

## GETTING TO KNOW YOUR BREWER

### Brewer Parts



- A. Water Reservoir Lid
- B. Water Reservoir
- C. Puncture Mechanism
- D. Water Reservoir Dock
- E. Handle
- F. Descal Solution Door (on back)
- G. Puncture Mechanism Lid
- H. K-Cup® Pod Holder
- I. K-Cup® Pod Holder Funnel
- J. Touch Screen
- K. Puncture Mechanism Base Plate
- L. Drip Tray Plate
- M. Drip Tray

- N. USB Port
- O. Water Filter Inlet Tube
- P. Power Switch
- Q. Hot Water Drain Tube
- R. Water Inlet Port
- S. Cold Water Drain Tube
- T. Power Cord
- U. Filter Mounting Bracket
- V. Water Filter Outlet Tube
- W. Omnipure KQ8A Water Filter\*
- X. 3/4" Garden Hose Connector

### **K-2500™ Water Reservoir Kit Parts**

The K-2500™ Water Reservoir Kit is a convenient alternative to plumbing your K-2500™ brewer.\*

The K-2500™ brewer has the capability to have a plumbed or refillable water source. This Use & Care Guide provides installation instructions for both.

- If plumbing your brewer, refer to the “Plumbing Instructions” section on page 6 for water hookup.
- If you have purchased the K-2500™ Reservoir Kit, refer to the “Installing the Reservoir” section



## WATER HOOKUP

### Plumbing Instructions

CAUTION: This brewer is designed to handle local water pressures from 40 psig up to 125 psig. Consult a licensed plumber for water pressures in your area. Use plumbing fittings and tubing specified to withstand 125 psig.

NOTE: The equipment shall be installed with adequate backflow protection to comply with applicable federal, state, and local codes.

1. Remove all pieces of packing tape from the brewer and drip tray. Remove the clear plastic film from the touch screen.

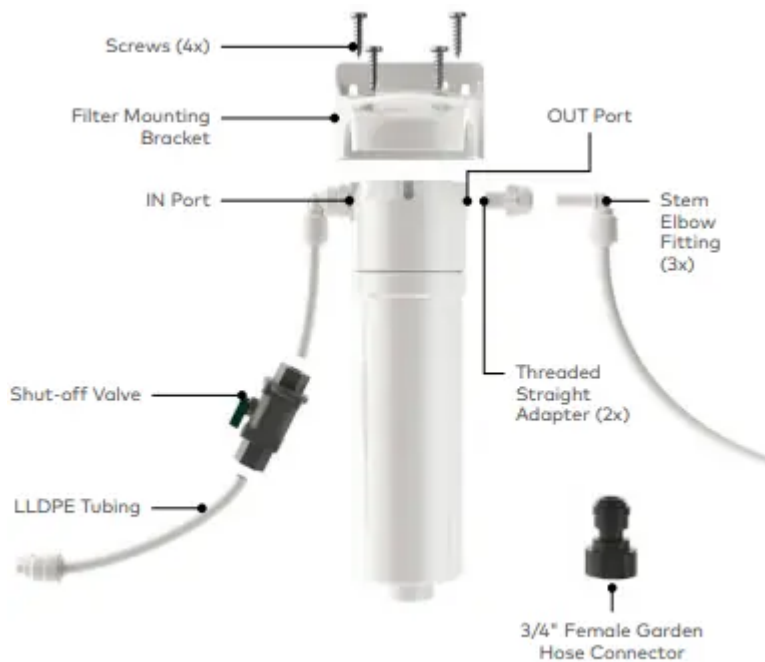
NOTE: An external filter (KQ8A, #5572) can be mounted on the rear surface of the brewer using the mounting screws provided.

2. Attach a threaded straight adapter to both the IN and OUT ports on the Omnipure KQ8A Water Filter and tighten using an 11/16" (18 mm) wrench. Make sure the connections are secure, but do not overtighten.

3. Attach the filter mounting bracket to the Omnipure KQ8A Water Filter using the four screws provided.

NOTE: The top of the Omnipure KQ8A Water Filter has two ports labeled IN port and OUT port. Make sure these ports are aligned with the filter mounting bracket.

4. Loosen the two mounting screws located on the upper rear of the brewer and hang the filter kit assembly. Tighten the screws, being careful not to overtighten.



