

FAQS

Q: What is the difference between the Keurig Classic Series and the Keurig Plus Series?

A: Keurig® Classic Series brewers are our original K-Cup® brewers, and can brew a single cup at a time. They are only compatible with K-Cup® pods, and feature three K-Cup® pod brew sizes: 6, 8, and 10oz. Keurig® Classic Series brewers make single cup brewing fast, convenient, and simple.

Alternately, Keurig® Plus Series and Keurig®2.0 brewers are compatible with K-Cup®, K-Mug®, and K-Carafe® pods, so brew size options range from a 4oz cup to a 30oz carafe . They have customizable settings, touch screens and an option for strength control to brew a bolder cup. These brewers also feature interactive technology that recognizes the lid on each pod to deliver the perfect cup every time.

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 pods at my local grocery store?

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

Q: Can I purchase K-Cup pods online?

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

Q: How do I know which pods are compatible with the Keurig Brewing System?

A: . For your Keurig® brewer, we recommend only using products with the Keurig® logo. These meet the Keurig® standards for taste, quality, & safety and are tested to perform in the Keurig® brewer.

Using products made by any other manufacturer besides Keurig® could damage your brewer.

We want your brewer to last for many years so please remember that using unapproved products may decrease your brewer's performance, overall life, and could affect its warranty.

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

A: The Keurig Hot 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 Hot brewing system are:

- High-quality construction and materials that set it apart from competition.
- Programmable LCD control center (Plus Series Models only).
- Easy to use and no mess to clean up.
- Ability to enjoy fresh coffee or tea at any time.
- Offers over 400 varieties of coffee, tea, hot cocoa, and specialty beverages.

Q: Does the brewer make iced beverages?

A: You can always chill any hot brew from your Keurig® brewer. However, iced coffee is best when the brew is concentrated. Keurig® Plus brewers have a 4oz brew setting for iced coffee. All you need to do is fill an 8 oz. glass half-way with ice and brew directly into your glass using this smaller, more concentrated option. For the Keurig Classic Series, you can use the 6 oz. brew setting.

Q: Does the brewer make espresso or cappuccino?

A: Our K-Cup® Brewing Systems do not offer any cappuccino, latte or espresso pods. This brewer is meant for consumers who drink regular coffee, tea and hot cocoa beverages

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

A: There is a one-year warranty on the brewer. The 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 Keurig Customer Service which is available seven days a week from 7 am to midnight at 866.901.BREW (2739).

Information provided by Keurig.