

Frux Home and Yard Announces the Care and Use Guide for Their Manual Coffee Grinder Burr Has Been Updated

January 03, 2020

It's not every day that a company takes the advice of a customer and adjusts a user's manual accordingly, but that's exactly what Frux Home and Yard recently did. The product that this user's guide refers to is what the company calls their [Manual Coffee Grinder](#) with Conical Burr Mill. Apparently, one section of the instructions in the user's guide was a little bit hard to understand.

Company representative Mike MacDonald said this about how the change to the owner's guide came about, "We are a company that likes to be progressive when it comes to product feedback from our customers. The incident with the user's guide for the Manual Coffee Grinder with Conical Burr is a great case in point. A wonderful customer had alerted us to the fact that the instructions in the section on how to adjust the grind settings were hard to follow. Even though it was only a few small details that this customer mentioned, we decided to go ahead and make the change because it would benefit all our customers who purchase this item. We even used the customer's suggestion when making that change. Our company is thankful for customers like this because without someone like them notifying us, we would not even have been aware this problem existed."

He also stated it was not surprising that it was the grind settings section of the user's guide that was the part that was a little misleading. That's because this product has some 18 grind settings to choose from. It can grind coffee beans in precise increments that produce grounds that are anywhere from course to super-fine. It's this precision grinding that makes it such a popular product from Frux Home and Yard.

Even though the Manual Coffee Grinder with Conical Burr Mill looks fairly simple to use, there is much that a customer needs to know about it. That's why the company feels an up to date use and care guide is so important. They know that a customer needs to know such things as what types of coffee makers can be used with the beans that are ground up with this product. At the current time, this consists of coffee makers that brew Aeropress, Drip, Espresso, Pour Over, French Press, Turkish Brew, and many other styles of coffee too.

McDonald said the company feels it's also important that its customers to know how to care for the products that they buy from Frux Home and Yard. That's another reason why they don't mind making changes to use and care guides when necessary. For instance, it's critical for a customer to know that the Manual Coffee Grinder with Conical Burr Mill uses ceramic and not metal blades to do the bean grinding. This makes this manual coffee grinder susceptible to damage if not cleaned and cared for in a specific way.

The company also offers a 100% satisfaction guarantee on all their products. They certainly don't want many Manual Coffee Grinders with Conical Burr Mills coming back to them just because they did not take the time to update the care and use guide.

He also added that some of the products already packaged still have a copy of the original instruction manual in them. Newly packaged manual coffee grinders now have the updated instructions in the package. For those that have the old [hand crank coffee grinder care and use guide](#), they will get the updated instructions in an email or can view them on Amazon.com.

McDonald says the company is very serious about looking at all the message traffic that gets back to them. This includes online reviews of their products, emails from customers, and feedback from sellers. McDonald acknowledged that customers' thoughts and opinions play a big role in everything the company does. He said the company encourages its customers to contact them with questions, concerns, and positive feedback too. This is the best way to help them make their products even better and the informational material contained in the packaging is part of that.

Source: <http://www.pressadvantage.com/story/32796-frux-home-and-yard-announces-the-care-and-use-guide-for-their-manual-coffee-grinder-burr-has-been-upd>