5. Connect a stem elbow fitting to the IN port of the filter kit assembly by pushing the stem elbow fitting into the previously attached adapter. Push firmly until the connection is secure. Secure LLDPE tubing to the stem elbow fitting in the same fashion and connect it to the local water supply.

6. You may wish to install a shut-off valve between the water source and the Omnipure KQ8A water filter. To do this, cut some LLDPE tubing to the needed size and connect it by pushing the tubing into the shut-off valve until secure.

7. Connect a long length of tubing to the OUT port of the filter kit assembly. Do not connect the brewer yet.

NOTE: The Omnipure KQ8A Water Filter needs an initial flush to clear any carbon deposit.

8. Place the open end of the long length of tubing in a container or sink.

9. Turn on water supply and allow at least four gallons of water to flush through the filter. Turn off water supply.

10. Cut the tubing to the length needed and connect a stem elbow fitting to the cut end of tubing. Thread the 3/4" female garden hose connector onto the brewer inlet valve located at the lower rear of the brewer. Push the stem elbow fitting into the connector until secured firmly. Then, turn on the water supply.

NOTE: Water and waste piping and connections must comply with the latest code from the International Code Council (ICC) or International Association of Plumbing and Mechanical Officials (IAPMO).

## Installing the Reservoir

If you have purchased the K-2500™ Water Reservoir Kit, follow the simple instructions below to get it installed.

NOTE: Rinse the reservoir with clean water prior to use



### Remove Locking Screw

To install the Water Reservoir Kit, first remove the locking screw. When facing the rear of the brewer, the screw is located on the bottom right corner. Save the screw and set it aside; you will need it in Step 3



### Insert Dock

Slide the dock into the left-hand side of the brewer until it clicks into place; the “click” indicates that it is properly connected.



## Secure Dock

Secure the dock to the brewer by replacing the locking screw from Step 1.

NOTE: If it is difficult to reinsert the screw, gently nudge the dock closer to the brewer while tightening the screw. This should assist the screw to catch so the dock can be fully attached. Please DO NOT skip this step. Failure to secure the dock with the screw can cause leakage issues.



## Place Reservoir

Fill the reservoir with water up to the MAX fill line, then place the reservoir on the dock.

## BEFORE YOU BREW

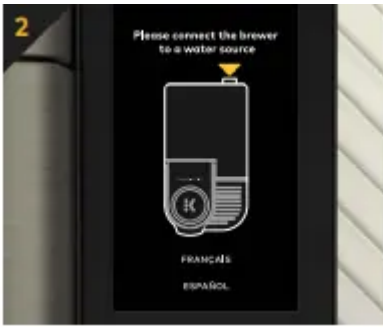
Whether your brewer is plumbed or has the optional K-2500™ Water Reservoir Kit installed, you will follow the same steps to get brewing. However, you may see different messages displayed on the touch screen, depending on which water source is installed.

### Plumbed brewer:



## Power On

Locate the power switch on the back of the brewer and turn the brewer ON



### Confirm Water Supply

If the water supply is already hooked up and water is turned on, the brewer's touch screen will display "Filling hot water tank..." and will automatically begin to fill the internal hot water tank

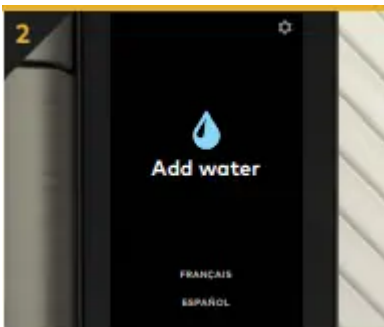
If the water is not hooked up or turned on, the brewer's touch screen will display "Please connect the brewer to a water source" as shown above. Make sure the brewer is plumbed and the water supply is on in order to proceed.

### Brewer with reservoir:



### Power On

Locate the power switch on the back of the brewer and turn the brewer ON.



