



KEURIG[®]

COMMERCIAL

K-2500[™] Brewer

Use & Care Guide

Get the Most From Your
New Keurig[®] Brewer

Click Anywhere to Begin

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 min) 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 of or damage to the brewer.
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 brewer 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. **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. To avoid risk of injury do not lift the handle or otherwise open the handle during the brew process.
3. **WARNING:** Used K-Cup® pods should be removed from the pod holder, and the drip tray and water reservoir (if applicable) should be rinsed clean regularly, or in part with the daily cleaning routine.
4. **CAUTION:** Keurig® recommends using only Keurig® K-Cup® pods in this appliance. Non-Keurig® brand pods may cause brewer malfunction or injury.
5. **CAUTION:** There are two sharp needles that puncture the pod, one 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 hot water brew 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 counter top or table top where it can be pulled on by children or tripped over.



Congratulations on purchasing the Keurig® K-2500™ Commercial Brewer!

With a few simple steps, you should be brewing delicious single-serve coffee in no time at all.

The instructions provided in this Use & Care Guide will help you connect your brewer to an existing water supply or install the K-2500™ Water Reservoir Kit (sold separately).

We recommend that you read through all instructions before setting up or operating your K-2500™ brewer.



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Need additional help with brewer use, care, or troubleshooting? Look for this icon to go online for instructional videos at commercial.keurig.com/training.



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'.





Brewer Parts

- A. Water Reservoir Lid
- B. Water Reservoir
- C. Puncture Mechanism
- D. Water Reservoir Dock
- E. Handle
- F. Descale 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. Ominipure KQ8A Water Filter*
- X. 3/4" Garden Hose Connector



*Sold separately. Contact your Keurig® Authorized Distributor for more information.





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 on page 8.

- A. Lid
- B. Reservoir
- C. Dock



*Sold separately. Contact your Keurig® Authorized Distributor for more information.



If you have purchased the K-2500™ Water Reservoir Kit, skip to "Installing the Reservoir" on page 8.

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.

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 brewer 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 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.

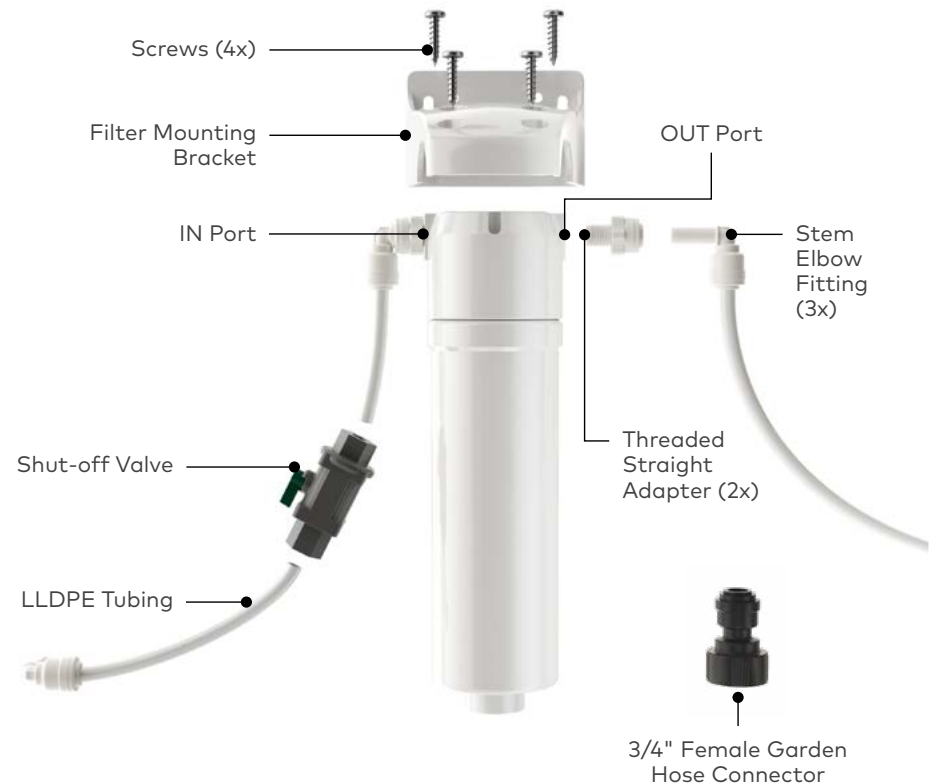
2. Attach a threaded straight adapter to both the IN and OUT ports on the Omnipure KQ8A Water Filter and tighten using an 1¹/₁₆" (18 mm) wrench. Make sure the connections are secure, but do not overtighten.

