KEURIG®
COMMERCIAL

K-4500™ Coffee Maker

Service Manual

Click Anywhere to Begin

KEURIG COMMERCIAL

K-4500™ | TABLE OF CONTENTS

Click here for additional help servicing the K-4500 and use password Kdrp2022!

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At least one copy of this manual should be kept in a location available at all times to maintenance and management staff.
Warn office building, hotel maintenance, and management staff that servicing should be performed by an authorized service facility.

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should be followed, including the following:

1. **READ ALL INSTRUCTIONS.**
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against fire, electric shock, and injury to persons, do not immerse appliance, cord, or plugs in water or other liquid.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet when not in use and before cleaning. Allow to cool (90 minutes) before putting on or taking off parts and before cleaning the appliance.
6. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Contact a Keurig® Authorized Distributor to report any malfunction of or damage to the Coffee Maker.
7. The use of accessory attachments not authorized by the appliance manufacturer may result in fire, electric shock, or injury to persons.
8. Do not use outdoors.
9. Do not let cord hang over edge of table or counter or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner or in a heated oven.
11. Always attach plug to appliance first (if not permanently attached), then plug cord into the wall outlet. To disconnect, turn any control to "off" (if applicable), then remove plug from wall outlet.
12. Do not use appliance for other than intended use.
13. Use Coffee Maker in upright position only.
14. The appliance must be grounded using a properly grounded 3-hole outlet.
15. Only use pods intended for this appliance. If the pod does not fit, do not force the pod into the appliance.
16. **WARNING:** To avoid risk of injury, do not lift the handle or otherwise open the handle during the brew process.
17. **SAVE THESE INSTRUCTIONS.**

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ADDITIONAL SAFEGUARDS

1. **WARNING:** Keep all plastic bags away from children.
2. **WARNING:** There is extremely hot water under pressure in the K-Cup® pod holder during the brew process. To avoid risk of injury, do not lift the handle or otherwise open the handle during the brew process.
3. **WARNING:** Used K-Cup® pods should be removed from the pod holder, and the drip tray should be rinsed clean regularly, or as part of the daily cleaning routine.
4. **CAUTION:** Keurig recommends using only Keurig® K-Cup® pods in this appliance. Non-Keurig® brand pods may cause Coffee Maker malfunction or injury. Coffee Maker is not compatible with reusable pods; the five needles above the K-Cup® cannot puncture the plastic lid.
5. **CAUTION:** There are six sharp needles that puncture the pod, five above the K-Cup® pod holder and the other in the bottom of the K-Cup® pod holder. To avoid risk of injury, be aware of the needle locations.
6. **POWER CORD INSTRUCTIONS:**
   a. A short power-supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
   b. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.

Continued

ADDITIONAL SAFEGUARDS, CONT.

c. If a long detachable power-supply cord or extension cord is used:
    i. The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance.
    ii. If the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord.
    iii. The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over.

7. **CAUTION: HOT COCOA/OTHER NON-COFFEE PODS:** Immediately after using a hot cocoa/other pod, run a brewer rinse cycle without a pod to avoid the possibility of clogging the exit needle. DO NOT assume the next user will do this.

8. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
    i. This device may not cause harmful interference, and
    ii. this device must accept any interference received, including interference that may cause undesired operation.

9. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operation the equipment.

10. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Term/Abbreviation	Description
AC	Alternating current (electrical)
Air Pump	Electrically operated pump that delivers water to the hot water tank to eventually dispense hot water through the flow thru heater and through the brew tube and entrance needles to the K-Cup® pod
BIT	Built-in Test. Hardware verification built into the Coffee Maker, used in manufacturing and by service personnel, including KADs
Brew	The act of brewing: • User pressing a brew (K) button to start the process Then the Coffee Maker automatically: • Closes the vent valve • Starts the water pump • Displaces the hot water through the brew tube and the K-Cup® pod
Brew Cycle	The complete cycle of brewing, consisting of: • Bringing the hot water tank water level up to the selected volume • Brewing the coffee • Purging the K-Cup® pod using the air pump • Refilling the hot water tank to fill level probe • Heating the hot water tank to preheat temp • Returning to idle state (ready to brew)
Brew Tube	A silicone tube extending from the exit port of the brew valve off the manifold through the Puncture Mechanism (PM) and to the top of the Medusa needle system

Term/Abbreviation	Description
Check Valve	A one-way valve which prevents liquid or debris from flowing in the wrong direction and prevents coffee grounds from backing up into the brew line or chiller line
Cold Water Pump (CWP)	A self-priming, 12VDC diaphragm pump used to draw water from the cold water tank and deliver it to the hot water tank
Cold Water Tank (CWT)	A tank that contains a mechanical safety float valve and holds water for the CWP to pump
Conductive Probe	Resistance-sensing devices used to determine the level of water in the hot water tank
Contact Time	The amount of time that the hot water is in contact with the coffee grounds. This value is physically measured during the brew cycle by starting when water first begins to flow out of the puncture mechanism entrance needle and stopping during the part of the air purge where the majority of the flow out of the entrance needle is air
DC	Direct Current (electrical)
Descaling	A cleansing process that dissolves mineral deposits in the hot water tank, flow thru heater, manifold, valves, and brew line
Entrance Needles (ENA)	Five stainless steel needles with multiple distribution ports that puncture the lid stock of the K-Cup® pod and deliver the hot water to the coffee grounds
Entrance Needle Gasket	A gasket that seals the puncture in the K-Cup® pod lid created by the entrance needles

Continued

Term/Abbreviation	Description
Europa	The working name used to describe the closed loop control system used to provide the desired temperature and flow of the hot water
Exit Needle	A stainless steel needle that punctures the base of the K-Cup® pod and directs the brewed coffee from the K-Cup® pod into the K-Cup® funnel
Exit Needle Seal	An elastomeric bellows-type seal that seals the puncture in the bottom of the K-Cup® pod caused by the exit needle
Flow Thru Heater (FTH)	A resistive element spiral heater that provides the final heating of the water before it arrives at the K-Cup®
GMOB	Green Mountain Our Blend. This blend of coffee is used as a standard for evaluating Coffee Maker performance parameters
Heating Element	Immersion-style Incoloy electrical resistance heater used to heat and maintain the temperature of the water in the hot water tank and flow thru heater
HMI	Human Machine Interface. For the K4500™, this is a 10" high-resolution touch screen display module with integrated microprocessor and HDMI drivers. The HMI is the "Master" in the system; the brew engine and powder PCBAs and their associated microprocessors are "Slaves"
Hot Water Tank (HWT)	A stainless steel vessel where approximately 24.6 oz of water is heated and maintained at the specified brewing temperature

Term/Abbreviation	Description
Idle	Normal status of the Coffee Maker when it is soft and hard powered, not brewing, and hot water tank temperature is maintained at the proper preheat temperature
In-Cup Coffee Temperature	The temperature of the coffee measured in the cup for various brew sizes and temp controls
K-Cup® Holder	The portion of the K-Cup® holder assembly that holds the K-Cup® pod during the brewing process
K-Cup® Holder Assembly (PHA)	An assembly of the K-Cup® holder and the K-Cup® holder funnel
K-Cup® Holder Funnel	The portion of the K-Cup® holder assembly that directs the stream of coffee into the user's cup
K-Cup® Pod	Patented hermetically sealed pod containing ground coffee and a filter
K-Cup® Portion Pack (PP)	Patented hermetically sealed portion pack containing ground coffee and a filter
KAD	Keurig® Authorized Distributor
Kernel	The most basic portion of the operating system program responsible for resource allocation, low-level hardware interfaces, security, etc.
LED	Light Emitting Diode. Light indicator used to communicate the Coffee Maker status to the user

