

KEURIG® K-DUO PLUS™ FAQ

General

1. What is the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

The Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker is one of the latest brewer innovations from Keurig®. It is a multifunction coffee maker that allows you to brew a single cup using Keurig® K-Cup® pods and a carafe of coffee using ground coffee.

2. What types of pods are compatible with the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

The K-Duo Plus™ coffee maker brews Keurig® K-Cup® pods. It does not brew K-Carafe® pods, K-Mug® pods, Vue® pods, or Rivo® pods.

3. Am I limited to only brewing Keurig® K-Cup® pods in the K-Duo Plus™ Single Serve & Carafe coffee maker?

The K-Duo Plus™ coffee maker may work with pods from other manufacturers. However, we recommend brewing with Keurig® K-Cup® pods to help ensure your beverage tastes its best.

4. Can I use the My K-Cup® Universal Reusable Coffee Filter with the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

Yes, the K-Duo Plus™ coffee maker is compatible with the Keurig® My K-Cup® Universal Reusable Coffee Filter.

5. Can I adjust the size of my beverage with the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

Yes, the K-Duo Plus™ coffee maker brews multiple sizes for both single cup brewing and carafe brewing.

Single cup: 6, 8, 10 & 12 oz.

Carafe: 6, 8, 10 & 12 cups.

6. Can I adjust the temperature of my beverage with the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

No, the K-Duo Plus™ coffee maker has a preset brew temperature to optimize taste. The temperature of a dispensed 6, 8, 10, or 12 oz/cup beverage can range from 170-190 degrees Fahrenheit.

7. Does the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker have a STRONG feature?

Yes, the K-Duo Plus™ coffee maker gives you the option to increase the coffee strength for a single cup or a carafe.

8. Is the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker programmable?

Yes, the K-Duo Plus™ coffee maker allows you to program the carafe side to brew at a specific time up to 24 hours in advance.

9. Is there a removable water reservoir? How much water does it hold?

Yes, the K-Duo Plus™ coffee maker has a removable water reservoir that holds up to 60 oz of water.

10. Is this a commercial or household coffee maker?

The K-Duo Plus™ coffee maker is UL approved for household use only.

11. What materials is the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker made of?

Exterior

- a. Polypropylene (PP)
- b. Polycarbonate (PC)
- c. Acrylonitrile Butadiene Styrene (ABS)

Carafe

- a. Stainless Steel
- b. Polypropylene (PP)

12. What is the power usage of the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

The Keurig® K-Duo Plus™ coffee maker can be powered by a 120 VAC source (50/60 Hz). The current UL rating is for 1,470 watts and can be found on the base of the brewer (be cautious if tipping brewer over to look at base).

13. Where can I find the serial number?

The serial number can be found on the bottom of the K-Duo Plus™ coffee maker box and on the bottom of the coffee maker under the drip trayplate base.

Product Specifications

1. What are the dimensions/specs of the Keurig® K-Duo™ Single Serve & Carafe coffee maker?

Water reservoir in rear: 14.19”H x 7.68”W x 15.88”D

Water reservoir on side (how it will be packed out): 14.19”H x 8.2”W x 11.7”D

17.5”H (with handle open)

7.25”H mug clearance with drip tray (fits a travel mug 8.0” tall with drip tray removed)

Brewer: 9.19 lb

Carafe: 1.78 lb

39" Cord length

General Product Usage

1. How do I turn the brewer on/off?

Press the **POWER** button to turn the brewer on and off. The brewer will automatically turn off after 5 minutes if not in use.

2. Does the brewer turn off automatically?

Yes. Once you have completed a single cup brew or carafe brew, the brewer will automatically turn off after 5 minutes.

3. Can I brew a K-Cup® pod while a carafe is brewing?

No, you cannot simultaneously brew a single cup and a carafe.

4. Do I use a K-Cup® pod for carafe brewing?

No. For carafe brewing, use a paper filter and ground coffee.

5. Why does the LCD screen say 'Add Water'?

This indicates that your water level is low and you need to refill your water reservoir.