### Confirm Water Supply

If the water reservoir has a sufficient amount of water, the brewer's touch screen will display "Filling hot water tank..." and will automatically begin to fill the internal hot water tank. If there is not enough water, the message displayed will be "Add water" as shown above. Make sure the reservoir is filled to the MAX line in order to proceed



### Heat Up

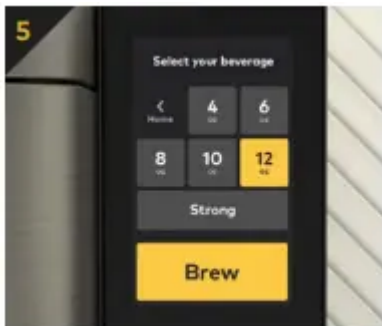
Once the brewer fills the internal hot water tank, it will begin heating the water. The heating process will take about three minutes. During this time, the brewer's touch screen will display "Heating..."



### Lift & Lower

Place a mug on the drip tray plate and then fully raise the handle. Lower the handle to close the lid over the K-Cup® pod holder.

NOTE: A K-Cup® pod should not be used for this step



### Cleansing Brew

When prompted to select your beverage, press 12 oz and then Brew to start the cleansing brew. When the cleansing brew is complete, discard the hot water from the mug. The brewer will enter its idle state and will be ready to brew your first K-Cup® pod

## BREW YOUR FIRST CUP



Brewer with reservoir shown

### Place Mug & Pod

Place a mug on the drip tray plate. Lift the handle, and place a K-Cup® pod in the K-Cup® pod holder.

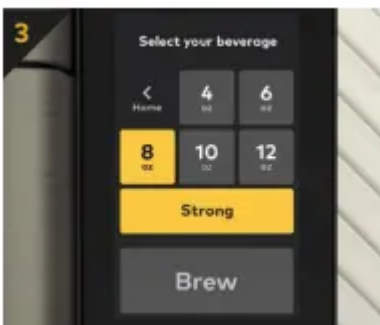
NOTE: Do not remove the foil lid on the K-Cup® pod



### Close Lid

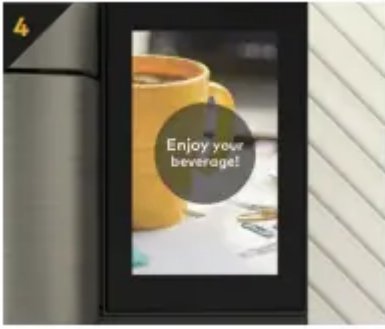
Lower the handle completely to close the lid.

NOTE: Closing the lid is a signal to the brewer that you are ready to begin a brew cycle. Your brew options will not display unless the lid is fully closed



### Select Your Brew

The display will show a choice of 4, 6, 8, 10, and 12 oz brew sizes, as well as an option to brew on Strong. Select your brew size by pressing the corresponding button on the touch screen. You may choose to press the Strong button to increase the strength of your brew either before or after selecting your brew size.



## **Brew & Enjoy!**

When your desired selections are highlighted in yellow, press the Brew button. Brewing is complete when you see the display "Enjoy your beverage!"

## **BREWER FEATURES & CONTROLS**

### **Brewer Features**

Strong Brew increases the strength and bold taste of your coffee's flavor. For bolder coffee, press the Strong button so it is highlighted in yellow, and select your brew size.


Commercial Rating ensures that the K-2500™ brewer will stand up to the demands of your coffee station. Enjoy the convenience of a touch screen, an industrial easy-grip handle, and a plumbed water tank for back-to-back brewing.

Brewing Iced Beverages: Fill a 16-oz cup (do not use glass) to the top with ice and place a K-Cup® pod in the K-Cup® pod holder. Select your brew size—we recommend selecting 6 oz or 8 oz on Strong. Press Brew!

High Altitude Brewing: When brewing at higher altitudes (over 5,000 feet), please enable the High Altitude Brewing Mode on your brewer. To enable this mode, you will need to access the Technician menu in Technician Mode. For more information on Technician Mode, please contact your Keurig® Authorized Distributor.

Travel Mug Friendly: Remove the drip tray to accommodate most travel mugs.

### **Menu Controls**

To enter the Menu Mode, press the icon  in the upper right hand corner. The menu will display two admin roles: "Manager" and "Technician".

To enter the Manager Mode, touch the button and enter the passcode (23456). For more information on the Technician Mode, please contact your Keurig® Authorized Distributor.

