



Get the Most  
From Your  
Keurig®  
Coffee Maker

**KEURIG**  
COMMERCIAL  
**K-4500™**  
**Coffee Maker**  
Use & Care Guide

Click anywhere to begin

At least one copy of this manual should be kept in a location available at all times to maintenance and management staff.

# IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should be followed, including the following:

1. **READ ALL INSTRUCTIONS.**
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against fire, electric shock, and injury to persons, do not immerse appliance, cord, or plugs in water or other liquid.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet when not in use and before cleaning. Allow to cool (90 minutes) before putting on or taking off parts, and before cleaning the appliance.
6. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner. Contact a Keurig Authorized Distributor to report any malfunction or damage to the coffee maker.
7. The use of accessory attachments not authorized by the appliance manufacturer may result in fire, electric shock, or injury to persons.
8. Do not use outdoors.
9. Do not let cord hang over edge of table or counter, or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Always attach plug to appliance first (if not permanently attached), then plug cord into the wall outlet. To disconnect, turn any control to "off" (if applicable), then remove plug from wall outlet.
12. Do not use appliance for other than intended use.
13. Use coffee maker in upright position only.
14. The appliance must be grounded using a properly grounded 3-hole outlet.
15. Only use pods intended for this appliance. If the pod does not fit, do not force the pod into the appliance.
16. **WARNING:** To avoid the risk of injury, do not open the brew chamber during the brew process.
17. Scalding may occur if the handle is opened during the brewing process.



18. Warn office building, hotel maintenance, and management staff that servicing should be performed by an authorized service facility.

## 19. SAVE THESE INSTRUCTIONS.

### ADDITIONAL SAFEGUARDS

1. **WARNING:** Keep all plastic bags away from children.
2. **WARNING:** There is extremely hot water under pressure in the K-Cup® pod holder during the brew process.
3. **WARNING:** Used K-Cup® pods should be removed from the pod holder, and the drip tray should be rinsed clean regularly, or as part of the daily cleaning routine.
4. **CAUTION:** Keurig recommends using only Keurig® K-Cup® pods in this appliance. Non-Keurig® brand pods may cause coffee maker malfunction or injury. Coffee maker is not compatible with reusable pods; the five needles above the K-Cup® pod holder cannot puncture the plastic lid.
5. **CAUTION:** There are six sharp needles that puncture the pod, five above the K-Cup® pod holder and the other in the bottom of the K-Cup® pod holder. To avoid risk of injury, be aware of the needle locations.
6. **POWER CORD INSTRUCTIONS:**
  - a. A short power-supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
7. **CAUTION: HOT COCOA/OTHER NON-COFFEE PODS:** Immediately after using a hot cocoa/other pod, run a brewer rinse cycle without a pod to avoid the possibility of clogging the exit needle. DO NOT assume the next user will do this.
- b. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.
- c. If a long detachable power-supply cord or extension cord is used:
  - i. The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance.
  - ii. If the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord.
  - iii. The longer cord should be arranged so that it will not drape over the countertop or tabletop, where it can be pulled on by children or tripped over.





**Congratulations on purchasing the Keurig® K-4500™ Coffee Maker!** With a few simple steps, you should be brewing delicious single-serve coffee, cappuccinos, and lattes in no time at all.

The instructions provided in this Use & Care Guide will help you connect your coffee maker to an existing water supply.

We recommend that you read through all instructions before setting up or operating your K-4500™ Coffee Maker.



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**Need additional help with coffee maker use, care, or troubleshooting?**  
**Please visit <https://support.commercial.keurig.com/> for additional information.**

**For easy navigation through this Guide:**  
Look for this icon at the top right of each page to return to this page in a “click.”





## Coffee Maker Parts

- A. Puncture Mechanism Lid
- B. Handle
- C. Puncture Mechanism
- D. Milk Manifold Panel
- E. Flip-Up Drip Tray
- F. Descal Solution Door (on back)
- G. K-Cup<sup>®</sup> Pod Holder (part 1 of Pod Holder Assembly)
- H. K-Cup<sup>®</sup> Pod Funnel (part 2 of Pod Holder Assembly)
- I. Touch Screen
- J. Drip Tray Plate
- K. Drip Tray



