



MAINTENANCE GUIDE AND TROUBLESHOOTING



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800.427.1704

CLEANING

Cleaning the Brewer

Regular cleaning will prolong the life of the brewer and is recommended for proper operation. We recommend you clean the external components with a soapy, damp, non-abrasive cloth. Never immerse the brewer in water or other liquids. The K-Cup™ Holder and funnel, drip plate and drip tray (on the Elite, Classic, Ultra, Special Edition, Ultimate, Platinum, Select and B155) are dishwasher safe. The removable water reservoir and water reservoir removable lid are NOT dishwasher safe so you'll need to clean them by hand.

Additionally, when brewing hot cocoa, Café Escapes or Perfect Iced Tea K-Cup® varieties, you should always remove these K-Cup® portion packs after brewing and perform a cleansing brew to ensure that the K-Cup™ Holder is clear of any residue.

Please ensure that no cleaners or cleaning solutions are in or near the removable water reservoir as this may contaminate your water supply.

Cleaning the K-Cup™ Holder

Remove the K-Cup® assembly

To remove the assembly from the brewer, open the cover by lifting the handle. Grasp the top of the K-Cup™ Holder with one hand while pushing up on the bottom of the assembly from underneath with the other until it releases. The K-Cup™ Holder is dishwasher safe.

Clean the Funnel

The funnel can be removed from the K-Cup™ Holder by pulling on it until it snaps off. The funnel is dishwasher safe. To replace it just snap it back onto the K-Cup™ Holder.

Clean the exit needle

The exit needle is located on the inside bottom of the K-Cup™ Holder. If coffee grounds or cocoa mix gets clogged in the exit needle, it can be cleaned using a paper clip or similar tool. Remove the funnel from the K-Cup™ Holder, insert the paper clip into the tube and move it around to loosen the clog and remove any debris. Please note, you cannot poke all the way through the needle as the opening of the needle is located on the side and not the top.

Install the K-Cup® assembly into the brewer

After cleaning, align the K-Cup™ Holder tabs with the opening placing the two front tabs on the bottom and the single tab on top and snap it into place by pushing down on the top rim.

Descaling your brewer

The brewer should be descaled at least every 3-6 months. Scale is harmless, but if left unattended, it can hinder optimal brewer performance. Descaling your brewer regularly helps maintain the heating element, removable water reservoir and other parts of the brewer that come in contact with water. Better water quality and water heating means a better cup of coffee, tea, hot cocoa or iced beverage. We recommend descaling your brewer at least every 6 months (every 3 months if your water has a high mineral content). The descaling process involves using 48 ounces of undiluted white vinegar. To learn how to descale your brewer. For additional information:

http://www.keurig.com/customer-service/brewer-registration-and-support/~media/Files/Keurig%20Brewer%20Manuals/De-scaling_instructions.ashx

TROUBLESHOOTING

Brewer Will Not Power On

First check to make sure the brewer is plugged in. If using a GFI outlet, check to see if it has tripped. To ensure that the outlet is working properly, plug other appliances in the outlet that the brewer is plugged into. You should also check to make sure the power button has been pushed. For the Platinum brewer, the power switch is on the back/bottom of the brewer. The MINI Plus brewer is designed to turn off automatically after sitting idle for more than 90 seconds so if it turns off, press the power button again to turn it on.

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. If the brewer is cold or frozen, wait two hours to prime so that it can reach room temperature. Priming instructions are located in your brewer's Quick Start Guide.

Brewer Will Not Brew

Make sure the brewer is powered on. After placing the K-Cup® portion pack in the K-Cup™ Holder, make sure the handle is pushed down securely and the LCD Display reads 'READY TO BREW' with the 'LEFT', 'RIGHT' or 'BREW' button flashing, and press the flashing button.

If the LCD Display indicates 'ADD WATER', add water to the removable water reservoir or make sure the water reservoir is seated properly in its base. If the LCD Display indicates 'ADD WATER' even after refilling, please contact our Customer Service Team at <http://www.keurig.com/email-keurig>. (800-901-BREW)

The MINI Plus brewer needs at least 6 oz. of water to brew. If the blue Water Indicator is still illuminated, add more water to the water reservoir.

Brewer Shuts Off or Turns On Automatically

Check to make sure that the Auto Off or Auto On/Off Timer has not been set. To do this, press the button below 'MENU' and scroll through the programming options. 'OFF' should be displayed for Auto Off and Auto On/Off.

To remove the assembly from the brewer, open the cover by lifting the handle. Grasp the top of the K-Cup™ Holder with one hand while pushing up on the bottom of the assembly from underneath with the other until it releases. The K-Cup™ Holder is dishwasher safe.

Brewing a Partial Cup

If the brewer is not brewing the full amount selected, it may be caused by the following:
The exit needle is clogged by coffee grounds or cocoa mix. Please refer to the K-Cup™ Holder cleaning instructions.

The brewer needs to be descaled. Please refer to the descaling instructions.

The removable water reservoir was removed during brewing. Place the water reservoir back onto the brewer and perform a cleansing brew without a K-Cup® portion pack.

TROUBLESHOOTING

Coffee Grounds in the Cup

Coffee grounds may have gathered in the exit needle from a K-Cup® portion pack so you'll need to clean the needle.

- Remove and clean the exit needle in accordance with the K-Cup™ Holder cleaning instructions.
- Perform a small-cup cleansing brew and look for any grounds coming out.
- Repeat cleansing brews to clear out any residual grounds.
- If you are using the MY K-CUP® Reusable Coffee Filter, please make sure that you are using a course-drip. You should only fill the mesh basket to the bottom of the brown band, which is approximately 2.5 tbs.

Additional Issues

The blue light in the removable water reservoir is blinking

This indicates that the water level is low. Add more water to the water reservoir.

The time is not displayed on the LCD Display

The time will not be displayed on the LCD unless you set it. If power is interrupted to the brewer, you will need to set the clock again. To set the clock, follow the instructions in your brewer's Use & Care Guide.

There is water in the MINI Plus brewer drip tray

Remember that any liquid overflow (from your cup or the Cold Water Reservoir) will be caught in the drip tray. When the drip tray is almost full, the red Drip Tray Overflow Indicator will appear. Carefully remove the drip tray and empty its contents into the sink.

