



HEMRO

HeyCafé Buddy / Buddy Doser –
Level 1 Training

Hemro Academy – December 2022



Agenda

- 1 Product overview
- 2 Frequently encountered challenges
- 3 Information handouts

HeyCafé Buddy: model and option overview

Bean hoppers

- 1.200g : standard configuration Buddy
- 1.500g : standard configuration Buddy Doser

Burrs & grinding speed

- : 64mm flat burrs made in Germany by Mahlkönig
- : 2.5-3 grams per second

Manufacturing site

- : Changzhou, China

Motor power

- : 350W

Motor configurations

- : 100V 50Hz, 100V 60Hz
- : 110 60Hz
- : 220-240V 50Hz, 220-240V 60Hz

Standard colors

- : black, white

Target group

- : low to medium volume coffee shops up to 30kg per week

Dimensions (Buddy / Buddy Doser)

- : 35×21×55 cm / 35×21×61 cm

Packaging dimensions

- : 37x58x71 cm

Net weight (Buddy / Buddy Doser)

- : 11,5 kg / 13 kg

Gross weight (Buddy / Buddy Doser)

- : 14 kg / 14 kg



Model Buddy

Model Buddy Doser

HeyCafé Buddy: notable features at a glance

Design and performance features in a value offering



Universal portafilter holder and stepless grind size adjustment



3.5-inch touchscreen with programmable recipes and intuitive grinder control



Durable aluminum body design with small footprint and low noise emissions



64mm flat burrs made by Mahlkönig for high grinding quality and output

*Buddy Doser not depicted

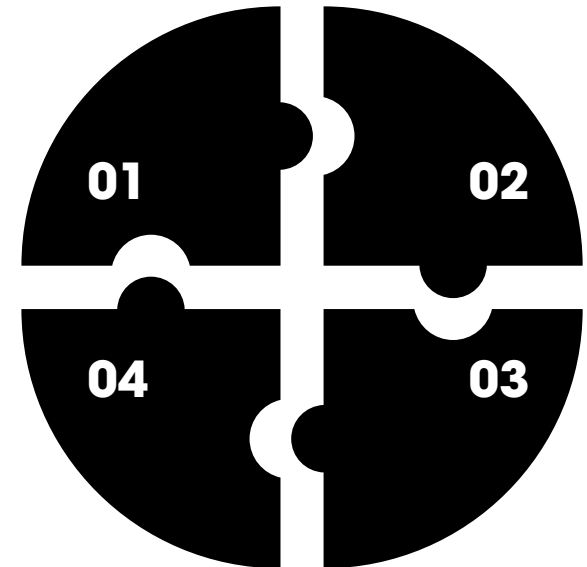
HeyCafé Buddy & Buddy Doser: key sales arguments

01 High grinding quality and performance in a value package employing Hemro Group premium components made in Germany by Mahlkönig

02 Quality design that combines an efficient footprint, durable full-metal body construction and easy access to frequent service areas

03 Intuitive touchscreen interface with programmable recipes for optimal barista workflow and simple grinding statistics monitoring

04 Global certification compliance and distribution support by Hemro Group





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Disclaimer

**WARNING:**

The contents shown in this section are meant to support qualified technicians and trained staff only. Only parts that comply with the original appliance specification may be used for repairs. Errors in opening or assembling the machine may cause injuries and/or damages and malfunctions. If the machine is opened by an unauthorized person the manufacturer's liability and warranty expire.

Often overlooked in the quest for best taste and operations performance: the relevance of equipment maintenance

Benefits of regular grinder maintenance

More aroma extraction due to lower grinding temperatures

Exact recipe execution due to higher dosing consistency

Clearer taste due to lack of coffee residues and cross contamination

Reduced costs due to longer equipment life, esp. burrs

“Insufficient maintenance of key equipment always results in poor quality in the cup regardless of raw materials”

Hemro service resources: Product Management Sharepoint for most recent documentations and knowledge

Hemro - Product Management

+ New Page details Analytics

HEMRO
CREATING QUALITY COFFEE MOMENTS

Mahlkönig

Anfim

HeyCafe








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Brand Logos - Download

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PM Product Management

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Documents > 03_HeyCafe > Buddy_Buddy Doser

Name ▾

- 01_Product presentation
- 02_Product pictures and 3D models
- 03_Instruction manuals
- 04_Spare parts
- 05_Service videos & FAQs

Downloadable knowledge repository for all of Hemro's products including most recent:

- Product presentations
- Product pictures
- Instruction manuals
- Spare part lists, recommended spare part lists, spare part locator tools
- Service videos, frequently asked questions, How-To's, wiring diagrams, etc.