Once the manager menu is accessed, you will see the display screens in the following order:



## Language

You can change the default language to either Spanish or French if English is not your primary language. To temporarily change the language for a single brew, simply press the button for your language of choice on the touch screen while it's in its idle state.

## Units

Change between ml (milliliters) and oz (ounces) for volume measurement.

## Brew Settings

Select which cup sizes you want the brewer to dispense. Five brew sizes are available: 4, 6, 8, 10, and 12 oz. You may disable up to four cup sizes, as well as select your default cup size and brew strength.

## Sleep Settings

Change the number of minutes the screensaver runs before the screen goes to sleep.

## Screensaver

You can select multiple images to use as a screensaver, as well as the duration for each image and the number of minutes before the screensaver starts.

See the "Adding Screensaver Images" section to add custom images to your screensaver slide show.

## Brew History

Displays the number of brews the brewer has performed, both as a total and by brew size. This cannot be reset.

## Password

Choose to enable or disable passcode protection.

## Adding Screensaver Images

Custom images may be added to your K-2500™ brewer to personalize the screensaver slide show. When adding photo files, the file size must be smaller than 300k and the extension must be written as .jpeg. If it is written as .JPEG, it will not be read correctly by the brewer. The USB flash

drive should be inserted into the brewer before selecting the Screensaver option on the Manager menu.

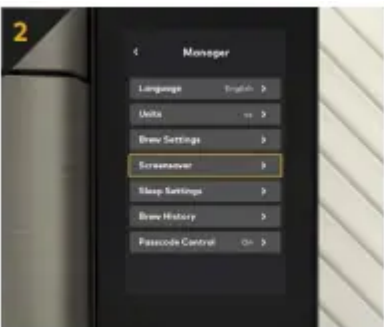
**CAUTION:** Do not remove the USB flash drive while in the Screensaver menu. Only remove the flash drive once images have fully downloaded and you have exited Menu Mode



### Insert Flash Drive

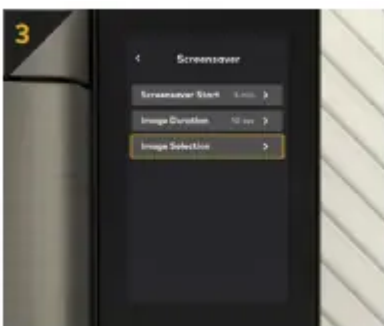
Insert a USB flash drive into the back of the brewer.

**NOTE:** The flash drive must not be encrypted or password protected, and should be formatted in FAT32 file system.



### Enter Manager Menu

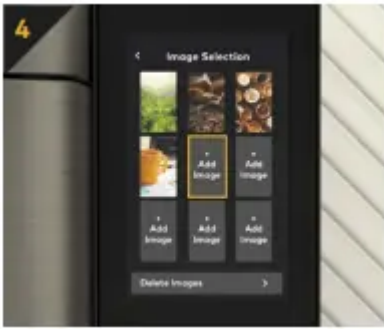
See the “Menu Controls” section for instructions on accessing the Manager menu. Select the Screensaver button.



### Image Selection

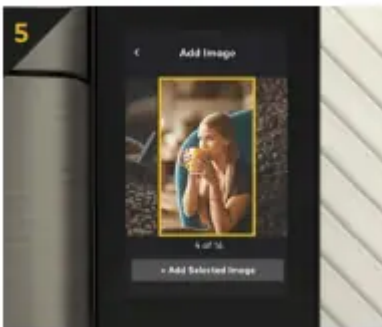
Select the Image Selection button.





### Add Image

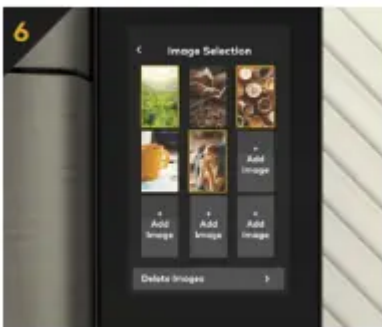
Touch any available Add Image button.



### Choose Image

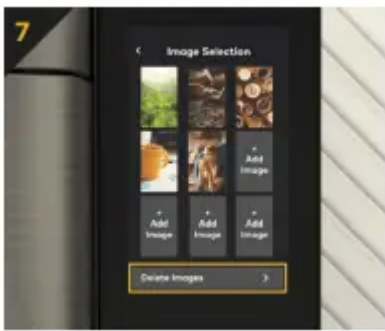
Choose an image from the flash drive you would like to add and touch Add Selected Image. Repeat for each additional image to be added.