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.

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

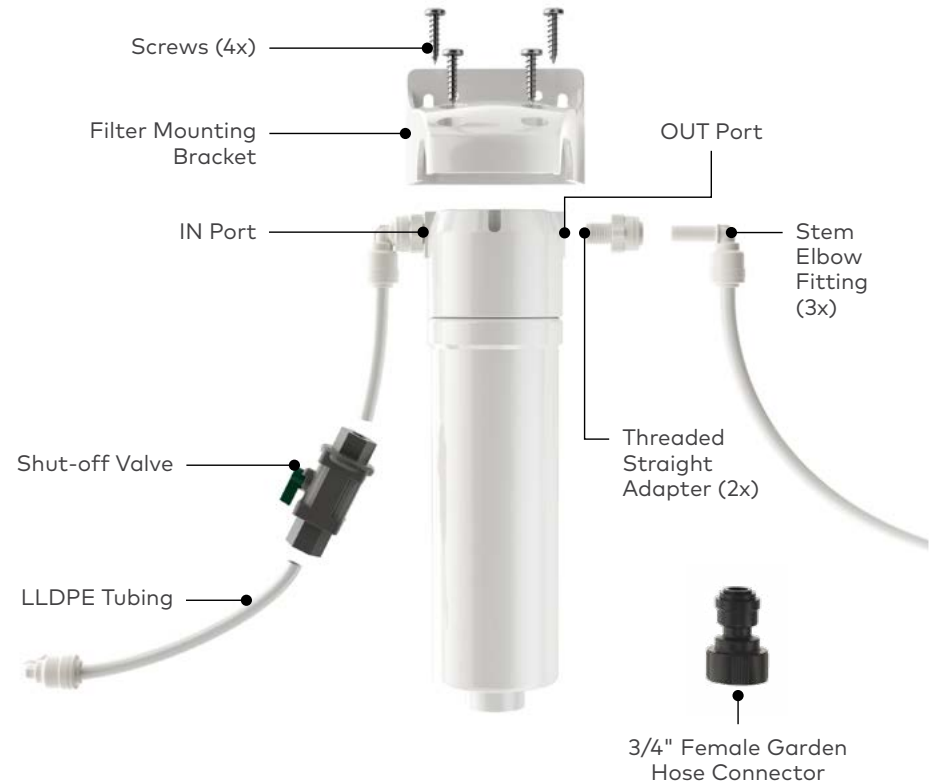




5. Connect a stem elbow fitting to the IN port of the filter kit assembly by pushing the stem elbow fitting into the previously attached adapter. Push firmly until the connection is secure. Secure LLDPE tubing to the stem elbow fitting in the same fashion and connect it to the local water supply.
6. 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 ¾" 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).



For plumbing instructions video:
commercial.keurig.com/training.



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.



For reservoir installation video:
commercial.Keurig.com/training.



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:



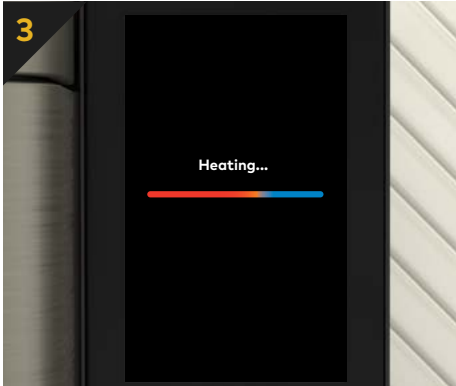
Power On

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..."

