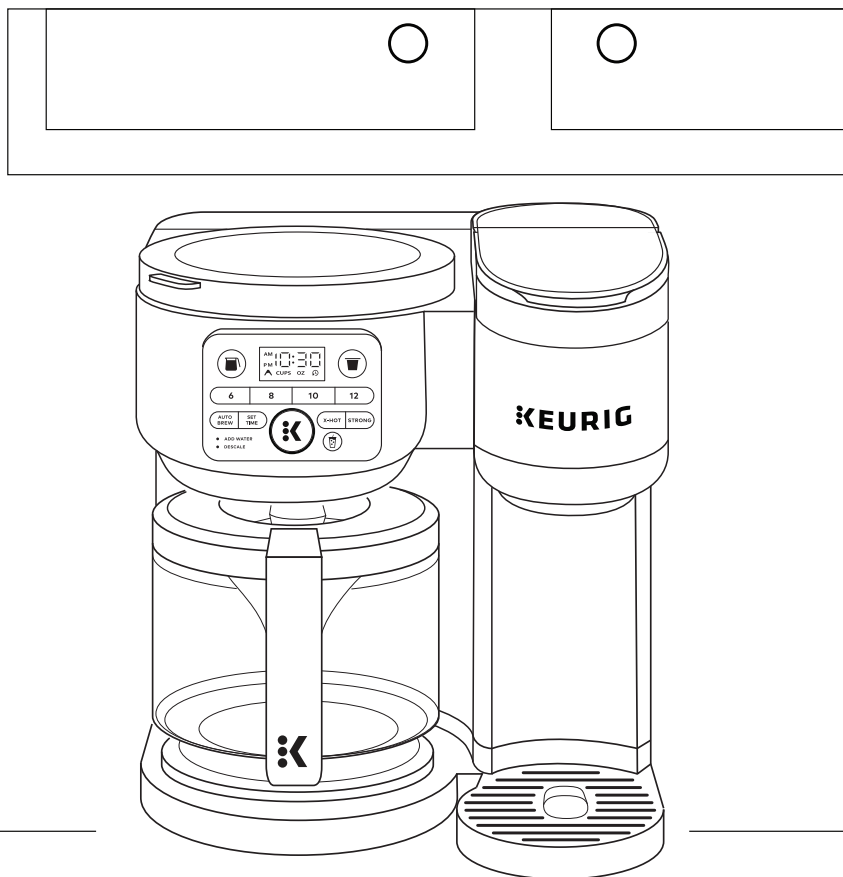


KEURIG®

K-Duo®

Use & Care Guide

Get the most from your
new Keurig® coffee maker



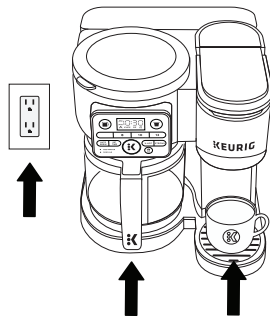
Before You Brew

1 Plug & Place

Remove packing tape from coffee maker and plug into an outlet.

Single Cup: Place a large mug (minimum 355 ml/12 oz) on the drip tray.

Carafe: Rinse the carafe and place it on the heating plate.

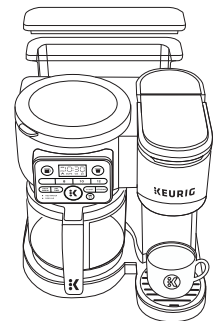


2 Rinse & Fill

Lift the reservoir straight up to remove it.

If you have a Keurig® Water Filter (sold separately), install it now. Refer to your Water Filter Starter Kit for instructions.

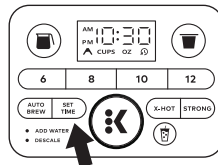
Rinse water reservoir before filling with fresh water to the **MAX FILL** line. Replace water reservoir, making sure it is secure on the coffee maker.