If you do not yet have access, please reach out to productmanagement@hemrogroup.com to receive it today

HeyCafé Buddy / Buddy Doser: frequent challenges (1/2)

Problem	: grinder clogging and excessive static charging of coffee powder, especially in 60Hz countries
Causes	: flapper material and assembly brackets worn out
Solution	: replace flapper and flapper bracket



Deteriorated flapper and broken bracket



Clogged spout



Clean and replaced flapper and flapper bracket

HeyCafé Buddy / Buddy Doser: frequent challenges (2/2)

- Problem** : on-demand button fails after a short period of time
- Cause** : on-demand button diameter is not large enough and button spring is too weak
- Solution** : replacement switch with large diameter and higher cycle rating



Old on-demand switch



New on-demand switch



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Recommended tools for Hemro maintenance and service

Tools	Reference parts
<ul style="list-style-type: none"> ▪ 1x ¼ inch torque wrench ▪ 1x universal ¼ inch bit set in short and long configurations ▪ 1x 13mm combination wrench ▪ 1x Wire cutter ▪ 1x Telescope magnet for lost screws ▪ 1x Cable stripper ▪ 1x Long pliers ▪ Pulling tool Mahlkönig EK43, DK15, VTA6S ▪ Pulling tool Mahlkönig Guatemala 2.0 ▪ Burr change tool 65mm (Mahlkönig E65S, Mahlkönig E65S GbW, Anfim Pratica, Anfim Solida) ▪ Burr change tool 80mm (Mahlkönig E80, Mahlkönig E80 GbW, Ditting 807) ▪ Burr alignment tool Mahlkönig K30x ▪ Burr alignment tool Mahlkönig EK43 ▪ Special grease NSF/H1 50g ▪ Special lubrication NSF/H1 60g ▪ Soft bristle brush ▪ Multimeter (20A) ▪ Digital coffee scale ▪ Windows-PC for software updates 	<ul style="list-style-type: none"> ▪ Würth 071471 91 ▪ Würth 061425059 ▪ Würth 071330213 ▪ Würth 071401571 ▪ Würth 07153535 ▪ Würth 071401570 ▪ Würth 071401578 ▪ Hemro 703750 ▪ Hemro 703048 ▪ Hemro 700974 ▪ Hemro 703290 ▪ Hemro 306590 ▪ Hemro 105866 ▪ Hemro 105168 ▪ Hemro 309336 ▪ / - Any ▪ / - Any ▪ / - Any ▪ / - Any

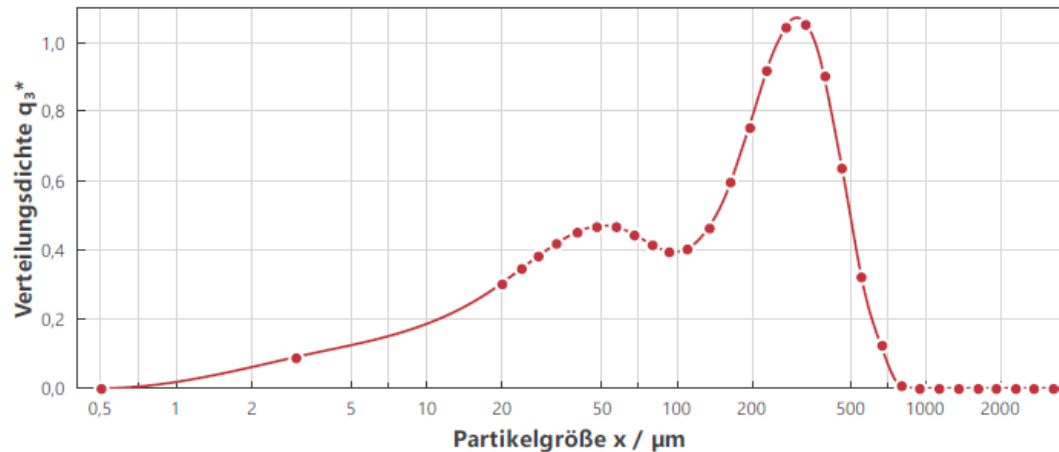
HeyCafé Buddy: reference particle analysis (1/3)

