

# Sage™ by Heston Blumenthal® Customer Service Centre

**Freephone (UK Landline):** 0808 178 1650

**Mobile Calls (National Rate):** 0333 0142 970

[www.sageappliances.co.uk](http://www.sageappliances.co.uk)

[customerservice@sageappliances.co.uk](mailto:customerservice@sageappliances.co.uk)

**Register your product and get  
more from your purchase**

Product registration takes only a few minutes and ensures a record of your purchase. Registration also makes it easier to get support and advice on any questions or issues that you might have in the future. If you wish, we can also send you free recipes and additional hints and tips on making the best of your appliance.

Go to [www.sageappliances.co.uk](http://www.sageappliances.co.uk)  
and click on 'Product Registration'.

**What's on your mind?**

Our constant aim is to improve the quality and features of our appliances. We welcome your comments and ideas in assisting our ongoing development.

Go to [www.sageappliances.co.uk](http://www.sageappliances.co.uk)  
and click on 'Support'.

## *the Smart Grinder™ Pro*

Instruction Booklet



**BCG820BSSUK**

(Suits all colour models)

**Sage™ by heston  
blumenthal®**

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**BCG820BSSUK Issue - C14**

**Sage™ by heston  
blumenthal®**

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At Sage™ by Heston Blumenthal® we are very safety conscious. We design and manufacture appliances with your safety foremost in mind. We also ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.

## IMPORTANT SAFEGUARDS

**READ ALL INSTRUCTIONS  
BEFORE USE AND SAVE FOR  
FUTURE REFERENCE**

- Before using for the first time please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns please contact your local electricity company.
- Your Sage™ by Heston Blumenthal® appliance includes a BS 13 amp moulded mains plug on the supply cord.
- Should you need to change this plug, please complete the rewiring as follows (after safe disposal of the moulded plug).
  - Please note that a cut off plug inserted into a socket is a serious danger risk.
- Wires are coloured as follows:
  - Blue = Neutral
  - Brown = Live
- As the colours of the wire may not correspond with the coloured markings which identify the terminals in your plug, please refer to the following:
  - The Blue wire must be connected to the terminal which is marked 'N'.
  - The Brown wire must be connected to the terminal which is marked with the letter 'L'.
- Please note that if a 13 amp plug is used, a 13 amp fuse should be used.
- Remove and safely discard any packaging material and promotional labels before using the Sage Smart Grinder™ Pro for the first time.

## WE RECOMMEND SAFETY FIRST

- To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the power plug of the Sage Smart Grinder™ Pro.
- Do not place the Sage Smart Grinder™ Pro near the edge of a bench or table during operation.
- Do not place the Sage Smart Grinder™ Pro on or near a hot gas burner, electric element or where it could touch a heated oven.
- Do not operate the Sage Smart Grinder™ Pro on a sink drain board.
- Ensure that the surface is level, clean and free of water.
- The Sage Smart Grinder™ Pro is not intended to be operated by means of an external timer or separate remote control system.
- To protect against electric shock, do not immerse the grinder base, power cord or power plug in water or allow moisture to come in contact with these parts.
- Always switch the Sage Smart Grinder™ Pro off at the power outlet and unplug if Sage Smart Grinder™ Pro is to be left unattended, if not in use, before cleaning, before attempting to move, disassembling, assembling and when storing.
- The Sage Smart Grinder™ Pro is not intended for use by young children or infirm persons unless they have been adequately supervised by a responsible person to ensure they can use the Sage Smart Grinder™ Pro safely.
- Do not use attachments other than those provided with the Sage Smart Grinder™ Pro.
- Do not operate the Sage Smart Grinder™ Pro without locking the bean hopper lid in position. Keep fingers, hands, hair, clothing and utensils away from the bean hopper during operation.
- The coffee grinder should not be switched on until the bean hopper and hopper lid are locked into position in the grinding chamber.

