Frequently Asked Questions

- **How does the quality of the espresso and brewed coffee pods compare to what's offered in Starbucks stores?**
  The Verismo™ pods contain the same high-quality *arabica* coffee you love from Starbucks, roasted, ground and packaged specially for single-cup use with the Verismo® System. It is the same coffee we source, roast and blend for our stores today.

- **What is in the milk pods?**
  We take whole milk from the dairy and extract the water using an innovative, gentle process to produce a very fine milk powder. When combined with water under high pressure, the powder becomes liquid perfect for your Starbucks® Caffe Latte.

- **What are the different beverages I can make on the Verismo® System?**
  You can enjoy a variety of beverages from the Verismo® System, including Starbucks® Caffè Latte, Espresso, Brewed Coffee and Caffè Americano. Additionally, we bring you brewed coffees from across our entire roast spectrum—Blonde, Medium and Dark.

- **What are the different beverage sizes?**
  - Espresso = 1 fl oz/30 ml
  - Brewed Coffee = 7.1 fl oz/ 210 ml
  - Caffè Americano = 8 fl oz
  - Caffè Latte = 6 fl oz/ 180 ml

- **How can this machine create drinks using espresso, brewed coffee and milk pods?**
  The Verismo® System offers different levels of pressure to extract the right beverage, from high-pressure extraction for Espresso to low-pressure for Brewed Coffee. Few systems today have the capability produce Espresso, brewed coffee and dairy for a Caffe Latte, and only the Verismo® System can offer Starbucks® Espresso, brewed coffee and Starbucks® Milk pods.

- **Where can I buy Verismo® System and pods?**
  Verismo ® System and pods are available at Starbucksstore.com, select Starbucks stores, select specialty retailers and QVC.
• I have just bought the Verismo® System. What should I do to prepare the machine for first-time use?
   Please refer to the Quick Start Guide enclosed in your Verismo® machine box. This will take you through the simple steps to prepare your machine for the first use.

• Can you tell me what each of the buttons do on the 580 model?
   - **Espresso button**: This button serves two purposes. It’s the button you push after inserting an espresso pod to make rich, caramelly espresso. It also serves as the Rinse button, which is explained in the Quick Start Guide.
   - **Brewed Coffee button**: This button is used for brewed coffee pods as it provides the exact proportion of coffee to water that meets our coffee quality standards. It is also used to make a Caffè Americano (see Making Drinks at Home for detailed instruction). It is important to remember to remove the foil seal on Brewed Coffee pods for optimal extraction.
   - **Milk button**: This button should only be used when using the Milk pod as it is specially calibrated to dispense the liquid dairy from the Milk pods for your Caffè Latte.

• Why does it seem so hard to close the handle after inserting a pod?
   You will feel some pressure or tension as you close the handle – this is normal. The pressure indicates the machine is puncturing the pod in preparation to brew. An additional tip is to make sure to close the handle quickly with one swift continuous motion. Avoid back and forth movement of the handle or hesitation when closing it as this can cause the pod to fall into the used pod bin without being punctured.

• I have had a few pods fall directly into the discard bin without being punctured? Why is that happening and how can I avoid that?
   Lift the machine’s handle all the way back so it is at a 90 degree angle to the machine. Insert the pod needed for your drink. Close the handle quickly and with one swift, continuous motion. You will feel some pressure or tension as you close the handle – this is normal. The pressure indicates the machine is puncturing the pod in preparation to brew. Avoid back and forth movement of the handle or hesitation when closing it as
this can cause the pod to fall straight into the used pod container without being punctured.

- **Why is the Espresso button on my Verismo® System 580 the only one that is lit up?**
  If your Espresso button is the only one lit, that means that the machine is ready to be rinsed. To rinse the machine, place a cup under the nozzle and press the Espresso (Top) button. The machine will prompt you to rinse every time it is turned on.

- **My brewer ran out of water while I was making my beverage. What should I do?**
  When the brewer runs out of water, we recommend that you lift the handle to discharge the pod, close the handle, refill the water tank and then press the Espresso (top) button to rinse the system with water. It is not recommended to reuse a pod once you’ve started a beverage as it will not deliver proper quality.

