

Frequently Asked Questions

For more information visit Keurig.com or call Customer Service at: 1.866.901.BREW

- **Q: What is different about the Keurig® 2.0 brewer?**
- **A:** Keurig® 2.0 brings consumers more choice than ever as the first Keurig® brewing system to brew both a single cup using a K-Cup® pack and a 4-cup carafe of coffee using the new Keurig® K-Carafe™ pack. The Keurig® 2.0 brewer also features interactive Keurig 2.0 Brewing Technology™ that enables the brewer to recognize the inserted Keurig® portion pack and provide the optimal setting.
- **Q: What are the advantages to using this new carafe option versus using my traditional pot coffee maker?**
- **A:** The Keurig® 2.0 brewer allows you to brew both single serve beverages using traditional Keurig® K-Cup® packs, and 4-cup carafes using new K-Carafe™ packs. Now you can enjoy the great taste of Keurig brand packs in a carafe with minimal mess or cleanup!
- **Q: How many brands are available for the Keurig® 2.0 Brewing System?**
- **A:** There are 275 varieties and 50+ brands available for K-Cup® Packs, including favorites like Green Mountain Coffee®, Starbucks®, Dunkin' Donuts®, Coffee People®, and many more. Please refer to <http://krq.bz/1vuya00> for the most up to date list of brands available for K-Cup® packs. Please visit Keurig.com for a full list of the K-Carafe™ packs available.
- **Q: Can I use my existing K-Cup® packs in this brewer?**
- **A:** All of our K-Cup® packs are being transitioned to include the new Keurig 2.0 Brewing Technology™, which means they will work in both the original Keurig® K-Cup® brewers and the new Keurig® 2.0 brewing system. Your existing Keurig® brand K-Cup® packs should work with the Keurig® 2.0 brewer, however, if you experience any problems brewing a K-Cup® pack with the Keurig Brewed® seal, visit Keurig.com/oops for support.
- **Q: Can I make two-step, café-style beverages with the Keurig® 2.0 brewer?**
- **A:** Yes, you can make café-style beverages with the Keurig® 2.0 brewer.
- **Q: I noticed that K-Carafe™ packs are brewed on Keurig Brew #1. What are Keurig Brew #2 through #6 for?**
- **A:** We've built additional settings within the technology of the brewer that will allow for expanded beverage offerings in the future.
- **Q: In store, how do I find the Keurig brand packs that can be used with my Keurig® 2.0 brewing system?**
- **A:** Always look for the Keurig Brewed® seal on portion packs. K-Cup® packs with Keurig 2.0 Brewing Technology™ will have the Keurig Brewed® seal and the following on the box:



K-Carafe™ packs will have the Keurig Brewed® seal and will clearly showcase the Keurig® 2.0 K-Carafe™ pack and the carafe itself:



- **Q:** The below screen appeared. Why and what should I do?

Oops!



This pack wasn't designed for this brewer. Please try one of the hundreds of packs with the Keurig® logo.

Questions? Visit keurig.com/oops
or call 1-866-950-2326

- A: This screen will appear if:
 1. An old Keurig® brand K-Cup® pack without Keurig 2.0 Brewing Technology™ was inserted.
 2. An unlicensed pack was inserted.
 3. The portion pack was not properly inserted.
 4. The brewer is having difficulty reading the portion pack.
- **Solution:** In each case, please insert a Keurig® brand pack with Keurig 2.0 Brewing Technology™. If still not able to brew, please visit Keurig.com/oops or call 1.866.950.2326
- **Q: Are any of the Keurig® 2.0 system items dishwasher safe?**
- **A:** We do not recommend placing any items in the dishwasher, especially Keurig™ carafes.
- **Q: Will there be anything similar to the My K-Cup® reusable filter for the Keurig® 2.0 brewer?**
- **A:** The Keurig® 2.0 brewer has interactive Keurig 2.0 Brewing Technology™ that enables the brewer to recognize the inserted Keurig® brand pack and optimize to the recommended setting. The My K-Cup® accessory, due to the nature of its design, cannot be made with this new technology and will therefore not operate with the new Keurig® 2.0 system.
- **Q: How long should it take to brew a K-Cup® pack? What about a K-Carafe™ pack?**

- **A:** The type of Keurig® brand K-Cup® pack will have an impact on the brewing length. On average, this will take less than a minute for a K-Cup® pack containing coffee, which is similar to our earlier K-Cup® brewers. Brewing a K-Carafe™ pack will take approximately 3 minutes.