Continued

Term/Abbreviation	Description
PCBA	Printed Circuit Board Assembly. For the K4500™, there are 2 discrete PCBAs (Brew Engine and Powder System PCBAs)
Post-Fill	The process of pumping water into the hot water preheat tank following a brew that brings the level of the tank back up to the normal (idle) level
Pre-Fill	The process of pumping water into the hot water tank before a brew that brings the level of the tank to the chosen brew size level
Pressure Transducer (PT)	Fluidic pressure sensing device used to determine when end of brew conditions exist in the Coffee Maker. The pressure transducer also communicates when excessive pressure is present in the Coffee Maker
Prime	The process of initially filling the Coffee Maker's hot water tank with water, heating it, and bringing the Coffee Maker to idle status
Pulse Width Modulation (PWM)	A software-controlled process where a voltage is rapidly switched on and off, producing an effective lower voltage. Can be supplied to a DC motor (air pump) for the purpose of varying its operating speed
Puncture Mechanism (PM)	The mechanical system of parts that houses the K-Cup® holder assembly and presents it to the user for K-Cup® insertion. The PM also creates the mechanical advantage for puncturing the K-Cup® pod and locking it closed for brewing
Purge	The process of providing an additional 4 seconds of air flow through the brew line, connecting plumbing, and the K-Cup® pod following the End Of Brew signal to expel the remaining water in the system and K-Cup® pod
Thermal Cut-Out (TCO)	Single-use (permanent or resettable) thermally sensitive fuse that will irreparably cut power to the heating elements when an unsafe temperature is achieved in the hot water tank or flow thru heater
Thermistor (NTC)	Resistive temperature-sensing device used to determine the temperature of the water in the hot water tank and flow thru heater
Thermostat (T/S)	Automatically resettable thermally controlled switch used to safely interrupt electrical power to the heating element when an over-temperature condition exists in the hot water tank. Will reset when the temperature in the tank decreases below the lower temperature threshold
Tick	The 120 Hz kernel repeat rate of the microprocessor. It is controlled by a signal generated as the zero crossing of the incoming AC (2 times the 60 Hz AC frequency)
TTV	Time, Temperature, and Volume. These are the factors that control the quality of brewed coffee and are the basis of this specification
Vent Valve (VV)	Electrically operated, normally closed valve that controls the flow of air during brewing

K-4500™ Coffee Maker Introduction

The K-4500™ Coffee Maker is the ultimate in Keurig Brewed® Technology! The Coffee Maker features five brew sizes and a unique, easy-to-use LCD interface. The K-4500™ Coffee Maker is engineered to provide many years of uninterrupted service to your customers. The K-4500™ Coffee Maker is also a highly serviceable Coffee Maker. It is built in a modular fashion, which makes it easy to perform preventative maintenance and service should the need arise. We recommend that customers leave the Coffee Maker powered on at all times as it has built-in safety shut-offs, uses minimal energy, and offers the convenience of a fresh cup of coffee or tea at any time.

This manual provides installation, service, and troubleshooting assistance for your K-4500™ Coffee Maker. Keurig also distributes service bulletins to provide you with helpful information and to keep you updated on improvements and service topics.

Note that the Keurig® K-4500™ Coffee Maker is a commercial single serve Coffee Maker specifically designed to be used with the proprietary Keurig® K-Cup® pod. Please find the appropriate directions within to install the Coffee Maker in the configuration requested by the user.

Keurig is committed to providing superior customer support. Should you have any unanswered questions when using this manual, please contact Keurig® Field Support at **1.888.CUP.BREW (1.888.287.2739)**.

BEFORE YOU BEGIN

Tools Required

You will need several tools for the installation or servicing of the K-4500™ Coffee Maker. They are as follows:

- Phillips screwdriver
- Tube cutter
- Teflon tape

Remove Packing Materials

Remove all pieces of packing tape from the Coffee Maker and drip tray.

Remove the clear plastic film from the touch screen.

Software Updates

When connected, Coffee Maker will automatically update the software. When not connected updates can be performed through the use of a memory stick.

For more information, please contact your Keurig® Authorized Service Provider at 1-888-287-2739 ext. 5.

Water Supply

Coffee Maker can be plumbed into a standard water line (min. 40 psi) or a flow jet with 5-gallon water bottle. Continue to **Filter Requirements** and then **Plumbing Instructions**.

Filter Requirements

WARNING: Keurig requires the use of an external water filter. Failure to use a filter invalidates the Coffee Maker warranty.

Keurig recommends the Omnipure KQ8A Filter (Part #5000052636) available from Keurig. **Keurig also offers a filter kit for its Coffee Makers.** The kit (Part #5000052788) contains:

1 – Omnipure KQ8A filter
1 – Filter head
1 – Mounting bracket with screws

NOTE: There are no water connection components provided in this kit. The type of connectors used to attach the water supply to the filter is left up to the distributor.

NOTE: The external filter can be mounted on the rear surface of the Coffee Maker using the mounting holes and screws provided.

CAUTION: The Omnipure KQ8A Water Filter needs an initial flush of **at minimum 4 gallons of water** to clear any carbon deposits after mounting to the Coffee Maker and before connection to the Coffee Maker's inlet valve at the install location. This procedure will prevent fine particles of carbon from entering and clogging the water inlet valve.

PLUMBING INSTRUCTIONS

Filter Installation and Water Hookup

CAUTION: This Coffee Maker is designed to handle local water pressures from 40 psig up to 125 psig. Consult a licensed plumber for water pressures in your area. Use plumbing fittings and tubing specified to withstand 125 psig.

WARNING: Keurig requires the use of an external water filter such as the Omnipure KQ8A Water Filter, available from Keurig. Failure to use a filter invalidates the Coffee Maker warranty.

NOTE: The equipment shall be installed with adequate backflow protection to comply with applicable federal, state, and local codes.

1. If not already done, attach the filter mounting bracket to the Omnipure KQ8A Water Filter using the four screws provided.

   NOTE: The top of the Omnipure KQ8A Water Filter has two ports labeled IN port and OUT port. Make sure these ports are aligned with the filter mounting bracket.

2. Install inlet fitting. Hand-tighten the screws, being careful not to overtighten.

3. Loosen the two thumb screws located on the upper rear of the Coffee Maker and hang the filter kit assembly. Hand-tighten the screws, being careful not to overtighten.

   NOTE: The filter kit assembly comes with ¼" FPT ports for both inlet and outlet, and the plumbed water inlet to the Coffee Maker is ¾" female garden hose thread (Invensys solenoid valve). ¼" OD LLDPE (Linear Low Density Polyethylene) tubing is recommended (NSF® compliant) between the filter kit assembly and the Coffee Maker. NSF® compliant fittings such as High Density Polypropylene type are recommended.

4. Measure and cut LLDPE tubing to length and install incoming water feed line to IN Port of the filter kit assembly. Push firmly until the connection is secure and connect it to the local water supply.

5. You may wish to install a shut-off valve between the water source and the Omnipure KQ8A water filter. To do this, cut some LLDPE tubing to the needed size and connect it by pushing the tubing into the shut-off valve until secure.

   NOTE: Make sure shut-off valve is in the OFF position.

6. Connect the precut outlet tube to the OUT port of the filter kit assembly. Do not connect the Coffee Maker yet.

   NOTE: The Omnipure KQ8A Water Filter needs an initial flush to clear any carbon deposit.