## WE RECOMMEND SAFETY FIRST

- Do not operate the Sage Smart Grinder™ Pro for longer than 2 minutes as this could cause overheating. Allow the Sage Smart Grinder™ Pro to cool down for 20 minutes after long operation.
- Do not use the Sage Smart Grinder™ Pro for any other purpose than grinding coffee beans.
- Do not use pre ground coffee in bean hopper. The Sage Smart Grinder™ Pro will not grind food that is sticky, or extremely hard, or make pastes of any fruits, seeds or herbs ie. curry pastes, nut batters.
- Keep the Sage Smart Grinder™ Pro and accessories clean. Follow the Care and Cleaning instructions provided on Page 18.
- The installation of a residual current device (safety switch) is recommended to provide additional safety protection when using electrical appliances. It is advisable that a safety switch with a rated current not exceeding 30mA be installed in the electrical circuit supplying the appliance. See your electrician for professional advice.
- This appliance shall not be used by children. Keep the appliance and its cord out of reach of children.
- Appliances can be used by 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 appliance in a safe way and if they understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.

## IMPORTANT SAFEGUARDS FOR ALL ELECTRICAL APPLIANCES

- This appliance is for household use only.
- Unwind power cord fully before use.
- Do not let power cord hang over the edge of a table or counter, or touch hot surfaces.
- Do not use the appliance for anything other than its intended purpose as described in this instruction book. Do not use outdoors. Do not use in moving vehicles or boats.
- Close supervision is necessary when any appliance is used by or near children.
- Regularly inspect the supply power cord and actual appliance for any damage. Do not operate if damaged in any way or after the appliance malfunctions. Immediately cease use of the appliance and call Sage™ on 0808 178 1650.

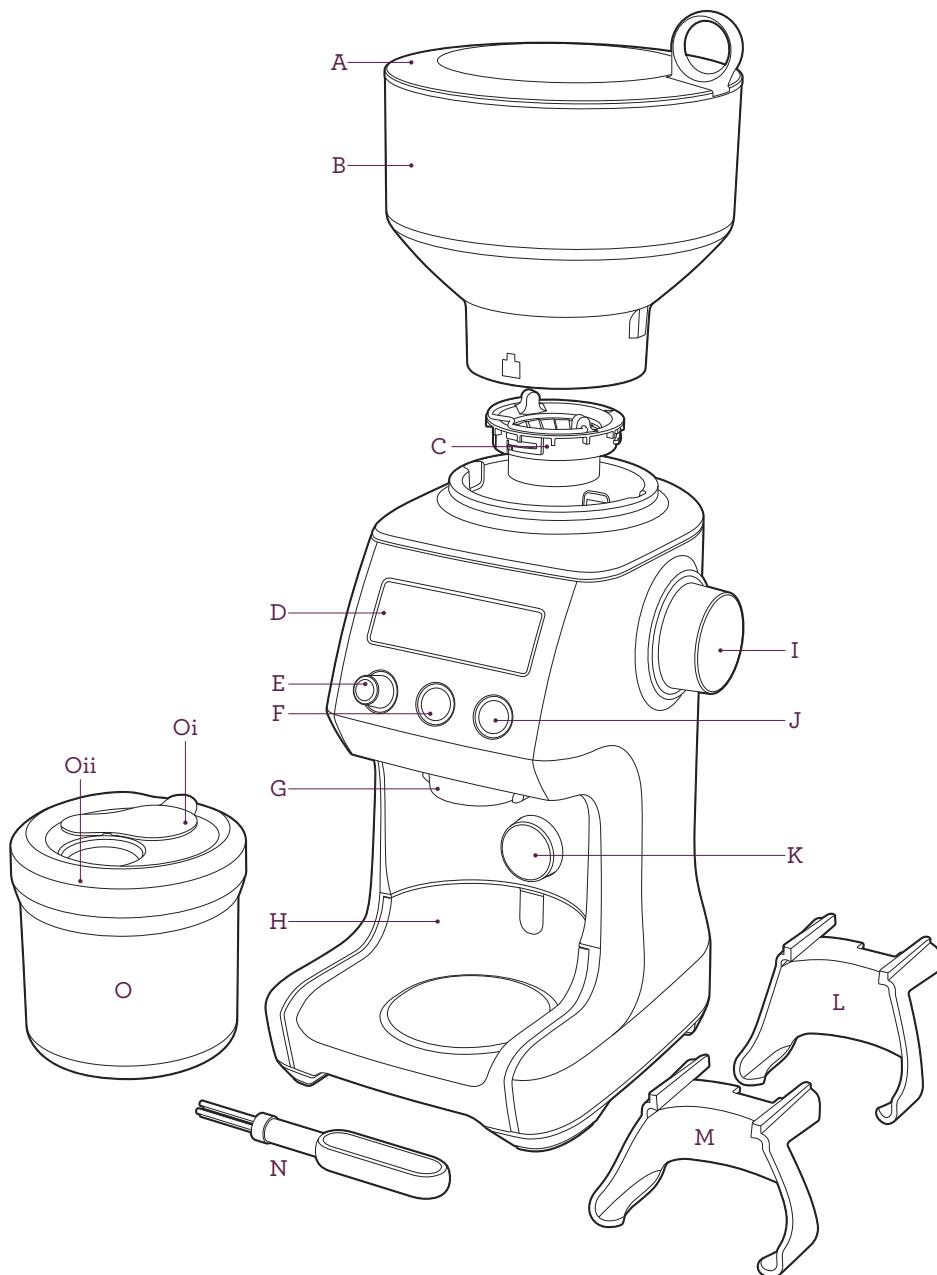
- If the supply cord is damaged it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- For any maintenance other than cleaning, please contact Sage™ Customer Service on 0808 178 1650 or go to sageappliances.co.uk.
- Consult a qualified electrician if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.
- Children should be supervised to ensure that they do not play with the appliance.
- Misuse may cause injury.
- Any maintenance other than cleaning should be performed by an authorised Sage Service Centre.