3 Set Clock

Press the **SET TIME** button to toggle through the hours. Press the blinking **BREW** button to confirm hour. Press the **SET TIME** button to toggle to the correct minute. Press the blinking **BREW** button to confirm minute. The time-setting process is complete.

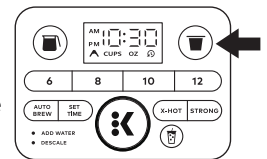
NOTE: The clock must be set in order to use the Auto Brew functionality.



4 Cleansing Brew: Single Cup

Do not insert a K-Cup® pod. Press the **OZ** button to power on. Select the 6 oz brew size. Press the flashing **BREW** button to start a cleansing brew. The **BREW** button will remain solid while brewing.

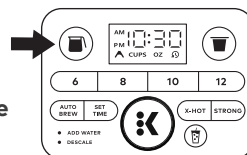
Brewing is complete when all lights are no longer illuminated. Pour the hot water into the sink.



5 Cleansing Brew: Carafe

Do not fill the filter basket with coffee grounds. Press the **CUPS** button to power on the carafe side. Select the 6-cup brew size. Press the flashing **BREW** button to start a cleansing brew. The **BREW** button will remain solid while brewing.

Brewing is complete when the **CUPS** button illuminates red. Pour the hot water into the sink.



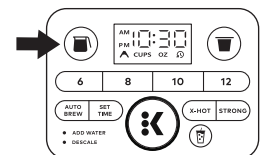
6 Cleansing Brew: Carafe (cont'd)

The **CUPS** button will remain illuminated red for 2 hours while the heating plate is on.

Press and hold the **CUPS** button for 3 seconds to turn the heating plate off.

Refill the water reservoir before the first brew.

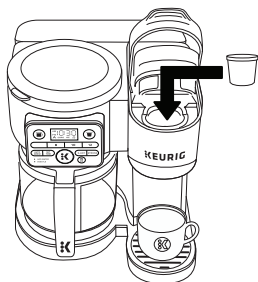
The one-time cleansing process is now complete and you are ready to brew!



Brew Your First Single Cup

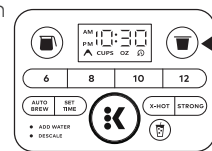
1 Place Mug & Pod

Place a mug on the drip tray. If using a travel mug, remove the drip tray and place the mug on the drip tray base. Lift the handle and place a K-Cup® pod in the K-Cup® pod holder. Lower the handle completely to close the lid.



2 Brew & Enjoy!

Press the **OZ** button and then the desired brew size button. Press the **BREW** button to initiate the brew. Lift the handle and recycle the K-Cup® pod (see instructions on the right). K-Cup® pods are recyclable in select locations; they may not be recyclable in your area.



We recommend running a cleansing brew immediately after brewing hot cocoa or other sweetened pods to keep the needles clean.

NOTE: After **5 minutes**, the coffee maker will automatically turn off. To reactivate, press **any button**.

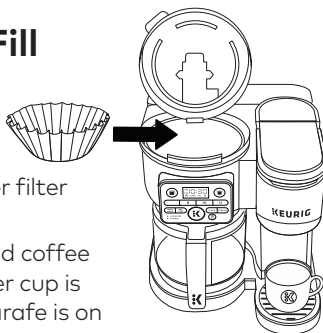
Brew Your First Carafe

1 Place Carafe & Fill Basket

Fill the water reservoir to the **MAX FILL** line. Lift the lid and insert a flat-bottom, 12-cup paper filter into the basket.

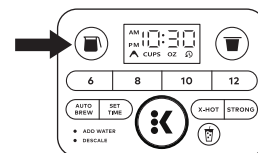
Add the desired amount of ground coffee (1 tablespoon of ground coffee per cup is recommended). Make sure the carafe is on the heating plate.

NOTE: The maximum capacity is 15 tablespoons for regular ground coffee and 12 tablespoons for decaf. Exceeding this amount may cause overflow.



2 Brew & Enjoy!

Press the **CUPS** button and then the desired brew size button. Press the **BREW** button to initiate brew.