NOTE: If your image does not appear, check that your USB drive is formatted correctly in FAT32, meets the image size and naming guidelines, and the images are in the top (root) directory of the flash drive.



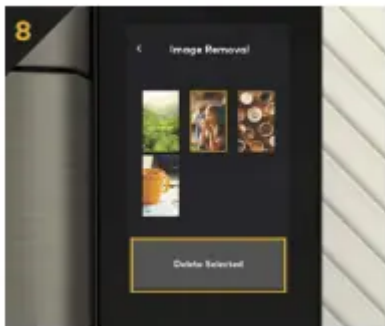
### Select New Image(s)

) Go back to the Image Selection screen, select your new image(s) to be part of the screensaver slide show. Selected slide show images will have a yellow border.



## Remove Images

Only images that were added using a flash drive can be removed. From the Image Selection screen, touch the Delete Images button.



## Delete Images

By selecting one or more images to delete, the Delete Selected button becomes active. Touch to remove the selected images

# BREWER CARE

## General Cleaning & Care

### Brewer Exterior

Keep your Keurig® brewer looking its best by cleaning the exterior from time to time. Just clean with a paper towel and a non-vinegar glass cleaner. Never immerse the brewer in water or other liquids.

### Water Reservoir & Reservoir Lid

The water reservoir lid and water reservoir should be cleaned periodically with a damp, soapy, non-abrasive cloth. Rinse the reservoir thoroughly after cleaning. This will ensure that no cleaning solution remains in the area as it may contaminate the water supply. After rinsing, fill the reservoir with clean water and return it to the brewer.

Do not dry the inside of the water reservoir with a cloth as lint may remain. The water reservoir lid and water reservoir should not be put into the dishwasher.

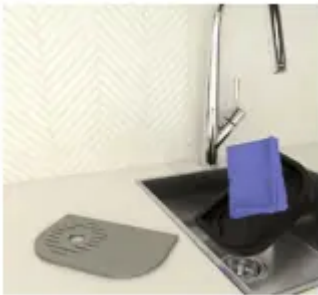


### **Drip Tray**

The drip tray can hold up to 10 ounces of overflow and should be emptied and cleaned occasionally.

NOTE: The drip tray and plate are not dishwasher safe.

To remove, slide it toward you, keeping it level to avoid spilling. Clean with a damp, soapy, lint-free, non-abrasive cloth.



### **K-Cup® Pod Holder**

Lift the lid handle to access the K-Cup® pod holder. To remove the K-Cup® pod holder from the brewer, pull forward on the back of the K-Cup® pod holder to release. Then, lift it up to remove. After cleaning, align the K-Cup® pod holder with the opening, using the two front ribs as a guide, and press it down to snap it into place.

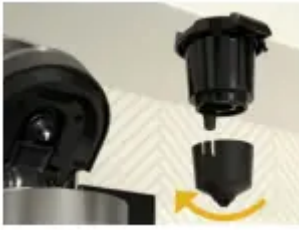
CAUTION: There are sharp needles that puncture the K-Cup® pod above the K-Cup® pod holder and in the bottom of the K-Cup® pod holder. To avoid risk of injury, do not put your fingers in the K-Cup® pod holder.

NOTE: Used K-Cup® pod should be removed from the K-Cup® pod holder after brewing, or as part of the daily cleaning routine



### **Funnel**

The funnel can be removed from the K-Cup® pod holder for cleaning by twisting it until it pops off. To replace it, orient the snaps to the indents and just snap it back onto the K-Cup® pod holder.



### **Exit Needle**

The exit needle is located on the inside bottom of the K-Cup® pod holder.

To clean the needle: Remove the pod holder assembly and detach the funnel. Then, locate the exit needle and insert a straightened paper clip into the needle hole to loosen any coffee grounds.



### **Entrance Needle**

The entrance needle is located on the underside of the lid.