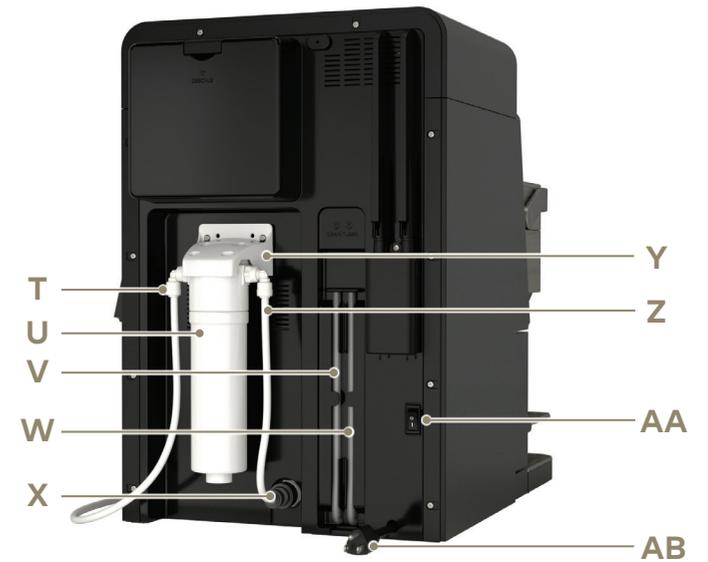
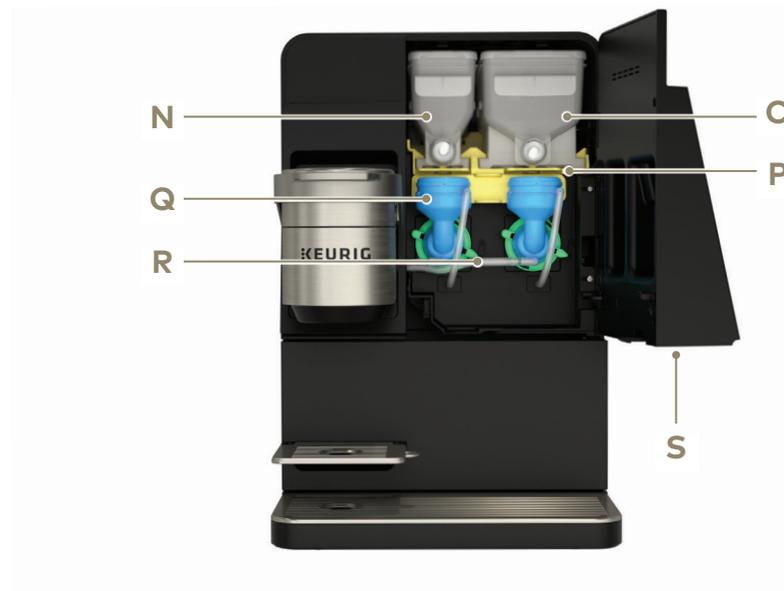
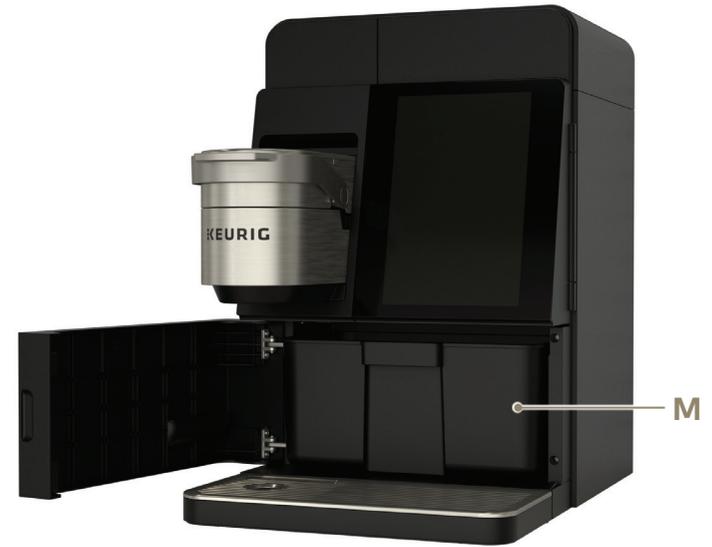
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## Coffee Maker Parts

- L. Milk Manifold Nipple
- M. K-Cup® Pod Bin
- N. Flavor Powder Hopper
- O. Milk Powder Hopper
- P. Powder/Exhaust Tray
- Q. Mixing Bowls
- R. Milk Dispense Tubes
- S. Door Locking Mechanism
- T. Water Filter Inlet Tube
- U. Omnipure KQ8A Water Filter\*
- V. Hot Water Drain Tube
- W. Cold Water Drain Tube
- X. Water Inlet Port
- Y. Filter Mounting Bracket
- Z. Water Filter Outlet Tube
- AA. Power Switch
- AB. Power Cord



\*Sold separately. Contact your Keurig Authorized Distributor for more information or purchase through [commercial.keurig.com](http://commercial.keurig.com).



## Plumbing Instructions

**CAUTION:** This coffee maker 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.

**WARNING:** Keurig requires the use of an external water filter such as the Omnipure KQ8A Water Filter, available from Keurig. Failure to use a filter invalidates the coffee maker warranty.

**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 coffee maker and drip tray. Remove the clear plastic film from the touch screen.