7. Place the open end of the long length of tubing in a container or sink.

8. Turn on water supply and allow at least four gallons of water to flush through the filter. Turn off water supply.

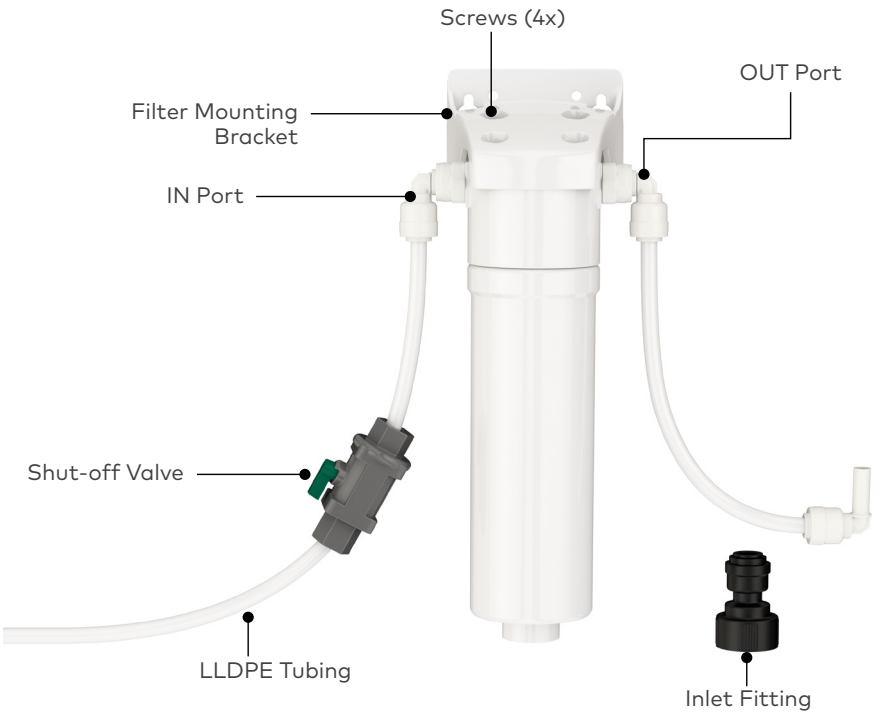
   NOTE: Flush until no charcoal residue is visible.

9. Close shut-off valve and discard liquid.

10. Install outlet tube to inlet fitting and open valve.

    NOTE: Check for leaks.

NOTE: The equipment must be installed with adequate backflow protection to comply with applicable federal, state, and local codes. Water and waste piping and connections must comply with the latest code from the International Code Council (ICC) or International Association of Plumbing and Mechanical Officials (IAPMO).



Click here to watch how to plumb the K-4500.

PRIMING PROCESS

1. There are two options for pod disposal when setting up your Coffee Maker. The K-Cup® pod pass-through option may be used if your countertop has a cutout; then you don't need to worry about emptying the K-Cup® pod bin.
   Option 1: K-Cup® Pod Bin: Can hold 30 or more pods, typically a day's worth of consumption **(IMAGE A)**.
   Option 2: K-Cup® Pod Pass-Through: Remove the pod bin and place a waste bin under the appliance to capture a larger number of pods. There is an opening in the bottom of the Coffee Maker that allows spent pods to fall directly into a waste receptacle below the counter.

2. Locate the power switch on the back of the Coffee Maker and turn it on by pressing "**–**" **(IMAGE B)**.

3. If the water supply is already hooked up and water is turned on, the Coffee Maker will automatically begin to fill the internal hot water tank. Make sure the Coffee Maker is plumbed and the water supply is on in order to proceed **(IMAGE C)**.

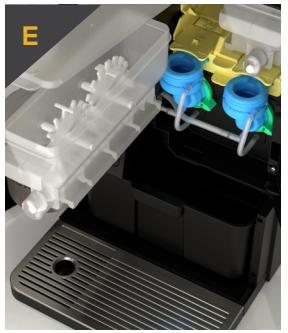
4. Once the Coffee Maker fills the internal hot water tank, it will begin heating the water. The heating process will take about three minutes.

   NOTE: This will only happen when the Coffee Maker is first turned on or when it comes out of standby mode.

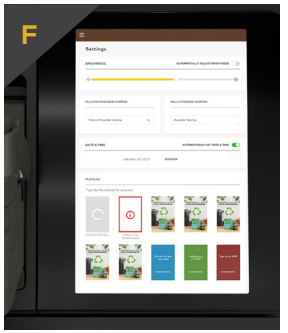
5. When prompted to select your beverage, press **12 oz** and then the ⓚ button to start the Brewer Rinse cycle **(IMAGE D)**. Repeat Coffee Maker rinse cycle 2 or more times. When the Brewer Rinse cycle is complete, discard the hot water from the mug. The Coffee Maker will enter standby mode and will be ready to brew your first K-Cup® pod.

   CAUTION: During the brewing process, there is extremely hot water passing through the K-Cup® pod holder. To avoid injury, do not lift the handle during the brewing process.

6. To fill the powder hoppers, open the pod bin door. Open the door with the display by using the button on the left-hand side found under the touch screen door. Push down on the clips that hold the powder hoppers and pull the hoppers forward **(IMAGE E)**. Remove the lids to the powder hoppers and pour the milk powder into the larger hopper and your selected second powder into the smaller hopper. Replace the lids. Push the powder hoppers back in and close the door.



7. For the display to show the correct powder type and beverage options for the second powder you selected, you will need to set it up in the Menu Mode. To enter the Menu Mode, press the top right corner of the touch screen and hold for 3 seconds. Choose the Settings section to update the labels on the powder hoppers **(IMAGE F)**. Once updated, the new names and beverage options will show in the display.



BREWING CYCLE

1. Place a mug on the drip tray plate. Lift the handle and place a K-Cup® pod in the K-Cup® pod holder **(IMAGE A)**.

NOTES:

Do not remove the foil lid on the K-Cup® pod.

This appliance is not compatible with reusable pods.

2. Lower the handle completely to close the lid **(IMAGE B)**.

NOTE: Closing the lid is a signal to the Coffee Maker that you are ready to begin a brew cycle. Your brew options will not display unless the lid is fully closed.

3. The screen will show a menu of beverages. You can customize your coffee (3 strengths and 3 temperature settings) or you can select a specialty beverage **(IMAGE C)**.

   The Coffee Maker will auto-recognize the pod and suggest the recommended beverages: cappuccino, latte, and café au lait.

   NOTE: Some pods will have different beverage recommendations.

4. The following screen will show a list of brew sizes, as well as strength and temperature choices. Select your brew size by pressing the corresponding button on the touch screen. You may choose to press the strength and temperature buttons either before or after selecting your brew size. The Coffee Maker features BrewID™, which recognizes your K-Cup® pod and suggests customized brew settings **(IMAGE D)**.

   When your desired selections are highlighted in brown, press the ⓚ button to brew.

   CAUTION: While brewing, there is extremely hot water in the K-Cup® pod holder. To avoid injury, do not lift the handle during the brewing process.

5. Brewing is finished when you see the screen display "Brewing Complete" **(IMAGE E)**.

MANAGER OPTION MENU

Managers can monitor and set up:

- Alerts
- Powder hopper levels
- K-Cup® pod varieties brewed
- Beverage types brewed
- Brewer and powder rinse reminder
- QR code for video tutorials
- Maintenance log
- Brightness level
- Choose which flavor and milk powder is in the hoppers
- Date and time
- Choose the playlist
- Coffee Maker details
- Contact information

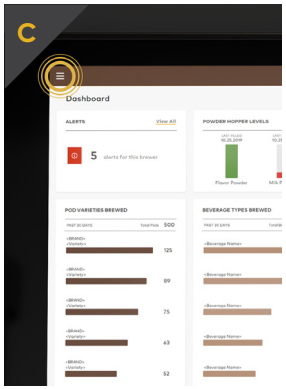
To access the Manager menu:

1. To enter the Manager menu, press the top right corner of the touch screen and hold for 3 seconds **(IMAGE A)**.

2. The Dashboard will appear, press the top left of the touch screen to bring up the drop down menu. The menu will display the choices: **Dashboard**, **Maintenance**, **Settings**, **System Status**, and **Technician (IMAGE B)**.

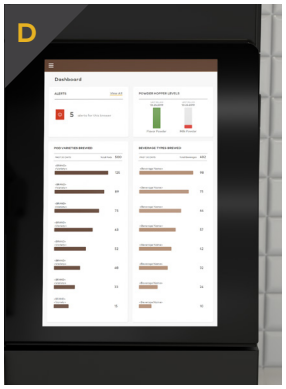
NOTE: Tap "Exit Admin" to return to Home Screen.