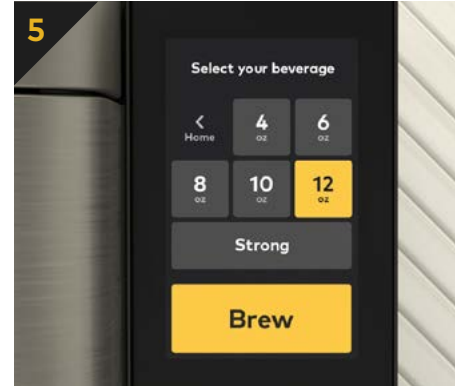


Plumbed brewer shown

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

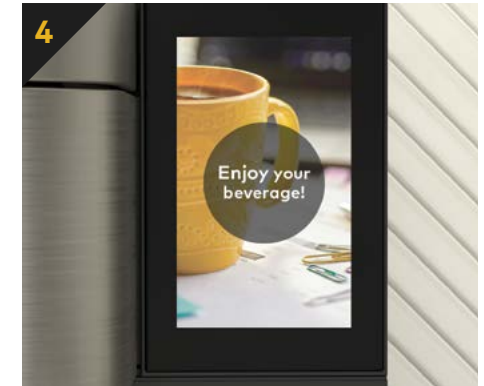
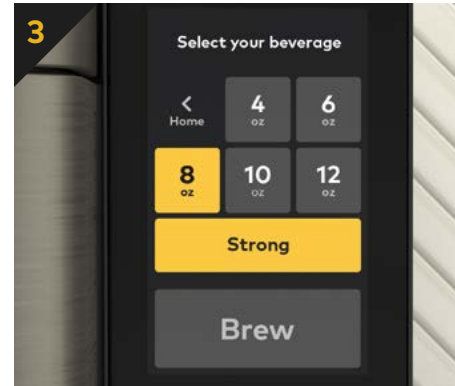
When prompted to select your beverage, press **12 oz** and then **Brew** to start the cleansing brew. When the cleansing brew is complete, discard the hot water from the mug. The brewer will enter its idle state and will be ready to brew your first K-Cup® pod.

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.



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

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.



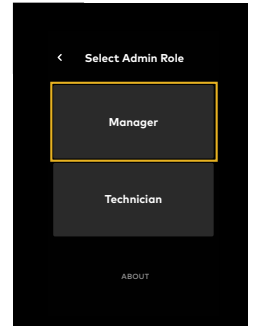
Menu Controls



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.

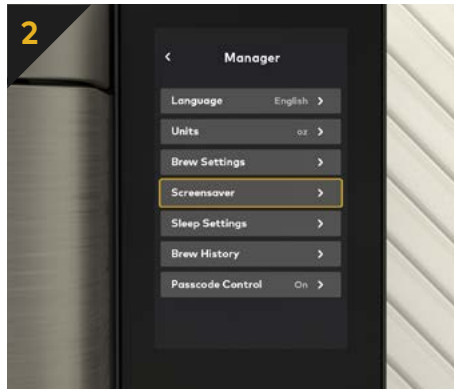
CAUTION: Do not remove the USB flash drive while in the Screensaver menu. Only remove the flash drive once images have fully downloaded and you have exited Menu Mode.



1 Insert Flash Drive

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

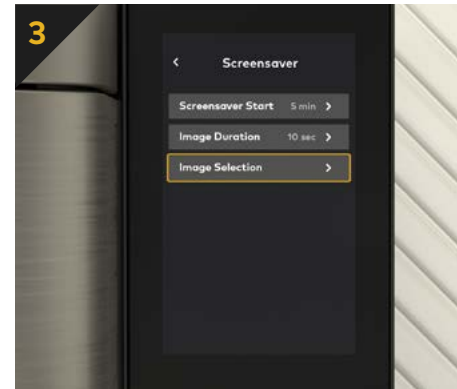
NOTE: The flash drive must not be encrypted or password protected, and should be formatted in FAT32 file system.



2 Enter Manager Menu

See the "Menu Controls" section for instructions on accessing the Manager menu.

Select the **Screensaver** button.



3 Image Selection

Select the **Image Selection** button.



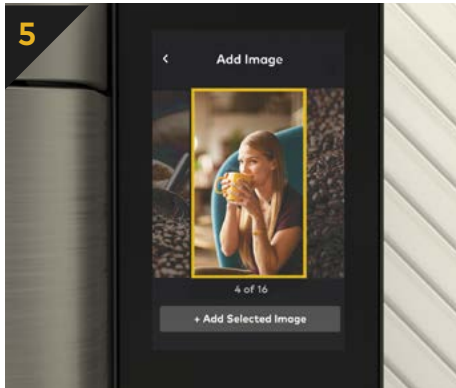
4 Add Image

Touch any available **Add Image** button.





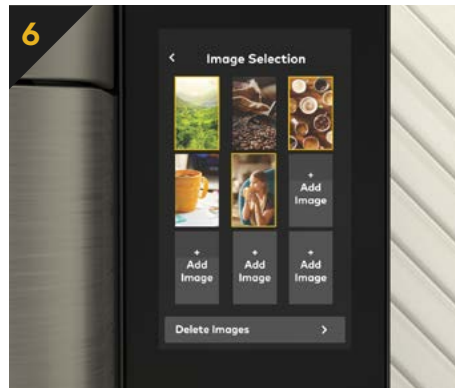
Adding Screensaver Images, cont.



Choose Image

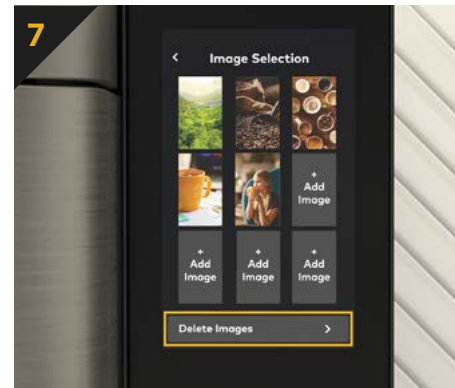
Choose an image from the flash drive you would like to add and touch **Add Selected Image**. Repeat for each additional image to be added.