The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

**FOR HOUSEHOLD USE ONLY  
SAVE THESE INSTRUCTIONS**

## KNOW YOUR NEW APPLIANCE



## KNOW YOUR NEW APPLIANCE

- A. Bean Hopper Lid  
Air tight seal to maximise bean freshness.
- B. Bean Hopper  
450g bean hopper with locking system for easy removal and bean transfer.
- C. Hardened Stainless Steel Conical Burrs  
Maximises particle size for full flavour potential.  
- Removable and Adjustable Upper Burr
- D. Backlit LCD Screen  
Displays grind setting, grind size, number of shots or cups and current grind time.
- E. GRIND AMOUNT|PROGRAM Dial  
Adjusts programmed amount to increase or decrease dose.
- F. SHOTS|CUPS Button  
Selects number of shots or cups.
- G. Grind Outlet
- H. Grind Tray  
Catches grind overflow.  
Removable for easy cleaning.
- I. Grind Size Dial  
60 custom grind settings from espresso to plunger.
- J. START|PAUSE|CANCEL Button  
Starts, Pauses and Cancels operation.
- K. Portafilter Activation Switch  
Activates or cancels grinder with a press of the portafilter.

## ACCESSORIES

- L. Portafilter Cradle 50–54mm
- M. Portafilter Cradle 58mm
- N. Conical Burr Cleaning Brush
- O. Grinds Container  
For storing ground coffee.  
Oi - Container Cap  
Oii - Container Lid

## NOT SHOWN

**Grinding Chamber**  
Minimises static of beans before dispensing.

**Automatic Thermal Safety Shut Off**  
Protects motor from overheating.

**Power Saving/Sleep Mode**  
Unit powers down to standby after 5 minutes of non use.

## Cord Storage

## OPERATING YOUR NEW APPLIANCE

### GRINDER OVERVIEW

Your Smart Grinder™ Pro uses hardened stainless steel Concial Burrs to grind whole bean coffee suitable for a range of brewing methods, from the finest setting for espresso to the coarsest setting for plunger. You are able to select the amount of shots or cups with a single button. The grind amount (dose) for all coffee types is controlled by a digital timer. The default dose for each brew method can be adjusted by turning the Grind Amount Dial and changing the time the grinder will run. Once you have the desired dose, you can press and hold the PROGRAM button to set your custom time. You can grind directly into a portafilter, grinds container or drip coffee filter basket.

### BEFORE FIRST USE

Remove and safely discard all promotional labels and packing materials attached to your Sage product.

Wash hopper, cradles, grind container, container lid and cleaning brush in warm soapy water and dry thoroughly. Wipe exterior of grinder with a soft damp cloth and dry thoroughly. Place grinder on flat level surface and plug power cord into 230-240V outlet and switch Power 'ON'.