Once the brew is complete, the **CUPS** button will illuminate red to indicate the heating plate is on and will automatically turn off after 2 hours.

Press and hold the **CUPS** button for 3 seconds to turn the heating plate off.

Coffee Maker Features

POWER ON/OFF: Lift the handle or press any button to power on. To power off, press and hold **BREW** button for 3 seconds.

BREW OVER ICE: Brews a refreshing iced coffee in minutes. This feature automatically adjusts brew temperature — starting hotter to extract full flavour, then cooling down for less ice melt. For single serve only. **Do not use glass when brewing over ice.**

CARAFE AUTO BREW: Programs the carafe to brew at a specific time up to 24 hours in advance.

MULTISTREAM TECHNOLOGY™: Saturates the grounds more evenly* to extract full flavour and aroma. *vs. Keurig® K-Select® coffee maker.

STRONG BREW: For a bolder, more intense cup. Press the **STRONG** button after selecting single serve size.

X-HOT: Press **X-HOT** before you hit the **BREW** button for a hotter single serve cup.

CARAFE HEATING PLATE: The heating plate will automatically turn on after a carafe brew and stay on for 2 hours. Press and hold the **CUPS** button for 3 seconds to turn the heating plate off and on.

CARAFE PAUSE & POUR: Allows you to pour a cup mid-brew. Removing the carafe for more than 20 seconds may cause the filter basket to overflow.

SINGLE SERVE COFFEE MAKER AUTO OFF: Automatically turns your coffee maker off 5 minutes after the last brew for energy savings.

Auto Brew Instructions

Fill the water reservoir to **MAX FILL** line and load the paper filter and coffee grounds.

1. Press the **AUTO BREW** button. Use the **SET TIME** button to set the time for Auto Brew to begin; press the blinking **BREW** button to confirm the hour and minute.
2. Choose your brew size, then press the blinking **BREW** button to confirm the size.
3. **The Auto Brew setup is now complete.** A clock icon ⌚ will appear on the screen, and the **AUTO BREW** button will be illuminated to signal Auto Brew is on.

NOTE: Once Auto Brew is enabled, you will only be able to brew a single cup. To disable Auto Brew, press the **AUTO BREW** button once. The clock icon will disappear from the screen.

High Altitude Mode

To ensure your coffee maker works properly at higher altitudes (1,500 metres/5,000 feet), please enable the High Altitude Brewing Mode on your coffee maker.

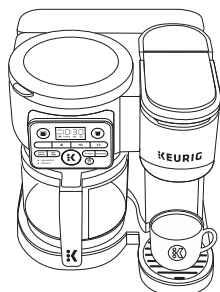
1. Begin with the coffee maker plugged in and powered off.
2. Press and hold the **BREW** and **OZ** buttons for 3 seconds. This will set the device to High Altitude Brewing Mode. When enabled, ALT will display on the screen and a mountain icon ⚡ will appear.
3. To disable High Altitude Brewing Mode, repeat steps 1 and 2. The mountain icon will disappear to confirm High Altitude Brewing Mode is disabled.

SINGLE SERVE HIGH ALTITUDE BREWING: With the handle up, push down slowly on the K-Cup® pod in the pod holder until the bottom of the K-Cup® pod is punctured by the exit needle. Then close the handle.

Caring For Your Coffee Maker

Regular cleaning keeps your coffee maker running smoothly. Always be sure to turn off and unplug your coffee maker before cleaning. We recommend running a cleansing brew immediately after brewing hot cocoa or other sweetened pods to keep the needles clean.

CAUTION: Parts are not dishwasher safe.



Coffee Maker Exterior

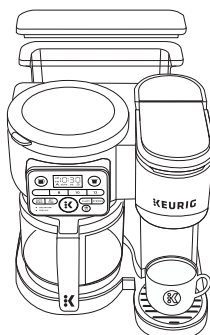
Keep your Keurig® coffee maker looking its best by cleaning the exterior from time to time. Just clean with a damp, soapy, lint-free, nonabrasive cloth.