To clean the needle: With one hand, lift and hold the brewer handle in the raised position; with your other hand, carefully insert a straightened paper clip into the hole and gently move the paper clip around to loosen any coffee grounds. Lower the handle completely and run two cleansing brews. Do not insert a K-Cup® pod during the cleansing process.



### **Puncture Mechanism (PM) Base**

Remove the K-Cup® pod holder (see K-Cup® pod holder cleaning instructions). Place your finger in the hole in the center of the puncture mechanism base plate and gently pull down until it releases from the PM.

Wash the PM base plate with soap and water and wipe the inside of the PM with a damp cloth. Replace the PM base by gently placing it into the bottom of the PM and snapping it back into place. Reinstall the K-Cup® pod holder.



## Sanitizing

Keurig® recommends weekly sanitizing of the brewer using URNEX®† Complete Café™ Equipment Sanitizer. Follow the instructions for cleaning and descaling before sanitizing. Measure 15 ml of Complete Café™ solution into the provided measuring cup/lid and add to one gallon of water (IMAGE A) .

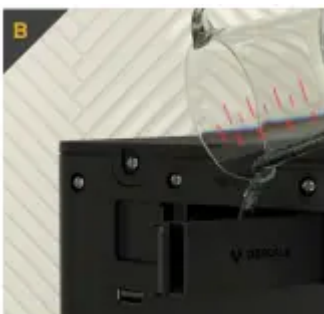


### For Plumbed Brewers:

Disconnect the water line.

Open the descale solution door and fill the internal tank with approximately 16 ounces of the solution (IMAGE B). Close the descale solution door and place a ceramic mug on the drip tray. Do not use a paper or plastic cup.

Power the brewer on. When the “filling hot water tank” progress bar is complete, power the brewer off. Add another 16 ounces of solution and reconnect the water line.



### **For Water Reservoirs:**

Add the full gallon of sanitizing solution to the reservoir (IMAGE C) . Place a ceramic mug on the drip tray. Do not use a paper or plastic cup.



Run a 12-ounce brew cycle (do not add a K-Cup® pod). Discard the hot contents into a sink. Repeat this sanitizing process three more times.

**For Water Reservoirs only:** Discard remaining sanitizing solution in the reservoir tank, rinse, and refill tank with clean water.

Next, run four rinsing brews to remove any additional sanitizer that may remain in the brew path. Allow the brewer to air dry before use.

### **Storage**

Empty the internal water tank before storing or transporting, and take care to store your brewer in a safe and frost-free environment. Please be sure to store your brewer in its upright position to avoid water leakage from the internal water tank. If you store the brewer in a cold environment, you run the risk of water freezing inside the brewer and causing damage.

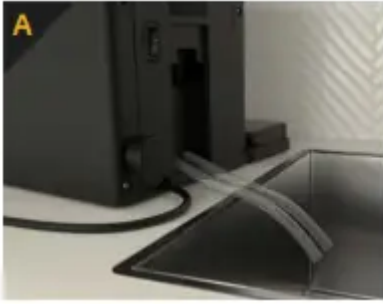
When you prepare to use the brewer after storage, we recommend rinsing the internal water tank with fresh water and running three cleansing brews without a K-Cup® pod. Also available for purchase is the Keurig K-Cup® Pod Deep Cleaning Kit. Please contact your Keurig Authorized Distributor (KAD) for more information. If you plan to move your brewer to a different location, turn the brewer off, unplug it, and empty the internal water tank (IMAGE A).

**CAUTION:** Water may be hot. Allow brewer to cool down for one hour before draining. If your brewer has been in an environment below freezing, please be sure to let it warm to room temperature for at least 2 hours before using.

### **Changing the Water Source**

If you or a service technician are transitioning the brewer from a plumbed water source to reservoir, the internal water tanks will need to be fully drained (IMAGE A) before connecting the reservoir dock.

**IMPORTANT:** If transitioning from a reservoir to a plumbed water source, the flathead screw must be replaced after the dock is removed. Do not overtighten the screw (IMAGE B)



## DESCALING

Depending on the mineral content of your water, calcium deposits or scale may build up in your brewer. Scale is non-toxic, but if left to accumulate, can hinder brewer performance. Calcium deposits may build up faster depending on geographical location and water type used, making it necessary to descale more often.