### ENERGY SAVING FEATURE

The grinder will automatically switch off if not used after 5 minutes.

To reactivate the machine whilst in POWER SAVING/SLEEP MODE, press any button on the grinder control panel.

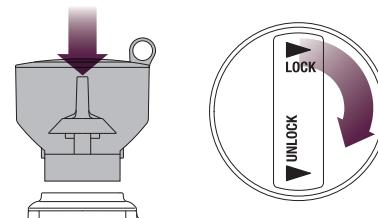
### NOTE

If bean hopper has not been locked into position, 'PLEASE LOCK HOPPER' message will be displayed on the LCD screen disabling the operation of the grinder for safety.

### ASSEMBLING YOUR SAGE SMART GRINDER™ PRO

#### Bean Hopper

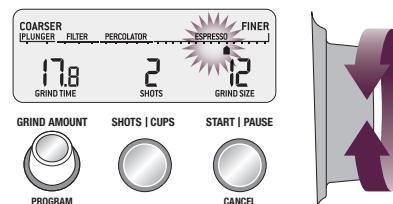
Align tabs on the base of the bean hopper and insert hopper into position. Turn the bean hopper dial 90° to lock into position. Fill with fresh coffee beans and secure lid on top of bean hopper.



The bean hopper can be removed by turning dial anti clockwise and lifting hopper to pull out. The locking system allows you to remove and transfer beans in the hopper to a storage container safely.

Within each brew method (espresso, percolator, filter or plunger), there is a range of grind size settings. Between each brew method the grind size settings will differ. This is due to each method requiring different grind sizes for optimum extraction.

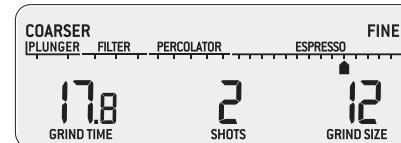
Experiment with different grind size settings by rotating the Grind Size dial to achieve the brew that best suits your taste.



## OPERATING YOUR NEW APPLIANCE

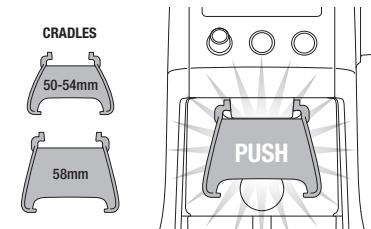
### GRINDING FOR ESPRESSO COFFEE

Use single wall filter baskets when grinding fresh coffee beans. Use the finer 1-30 settings in the ESPRESSO range.



### STEP 1:

Insert the appropriate portafilter cradle size. Insert your portafilter into the cradle.



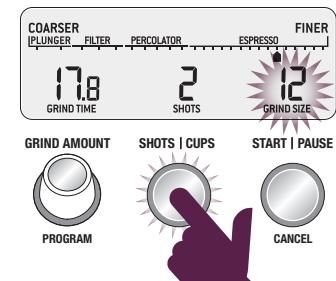
### NOTE

You can change the amount already selected during operation by pressing the SHOTS|CUPS button. Maximum number of shots with the cradle inserted is 2.

### STEP 2:

#### Selecting your SHOTS|CUPS

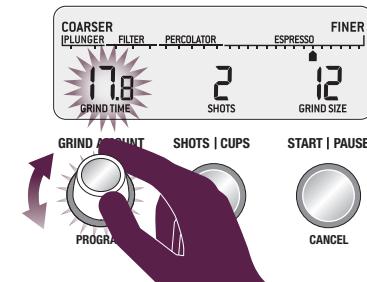
Select the desired amount of ground coffee required by pressing the SHOTS|CUPS button.



Continue pressing the SHOTS|CUPS button until desired amount is displayed.

The maximum number of shots or cups for each brew method is shown in the coffee chart below. The amount dispensed will vary depending on the brew method selected and the grind amount.

Rotate the Grind Amount Dial to adjust the grinding time to achieve the correct amount of coffee. Increasing time will increase the dose and decreasing the time will decrease the dose.



