



Rocky Questions

Why does my new grinder have coffee in it? Is it a used model?

Every grinder is tested at the factory with beans. What you're seeing is a little left over grounds from that test.

Where can I get parts?

Common Accessories are sold on our site (coming soon!). Other parts can be bought at: www.seattlecoffeegear.com, www.espressocare.com or www.wholelattelove.com

Where can I get a user manual?

[Rocky User Manual \(PDF\)](#)

My new machine just arrived and it doesn't work?

Our warranty policy applies between 1 and 30 days from purchase.

If your new machine is not working, please email Rancilio with your serial number (F/N number) on the data label located below the drip tray to Jwalters@ranciliogroupna.com or download the Home Line Return Request Form. Your information will be evaluated and if the unit needs to be returned we will supply you with a UPS prepaid shipping label and instructions on how to ship it back to us.

What is the Policy from 31 days to 1 year?

Rancilio will apply a shipping and handling fee for all warranty repairs over 31 days after purchase. Shipping and handling are assessed as flat fees. The cost will be provided when repair service is arranged.



Rancilio Group North America
1340 Internationale Parkway #200
Woodridge, IL 60517
www.ranciliogroupna.com

Toll Free: (877) 726-2454
Phone: (630) 914-7900
Fax: (630) 914-7901
info@ranciliogroupna.com



Warranties do not extend to accessories, parts or normal-wear parts - such as gaskets, portafilter handles, portafilter baskets, etc.

Where can I get my machine serviced?

Download the [Home Line Return Request Form \(PDF\)](#) and submit it back to Rancilio Group North America

My Rocky will not work. Nothing happens when I turn it on.

Please check the following (depending on the model you own):

Doser (SS) model - Please check that the machine is plugged in. If the machine is plugged into a GFI outlet, please check and see if the GFI it is tripped. If need be, reset the GFI. If this doesn't correct the issue, please check the circuit breaker and see if it is tripped. Plug something you know works into the outlet and see if it works.

Doserless (SD) model - Please check that both power switches are on. There are 2 switches on the machine. On the right side there is a white power switch. (The "O" mark if off. The "I" is on) the part of the switch with the "I" should be pressed in. The dispensing switch is on the front left bottom; toggle that on to activate the grinder motor.

Rocky keeps blowing the GFI every time I turn it on.

The GFI outlet could be bad. Please test the machine in a different outlet to see if the problem continues. If the problem continues: Create a link to download the [Home Line Return Request Form](#)

How should I clean the grinder burrs?

You can purchase Grinz cleaner, and follow the instructions included with the product. You can purchase this product on Amazon or other online retailers.



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What is the difference between the two Rocky models?

Both models grind coffee in the same manner. They both have the same motor and grinding Burrs. Here are the differences:

Rocky SS (with Doser) - as the coffee is ground it is accumulated in a doser chamber or grounds hopper. To dose coffee, once the hopper is sufficiently filled, the barista pulls the lever once for a single dose of grounds, or twice for a double dose.

Rocky SD (without Doser) - dispenses the grounds directly into the portafilter. The barista determines the amount of coffee dispensed into the portafilter. No extra grounds are accumulated or saved for future use.

Can I convert my Doserless into a Doser model? Can I convert my Doser into a Doserless model?

Sorry but this cannot be done.

I bought my unit in Europe its 220v, can I convert it to 110v?

We do not offer any parts that would make that possible without replacing 75% of the machine, so it is not cost effective. You could investigate a transformer that converts 110v to 220v.

The grind remains the same size no matter where I set it.

If the hopper turns, it is possible that the burrs need to be replaced.

My hopper will not adjust. My hopper will not turn. The Burrs are bound up. The Threads on the burrs are stripped.

The threads are very precise and easily damaged. You need to order a new grinder chamber.



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