6. Is there a warranty on the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker?

Yes, all Keurig® coffee makers come with a one year warranty from the date of purchase. The specific warranty details are included with your brewer and can also be found in the Use & Care Guide on Keurig.com.

Note: Removable parts (filter basket, water tank and lid, carafe and lid, drip tray, and cover) are not intended to be cleaned in dishwashing machine. Water or other damage to these parts sustained in cleaning is not covered by this warranty.

7. Do I have to use the carafe that came with my brewer or can I use a different [Keurig® or other brand] carafe?

You can only use the stainless steel carafe that came with your K-Duo Plus™ coffee maker. If you need a replacement carafe, visit www.Keurig.com.

8. What is the Pause & Pour feature?

While a carafe is brewing, you can remove the carafe and pour a cup before the brew is complete. The brew pause is 20 seconds. Removing the carafe for more than 20 seconds may cause the filter basket to overflow.

9. Does the Keurig® K-Duo™ Single Serve & Carafe coffee maker turn off while using the Pause & Pour feature?

No, the brewer does not turn off while using the Pause & Pour feature. If you remove the carafe to pour a cup, the coffee maker will continue to brew, but the flow of coffee into the carafe will pause for 20 seconds. If you don't replace the carafe to the heating plate within 20 seconds, the filter basket will overflow.

10. What is the adjustable water reservoir?

The water reservoir can be positioned on either side or in the rear of brewer to better fit your kitchen layout.

To adjust the water reservoir:

Out of Box: Remove packing tape, water reservoir, and drip tray. Lay the brewer on a solid flat surface.

After brewing: Remove and dispose of any coffee grounds or K-Cup® pod. Remove the water reservoir and drip tray. Lay the brewer on a solid flat surface.

1. Locate and pinch the cover to remove from the position you want to move the water reservoir.
2. Lift the power cord to release from the current position.
3. Squeeze the button on the base and slide the base out.
4. Rotate the base to the desired position; slide the base into the brewer to lock into position. Reposition the power cord into the slot.
5. Place the cover from step 1 into the position the base was previously positioned.

There are instructions printed on the bottom of the brewer and video for adjusting the reservoir on www.Keurig.com.

Single Cup Brewing

1. How do I brew a K-Cup® pod?

- Place a cup on the drip tray.
- Lift the handle and place a K-Cup® pod in the K-Cup® pod holder. Lower the handle completely.
- Press the **POWER** button. The **POD** and **CARAFE** buttons will blink, select **POD**.
- The 4 brew size buttons will blink, select your brew size.
- For a bolder coffee, press the **STRONG** button.
- The **BREW INDICATOR** light will blink; press the **BREW** button to start your brew.

- Smart Start Technology - Even if the brewer is not fully heated you can select your brew size. Once the brewer is heated it will begin to brew.

2. What do the brew size buttons (6, 8, 10 & 12) do?

The 6, 8, 10 & 12 buttons are the brew size selections. For single cup brewing, the sizes are in ounces.

3. What does it mean if the POD button is illuminated?

If the **POD** button is illuminated, it indicates that you have selected single cup brewing and the brewer is powered on.

4. What does it mean if the brew size buttons are flashing?

The brew size buttons will flash to communicate 'pick a size'. Select the size and press the **BREW** button, the brew will begin once the brewer is properly heated. If the brewer is still heating, the **BREW INDICATOR** light will pulse slowly on/off, and the brew will begin once the **BREW INDICATOR** light turns solid.

5. What does it mean when the STRONG button flashes?

STRONG brew increases your coffee strength and intensity for a single cup. For a bolder coffee press the **STRONG** button.

6. What does it mean when STRONG button is lit?

If the **STRONG** button is lit that means you have selected **STRONG** brew. If you do not want a strong brew simply press the **STRONG** button to turn this feature off, the **STRONG** button will no longer be lit.