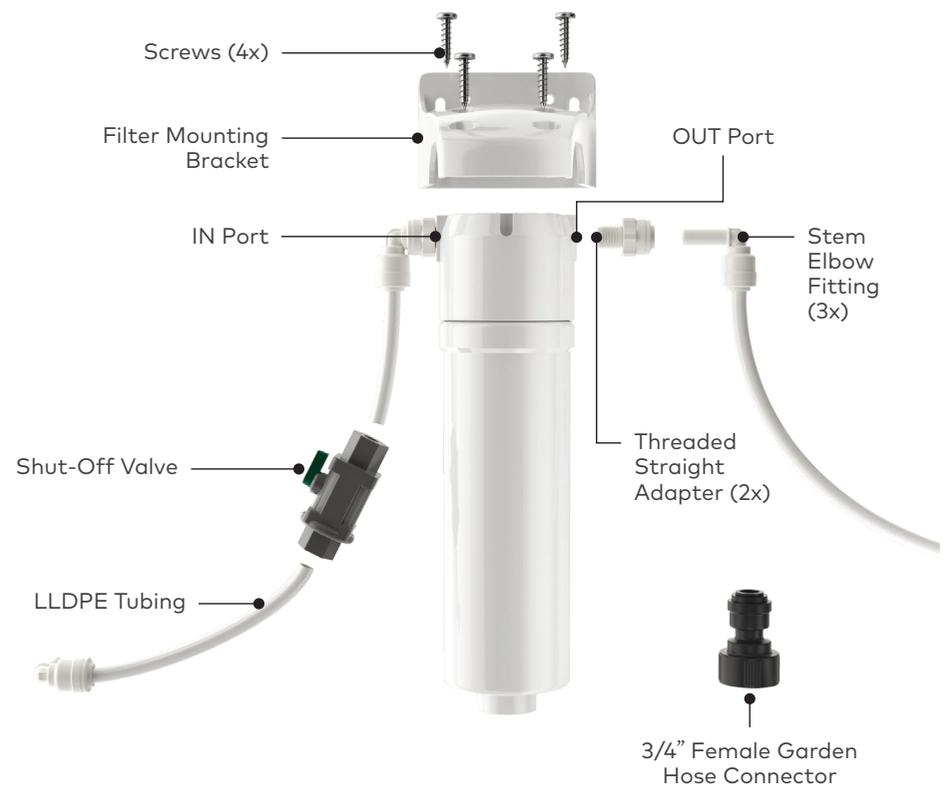
**NOTE:** An external filter (KQ8A, #5572) can be mounted on the rear surface of the coffee maker using the mounting screws provided.

2. Attach a threaded straight adapter to both the IN and OUT ports on the Omnipure KQ8A Water Filter and tighten using an  $1\frac{1}{8}$ " (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 coffee maker and hang the filter kit assembly. Tighten the screws, being careful not to overtighten.

**NOTE:** The filter kit assembly comes with  $\frac{1}{4}$ " FPT ports for both inlet and outlet, and the plumbed water inlet to the coffee maker is  $\frac{3}{4}$ " female garden hose thread (Invensys solenoid valve).  $\frac{1}{4}$ " OD LLDPE (Linear Low Density Polyethylene) tubing is recommended (NSF® compliant) between the filter kit assembly and the coffee maker. NSF® compliant fittings such as High Density Polypropylene type are recommended.



Continued



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 coffee maker 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 4 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 coffee maker inlet valve located at the lower rear of the coffee maker. Push the stem elbow fitting into the connector until secured firmly. Then turn on the water supply.

**NOTES:**

- 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).
- After installation, check the water hookup for any dripping or leaking that might occur.



For plumbing instructions video:  
<https://support.commercial.keurig.com/>



### K-Cup<sup>®</sup> Pod Bin or Pass-Through

There are two options for pod disposal when setting up your coffee maker. The K-Cup<sup>®</sup> pod pass-through option may be used if your countertop has a cutout; then you don't need to worry about emptying the K-Cup<sup>®</sup> pod bin.

**Option 1: K-Cup<sup>®</sup> Pod Bin:** Can hold 30 or more pods, typically a day's worth of consumption.

**Option 2: K-Cup<sup>®</sup> Pod Pass-Through:** Remove the pod bin and place a waste bin under the appliance to capture a larger number of pods. There is an opening in the bottom of the coffee maker that allows spent pods to fall directly into a waste receptacle below the counter.



### Power On

Locate the power switch on the back of the coffee maker and turn it on by pressing "I."



### Confirm Water Supply

If the water supply is already hooked up and water is turned on, the coffee maker will automatically begin to fill the internal hot water tank.

Make sure the coffee maker is plumbed and the water supply is on in order to proceed.



### Heat Up

Once the coffee maker fills the internal hot water tank, it will begin heating the water. The heating process will take about three minutes.

**NOTE:** This will only happen when the coffee maker is first turned on or when it comes out of standby mode.

Continued





## Rinse Brew

When prompted to select your beverage, press **12 oz** and then the **Ⓚ** button to start the brewer rinse cycle. Repeat brewer rinse cycle two or more times. When the brewer rinse cycle is complete, discard the hot water from the mug. The coffee maker will enter standby mode and will be ready to brew your first K-Cup® pod.

