spout with the grinder switched off and clean the flapper (see "Cleaning the flapper" section).</p> <p>→ Contact your supplier (see "Maintenance and service" section).</p>
The bean hopper cannot be inserted.	<ul style="list-style-type: none"> <li>There are beans in the hopper intake.</li> </ul>	→ Remove the beans from the bean hopper intake.

## Technical data

Model:	Jack
Voltage / frequency:	220–240 V AC; 50/60 Hz 100–127 V AC; 50/60 Hz
Power:	200 W
Protection class:	I ⊕
Protection type (grinder):	IPX1
Back-up fuse:	16 A-slow
Idle speed:	1200 rpm (220–240 V AC) 1400 rpm (100–127 V AC)
Grinding capacity*:	1.5 -3.0 g/s (Mocha – French Press)
Max. daily output*:	10 kg/day
Max. permitted operating cycle:	15 s, 45 s off
Noise emission:	65 dB (A)
Dimensions:	138 × 245 × 380 mm (WxDxH)
Weight (net):	6.2 kg
Funnel fill amount:	max. 250 g

\* The grinding capacity and the max. daily output depend on the selected bean type, the selected grinding degree and the power frequency.

## Disposal

### Disposing of the packaging



Dispose of the packaging by correctly sorting the recyclable materials. Dispose of cardboard as paper waste and plastic as recyclable materials.

### Disposing of the grinder



Electrical appliances are labeled with the symbol opposite. Used appliances may not be thrown into commercial/domestic waste!

Consumers are **legally obliged to dispose of old appliances separately from commercial/household waste**, e.g. at a collection point in the community/urban district, for the purpose of reuse or disposal.

The old appliance can also be returned to the supplier free of charge. This ensures that old appliances are recycled correctly and reduces harmful effects on the environment. If personal data is stored on the old appliance, consumers are responsible for ensuring that it is deleted.

## Maintenance and service

- If service or maintenance is required, contact an authorized customer service center for HeyCafe products. The customer service department can answer any questions you may have regarding repair and maintenance of your product or spare parts.

Blown-up drawings and information about spare parts are also available at:



<https://hemro.net/jack>

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

- For all inquiries and spare parts orders, please be sure to include the article and serial number as stated on the grinder's type plate.

You can also refer to the videos about the Jack on the YouTube channel of HeyCafé for useful information on handling the grinder.

- Scan the QR code below to go directly to the YouTube channel with the videos about the Jack:



<https://hemro.net/3KvtRxp>





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