

## FAQs

Q: Why does this coffee taste so much better than the specialty coffee I brew at home?

A: You may have noticed that it is very difficult to produce the same specialty coffee house taste in your own home. That is because there are so many variables in brewing that are hard to control in your automatic drip machine, including water and coffee amounts, water temperature, brew pressure, and coffee grind. Keurig has created a system that removes the variables and produces a consistently great cup of coffee.

Q: Can I purchase K-Cup packs at my local grocery store?

A: Yes. K-Cup packs are available in grocery chains nationwide.

Q: Can I purchase K-Cup packs online?

A: K-cup packs are offered through many retailers including QVC.com and Keurig.com.

Q: What does the Keurig Brewed seal mean?

A: The Keurig Brewed seal has become the trusted mark of Keurig quality. It is Keurig's commitment of taste, quality and safety. Only products labeled with the Keurig Brewed seal have been tested and trusted for use with all Keurig brewers.

Q: Do I have to wait before brewing a second cup?

A: The Keurig single cup brewing system is ready to brew another cup in less than twenty seconds.

Q: Why is the Keurig K-Cup brewer more expensive than a conventional drip coffee maker?

A: The key features of the Keurig K-Cup system are:

- ⌚ High quality construction and materials set it apart from competition
- ⌚ Programmable LCD control center (on select models)
- ⌚ Easy to use and no mess to clean-up
- ⌚ Ability to enjoy fresh coffee or tea at any time
- ⌚ Offers over 250 varieties of coffee, tea, hot cocoa, and Brew Over Ice beverages

Q: Does the brewer make iced beverages?

A: This brewer does not make ice, but it makes it easy to brew refreshing iced beverages. Simply fill a plastic cup with ice, select your favorite K-Cup pack, and brew hot over ice with your preferred beverage size. We also offer specially formulated Brew Over Ice K-Cup packs for the best iced beverage experience. Look for the Brew Over Ice icon!

Q: Does this brewer make espresso or cappuccino?

A: No, the Keurig K-Cup brewer is designed to be a premium coffee and tea system and is not intended for making espresso or cappuccino. If you're interested in authentic espresso beverages, the Keurig Rivo cappuccino and latte system might be what you're looking for.

Q: Can other Keurig branded packs be used with the K-Cup system or vice versa?

A: Keurig K-Cup packs, Keurig Vue packs, and Keurig Rivo packs CANNOT be used interchangeably. Each is a unique system and the packs are not cross-compatible.

Q: How do I get service for my Keurig K-Cup brewer?

A: The brewers are high quality appliances and with proper care, are intended to provide years of satisfying performance. However, should the need arise for servicing, simply call Keurig Customer Service.

*Information provided by Keurig.*