Regularly descaling your brewer helps maintain the heating element and other internal parts that encounter water. As part of your preventative maintenance routine, you should descale your brewer every three months, or every two months if you are experiencing low coffee volume or slower performance.

Before you begin, you will need:

- A large ceramic mug or appropriate container for holding up to 12 oz of solution
- Fresh water
- Keurig® Descaling Solution
- Access to a sink

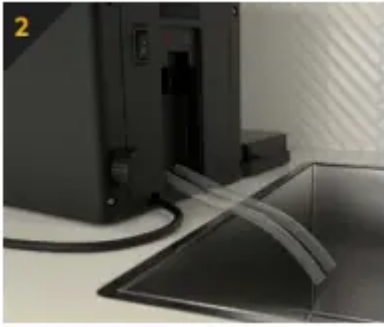


### Power Off

Flip the power switch on the back of the brewer to OFF.

For Plumbed Brewers: Keep the main water line connected.

For Water Reservoirs: Remove the reservoir from the brewer.



### **Draining the Brewer**

Remove the access door on the back of the brewer, then pull both tubes down and remove plugs, allowing water to drain into sink or container.

NOTE for Water Reservoirs: If the brewer has never been plumbed, you may only see water draining from one of the tubes.

After water is drained, replace both plugs and place tubes back into the brewer. Attach and close the access door. This step may take up to 5 minutes.



### **Adding Descaling Solution**

For Plumbed Brewers: Open descale solution door and fill internal tank with approximately half of the Keurig® Descaling Solution (approximately 7 oz).

NOTE: The internal tank cannot hold more than 7 oz. Close the descale solution door.

For Water Reservoirs: Replace the reservoir onto the dock. Next, pour the entire bottle of Keurig® Descaling Solution into the empty reservoir. Fill the empty descaling bottle with water and add to the reservoir.



### Running Descale

Flip the power switch to ON, and place a container under the exit spout. The brewer will begin filling the hot water tank. Raise the lid handle to initiate a 12-oz cleansing brew.

Once the brew starts and a full stream is visible exiting the brewer (approximately 2 oz), flip the power switch to OFF to prevent the first cleansing brew from finishing. This allows the solution to soak the entire brew path. Let the brew path soak for 30 minutes.

NOTE for Plumbed Brewers: While the brew path is soaking, open the descale solution door and add the remaining descaling solution.

After soaking, flip the power switch back to ON. Raise the lid handle and complete two additional 12-oz descaling brews.



### Rinsing the Brew Path

Perform at least 12 cleansing brews to completely clear the descale solution and residual from the brew path. The first four will contain the majority of the descaling solution. The last eight should clear any remaining solution from the walls of the brew path.



### **Drying the Puncture Mechanism (PM)**

The PM consists of the entrance needle (located underneath the lid) and the exit needle (located inside of the pod holder assembly). Allow the PM to dry after completing all cleansing brews. This can be done by leaving the lid open for the PM to air dry

## **TROUBLESHOOTING**

### **Brewer does not have power**

- Plug brewer into its own grounded outlet
- Make sure that the brewer has been turned on and the touch screen is illuminated
- Reset circuit breaker if necessary
- Plug into a different outlet

### **Brewer will not brew when used for the first time**

- The brewer must be primed for use by filling the internal hot water tank before the first brew
- Make sure the water supply is connected and turned on
- If your brewer has been in an environment below freezing, please be sure to let it warm to room temperature for at least two hours before using

### **Brewer will not brew**

- After placing the K-Cup® pod in the K-Cup® pod holder, make sure the handle is lowered completely
- The exit or entrance needle may be clogged

### **Brewer produces only a partial cup**

- The exit or entrance needle may be clogged
- Clean K-Cup® pod holder if necessary and rinse under faucet
- If the brewer is alerting you to perform a “Descale,” have your Keurig® Authorized Distributor descale the brewer

### **Grounds in your coffee cup**

Grounds may have gathered in the exit or entrance needles and can be cleaned using a straightened paper clip or similar tool. Refer to the exit and entrance needle care instructions.

For any further assistance with troubleshooting, please contact your Keurig® Authorized Distributor.

### **Have Questions?**

We're here to help. Visit [commercial.keurig.com](https://commercial.keurig.com) for step-by-step videos on cleaning, descaling, and more.

#### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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