3. Tap the menu icon in the navigation bar to access the Manager menu options **(IMAGE C)**.

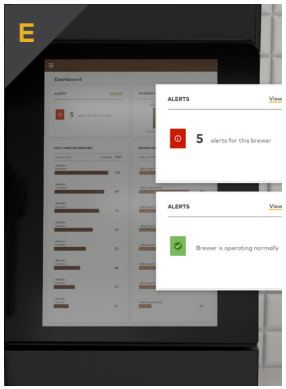


Dashboard:

4. In the **Dashboard** screen, you can view alerts, powder hopper levels, K-Cup® pod varieties brewed, and beverage types brewed **(IMAGE D)**.

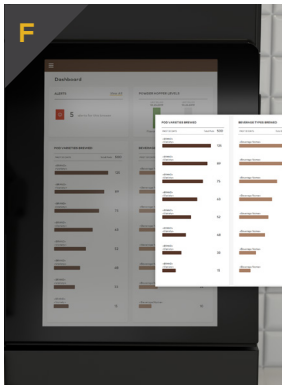


5. The **ALERTS** panel will either show "Coffee Maker is operating normally" or show the number of alerts that need to be resolved **(IMAGE E)**.



NOTE: When "View All" in the alerts panel is tapped, it takes you to the "System Status" screen.

6. The **POD VARIETIES BREWED** and **BEVERAGE TYPES BREWED** give you the total number of pods and beverages brewed in the past 30 days. They display the top 8 beverages and pod varieties brewed in the past 30 days, organized from most to least **(IMAGE F)**.



Maintenance:

7. From the **Maintenance** screen, you can set your Coffee Maker and powder rinse reminders, quickly access the QR code for video tutorials, and view the maintenance log **(IMAGE G)**.

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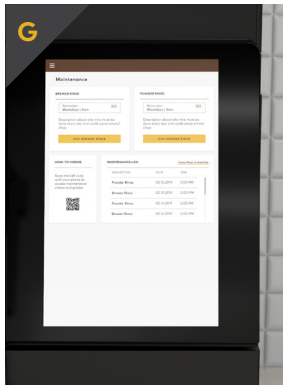
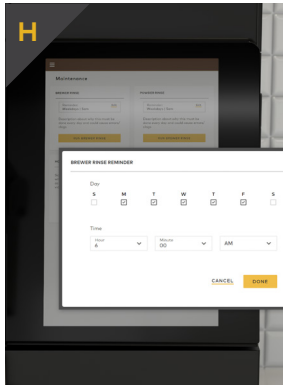
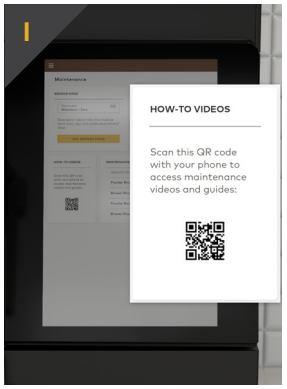
MANAGER OPTION MENU, CONT.



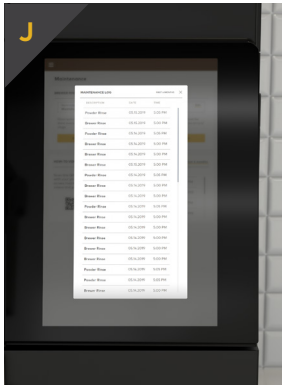
8. Press "Edit" on either the **BREWER RINSE** or the **POWDER RINSE** panel to set daily reminders **(IMAGE H)**.



9. Scan the QR code with your phone to access maintenance videos and guides **(IMAGE I).**

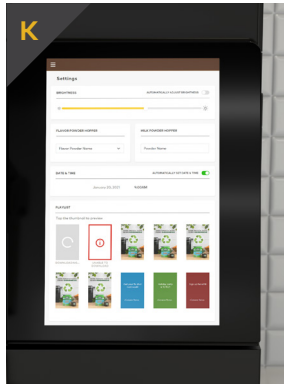


10. Select the **MAINTENANCE LOG** option to view a read-only tabulation of the completed Brewer Rinse or Powder Rinse cycles **(IMAGE J)**.

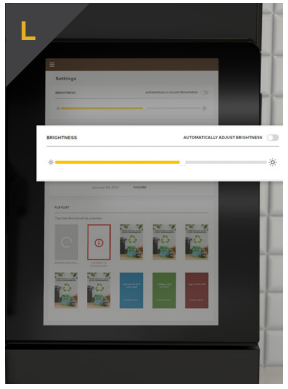


Settings:

11. The **Settings** screen allows you to adjust the brightness level of the screen, choose which flavor and milk powder are in the hoppers, change the date and time, and choose the playlist **(IMAGE K)**.

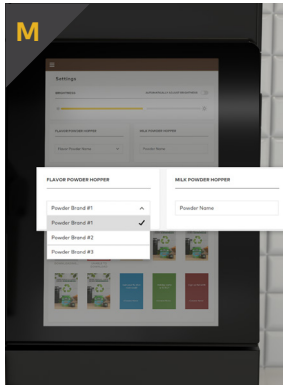


12. On the **BRIGHTNESS SLIDER** you can interact with slider to adjust the brightness. If the Auto Brightness toggle is in the ON position, the slider snaps to an automatic position **(IMAGE L)**.



NOTE: If the user interacts with brightness slider while the Auto Brightness toggle is in the ON position, it turns the toggle to the OFF position.

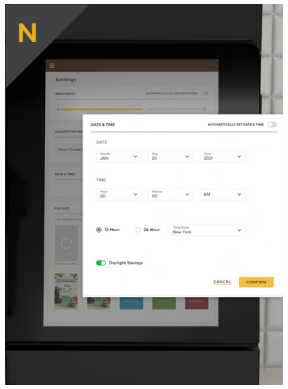
13. The **FLAVOR POWDER HOPPER** and **MILK POWDER HOPPER** drop-downs allow the user to choose which powder is in the hopper **(IMAGE M)**.



Continued

MANAGER OPTION MENU, CONT.

14. On the **DATE & TIME** panel, when you switch the Auto Date & Time toggle to OFF position, the box expands to show the Date & Time settings **(IMAGE N)**.

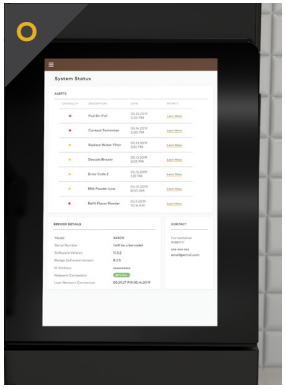


NOTE: If you tap the Date & Time toggle to return to the ON position, the box will roll up and return to the original size.

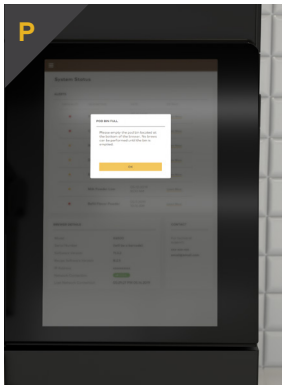
15. In the **PLAYLIST** panel, if you tap the thumbnail image, a popup will display a preview, either a video file or image file.

System Status:

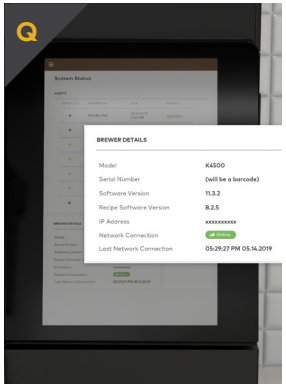
16. From the **System Status** screen you can view any alerts, see the Coffee Maker details, and find the contact information for the office manager or technician **(IMAGE O)**.



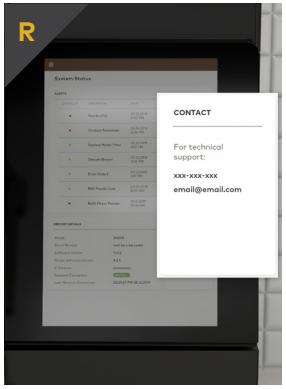
17. The **ALERTS** panel displays the active alerts. The majority of alerts are removed once action has been taken to resolve them. However, some can be removed by the user. When "Learn More" in **ALERTS** is tapped it leads to a corresponding pop-up **(IMAGE P)**.