### COFFEE CHART

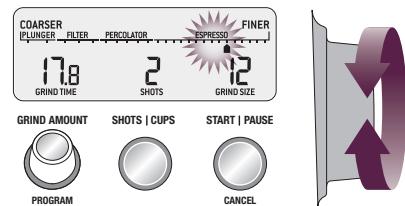
BREW METHOD	ESPRESSO	PERCOLATOR	Drip Filter	PLUNGER
GRIND SETTING	FINE	MEDIUM	MEDIUM COARSE	COARSE
GRIND SIZE	1-30	31-45	46-54	55-60
AMOUNT	1 UP TO 8 SHOTS	1 UP TO 12 CUPS	1 UP TO 12 CUPS	1 UP TO 12 CUPS

## OPERATING YOUR NEW APPLIANCE

### STEP 3:

#### Select your grind size

For espresso, we recommend selecting Grind Size setting 12 as a starting point and moving the Grind Size dial Coarser or Finer to adjust the flow of espresso as required. This should be done in conjunction with setting the grind amount (dose).



You will need to extract a shot of espresso to determine if a change in grind size and/or grind amount is necessary to achieve the correct rate of flow. Traditionally, a single shot of espresso is defined as ~30ml in 30 seconds and a double shot of espresso as ~60mls in 30 seconds.

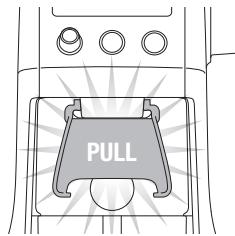
#### NOTE

If the Grind Size Dial is tight, run the grinder by pressing the START|PAUSE|CANCEL button while turning the Grind Size Dial. This will release coffee grounds caught between the burrs.

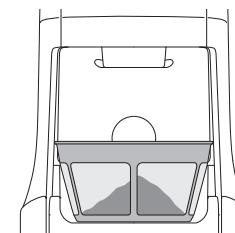
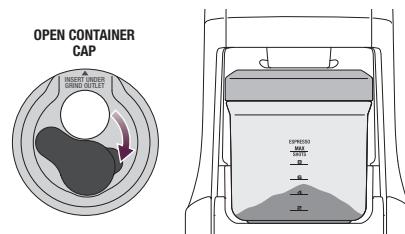
### GRINDING INTO GRINDS CONTAINER OR COFFEE FILTER

#### STEP 1:

Remove cradle by sliding out from under the grind outlet.



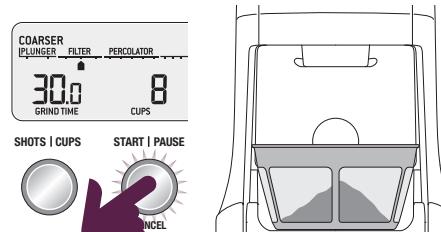
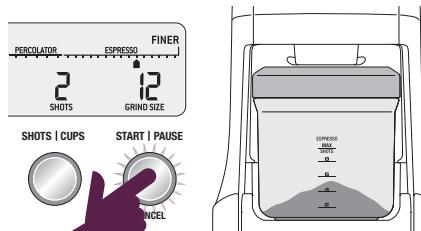
Slide in grinds container with cap open or coffee filter directly under grind outlet.



- Select the required amount of ground coffee by pressing the SHOTS|CUPS button.

## OPERATING YOUR NEW APPLIANCE

- Press the START|PAUSE|CANCEL button to start grinding operation.



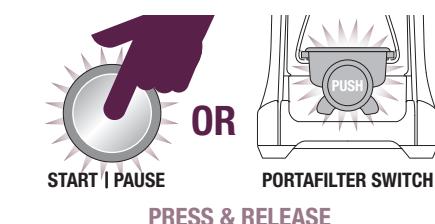
You can grind into grinds container without the lid. However, we recommend keeping the lid on to prevent coffee grinds from escaping.

### FEATURES OF YOUR SAGE SMART GRINDER™ PRO

#### Automatic Grinding

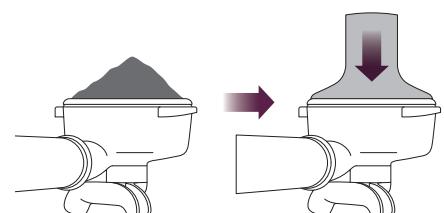
Grinding automatically allows you to grind hands-free. The grinder will automatically stop when the preset amount of coffee is dispensed.