**CAUTION:** During the brewing process, there is extremely hot water passing through the K-Cup® pod holder. To avoid injury, do not lift the handle during the brewing process.



## Filling the Powder Hoppers

To fill the powder hoppers, open the pod bin door. Open the door with the display by using the button on the left-hand side found under the touch screen door. Push down on the clips that hold the powder hoppers and pull the hoppers forward. Remove the lids to the powder hoppers and pour the milk powder into the larger hopper and your selected second powder into the smaller hopper. Replace the lids. Push the powder hoppers back in and close the door.

Follow the instructions on the screen.

**NOTE:** Add French vanilla or chocolate powder to the smaller hopper and milk powder to the larger hopper.



## Powder Hopper Selection

For the display to show the correct powder type and beverage options for the second powder you selected, you will need to set it up in the Menu Mode. To enter the Menu Mode, press the top right corner of the touch screen and hold for three seconds. Choose the Settings section to update the labels on the powder hoppers. Once updated, the new names and beverage options will show in the display.



### Turn On the Coffee Maker

Locate the power switch on the back of the coffee maker and turn it on by pressing “I.” After turning your coffee maker on for the first time, we highly recommend you take the time to go through the registration process. The screen will take you through the steps.

**NOTE:** We recommend leaving the coffee maker on; the energy-save feature on this coffee maker uses power efficiently.



### Heat Up

The coffee maker will automatically fill the internal hot water tank with water; then the water will be heated. This takes about three minutes.

**CAUTION:** While brewing, there is extremely hot water in the K-Cup® pod holder. To avoid injury, do not lift the handle during the brewing process.



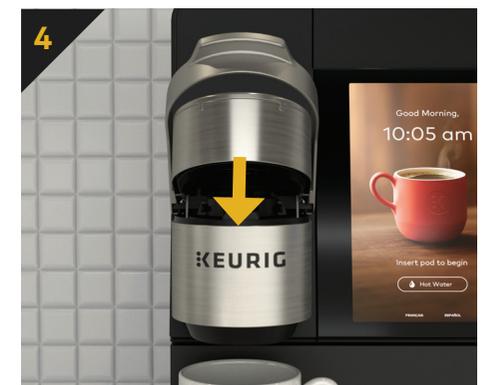
### Place Mug & Pod

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

**NOTES:**

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

This appliance is not compatible with reusable pods.



### Close Lid

Lower the handle completely to close the lid.

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

Continued





## Select Beverage

The screen will show a menu of beverages. You can customize your coffee (three strengths and three temperature settings), or you can select a specialty beverage.

The coffee maker will auto-recognize the pod and suggest the recommended beverages: cappuccino, latte, and café au lait.

**NOTE:** Some pods will have different beverage recommendations.



## Select Your Brew Settings

The following screen will show a list of brew sizes, as well as strength and temperature choices. Select your brew size by pressing the corresponding button on the touch screen. You may choose to press the strength and temperature buttons either before or after selecting your brew size. The coffee maker will recommend beverage settings based on the pod inserted.

When your desired selections are highlighted in brown, press the  button to brew.

**CAUTION:** While brewing, there is extremely hot water in the K-Cup® pod holder. To avoid injury, do not lift the handle during the brewing process.



## Enjoy!

Brewing is finished when you see the screen display "Brewing Complete."



## Coffee Maker Features

**Specialty Beverages:** This coffee maker includes two hoppers to brew specialty beverages: one hopper for milk and a second hopper for chocolate or French vanilla powder.

**MultiStream Technology™:** Innovative new MultiStream Technology™ extracts full flavor and aroma from your favorite K-Cup® pods for an exceptionally flavorful experience in every cup. This coffee maker is not compatible with reusable pods; the five needles above the K-Cup® pod holder cannot puncture the plastic lid.

**Strong Brew** increases the strength and bold taste of your coffee's flavor. For bolder coffee, press the **Strong** or **Extra Strong** button; the selected button will be highlighted in brown.

**Separate Delivery Path** for hot water allows you to dispense outside of the coffee delivery path. Press the button for hot water, select your brew size, and press the **Ⓜ** button.

**Commercial Rating** ensures that the K-4500™ coffee maker will stand up to the demands of your coffee station. Enjoy the convenience of a touch screen, an industrial-grade 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 into your coffee maker. Select your brew size — we recommend selecting 6 oz or 8 oz on **Strong**.

**High Altitude Brewing:** When brewing in higher altitudes (5,000 feet), please enable the High Altitude Brewing mode on your coffee maker. To enable this mode, you will need to access the Technician Menu. This is located by pressing the top right corner of the screen. For more information on the Technician Mode, please contact your Keurig Authorized Distributor or visit [commercial.keurig.com](http://commercial.keurig.com).

**Travel Mug Friendly:** Move the flip-up drip tray up or remove the drip tray to accommodate a travel mug.

**Temperature:** You can increase the temperature of your coffee. For hotter coffee, press the **Hotter** or **Extra Hot** button to be highlighted in brown.