Never immerse the coffee maker in water or other liquids.



Drip Tray

The drip tray can hold up to 118 ml (4 oz) of overflow and should be emptied and cleaned occasionally. To remove, slide it toward you, keeping it level to avoid spilling. Clean with a damp, soapy, lint-free, nonabrasive cloth.

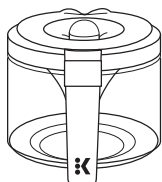


Water Reservoir & Reservoir Lid

The water reservoir lid and water reservoir should be cleaned periodically with a damp, soapy, nonabrasive cloth. Rinse the reservoir thoroughly after cleaning. This will ensure that no cleaning solutions remain in the area, as they may contaminate the water supply. After rinsing, fill the reservoir with clean water and return it to the coffee maker.

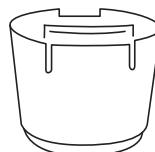
Do not dry the inside of the water reservoir with a cloth, as lint may remain. The water reservoir lid and water reservoir should not be put into the dishwasher.

NOTE: If you are using a water filter inside the water reservoir, remove it before cleaning. The filter cartridge should be replaced regularly as needed per filter instructions.



Carafe & Carafe Lid

The carafe and carafe lid should be cleaned after each brew. Rinse and clean with a damp, soapy, lint-free, nonabrasive cloth.



Filter Basket

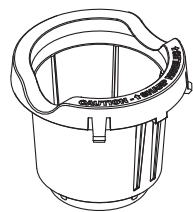
Remove the filter basket from the coffee maker. Remove and discard the paper filter and coffee grounds. The filter basket and filter basket holder should be washed in warm, soapy water and rinsed thoroughly. Dry all parts after use.

NOTE: Coffee grounds should be discarded and the filter basket should be rinsed clean after brewing or as part of the daily cleaning routine.

Heating Plate

Once the heating plate has cooled completely, gently wipe with a clean, damp cloth. Never use rough, abrasive materials or cleansers to clean the heating plate.

Caring For Your Coffee Maker (cont'd)

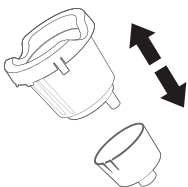


K-Cup® Pod Holder

To remove the K-Cup® pod holder from the coffee maker, lift the handle and grasp the top of the K-Cup® pod holder with one hand while pushing up on the bottom of the K-Cup® pod holder from underneath with the other until it releases. After cleaning, align the K-Cup® pod holder with the opening, using the two front ribs as a guide, and snap into place from the top.

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: Always remove and dispose of the used K-Cup® pod after brewing or as part of the daily cleaning routine.



Funnel

The funnel can be removed from the K-Cup® pod holder by pulling on it until it pops off. To replace it, orient the snaps to the indent and just snap it back on to the K-Cup® pod holder.



Exit Needle

Remove the pod holder assembly and detach the funnel. Locate the exit needle on the inside bottom of the K-Cup® pod holder. Insert a straightened paper clip into the exit needle to loosen any coffee grounds.

Entrance Needles

Lift the coffee maker handle and locate the entrance needles on the underside of the lid. To clean the holes in the needles, hold the coffee maker handle in the upward position and with your other hand, carefully insert a straightened paper clip into all the holes. Gently move it around to loosen any coffee grounds. Lower the handle completely and run a cleansing brew two times. Do not insert a K-Cup® pod.

TIP: Refer to support.keurig.ca for video instructions on cleaning the entrance/exit needles.

Keep your coffee maker running at peak performance by following the recommended maintenance schedule:

Frequency	Product	Benefit
Every 2 months	Keurig® Water Filters	Keep your water fresh and clean for a great-tasting cup of coffee every time.
Every 3 months or when the Descale notification turns on	Keurig® Descaling Solution	Remove calcium deposits, or scale, that can build up inside a coffee maker over time; this can help extend the life of your coffee maker (when used regularly).

If the coffee maker has been in storage or hasn't been used in days, run a cleansing brew before brewing your beverage.