Finest setting

PARTIKELGRÖSSENVERTEILUNG

PAQXOS 4.1 FREE

$x_{10,3} = 12,93 \mu\text{m}$ $x_{50,3} = 135,34 \mu\text{m}$ $x_{90,3} = 404,62 \mu\text{m}$ $\text{SMD} = 39,66 \mu\text{m}$ $C_{\text{opt}} = 10,06 \%$



SYSTEM

Gerät HELOS (H4132) & RODOS/T4, R7
Referenz 2022-08-22 15:05:58
Software PAQXOS 4.1

TRIGGERBEDINGUNG

Start Kanal 24 $\geq 1,2 \%$
Gültig immer
Stop 5 s Kanal 21 $\leq 1,2 \%$ oder 80 s Echtzeit

DISPERGIERMETHODE

Druck 2 bar
Unterdruck 103 mbar
Drehzahl 0 %

Dosierer VIBRI
Förderrate 65 %
Spaltweite 7 mm

Comments

- On finest factory setting HeyCafé Buddy produces ca. 200 μm of median particle size
- For comparable results to series production image analyses ca. 60 μm need to be added to the median particle size value x50
- Note: particle distribution results are a momentary snapshot of the particular grinder in analysis. Results will vary significantly according to coffee type, grinder calibration and analysis equipment

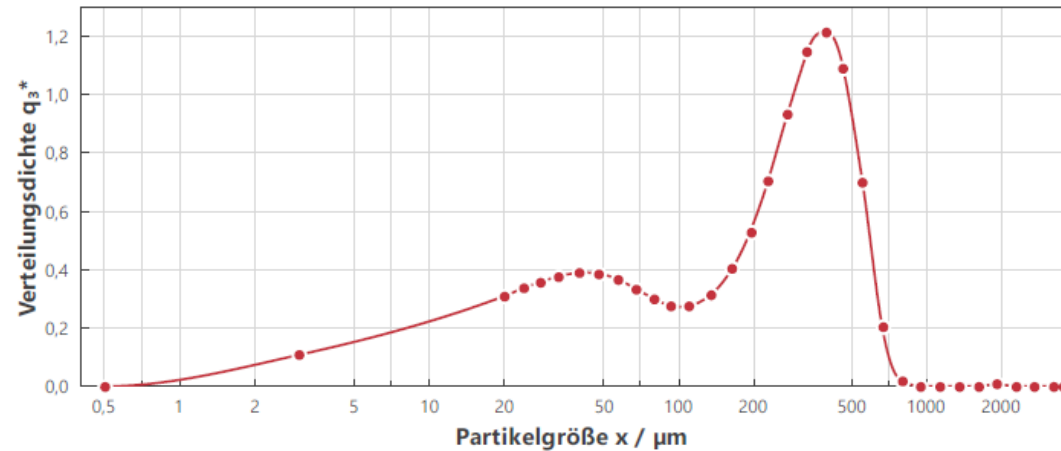
HeyCafé Buddy: reference particle analysis (2/3)

Espresso setting

PARTIKELGRÖSSENVERTEILUNG

PAQXOS 4.1 FREE

$x_{10,3} = 10,93 \mu\text{m}$ $x_{50,3} = 172,03 \mu\text{m}$ $x_{90,3} = 474,77 \mu\text{m}$ $\text{SMD} = 36,99 \mu\text{m}$ $C_{\text{opt}} = 9,54 \%$