**NSF® Rating:** This coffee maker is certified by the National Sanitation Foundation (NSF) for use in foodservice outlets. (NSF-4)

**Energy-Save Mode:** The coffee maker will automatically go to sleep after eight hours of inactivity.

## Menu Controls

To enter the Menu Mode, press the top right corner of the touch screen and hold for three seconds. The menu will display the choices: Dashboard, Maintenance, Settings, System Status, and Technician.

### Dashboard

You can view alerts, powder hopper levels, pod varieties brewed, and beverage types brewed.

### Maintenance

You can set your coffee maker and powder rinse reminders, quickly access the QR code for video tutorials, and view the maintenance log.

### Settings

Adjust the brightness level of the screen, choose which flavor and milk powder are in the hoppers, change the date and time, and choose the playlist.

### System Status

View any alerts, see the coffee maker details, and find the contact information for the office manager or technician.

In the **Technician Mode**, you may change the following:

- **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 standby mode.

- **Units**

Change between mL (milliliters) and oz (ounces) for volume measurement; oz (ounces) is the default.

- **Available Sizes**

Select which cup sizes you want the coffee maker to dispense. Five brew sizes are available: 4, 6, 8, 10, and 12 oz with 8, 10, and 12 oz for specialty beverages. You have the ability to select the available brew sizes shown. The default cup size of 10 oz cannot be changed.





## Regular Maintenance Schedule

	CLEANING AREAS	CLEANING METHOD
DAILY	Exterior components (e.g., drip tray, mug platform, exterior panels) Powder path	<ul style="list-style-type: none"> <li>• Rinse drip tray clean</li> <li>• Remove and dispose of used pods</li> <li>• Run a powder rinse cycle**</li> </ul>
WEEKLY	Pod holder assembly Powder path (e.g., mixing bowl(s), powder exhaust collector(s), milk tubes, milk manifold) Brew Path Sanitize	<ul style="list-style-type: none"> <li>• Detach and rinse clean</li> <li>• Brewer rinse cycle*</li> <li>• Use Urnex® Complete Café™ Sanitizer and Urnex® Rinza***</li> <li>• Use Urnex® Cleaning Cups and spray exterior parts of your coffee maker with the prepared sanitizing solution</li> </ul>
QUARTERLY	Brew path and tank	<ul style="list-style-type: none"> <li>• Descaling****</li> </ul>

\*You can find the brewer rinse button in Menu Mode, under Maintenance. A brewer rinse cycle refers to running a hot water cycle with no K-Cup® pod. Run a brewer rinse cycle immediately after using a pod with hot cocoa or milk ingredients. If the coffee maker is not used daily, run a cleansing brew before brewing with a K-Cup® pod.

\*\*You can find the powder rinse button in the Menu Mode, under Maintenance. Follow the on-screen instructions.

\*\*\*The Urnex® products are found in the Keurig® K-Cup® Pod Deep Cleaning Kit.

\*\*\*\*Descaling can be conducted before and after an extended time of storage to maximize the cleaning effectiveness.

## 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. If you use tap water, install a filter to help remove water impurities and improve beverage taste.

## Storage

Empty the internal water tank and remove the Omnipure Water Filter (if applicable) before storing or transporting, and take care to store your coffee maker in a safe and frost-free environment. Please be sure to store your coffee maker in its upright position to avoid water leakage from the internal water tank. If you store the coffee maker in a cold environment, you run the risk of water freezing inside the coffee maker and causing damage.

When you prepare to use the coffee maker after storage, we recommend rinsing the internal water tank with fresh water and running three brewer rinses 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) or visit [commercial.keurig.com](http://commercial.keurig.com) for more information.

If you plan to move your coffee maker to a different location, turn the coffee maker off, unplug it, and empty the internal water tank.

**CAUTION:** Water may be hot. Allow coffee maker to cool down for one hour before draining.

If your coffee maker has been in an environment below freezing, please be sure to let it warm to room temperature for at least two hours before using.

\*Urnex® is a registered trademark of Urnex Brands, LLC.





## General Cleaning & Care



Regular cleaning keeps your coffee maker running smoothly. **Always be sure to turn off and unplug your coffee maker before cleaning.**

**CAUTION:** Only the drip tray and plate are dishwasher safe. Removable parts may be washed in hot, soapy water. Dry thoroughly and reinstall. Use the Urnex® products found in our Keurig® K-Cup® Pod Deep Cleaning Kit to sanitize water and powder contact parts.

For detailed coffee maker cleaning instructions and videos, visit [commercial.keurig.com](http://commercial.keurig.com). For service, please contact your Keurig Authorized Distributor.

### Coffee Maker Exterior

Keep your 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 26 oz of overflow and should be emptied and cleaned occasionally.

To empty the drip tray, grasp the drip tray by the side, lift, and pull toward you. This disengages the drip tray, which can now be emptied and returned back to its place. Keep the drip tray level at all times to avoid spilling.