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)

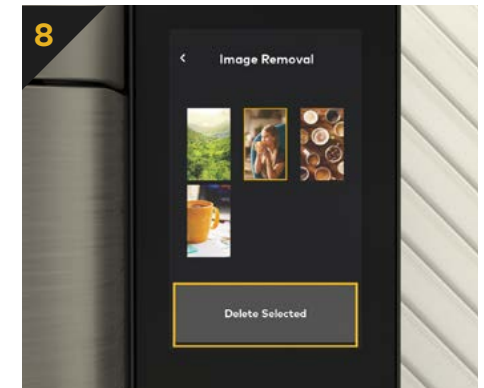
Go back to the Image Selection screen, select your new image(s) to be part of the screensaver slide show. Selected slide show images will have a yellow border.



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.



General Cleaning & Care



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

CAUTION: Parts are not dishwasher safe.

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**).



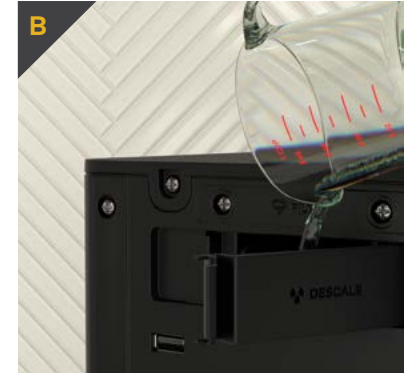
For Plumbed Brewers:

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.

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



Regular Maintenance Schedule

	CLEANING AREAS	CLEANING METHOD
DAILY	Exterior components (e.g., drip tray, water reservoir) Brew path	<ul style="list-style-type: none"> • Rinse clean reservoir and drip tray • Remove and dispose of used pods • Run a cleansing brew*
WEEKLY	Pod holder assembly	Detach and rinse clean
QUARTERLY	Brew path and tank	Descaling**

*A cleansing brew refers to running a hot water cycle with no K-Cup® pods. Run a cleansing brew immediately after using a pod with hot cocoa or milk ingredients. If the brewer is not used daily, run a cleansing brew before brewing with a K-Cup® pod.

**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. You can also install a Keurig® Water Filter to help remove water impurities and improve beverage taste.

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)**.





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

ADDITIONAL NOTES:

- Before beginning process, ensure that there is no K-Cup® pod in the K-Cup® pod holder.
- You should allow approximately 75 minutes to complete the descaling procedure.

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

- If an external water filter is mounted to the back of the brewer, this will need to be removed before beginning the descaling procedure.

The descaling procedure differs slightly between plumbed brewers and brewers installed with the optional K-2500™ Water Reservoir Kit. Please make sure you are following the proper steps based on which water source your brewer uses. Watch for paragraphs beginning with the phrases **For Plumbed Brewers, For Water Reservoirs, or NOTE for...** for specific instructions pertaining to that water source.

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

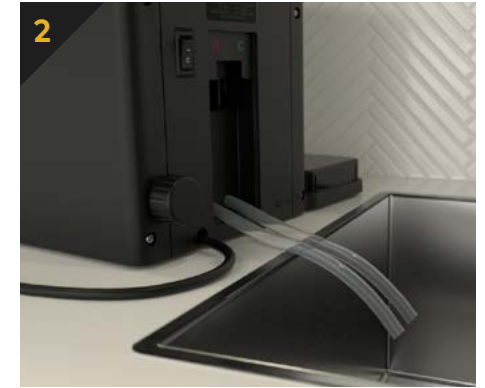


Power Off

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.



For descaling steps video:
commercial.keurig.com/training.



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 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

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



For cleaning the needles video:
commercial.keurig.com/training.



Keurig Green Mountain, Inc. warrants to the original purchaser that its brewer 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 brewer under this warranty without charge upon its receipt of proof of the date of purchase. If a replacement brewer is necessary to service this warranty, the replacement brewer may be new or reconditioned. If a replacement brewer is sent, a new limited one-year warranty will be applied to the replacement brewer. This warranty only applies to brewers 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 brewer 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 Keurig® K-Cup® brewer. Any damage to or malfunction of your brewer 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 limitations 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-2500™ BREWER, 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® brewers 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 brewer 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 Dr Pepper
53 South Avenue
Burlington, MA 01803

Open Source Compliance

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