7. What does it mean if the light under the BREW button (large silver button) is flashing?

Once you choose **POD** and your brew size, the **BREW INDICATOR** light will flash. Press the **BREW** button to begin brewing. If you press the **BREW** button and the **BREW INDICATOR** light slowly pulses on/off this means the brewer is heating. Once it is heated the brew will begin and the **BREW INDICATOR** light will turn solid. The LED will turn off once the brew cycle is complete.

Carafe Brewing

1. What type of coffee filter should I use?

The K-Duo Plus™ Single Serve & Carafe coffee maker comes with a gold tone reusable mesh filter, you can also fit a flat-bottom paper filter that is compatible with a 12-cup coffee maker.

2. Can I use the filter basket without a filter to brew coffee?

No. You must use either the gold tone reusable mesh filter or a 12-cup flat-bottom paper filter when brewing a carafe.

3. How much coffee will my carafe hold?

You can brew up to 12 cups of coffee in the carafe. (5 oz of coffee = 1 cup)

4. Is there a heating plate?

No. The K-Duo Plus™ coffee maker does not have a heating plate. The stainless steel carafe will keep coffee warm for up to 2 hours.

5. Can I brew a carafe directly into a cup or mug?

No. You can only brew into the thermal carafe that was included with the Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker.

6. How many scoops of ground coffee should I use when brewing a carafe?

We recommend using 1 tablespoon of ground coffee per cup. The maximum capacity for regular ground coffee is 15 tablespoons and 12 tablespoons for decaf. Exceeding this amount may cause overflow.

7. Can I brew without the carafe lid attached?

No. The carafe lid must be attached properly to the carafe to prevent injury to yourself or damage to the brewer.

8. How do I brew a carafe?

- Fill the water reservoir to the **MAX** fill line. Make sure the carafe is on the drip tray.
- Lift the filter basket cover up and insert the gold tone mesh filter or a 12-cup paper filter into the filter basket. Add the desired amount of coffee grounds (1 tablespoon per cup is recommended). Close the filter basket cover completely.
- Press the **POWER** button. The **POD** and **CARAFE** buttons will blink, select **CARAFE**.
- The 4 brew size buttons will blink, select your brew size.
- For a bolder coffee, press the **STRONG** button.
- The **BREW INDICATOR** light will blink; press the **BREW** button to start your brew.
- Smart Start Technology - Even if the brewer is not fully heated you can select your brew size. Once the brewer is heated it will begin to brew.
- Once the brew is complete the **BREW INDICATOR** light will no longer be illuminated.

9. What does it mean if the CARAFE button is illuminated?

If the **CARAFE** button is illuminated, it indicates that you have selected CARAFE brewing.

10. What does it mean if the brew size buttons are flashing?

The brew size buttons will flash to communicate 'pick a size'. Select the size and press the **BREW** button, the brew will begin once the brewer is properly heated. If the brewer is still heating, the **BREW INDICATOR** light will pulse slowly on/off, and the brew will begin once the **BREW INDICATOR** light turns solid.

8. What do the brew size buttons (6, 8, 10 & 12) do?

The 6, 8, 10 & 12 buttons are the brew size selections. For carafe brewing the sizes are in cups.

11. What does it mean if the light under the BREW button (large silver button) is flashing?

Once you choose **POD** and your brew size, the **BREW INDICATOR** light will flash. Press the **BREW** button to begin brewing. If you press the **BREW** button and the **BREW INDICATOR** light slowly pulses on/off this means the brewer is heating. Once it is heated the brew will begin and the **BREW INDICATOR** light will turn solid. The LED will turn off once the brew cycle is complete.

9. How long does it take to brew a carafe of coffee?

Average carafe brew times:

6 cups: 5-6 mins

8 cups: 6-7 mins

10 cups: 7-8 mins

12 cups: 8-9 mins

10. What is Auto-Brew?

Auto-Brew allows you to program the carafe to brew at a specific time up to 24 hours in advance.