The drip tray is dishwasher safe.

### K-Cup® Pod Bin

The used K-Cup® pods are automatically ejected into the K-Cup® pod bin or pass-through. When the K-Cup® pod bin requires emptying, the coffee maker touch screen will display "Please empty the pod bin."

To empty the K-Cup® pod bin, open the coffee maker door by grasping the handle and swinging the door fully open to remove the K-Cup® pod bin from



the drawer. Dispose of used K-Cup® pods, which are recyclable, and replace the K-Cup® pod bin.

**NOTE:** At the end of each day, we recommend emptying the K-Cup® pod bin, along with running a brewer rinse and powder rinse with water. It is recommended to run a brewer rinse immediately after the use of hot cocoa or other milk-based pods to avoid the possibility of a clogged needle.

### K-Cup® Pod Holder Assembly

The K-Cup® pod holder assembly (PHA) should be removed from the puncture mechanism (PM) for cleaning. To remove the PHA, remove the half rim, then squeeze the two snap tips on the rear of its flip seat to release. The bottom (funnel) portion of the assembly can be separated by twisting the funnel against the top portion of the assembly.

The PHA can be cleaned by submerging it in Keurig® Descaling Solution, or a vinegar solution (one part water to three parts vinegar), for 12 hours or more. There may be residual coffee grounds in the groove and the flip seat. If required, use a cotton swab to clean the area. Thoroughly rinse the PHA before restoring it to the flip seat, then to the half rim to lock in place.

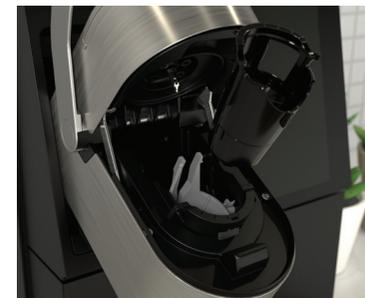
**CAUTION:** There are sharp needles that puncture the K-Cup® pod above the K-Cup® pod holder and in the bottom of the K-Cup® pod holder. To avoid risk of injury, do not put your fingers in the K-Cup® pod holder.

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

### 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.



Continued



### Entrance Needles

The five entrance needles are located on the underside of the lid.

**To clean the needles:** With one hand, lift and hold the coffee maker 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. Repeat the cleaning for each needle. Lower the handle completely and run two rinse brews.

Do not insert a K-Cup® pod during the rinse process. If available, use Urnex® rinse pods.



### Puncture Mechanism (PM)

Remove the K-Cup® pod holder (see K-Cup® pod holder cleaning instructions). Then remove the plate under the puncture mechanism. This is done by pushing the clip and then pulling off the tubes.

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. Reinstall tubes.



### Powder Hoppers

Remove the white powder hoppers. Push down on the small lever located directly below the hopper and pull the hoppers straight out toward you. To thoroughly clean the powder hoppers, remove the auger by unscrewing from the rear. Use Urnex® Complete Café™ Sanitizer to sanitize and wash in hot, soapy water; ensure items are dry before reinstalling.

**To clean the powder hoppers:** Use the Powder Care Kit to clean the powder hoppers.



### Mixing Bowls and Exhaust Tray

To remove the mixing bowls, rotate the green ring from the locked position to the unlocked position, as directed on the coffee maker. Once in the unlocked position, pull the mixing bowls straight out toward you. Once mixing bowls are out, remove the exhaust tray by squeezing the two tabs and pulling straight out. Remove the exhaust tray.

**To clean the mixing bowls:** Wash in hot, soapy water; ensure items are dry before reinstalling. Use Urnex® sanitizer. It is not necessary to sanitize the exhaust tray.



### Milk Dispense Tubes

To remove the milk dispense tubes, pull the tubes off the mixing bowls. Disconnect the couplers from the elbow tubes and the tubes that enter the coffee maker. Squeeze the locking tab on the spout cover and pivot it down. Disconnect the milk tubes from the manifold nipples and pull them straight out of the coffee maker.

**To clean the milk dispense tubes:** Wash in hot, soapy water; tubes need to soak and require a pipe cleaner to thoroughly clean the inside. Ensure items are dry before reinstalling. Use Urnex® Complete Café™ Sanitizer to sanitize.

**To reinstall,** replace all of the parts in the reverse order of removal.

**Powder Care Kit:** For your convenience, an extra set of the following parts is included so that your coffee maker can continue running while you clean: powder hoppers, mixing bowls, milk dispense tubes, milk manifold panel, and exhaust tray.





## Sanitizing

Keurig recommends sanitizing the coffee maker weekly using Urnex® Complete Café™ Equipment Sanitizer; this can be found in the K-Cup® Pod Deep Cleaning Kit. Follow the instructions for cleaning and descaling before sanitizing.

Measure 1/2 oz of Complete Café™ solution into the provided measuring cup/lid and add to 1 gallon of water **(IMAGE A)**.

Disconnect the water line.

