

Descaling your Brewer

You should descale your brewer every 3-6 months. Properly follow the descaling procedure.

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 unattended can hinder brewer performance. Regularly descaling your brewer every 3-6 months helps maintain the heating element, and other internal parts that come in contact with water. Calcium deposits may build up faster, making it necessary to descale more often.

Descaling Procedure

Before you begin, you will need a large ceramic mug, fresh water, Keurig® Descaling Solution, and access to a sink. Do not use a paper cup. Ensure that there is no beverage pod in the K-Cup® pod holder. Please allow approximately 45 minutes for the descaling procedure.

STEP 1: Cleansing Rinse

Turn on your brewer.

Pour one third (4.6oz) of the Keurig® Descaling Solution into the water reservoir then add fresh water to the 8oz fill level.

Place a large ceramic mug on the drip tray plate.

Lift and lower the handle but do not add a K-Cup® pod.

Press the brew button.

Once solution is dispensed, pour the contents into the sink.

STEP 2: Internal Tank Soak

Repeat step 1, but when the brew indicator light turns solid, press the power button as the brewer starts to dispense.

Let the brewer stand for at least 30 minutes.

Press and hold the brew button until the solution begins to dispense. Continue to hold the button until all of the solution has been dispensed.

Pour the contents of the mug into the sink.

STEP 3: Fresh Water Rinse

Repeat step 1 using 8oz of fresh water only. Do not add Keurig® Descaling Solution. Repeat this step two additional times. You may need to perform additional fresh water rinse cycles if you notice any residual taste.

NOTE: The cleaning action of Keurig® Descaling Solution may result in a "foam" dispensed from the brewer. This is natural, as the solution is reacting with the scale inside. For a brewer that is heavily scaled, the brewer may not fill properly after the descaler is added. If this occurs, you may see only a small or no output dispensed, followed by the sound of air blowing out. If this occurs:

- Turn off and unplug the brewer.
- If there is Keurig® Descaling Solution in the water reservoir, discard the contents, rinse the water reservoir thoroughly and refill with water.
- Plug the brewer back in, power on, and repeat the Step 3 Fresh Water Rinse cycle. The brewer should begin to function normally as the solution is rinsed out and the scale is removed. If problem persists, allow brewer to sit unplugged for at least 30 minutes before continuing with the rinse.

Troubleshooting

Grounds in Your Coffee

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

- Clean the exit needle of the K-Cup® pod holder. Refer to the Exit Needle care instructions.
- Clean the brewer entrance needle. Refer to the Entrance Needle care instructions.

Brewer Will Not Brew

- A minimum of 6oz of water is required to brew. Add an additional 2oz of water to the reservoir to ensure the minimum fill level has been met, then press the brew button. Repeat until the brewer begins to dispense.

Brewing a Partial Cup

- Press the power button. Press and hold the brew button for 5 seconds until all of the water has been dispensed. Discard the contents into the sink. Press the power button to restart.
- The exit needle may be clogged. Refer to the Exit Needle care instructions.
- Clean the K-Cup® Pod Holder, see K-Cup® Pod Holder care instructions.
- The brewer may need to be descaled. If you have repeated the descale procedure on your brewer two times and it is still only brewing a partial cup, contact Customer Service.

Brewer Does Not Have Power or Shuts Off

- Make sure that the power button has been turned on.
- Plug brewer into its own grounded outlet. If the electric circuit is overloaded with other appliances, your brewer may not function properly. The brewer should be operated on its own circuit, separate from other appliances.
- For energy savings, the brewer automatically turns off 90 seconds after the last brew. Press the power button to restart.
- If the brewer still doesn't have power, contact your Keurig® Authorized Service Provider.

Helpful Hints

Water quality varies greatly. If you notice an undesirable taste in your beverage (such as chlorine or mineral tastes) we recommend using bottled or filtered water. Do not use distilled water.

Service

Beyond these recommended cleaning and maintenance procedures, this brewer is not user serviceable. For service, please refer to the Warranty section of this guide.

Storage

Empty the water reservoir before storing or transporting and take care to ensure that you store your brewer in a safe and frost free environment. When you prepare to use it after storage, we recommend rinsing the water reservoir with fresh water and descaling the brewer as detailed in the Descaling your Brewer section.

If you plan to move your brewer to a different location, turn the brewer off, unplug it, and empty the water reservoir. 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.

Click or Call!



Have Questions?

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

Still Need Help?

Give us a call at **1-888-287-2739 ext. #5**