11. How do I setup Auto-Brew?

- Fill the water reservoir to the **MAX** fill line. Make sure the carafe is on the drip tray.
- Open the filter basket drawer and insert the gold tone mesh filter or a 12-cup paper filter into the filter basket. Add the desired amount of coffee grounds (1 tablespoon per cup is recommended). Close the filter basket completely.
- Press the **POWER** button. The **POD** and **CARAFE** buttons will blink, select **CARAFE**.
- Press the **AUTO** button. Use the **H/M buttons** to set the time for Auto-Brew to begin, press the blinking **BREW** button to confirm the time.
- Next **choose the brew size**, press the blinking **BREW** button to confirm the size.
- The **Auto-Brew setup is now complete**. A **clock icon** will appear on the **LCD screen** and the **AUTO** button will be **illuminated** to signal **AUTO** is on.
 - Note: once you have set **AUTO** you cannot brew. To disable Auto-Brew, press the **AUTO** button once. The clock icon will disappear from the screen.

12. Can I use Auto-Brew for a Single Cup?

No. Auto-Brew is only for carafe brewing.

13. Can I use the STRONG button for carafe brewing?

Yes. The **STRONG** function can be used for a single cup and a carafe.

Cleaning

1. How often should I clean my brewer?

Regular cleaning keeps your brewer running smoothly. Always be sure to unplug your brewer and allow it to cool before cleaning. Periodically **hand-wash** the water reservoir and lid, carafe and lid, drip tray, and filter basket with warm soapy water and rinse clean. For detailed brewer cleaning and descale instructions, videos, and the full Use & Care Guide visit support.keurig.com.

2. How often should I descale my brewer?

You should descale your brewer every 3 months. Properly follow the descaling procedure. 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 unattended can hinder brewer performance. Regularly descaling your brewer every 3 months helps maintain the heating element, and other internal parts that come in contact with water. Calcium deposits may build up faster, making it necessary to descale more often.

For detailed brewer cleaning and descale instructions, videos, and the full Use & Care Guide visit support.keurig.com.

3. Are any of the removable parts (carafe/lid, water reservoir/lid, drip tray, filter basket) dishwasher safe?

No, all removable parts are **hand-wash** only.

4. How do I clean...

- **Brewer Exterior:** Keep your Keurig® brewer looking its best by cleaning the exterior from time to time. Just clean with a damp, soapy, lint-free, non-abrasive cloth. Never immerse the brewer in water or other liquids.
- **Drip Tray:** The drip tray can accumulate up to 8 ounces of overflow and should be emptied and cleaned occasionally. To remove, slide it toward you, keeping it level to avoid spilling. Rinse and clean with a damp, soapy, lint-free, non-abrasive cloth.
- **Water Reservoir & Reservoir Lid:** The water reservoir lid and water reservoir should be periodically cleaned with a damp, soapy, non-abrasive cloth and rinsed thoroughly. The water reservoir lid and water reservoir should not be put into the dishwasher. Do not dry the inside of the water reservoir with a cloth as lint may remain. Fill the water reservoir with approximately two inches of clean water and agitate (shake) the water reservoir. Empty the water reservoir, fill with clean water, and return it to the brewer. If needed, repeat above procedures.

CAUTION: Please rinse the water reservoir thoroughly after cleaning. This will ensure that no cleaners or cleaning solutions remain in this area as they may contaminate the water supply in the brewer

- **K-Cup® Pod Holder Assembly:** To remove the K-Cup® pod holder from the brewer, lift the handle and grasp the top of the K-Cup® pod holder and firmly pull upward until it releases. After cleaning, align the K-Cup® pod holder with the opening using the two front ribs as a guide and snap into place from the top.

- **Funnel:** The funnel can be removed from the K-Cup® pod holder by pulling on it until it pops off. To replace it, just snap it back onto the K-Cup® pod holder.
- **Exit Needle:** Remove the pod holder assembly and detach the funnel. Locate the exit needle on the inside bottom of the K-Cup® pod holder. Insert a straightened paper clip into the exit needle to loosen the clog and push it out.
- **Entrance Needle:** Lift the brewer handle and locate the entrance needle on the underside of the lid. To clean both holes in the needle, hold the brewer handle in the upward position and with your other hand, carefully insert a straightened paper clip into both holes. Gently move it around to loosen any coffee grounds. Lower the handle completely and run two water-only brew cycles. Do not insert a K-Cup® pod.