Periodically **hand-wash** the water reservoir and lid, carafe and lid, filter basket lid, and filter basket with warm, soapy water and rinse clean.

CAUTION: Parts are not dishwasher safe.

NOTE: Do not dry the inside of the water reservoir with a cloth, as lint may remain.

Descaling Your Coffee Maker

As part of your preventative maintenance routine, you should descale your coffee maker every 3 months or when the descale light comes on (or if you experience low coffee volume or slower performance). Properly follow the descaling procedure.

Depending on the mineral content of your water, calcium deposits, or scale, may build up in your coffee maker. Scale is nontoxic, but if left unattended it can hinder coffee maker performance.

Regularly descaling your coffee maker every 3 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.

Empty the water from the water reservoir. If using a Keurig® Water Filter, remove and set aside.

STEP 1: Prepare the Coffee Maker

Begin with the coffee maker plugged in and powered off. Pour the entire bottle of Keurig® Descaling Solution into an emptied water reservoir. Then fill the empty bottle with water and pour into the water reservoir. **Do not add any K-Cup® pods or ground coffee.**

Place a large mug on the drip tray and make sure the carafe is on the heating plate.

STEP 2: Enter Descale Mode

To activate Descale mode, press and hold the **CUPS** and **OZ** buttons together for 3 seconds.

Press the flashing **BREW** button to begin the single serve descale cycle. Once complete, press the flashing **BREW** button to begin the carafe side descale. Please note the carafe descale cycle is only a partial brew. When the carafe descale is complete, the add water light will turn on. Pour the contents of the mug and carafe into the sink and rinse.

STEP 3: Fresh Water Rinse

Discard any residual liquid in the water reservoir and rinse. Fill the water reservoir with fresh water to the **MAX FILL** line.

Press the flashing **BREW** button to begin the single serve fresh water rinse. Once the brew is complete, pour the hot liquid into the sink. Press the flashing **BREW** button to perform a second single serve fresh water rinse. Pour the hot liquid into the sink.

Press the flashing **BREW** button to begin the carafe fresh water rinse. This brew will empty the water reservoir. Once the brew is complete, pour the hot liquid into the sink. The add water light will turn on. The coffee maker will now exit Descale mode and the descale light will turn off.

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

- Turn off and unplug the coffee maker.
- If there is Keurig® Descaling Solution in the water reservoir, discard the contents, rinse the water reservoir thoroughly, and refill with water.
- Plug the coffee maker back in, power on, and repeat the Step 3 Fresh Water Rinse cycle. The coffee maker should begin to function normally as the solution is rinsed out and the scale is removed. If problem persists, allow coffee maker 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 coffee maker entrance needles. Refer to the entrance needle care instructions.
- For carafe brewing, the maximum capacity is 15 tablespoons for regular ground coffee and 12 tablespoons for decaf. Exceeding this amount may cause overflow.

Coffee Maker Will Not Brew

- After placing the K-Cup® pod in the K-Cup® pod holder, make sure that the handle is pushed down securely.
- If the add water light is illuminated, add water to water reservoir. Fill to and not beyond the **MAX FILL** line. Make sure the water reservoir is seated properly in its base. If the add water light continues to be illuminated even after refilling, contact Customer Service.
- If all of the buttons blink simultaneously, contact Customer Service.

Brewing a Partial Cup or Carafe

- Make sure there is enough water in the water reservoir to perform the selected brew size.
- The exit needle may be clogged. Refer to the exit needle care instructions.
- The water reservoir may have been removed during brewing. Replace the water reservoir and perform a rinsing brew without a K-Cup® pod.
- The coffee maker may need to be descaled. If you have performed the descaling procedure and it is still only brewing a partial cup, contact Customer Service.
- The drip stop may be clogged. Remove the filter basket and rinse thoroughly to remove any grounds in the plunger.
- If you live at a high altitude and experience short carafe brews, please contact Customer Service.