- Press and release either the START|PAUSE|CANCEL button or push the handle of your portafilter once. This will activate the PORTAFILTER SWITCH.
- Grinding will automatically stop when the preset amount is dispensed.



#### PRESS & RELEASE

It is normal for the correct amount of coffee to appear overfilled in your portafilter. Untamped coffee is approximately three times the volume of tamped coffee.



#### NOTE

Programming a custom grind amount/time only sets it for that particular brew method. This will not change the other Shots or Cups settings.

## OPERATING YOUR NEW APPLIANCE

### Pause Function

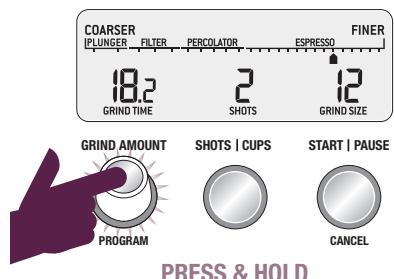
You can pause the grinder during operation allowing you to collapse or settle the coffee in the portafilter.

- Press and release the START|PAUSE|CANCEL button to start the grinding operation.
- During grinding, press the START|PAUSE|CANCEL button again to pause the operation for 10 seconds.
- Press again within this time to resume grinding the remaining dose.



### Program Function

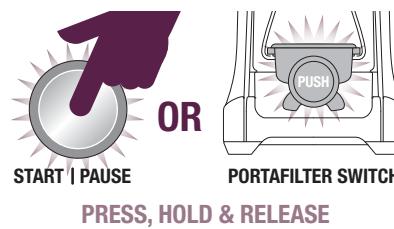
Once you have set your required dose, you can program this time into the number of shot(s) currently displayed on the LCD. Press and hold the PROGRAM button, grinder will beep twice to confirm. Only the shot displayed will be programmed, all other shots will remain unchanged.



### Manual Grinding

Grinding manually allows you to have complete control over how much coffee is dispensed.

- Press and hold either the START|PAUSE|CANCEL button or push the handle of your portafilter to activate the PORTAFILTER SWITCH for as long as you require.
- Release START|PAUSE|CANCEL button or PORTAFILTER SWITCH and grinding will stop.



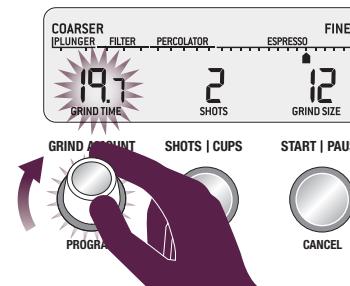
## OPERATING YOUR NEW APPLIANCE

### ADJUSTING YOUR GRIND AMOUNT

The Grind Amount Dial gives you the ability to modify the preset SHOTS|CUPS amounts to deliver more or less ground coffee into your portafilter or grinds container.

#### Increasing the Grind Amount

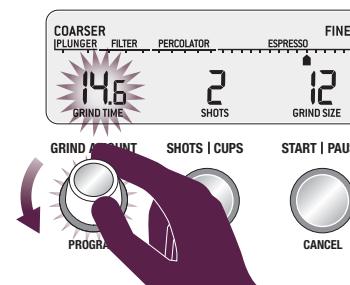
To increase the grind amount selected, turn the GRIND AMOUNT dial to the right. Each adjustment will increase the grind time by 0.2 of a second.



#### Decreasing the Grind Amount

To decrease grind amount selected, turn the Grind Amount Dial to the left.

Each adjustment will decrease the grind time by 0.2 of a second.