TIP: Refer to www.keurig.com/support for video instructions on cleaning the entrance/exit needles.

- **Carafe and Carafe Lid:** The carafe and carafe lid should be cleaned after each brew. Rinse and clean with a damp, soapy, lint-free, non-abrasive cloth.
- **Filter Basket and filter basket drawer:** Remove the filter basket from the brewer. Remove and discard any ground coffee. The filter basket should be washed in warm, soapy water and rinsed thoroughly. Dry after use.
Periodically the filter basket drawer should be removed and washed in warm soapy water, rinse thoroughly. Dry after use.

Carafe Brewing General Troubleshooting

1. I finished brewing a 12 cup carafe, but there is still water in the water reservoir.

If you fill the water reservoir to the max fill line, you may notice there is a small amount of water left over after brewing a 12 cup carafe, this is normal. The **MAX** fill line is 63 oz and a 12 cup brew is 60 oz.

2. Why did my brew basket overflow?

Most likely you are using too much coffee. The maximum capacity for regular ground coffee is 15 tablespoons and 12 tablespoons for decaf. Exceeding this amount may cause overflow.

3. Can I microwave the carafe?

No, the stainless steel carafe is not microwavable.

4. Why is my brew not starting?

Make sure your brewer is plugged in and powered on.

5. Why are there are grounds in my coffee?

Most likely you are using too much coffee. The maximum capacity for regular ground coffee is 15 tablespoons and 12 tablespoons for decaf. Exceeding this amount may cause overflow.

6. Why does the brew basket drip after the cycle is complete?

When a carafe brew is complete you may experience a few drips. We recommend waiting about a minute after the brew cycle is complete to allow the excess liquid in the coffee grounds to drain into the carafe.

7. Why is there is sediment in my coffee?

Sediment is normal in a carafe brew. Typically, sediment is due to using finely ground coffee. To reduce the amount of sediment, try using a slightly coarser grind.

8. My Keurig® K-Duo Plus™ Single Serve & Carafe coffee maker will not brew.

- After placing the mesh filter or paper filter in the filter basket, make sure that the drip basket drawer is completely closed.
- If the LCD screen says add water, add water to water reservoir. Fill to and not beyond the **MAX** fill line. Make sure the water reservoir is seated properly in its base. If the add water light continues to be illuminated even after refilling, contact Customer Service.
 - If the brew size lights all blink simultaneously, contact Customer Service.

9. What does it mean if the AUTO button blinks 3 times?

If you try to brew a carafe when the **Auto-Brew** is setup, the **AUTO** button will blink 3 times to signal **AUTO** is active. You can only brew a single cup when **AUTO** is on. If you wish to brew a carafe prior to the **AUTO** brew you must turn **AUTO** off. Press the **AUTO** button, it will no longer be illuminated and the clock icon on the LCD screen will no longer be on.

Single Cup Brewing General Troubleshooting

1. Brewer Will Not Brew

- After placing the K-Cup® pod in the K-Cup® pod holder, make sure that the handle is pushed down securely and the brew buttons are flashing.
- If the LCD screen says add water, add water to water reservoir. Fill to and not beyond the MAX line. Make sure the water reservoir is seated properly in its base. If the add water icon continues to appear on the screen even after refilling, contact Customer Service.
- If the brew size lights all blink simultaneously, contact Keurig® Customer Service at 1-866-901-BREW (2739).

2. Brewing a Partial Cup

- The exit needle may be clogged. Refer to the exit needle care instructions.
- The water reservoir may have been removed during brewing. Replace the water reservoir and perform a rinsing brew without a K-Cup® pod.

- The brewer may need to be descaled. If you have repeated the descale procedure on your brewer two times and it is still only brewing a partial cup, contact Keurig® Customer Service at 1-866-901-BREW (2739).