Coffee Maker Does Not Have Power or Shuts Off

- Plug coffee maker into its own grounded outlet. If the electric circuit is overloaded with other appliances, your coffee maker may not function properly. The coffee maker should be operated on its own circuit, separate from other appliances.
- For energy savings, your coffee maker is set to turn off automatically 5 minutes after your last brew.
- If the coffee maker still doesn't have power, contact Customer Service.

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 coffee maker 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 coffee maker 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 coffee maker as detailed in the Descaling Procedure section.

If you plan to move your coffee maker to a different location, turn the coffee maker off, unplug it, and empty the water reservoir. If your coffee maker 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 support.keurig.ca for step-by-step videos on cleaning, descaling, and more.

Still Need Help?

Give us a call at
1-800-361-5628.

Warranty

LIMITED ONE-YEAR WARRANTY

Keurig Green Mountain, Inc. ("Keurig") warrants that your coffee maker will be free of defects in materials or workmanship under normal home use for one year from the date of delivery. It is recommended that you register your coffee maker on keurig.ca/welcome so that your purchase information will be stored in our system. Keurig will, at its option, repair or replace a defective coffee maker without charge upon receipt of proof of the date of delivery. If a replacement coffee maker is necessary to service this warranty, the replacement coffee maker may be new or reconditioned. If a replacement coffee maker is sent, a new limited one-year warranty will be applied to the replacement coffee maker.

This warranty only applies to coffee makers operated in the United States and Canada. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and, in the case of Canada, from province to province.

Only the use of Keurig® K-Cup® brand pods and accessories will guarantee the proper functioning and lifetime of your Keurig® coffee maker. Any damage to or malfunction of your coffee maker resulting from the use of non-Keurig® pods and accessories may not be covered by this warranty or may result in a service fee if the damage or malfunction is determined to be caused by such use.

WHAT IS NOT COVERED BY THE LIMITED WARRANTY?

THIS WARRANTY DOES NOT COVER CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND DOES NOT COVER INCIDENTAL COSTS AND EXPENSES RESULTING FROM ANY BREACH OF THIS WARRANTY, EVEN IF FORESEEABLE. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you depending on the state or province of purchase.

Nor does this warranty cover damages caused by use of non-Keurig® pods or accessories, services performed by anyone other than Keurig or its authorized service providers, use of parts other than genuine Keurig® parts, or external causes such as abuse, misuse, inappropriate power supply, or acts of God.

OTHER LIMITATIONS

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER EXPRESS WARRANTY, WHETHER WRITTEN OR ORAL. IN ADDITION, KEURIG HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO YOUR KEURIG® COFFEE MAKER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. Some states or provinces do not allow disclaimers of such implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you depending on the state or the province of purchase.

HOW DO YOU OBTAIN WARRANTY SERVICE?

Keurig® coffee makers are high-quality appliances and, with proper care, are intended to provide years of satisfying performance. However, should the need arise for warranty servicing, simply call Keurig Customer Service at our toll-free phone number, 1-800-361-5628. Please do not return your coffee maker for servicing without first speaking to Keurig Customer Service to obtain a Return Materials Authorization (RMA) number. Keurig® coffee makers returned without an RMA number will be returned to the sender without servicing.

For Québec consumers only - Notice on the warranty of availability of spare parts, repair services and information necessary for repair or maintenance (s. 39 of the Consumer Protection Act)

Please be advised that Keurig Canada Inc. ("Keurig"), as well as their respective affiliates, subsidiaries, parent companies, insurers, successors and assigns, does not guarantee, within the meaning of section 39 of the *Consumer Protection Act*, CQLR, c. P-40.1 and sections 79.18 to 79.20 of the *Regulation respecting the application of the Consumer Protection Act*, CQLR, c. P-40.1, r. 3, the availability of replacement parts, repair services, or the information necessary for the maintenance or repair of goods manufactured, imported, advertised, or sold by Keurig, its affiliates or subsidiaries.