18. The **BREWER DETAILS** panel contains information about the Coffee Maker and its connectivity status **(IMAGE Q)**.



19. The **CONTACT** panel shows contact info for office manager to call for technical assistance **(IMAGE R)**.



TECHNICIAN OPTION MENU

Technicians can monitor, set up, and activate:

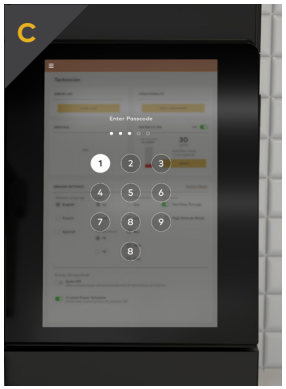
- Error log
- Descale
- Water filter
- Language display
- Units
- Temperature
- Available sizes
- High altitude mode
- Energy saving mode

To access the Technician menu:

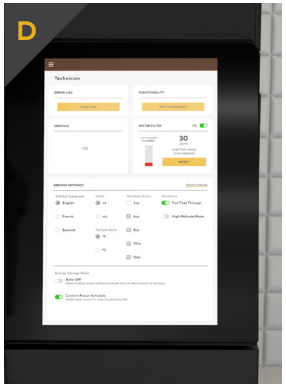
1. To enter the **Technician** menu, press the top right corner of the touch screen and hold for 3 seconds. The Dashboard will appear, press the top left of the touch screen to bring up the drop down menu and then press **Technician (IMAGE A)**.

2. The menu will display the choices; press **Technician (IMAGE B)**.

3. It will prompt you for a technician passcode; type it and hit **"Enter"**. The default passcode is **34567 (IMAGE C)**.

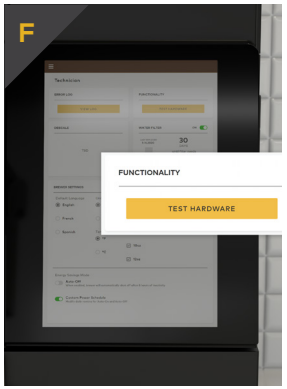


4. The **Technician** option listing displays after the passcode is accepted **(IMAGE D)**.

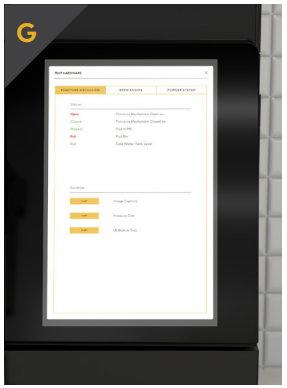


5. The **ERROR LOG** option allows you to view a listing of the Coffee Maker errors within the last 6 months. The most recent error displays at the top of the log **(IMAGE E)**.

6. In the **FUNCTIONALITY** panel the technician can access a series of tests to test functionality. See Built-In Testing (BIT) on page 57 for more information **(IMAGE F)**.



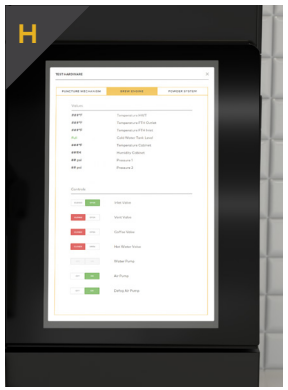
7. **PUNCTURE MECHANISM** will show results for the following: Puncture Mechanism Open sw, Puncture Mechanism Closed sw, Pod in PM, Pod Bin, and Cold Water Tank Level. Under the Controls, you can run tests for the following: Image Capture, Pressure Test, and UI Built in Test **(IMAGE G)**.



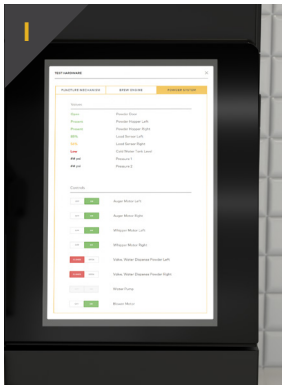
Continued

TECHNICIAN OPTION MENU, CONT.

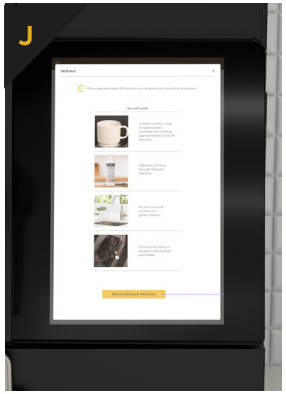
8. **BREW ENGINE** will show results for the following: Temperature HWT, Temperature FTH Outlet, Temperature FTH Inlet, Cold Water Tank Level, Temperature Cabinet, Humidity Cabinet, Pressure 1, and Pressure 2. Under the Controls, you can run tests for the following: Inlet Valve, Vent Valve, Coffee Valve, Hot Water Valve, Water Pump, Air Pump, and Defog Air Pump **(IMAGE H)**.



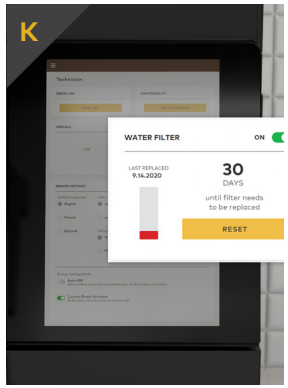
9. **POWDER SYSTEM** will show results for the following: Powder Door, Powder Hopper Left, Powder Hopper Right, Load Sensor Left, Load Sensor Right, Cold Water Tank Level, Pressure 1, and Pressure 2. Under the Controls, you can run tests for the following: Auger Motor Left, Auger Motor Right, Whipper Motor Left, Whipper Motor Right, Valve, Water Dispense Powder Left, Valve Water Dispense Powder Right, Water Pump, and Blower Motor **(IMAGE I)**.



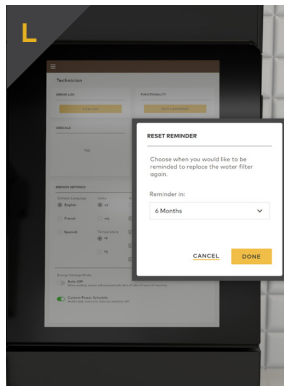
10. **DESCALE** panel **(IMAGE J)**.



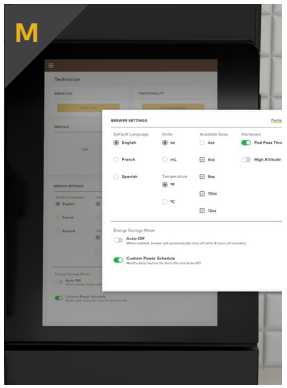
11. The **WATER FILTER** panel allows you to choose to receive a notification when the Coffee Maker's filter needs replacement. When the water filter has reached its end of life, replace it and select the **RESET** button **(IMAGE K)**.



12. When **RESET** is pressed in the **WATER FILTER** panel, the **RESET REMINDER** screen displays. Select from the drop-down menu when you would like to be reminded to replace the water filter again **(IMAGE L)**.



13. The **BREWER SETTINGS** panel allows you to select Default Language, Units, Temperature, Available Sizes, Hardware, and Energy Savings Mode **(IMAGE M)**.



Default Language
You can change the default language to either Spanish or French if English is not your primary language. To temporarily change the language for a single brew, simply press the button for your language of choice on the touch screen while it's in standby mode.

Units
Change between ml (milliliters) and oz (ounces) for volume measurement; oz (ounces) is default.

Temperature
Select Fahrenheit or Celsius.

Continued

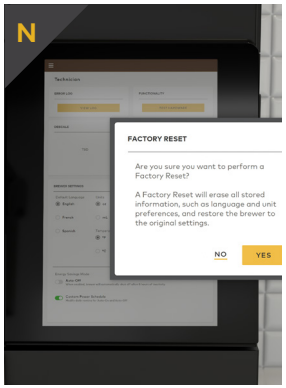
TECHNICIAN OPTION MENU, CONT.