Other Troubleshooting

1. Why doesn't the brew start when I press the brew button?

If you have selected **POD** or **CARAFE**, then selected your brew size and pressed the **BREW** button and your brew doesn't immediately begin, this means the brewer is most likely heating. During the heating process, the **BREW INDICATOR** light will slowly pulse. Once the brewer is heated the **BREW INDICATOR** light will turn solid and begin to brew.

2. Where is the serial number located?

The serial number can be found on the bottom of the K-Duo™ coffee maker box and on the bottom of the drip tray base of the coffee maker.

The number will be in the format: 5200.3100.xxxxxxx.

3. What do I do if my brewer shuts off by itself?

Auto off will shut your brewer off 5 minutes after the last brew. Turn the brewer on by pressing the **POWER** button. If the power does not turn on, unplug the power cord, plug it back in, and press the **POWER** button. If that doesn't work, please call Keurig® Customer Service at 1-866-901-BREW (2739).

4. None of the buttons on my brewer are working when pressed. What should I do?

If the buttons are non-responsive, please first attempt to press the **POWER** button. If this does not work, try unplugging the power cord and plugging it back in (after a short period of time). Then, try pressing the **POWER** button. If this doesn't work, please call Keurig® Customer Service at 1-866-901-BREW (2739).

5. Where can I find detailed cleaning instructions?

Detailed brewer cleaning instructions can be found in the Use & Care Guide on support.keurig.com.

Video instructions on how to clean your brewer can be found at support.keurig.com.

6. Descale instructions

Detailed descale instructions can be found in the Use & Care Guide at support.keurig.com.

Video instructions on how to descale your brewer can be found at support.keurig.com.

7. It says ‘add water’ but there is plenty of water...




- Power unit off then power back on
- Make sure there is water to the Min fill line
- Make sure the water reservoir is seated firmly on the brewer

8. I pressed the BREW button but nothing happened

If you press the **BREW** button after selecting the brew method and size and it doesn’t start brewing immediately, this means the brewer is heating. You can tell the brewer is heating when the **BREW INDICATOR** light is slowly pulsing, aka “breathing”. If the brewer is heating you can still press the **BREW** button and once it has heated it will begin to brew automatically.

If the unit has already heated up, the **BREW INDICATOR** light will blink quickly. If you press the **BREW** button and nothing happens, power the brewer off, then turn it back on and begin the process again. If it still does not brew contact Customer Service at 1-866-901-BREW (2739).

9. What is the difference between the K-Duo Essentials™, K-Duo™, and K-Duo Plus™ Single Serve & Carafe coffee makers?

| K-DUO™ COFFEE MAKER PORTFOLIO | | | |
|--|---|---|---|
| |  |  |  |
| | K-Duo Essentials™ Coffee Maker | K-Duo™ Coffee Maker | K-Duo Plus™ Coffee Maker |
| Brews Single Cup + Drip | ✓ | ✓ | ✓ |
| Glass Carafe + Heating Plate | Glass Carafe + Heating Plate | Glass Carafe + Heating Plate | Stainless Thermal Carafe |
| User Interface | Buttons | Buttons + Segmented Display | Buttons + Segmented Display |
| Programmable Clock + Auto-Brew | ✗ | ✓ | ✓ |
| Pause & Pour | ✓ | ✓ | ✓ |
| Fits a Travel Mug | ✓ | ✓ | ✓ |
| Strong Brew | ✗ | ✓ Single Cup | ✓ Single Cup + Carafe |
| Removable Shared Multi-Serve Reservoir | ✓ | ✓ | ✓ |
| Brew Sizes | Single Cup: 8, 10, 12 oz Carafe: 8, 10, 12 cups | Single Cup: 6, 8, 10, 12 oz Carafe: 6, 8, 10, 12 cups | Single Cup: 6, 8, 10, 12 oz Carafe: 6, 8, 10, 12 cups |
| Reusable Mesh Coffee Filter (included in box) | ✗ | ✗ | ✓ |
| CMF | In-mold | In mold + metallic paint | In mold + metallic paint |