<https://www.keurig.ca/bill29>

K-Duo®

**SINGLE SERVE &
CARAFE COFFEE MAKER**

A. K-Cup® Pod Holder
(A and B are the K-Cup®
Pod Holder Assembly)

B. Funnel

C. Filter Basket

D. Carafe Lid

E. Carafe

F. Drip Tray Plate

G. Drip Tray

H. Drip Tray Base

I. K-Cup® Pod Holder
Assembly Housing

J. Handle

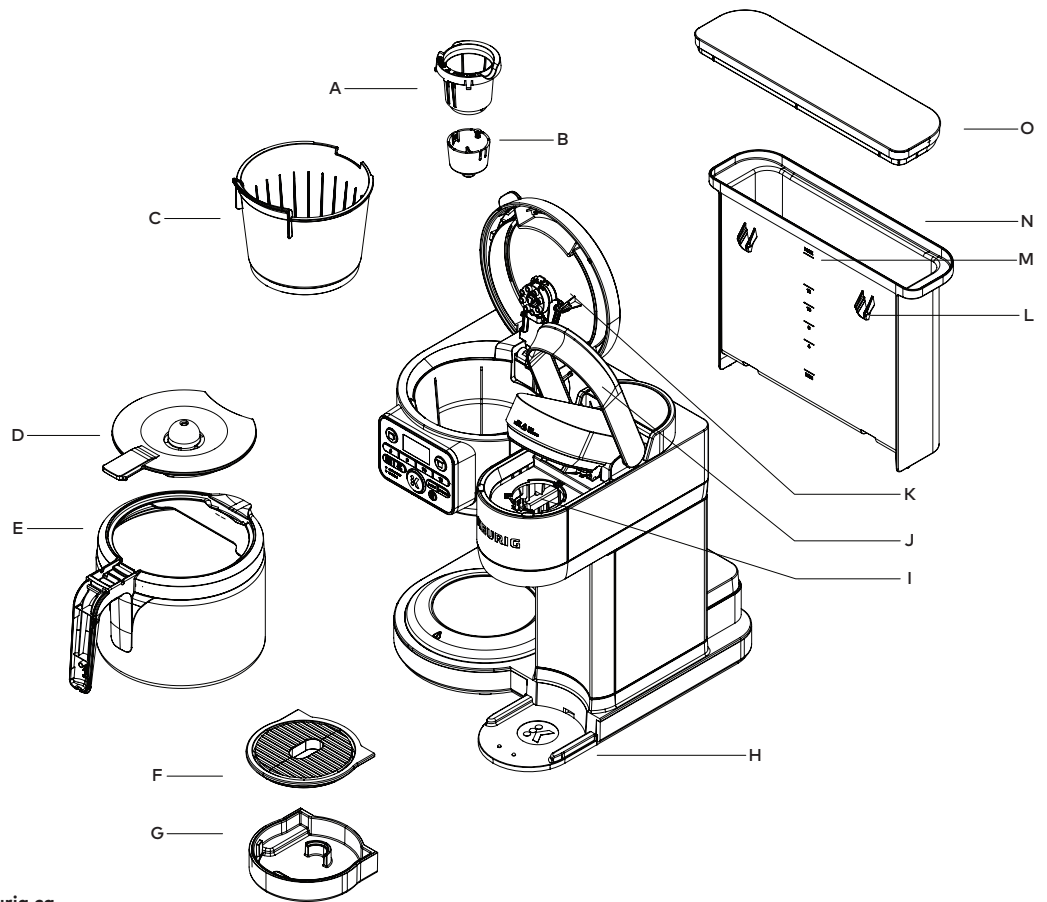
K. Filter Basket Lid

L. Water Reservoir Lock
Tabs

M. MAX Fill Line

N. Water Reservoir

O. Water Reservoir Lid



For replacement parts, please visit www.keurig.ca

Coffeehouse taste in your own home.

DOUBLE YOUR FIRST PURCHASE OF 48 K-CUP® PODS

Register your coffee maker and receive a coupon code by email
for 2 boxes of 24 K-Cup® pods FREE with an equal or greater
value purchase. Restrictions apply.†

keurig.ca/welcome