Available Sizes
Select which cup sizes you want the Coffee Maker to dispense. Five brew sizes are available: 4, 6, 8, 10, and 12 oz and 8, 10, and 12 oz for specialty beverages. You have the ability to select the available brew sizes shown. The default cup size of 10 oz cannot be changed.

K-Cup® Pod Pass Through
If your countertop has a cutout and you are using the K-Cup® pod pass-through option, change Pod Pass Through to ON.

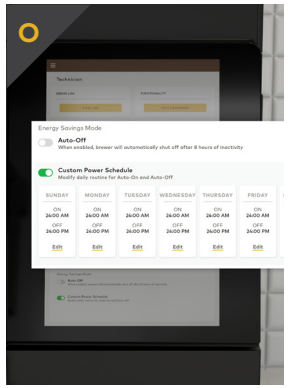
High Altitude Mode
Select the High Altitude Mode option, which is recommended for locations lying 5,000 ft. or more above sea level. When the High Altitude Mode option is set to ON, the water temperature is fixed at 192°F (88.9°C) and cannot be modified. If High Altitude Mode is changed to OFF after having been previously set to ON, the temperature will remain at 192°F (88.9°C) and must be changed manually.

14. In the **BREWER SETTINGS** panel, you can perform a Factory Reset. This will erase all stored information, such as language and unit preferences, and restore the Coffee Maker to the original settings. After you tap "YES," the Coffee Maker reboots **(IMAGE N)**.



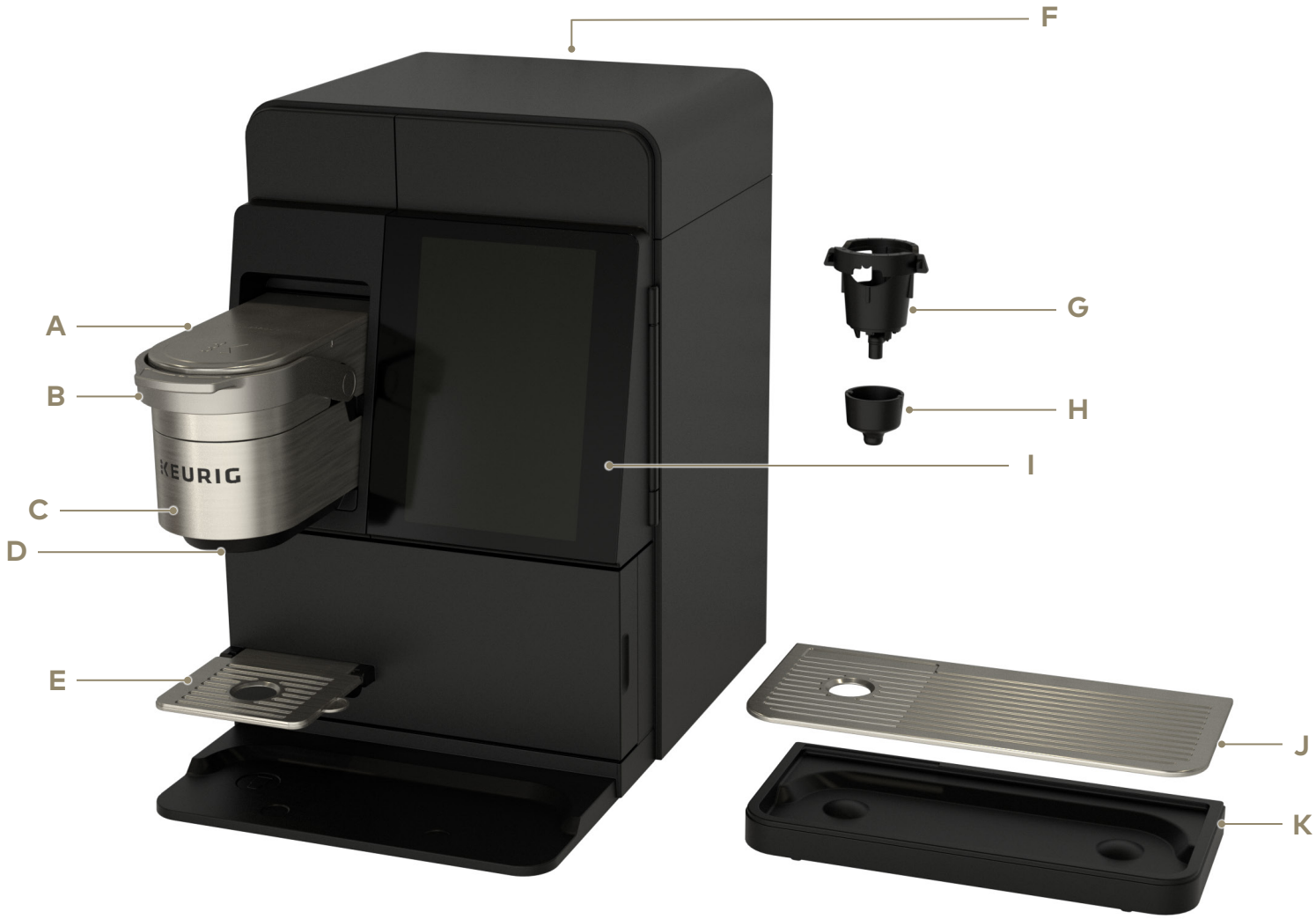
NOTE: The Factory Reset will reset all options back to default, reset the machine back to the initial onboarding screen, and deregister the Coffee Maker from the K-connect portal.

15. In the **BREWER SETTINGS** panel, you have the option for Auto-Off and Custom Power Schedule. When Auto-Off is enabled, the Coffee Maker will automatically shut off after 8 hours of inactivity. When Custom Power Schedule is enabled, the box expands and displays days and times of schedule to modify daily routine for Auto-On and Auto-Off **(IMAGE O)**.



EXTERNAL COFFEE MAKER COMPONENTS

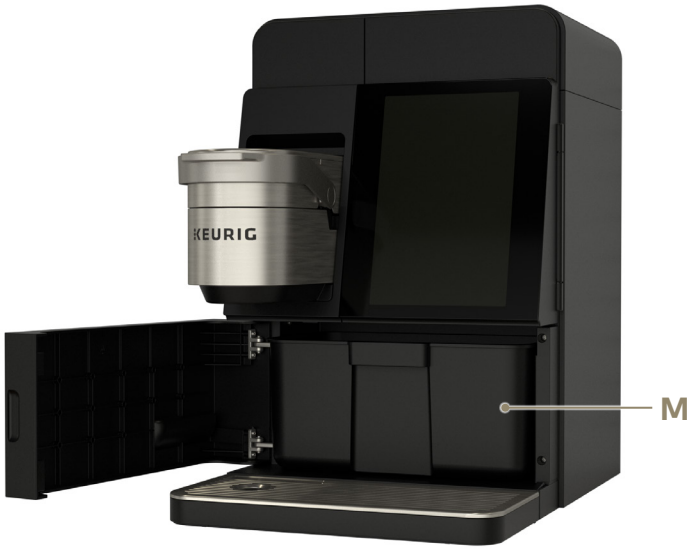
- **A.** Puncture Mechanism Lid
- **B.** Handle
- **C.** Puncture Mechanism (5000366942)
- **D.** Lid Manifold ASM (5000366980)
- **E.** Flip-Up Drip Tray (5000366971)
- **F.** Descale Solution Door (on back)
- **G.** K-Cup® Pod Holder (part 1 of Pod Holder Assembly) (5000366968)
- **H.** K-Cup® Pod Funnel (part 2 of Pod Holder Assembly)
- **I.** Touch Screen
- **J.** Drip Tray Plate (5000366972)
- **K.** Drip Tray (5000366972)