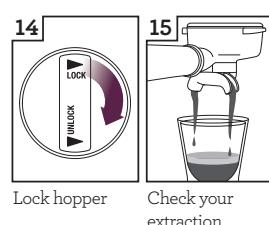
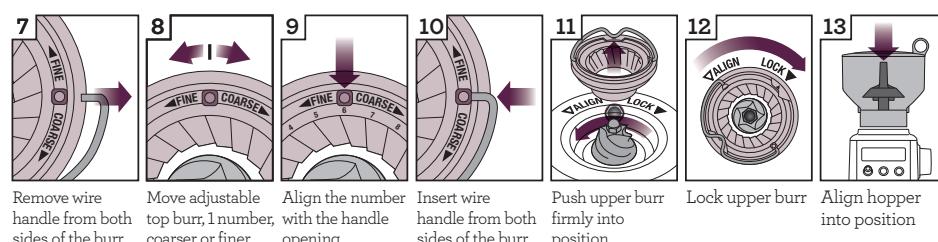
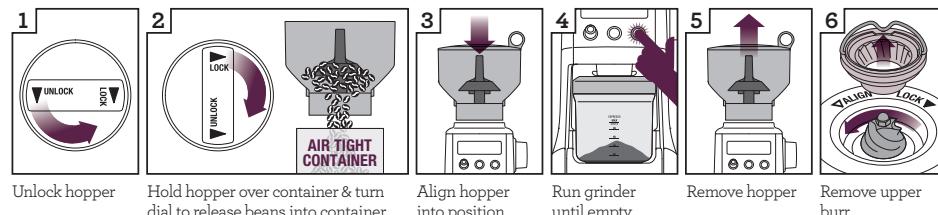
### NOTE

To RESET the grind amount/time to the default settings, press and hold the SHOTS|CUPS button until a long beep sounds.

## OPERATING YOUR NEW APPLIANCE

### ADJUSTING CONICAL BURRS

Some types of coffee may require a wider grind range to achieve an ideal extraction or brew. A feature of your Smart Grinder™ Pro is the ability to extend this range with an adjustable upper burr. We recommend making only one adjustment at a time.



## CARE, CLEANING & STORAGE

### CARE, CLEANING & STORAGE

1. Empty beans from the hopper and grind out any excess beans (see below).
2. Unplug power cord from power outlet before cleaning.
3. Wash the grind container and lid, bean hopper and lid in warm soapy water, rinse and dry thoroughly.
4. Wipe and polish exterior of appliance with a soft damp cloth.

#### NOTE

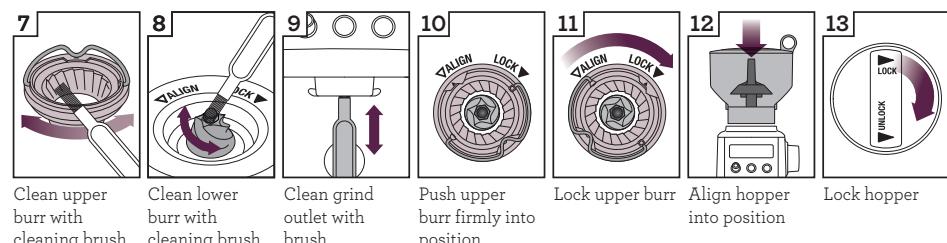
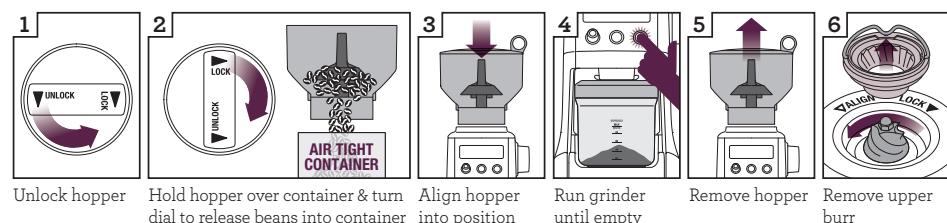
Do not use alkaline or abrasive cleaning agents, steel wool or scouring pads, as these can damage the surface.

#### NOTE

Please do not clean any grinder parts or accessories in the dishwasher.

### CLEANING CONICAL BURRS

Regular cleaning helps the burrs achieve consistent grinding results which is especially important when grinding for espresso coffee.