SYSTEM

Gerät HELOS (H4132) & RODOS/T4, R7
 Referenz 2022-08-22 16:41:19
 Software PAQXOS 4.1

TRIGGERBEDINGUNG

Start Kanal 24 $\geq 1,2 \%$
 Gültig immer
 Stop 5 s Kanal 21 $\leq 1,2 \%$ oder 80 s Echtzeit

DISPERGIERMETHODE

Druck 2 bar
 Unterdruck 105 mbar
 Drehzahl 0 %

Dosierer VIBRI
 Förderrate 65 %
 Spaltweite 7 mm

Comments

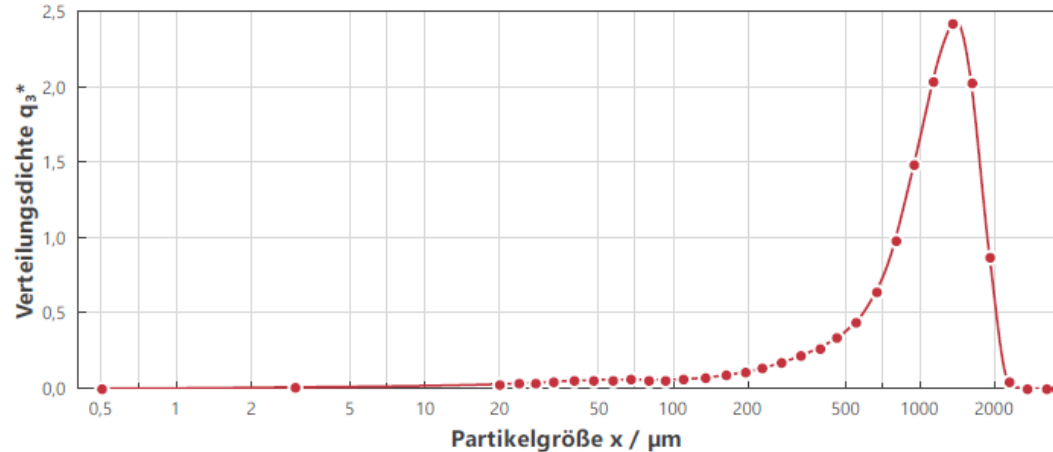
- On espresso setting HeyCafé Buddy produces ca. 240 μm of median particle size
- For comparable results to series production image analyses ca. 60 μm need to be added to the median particle size value x_{50}
- Note: particle distribution results are a momentary snapshot of the particular grinder in analysis. Results will vary significantly according to coffee type, grinder calibration and analysis equipment

HeyCafé Buddy: reference particle analysis (3/3)

Coarsest setting

PARTIKELGRÖSSENVERTEILUNG PAQXOS 4.1 FREE

$x_{10,3} = 299,91 \mu\text{m}$ $x_{50,3} = 1106,15 \mu\text{m}$ $x_{90,3} = 1680,49 \mu\text{m}$ SMD = 285,97 μm $C_{\text{opt}} = 4,18 \%$



SYSTEM

Gerät HELOS (H4132) & RODOS/T4, R7
Referenz 2022-08-22 15:08:38
Software PAQXOS 4.1

TRIGGERBEDINGUNG

Start Kanal 24 $\geq 1,2 \%$
Gültig immer
Stop 5 s Kanal 21 $\leq 1,2 \%$ oder 80 s Echtzeit

DISPERGIERMETHODE

Druck 2 bar
Unterdruck 103 mbar
Drehzahl 0 %

Dosierer VIBRI
Förderrate 65 %
Spaltweite 7 mm

Comments

- On coarsest factory setting HeyCafé Buddy produces ca. 1.200 μm of median particle size
- For comparable results to series production image analyses ca. 60 μm need to be added to the median particle size value x50
- Note: particle distribution results are a momentary snapshot of the particular grinder in analysis. Results will vary significantly according to coffee type, grinder calibration and analysis equipment

Analysis performed on Sympatec Helos laser diffraction equipment.



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