Open the descale solution door and fill the internal tank with approximately 16 oz 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 coffee maker on. When the “filling hot water tank” progress bar is complete, power the coffee maker off. Add another 16 oz of solution and reconnect the water line.

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

Next, run four rinse brews to remove any additional sanitizer that may remain in the brew path.





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

Regularly descaling the coffee maker helps maintain the heating elements and other internal parts that encounter water. As part of the preventative maintenance routine, the coffee maker should be descaled when the descale icon appears on the display. This icon will appear when recommended.

Before you begin, you will need:

- A large ceramic mug or appropriate container for holding approximately 12 oz of solution
- Keurig® Descaling Solution
- Access to a sink, drain, or 1-gallon bucket

**ADDITIONAL NOTES:**

- Before beginning the process, and during the entire process, ensure that there is no pod in the K-Cup® pod holder.
- Allow approximately 60 minutes to complete the descaling procedure.

**CAUTION:** Take extra care, as water exiting the coffee maker will be hot.

**IMPORTANT:** Please read these instructions thoroughly before starting the descaling process.

1. Flip the power switch on the back of the coffee maker to off **(IMAGE A)**. Unplug from the outlet.
  - If a cartridge filter is mounted to the back of the coffee maker, this will need to be removed before beginning the descaling procedure and replaced with a new filter after the procedure. For the procedure, plumb the incoming water line directly into the inlet valve.
2. Drain the coffee maker by removing the two drain tubes from the rear of the coffee maker and placing them so they can drain into a large container (1 gallon or larger; use a sink or drain if available). Remove the plugs from the ends of the tubes; water can be HOT. Remove the vent plug by pulling the plug up and out of its holder and toward the user about 2 inches, then removing the plug from the end of the tube **(IMAGE B)**.
3. Replace the plugs on all of the drain and vent tubes. Replace the tubes back into their stowed positions.
4. Open the descale door **(IMAGE B)**; pour in the full bottle of descaling solution and close the descale door.
5. Plug the coffee maker back into the outlet. Flip the power switch on the back of the coffee maker to on **(IMAGE A)**. Using the touch screen, navigate to the **Technician Mode**. Navigate to the descale menu and press the "STEP 1 DESCALE" icon. Follow the prompts to be sure the coffee maker has been drained, the drain tube and vent tube plugs have been installed, and the descaling solution has been added to the coffee maker via the descale door.
6. Following the screen prompts, run a rinse brew, which will fill the hot water tank with the descaling solution and heat it to the preheat temperature. The coffee maker will then pump the hot solution through each of the powder valves for five seconds each, then switch to the hot water dispense valve for five seconds, then to the vent valve for five seconds, and finally to the brew valve for five seconds, each time shutting off the valve before switching to the next valve. After the brew valve turns off, the water pump turns off and the display begins a 30-minute "SOAK" countdown.
7. Once the countdown is complete, the display will prompt the user to shut down the coffee maker by switching off the power switch on the back of the coffee maker **(IMAGE A)**. Unplug the coffee maker from the outlet.



Continued





8. Drain the coffee maker by removing the two drain tubes from the rear of the coffee maker and placing them so they can drain into a large container (1 gallon or larger; use a sink or drain if available). Remove the plugs from the ends of the tubes. Be careful, as water can be HOT. Remove the vent plug by pulling the plug up and out of its holder and toward the user about 2 inches, then removing the plug from the end of the tube **(IMAGE B)**.
9. Replace the plugs on all of the drain and vent tubes. Replace the tubes back into their stowed positions.
10. Plug in the coffee maker and flip the power switch on the back of the coffee maker to on **(IMAGE A)**. Using the touch screen, navigate to the **Technician Mode**. Navigate to the Descale menu and press the "STEP 2 FLUSH" icon. Follow the prompts to be sure the coffee maker has been drained, the drain tube and vent tube plugs have been installed, and the water supply is connected to the inlet valve. Put the 12 oz minimum container under the PM and press the "Flush" icon. This will fill the internal water tank and the hot water tank with fresh, clean water. The coffee maker will then automatically flush five seconds of water through each of the five valves, followed by an air purge. Empty the container and run two more "FLUSH" brews (total of three flush brews). This will completely remove any residual descaling solution in the water/brew path. After the third flush brew has run, press the "DESCALE COMPLETE" button on the display. This will tell the software to reset the "Descal icon flag."
11. Turn off the coffee maker by flipping the power switch on the back of the coffee maker to off and unplug from the outlet **(IMAGE A)**.
12. Remove the direct plumbing into the inlet valve and reinstall the water filter.
13. Turn on the coffee maker by flipping the power switch on the back of the coffee maker to on **(IMAGE A)**.



For descaling steps video:  
<https://support.commercial.Keurig.com/>



### Coffee Maker Does Not Have Power

- Plug coffee maker into its own grounded outlet.
- Make sure that the coffee maker has been turned on, with the power switch in the "I" position, and the touch screen is illuminated.
- Reset circuit breaker if necessary.
- Plug into a different outlet.