- **How do I clean and/or descale my machine? How often do I need to do this?**
  If using espresso and brewed coffee pods only with your Verismo® System, we recommend you clean your machine every month. If you also use Milk pods with your Verismo® System, we recommend you clean your machine three times a month. Please follow instructions from the Operating Manual when cleaning your machine. The cleaner that is recommended for the Verismo® System is the Urnex Full Circle Single Cup Brewer Descaling and Cleaning Liquid. It is available at specialty retailers and selected online retailers (such as Amazon.com). It is important to always thoroughly rinse out the water tank after using it to run the cleaner through the machine; this ensures there is no cleaner residue left in the tank. Then fill the water tank with water for the rinse cycle.
  We recommend you descale your machine once every three months, depending on the level of water hardness in your area. Please follow instructions from the Operating Manual when descaling your machine. The descaler that is recommended for the Verismo® System is the Durgol Swiss Espresso Special Decalcifier. It is available at specialty retailers and selected online retailers (such as Amazon.com). It is important to always thoroughly rinse out the water tank after using it to run the descaler through the machine; this ensures there is no descaler residue left in the tank. Then fill the water tank with water for the final rinse cycle.

- **Do you have to rinse the Verismo® machine every time it powers on?**
  Yes, the machine will prompt you to rinse every time it is turned on. Rinsing helps to keep your machine clean and ensure the highest quality beverage. We also recommend rinsing between different types of beverages and at the end of daily use.
• **What is happening when the lights are blinking?**
The blinking lights indicate the machine is taking a few seconds to adjust to the appropriate brewing temperature. Espresso shots and Brewed Coffee require a higher brewing temperature than the Milk pod.

• **How often do I have to clean the drip tray and used pod container? Are these items dishwasher safe?**
We recommend that the drip tray and used pod bin should be cleaned daily, when in use. Hand wash with warm water and a mild detergent. Do not wash removable parts of the appliance in the dishwasher.

• **How can I get larger beverages from my machine?**
The Caffè Latte recipe – one Espresso pod and one Milk pod – creates the right balance you expect from Starbucks. If you would like a larger Caffè Latte, you can insert an additional Milk pod and press Milk (bottom) button, which will create an 11 oz. Caffè Latte. Alternatively, you can purchase a Starbucks® or Verismo™ Milk frother to customize your milk choice and your latte size. For Brewed Coffee, which makes a 7.1 oz. beverage, you can add an extra pod, and follow steps for brewing coffee, to make a 14.2 oz. beverage.

• **What happens if I make the espresso first and then insert the Milk pod for the latte?**
You will still get the same Caffè Latte. However, we recommend the Milk pod is used first and the Espresso pod second. Following these steps allows the Espresso to properly blend with the dairy to create your Starbucks® latte. This method also helps to ensure there is no residual dairy in the machine after making the beverage.

• **Can the pods be recycled?**
The pods are comprised of mixed, multi-layer plastics, which mean they are generally not recyclable. Please check with your local recycling/waste authority to see if your area qualifies.

• **I cannot fit my mug into the space between the nozzle and drip tray? How can I adjust this?**
The Verismo® system has a height-adjustable drip tray. The tray contains a riser where you can place your mug or cup closer to the nozzle. In order to accommodate larger mugs or cups, you can remove the riser and place the drip tray grate on the lower portion of the drip tray.
• Why is there excess liquid in the drip tray & used pod bin after making a beverage?
  There may be residual liquid from used pods in the used pod bin that causes excess liquid in the drip tray. Please make sure you discard the used pods from the discard bin frequently (approximately every 10 uses for the 580 machine).

• Can I stop making a drink mid-way through the process?
  You can press any button to stop your machine mid-way through the process. However, for the best tasting beverages, we recommend that you follow instructions in the Quick Start Guide.

• Can I press the button again to continue making my drink?
  Each time you press the button, the machine will start preparing the new full cycle for the selected beverage.

• Why is water being dispensed instead of the beverage I selected?
  The pod that you inserted may have dropped through the machine into the used pod bin without being punctured. Lift the machine’s handle all the way back so it is at a 90 degree angle to the machine. Take that same pod from the used pod bin and re-insert it. Close the handle quickly with one swift, continuous motion. You will feel some pressure or tension as you close the handle – this is normal. The pressure indicates the machine is puncturing the pod in preparation to brew. Avoid back and forth movement of the handle or hesitation when closing it.

• Why can’t I get the used pod bin out?
  This could be because your used pod bin is too full. Try moving the drip tray side to side to loosen the bin. We recommend emptying the used pod bin every 10 uses for the 580 machine.

• How long does the coffee remain fresh in the pods?
  The coffee remains freshly packed in the Verismo ™ pod until ready for use. Please refer to the “Best before” date indicated on each pod.

• How should I store the Verismo™ pods?
  For best quality of beverages, all Verismo™ pods should be stored in a cool, dry area at room temperature.