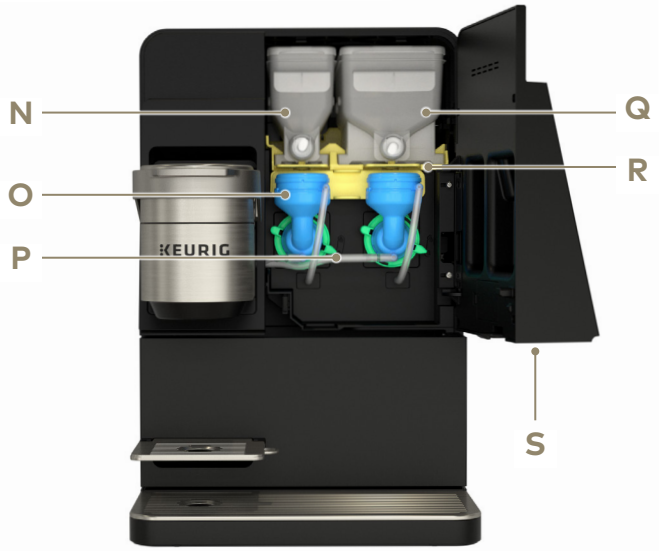


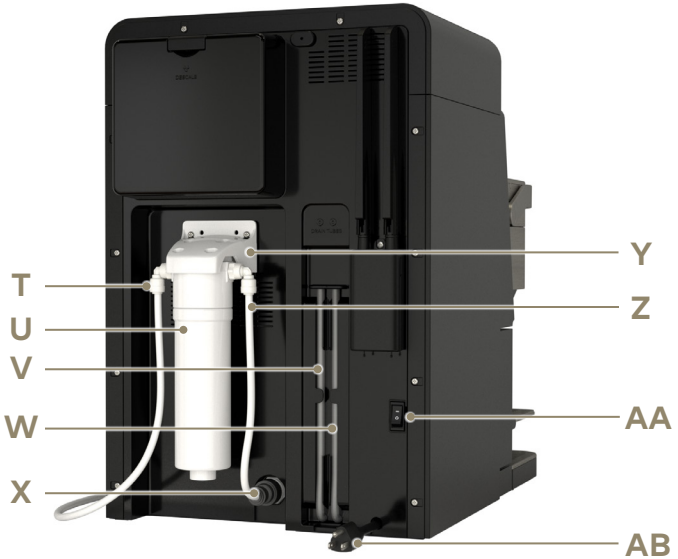
Continued

EXTERNAL COFFEE MAKER COMPONENTS, CONT.

- **L.** Manifold Tubing Connection Area (5000366980)
- **M.** K-Cup® Pod Bin
- **N.** Flavor Powder Hopper (5000366976)
- **O.** Mixing Bowls (Bowls)
- **P.** Milk Dispense Tubes
- **Q.** Milk Powder Hopper (5000366977)
- **R.** Powder/Exhaust Tray (5000366978)
- **S.** Door Locking Mechanism
- **T.** Water Filter Inlet Tube
- **U.** Omnipure KQ8A Water Filter*
- **V.** Cold Water Drain Tube
- **W.** Hot Water Drain Tube
- **X.** Water Inlet Port
- **Y.** Filter Mounting Bracket
- **Z.** Water Filter Outlet Tube
- **AA.** Power Switch
- **AB.** Power Cord



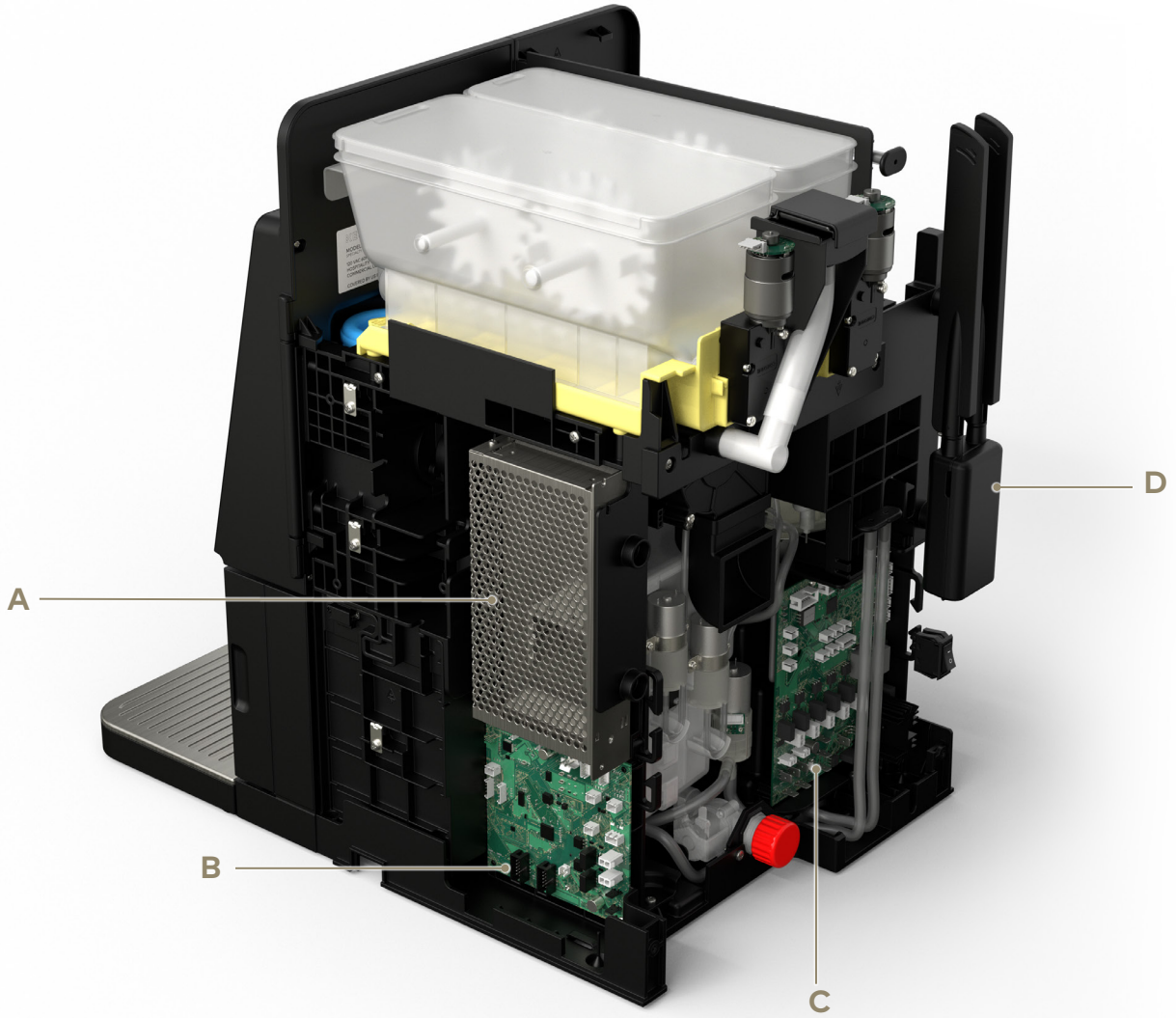




*Sold separately. Contact your Keurig® Authorized Distributor for more information or purchase through commercial.keurig.com.

INTERNAL COFFEE MAKER COMPONENTS

- **A.** 12/24 Power Supply (5000366898)
- **B.** Powder System Board (5000366897)
- **C.** Brew Engine Board (5000366896)
- **D.** Cellular Modem (5000366954)