### Coffee Maker Will Not Brew When Used for the First Time

- The coffee maker 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 coffee maker has been in an environment below freezing, please be sure to let it warm to room temperature for at least two hours before using.

### Coffee Maker Will Not Brew Coffee

- 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. To clean the needles, with one hand, lift and hold the coffee maker 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. Repeat the cleaning for each needle. Lower the handle completely and run two rinse brews. Do not insert a K-Cup® pod during the rinse process. If available, use Urnex® rinse pods.

### Coffee Maker Produces Only a Partial Cup

- The exit or entrance needle may be clogged. To clean the needles, with one hand, lift and hold the coffee maker 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. Repeat the cleaning for each needle. Lower the handle completely and run two rinse brews. Do not insert a K-Cup® pod during the rinse process. If available, use Urnex® rinse pods.
- Clean K-Cup® pod holder if necessary and rinse under faucet.
- If the coffee maker is alerting you to perform a descale, have your Keurig Authorized Distributor descale the coffee maker.

### 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 or Keurig AFH (away from home) tech services/customer service for support for ecomm customers.

### Chocolate or French Vanilla Beverage Options Are Not on the Beverage Selection Menu

- The flavor powder hopper only holds one flavor.
- You will need to add the flavor description to the powder hopper. You can do this in the Menu Mode under Maintenance.

### Milk Powder Not Dispensing

- Make sure you clean the powder hoppers regularly and also sanitize them once a week.
- Be sure you check the powder levels, as more powder might need to be added.

### 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.

### Still Need Help?

Give us a call at 1-888-287-BREW (2739) ext. 5.

### Service

If you are not a trained technician, do not service, or warranty will be void.

Beyond these recommended cleaning, maintenance, and troubleshooting procedures, this coffee maker is not user-serviceable. For service, please contact your Keurig Authorized Distributor.

If you lose connection, contact the number on the admin screen for service.



Keurig Green Mountain, Inc., warrants to the original purchaser that its coffee maker will be free of defects in materials or workmanship under normal use for one year from the date of purchase. Keurig, a Keurig Authorized Distributor, or Service Provider will, at their option, repair or replace a defective coffee maker under this warranty without charge upon receipt of proof of the date of purchase. 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 the original purchaser 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. If you obtained this coffee maker through sale or rental from a Keurig Authorized Distributor, you may also want to refer to your distributor's warranty policies. Only the use of Keurig® K-Cup® brand pods and accessories will guarantee the proper functioning and lifetime of your Keurig® K-Cup® coffee maker. Any damage to or malfunction of your coffee maker resulting from the use of non-Keurig® K-Cup® brand 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® K-Cup® brand 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 K-4500™ 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.

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### 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 your Keurig Authorized Distributor (KAD) who originally sold you the coffee maker or your Keurig Authorized Service Provider (KASP) for full support. To be reconnected with your KAD or KASP, please call Keurig at 1-888-287-2739 ext. 5.

Keurig Green Mountain, Inc.  
53 South Avenue  
Burlington, MA 01803

### Open Source Compliance

For information on the open source compliance for this coffee maker, please visit <https://commercial.keurig.com/compliance>.

### FCC Compliance Notice FCC ID: 2AF62-HM110A, FCC ID: R17LE910CXNF

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

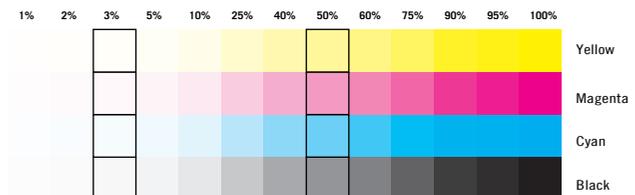
- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This device complies with applicable sections of Part 15 of the FCC Rules. Changes or modifications not expressly approved by the party responsible for the compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at their own expense.



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<b>Client Name:</b> Keurig Green Mountain	<b>KGM Job #:</b> 14698	<b>Barcode:</b>
<b>Sales Order:</b> 106881010	<b>Item Part #:</b> AW0000000395 REV C	<b>Mag:</b>
<b>Service Order:</b> 402776644	<b>Buyer:</b> JunHan Wang	<b>Bar Width Adj.:</b>
<b>Date:</b> 04-8-2022	<b>Vendor:</b>	<b>Dieline #:</b>
<b>Description:</b> K4500 UCG REV C-User Guide Brewer	<b>Designer:</b>	<b>Line Screen:</b> -
	<b>CC:</b>	<b>Print Method:</b>
	<b>Operator:</b> SB	<b>Printer:</b> -
	<b>Project:</b>	<b>Printer PO #:</b> -
		<b>Special Print Processes:</b> -

<b>KGM Approval:</b>	<b>Designer Approval:</b>	<b>Buyer Approval:</b>	<b>Proofreader Approval:</b>	<b>Changes:</b>
Date	Date	Date	Date	Date