## MAKING BETTER QUALITY COFFEE

- Freshly ground coffee is the key to making coffee with more flavour and body.
- Coffee flavour and strength is a personal preference. Vary the type of coffee beans, amount of coffee and fineness of grind to achieve the flavour you prefer.
- Use freshly roasted coffee beans with a 'roasted on' date to maximise flavour, not a use-by or best before date.
- Use coffee beans between 5 and 20 days after the 'roasted on' date for optimal freshness.
- Store coffee beans in a dark, cool and dry place. Vacuum seal if possible.
- Buy in small batches to reduce the storage time.
- Once coffee is ground, it quickly loses its flavour and aroma. For the best results, grind beans immediately before brewing.
- Do not store beans in the bean hopper. Place them back in an airtight container.
- When storing the appliance, run grinder empty to clear ground beans left in chamber.
- Run grinder for 2 seconds to purge some coffee before each use, for maximum freshness.
- Clean the bean hopper and conical burrs regularly.

## PLUNGER COFFEE

Follow these easy steps for a great cup:

1. Using a variable temperature kettle, heat the appropriate volume of water to 95°C. This is an ideal temperature for brewing coffee. Do not use boiling water.
2. Select grind size setting 58.
3. Select the number of cups you are brewing. Adjust the amount of coffee to suit the strength you prefer.
4. Place the ground coffee in the plunger vessel.
5. Pour the heated water into the plunger in a swirling manner to ensure all the ground coffee is soaked and the plunger vessel is full. The 'bloom' (expanding coffee and gases) should reach the top of the plunger.
6. Using a timer, wait 4 minutes.
7. Using a spoon, break the 'crust' (the bloom becomes dense and a bit hard).
8. Insert the plunger and carefully press down.
9. Do not press too hard. Gently release pressure by pulling up slightly and press down again if you have pressed too hard.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
<b>Grinder does not start after pressing START PAUSE CANCEL button</b>	<ul style="list-style-type: none"> <li>• Grinder not plugged in.</li> <li>• Grinder has overheated.</li> <li>• Bean hopper not attached correctly. 'PLEASE LOCK HOPPER' will be displayed on LCD screen.</li> </ul>	<ul style="list-style-type: none"> <li>• Plug power cord into power outlet.</li> <li>• Remove power plug from power outlet. Leave for 20 minutes to cool down before using again.</li> <li>• Lock bean hopper into position.</li> </ul>
<b>Motor starts but no ground coffee coming from grind outlet</b>	<ul style="list-style-type: none"> <li>• Incorrect button pressed.</li> <li>• No coffee beans in bean hopper.</li> <li>• Grinder/bean hopper is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>• Press START PAUSE CANCEL or PORTAFILTER SWITCH to activate.</li> <li>• Fill bean hopper with fresh coffee beans.</li> <li>• Remove bean hopper. Inspect bean hopper and burrs for blockage. Replace parts and try again.</li> </ul>
<b>Motor starts but operates with a loud 'racket' noise</b>	<ul style="list-style-type: none"> <li>• Grinder is blocked with foreign item or chute is blocked.</li> <li>• Moisture clogging grinder</li> </ul>	<ul style="list-style-type: none"> <li>• Remove bean hopper, inspect burrs and remove any foreign body.</li> <li>• Clean burrs and chute (refer to Care &amp; Cleaning on page 17).</li> <li>• Leave burrs to dry thoroughly before re-assembling. You can use a hair dryer to blow air into grinder inlet (lower burr) to dry.</li> </ul>
<b>Unable to lock bean hopper into position</b>	<ul style="list-style-type: none"> <li>• Coffee beans obstructing bean hopper locking device.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove bean hopper. Clear coffee beans from top of burrs. Re-lock hopper into position &amp; try again.</li> </ul>
<b>Not enough/ too much coffee grind</b>	<ul style="list-style-type: none"> <li>• Grind amount requires adjustment.</li> </ul>	<ul style="list-style-type: none"> <li>• Press SHOTS CUPS button to change grind amount.</li> <li>• Use Grind Amount Dial to fine tune the amount 'more' or 'less'.</li> </ul>
<b>Portafilter overfills</b>		<ul style="list-style-type: none"> <li>• It is normal for the correct amount of coffee to appear overfilled in your portafilter. Untamped coffee has approximately three times the volume of tamped coffee.</li> </ul>
<b>Emergency stop?</b>		<ul style="list-style-type: none"> <li>• Press START PAUSE CANCEL button to stop operation.</li> <li>• Unplug power cord from power outlet.</li> </ul>