Continued

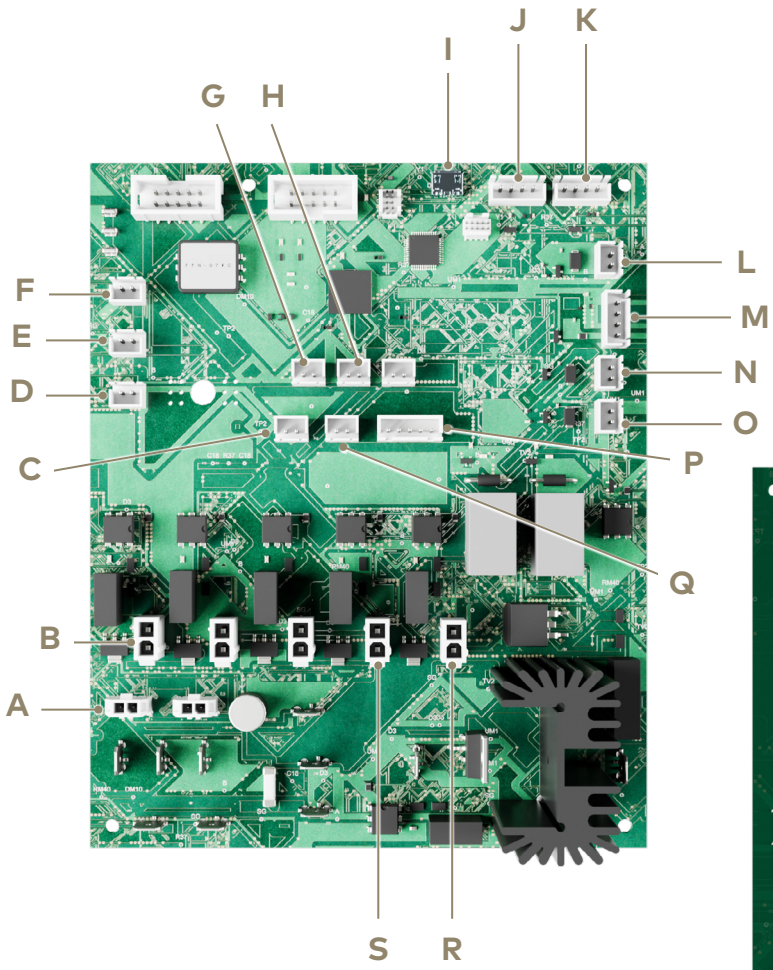
INTERNAL COFFEE MAKER COMPONENTS, CONT.

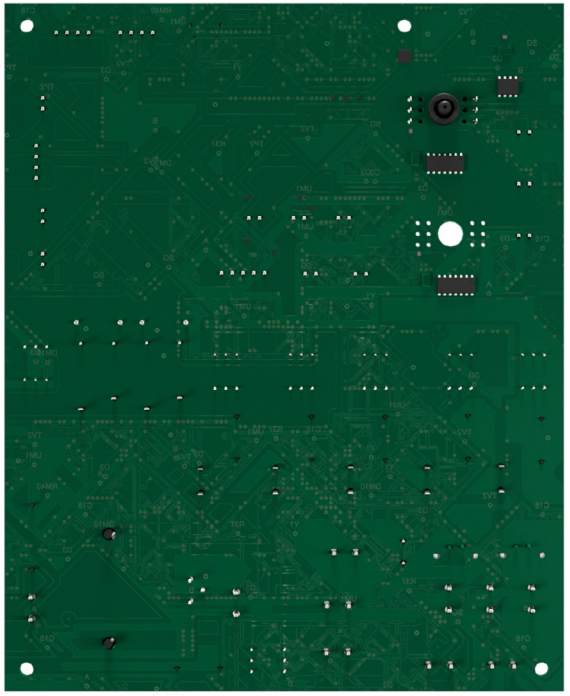
A. Powder Hoppers (5000366976, 5000366977)

B. Hot Water Tank (5000366895)

BREW ENGINE BOARD (5000366896)

- **A.** AC Inputs
- **B.** Output to AC-DC PSU
- **C.** Puncture Mechanism (to HMI)
- **D.** Auxiliary Output
- **E.** Output to HMI
- **F.** Input to AC-DC PSU
- **G.** HWT Level
- **H.** HWT Temperature
- **I.** Output to AC-DC PSU
- **J.** Pod Present
- **K.** Bin Full
- **L.** Hot Water Dispense Valve (HWDV)
- **M.** Water Pump Encoder
- **N.** Water Pump
- **O.** Air Pump
- **P.** FTH Level and Inlet/Outlet Temperature
- **Q.** CWT Level
- **R.** Vent Valve (VV)
- **S.** Medusa Needle Valve (MNV)

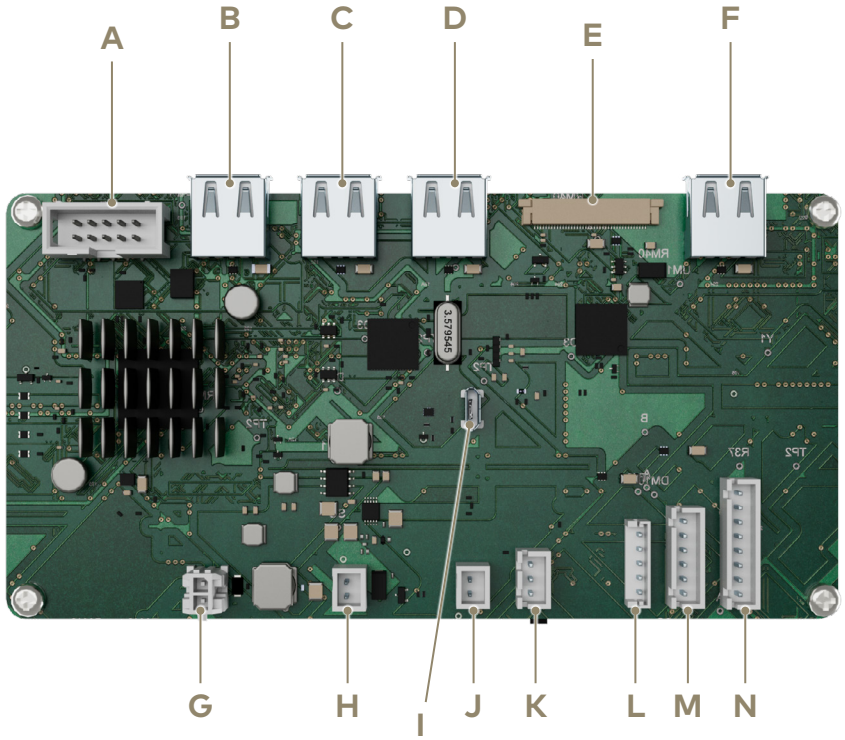




POWDER BOARD (5000366897)

HMI/PCBA ASSEMBLY

A. Unused (Development Use)
B. Spare USB Port
C. HMI to BE PCBA Comms
D. HMI to Powder PCBA Comms
E. HDMI to Touch Panel Display
F. Spare USB Port
G. 12VDC Power
H. Camera Defog Air Pump
I. Firmware Update Port (USB)
J. Hall Effect Sensor
K. PM Open Switch
L. Serial Debug Port
M. To Camera Module
N. To Cellular Modem



PUNCTURE MECHANISM/RECOGNITION SYSTEM (5000366942)

A. Entrance Needle Gasket

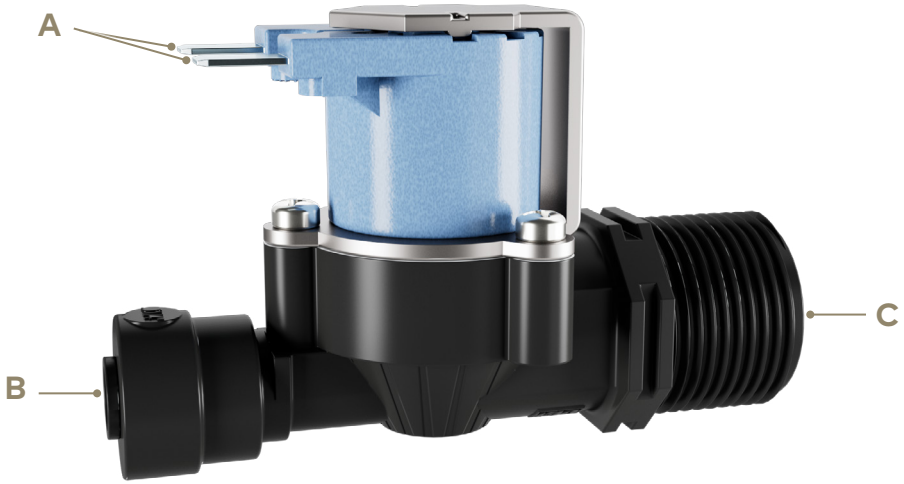
INLET VALVE (5000366690)

A. Power Connections

B. 1/4" Push-Connect Fitting

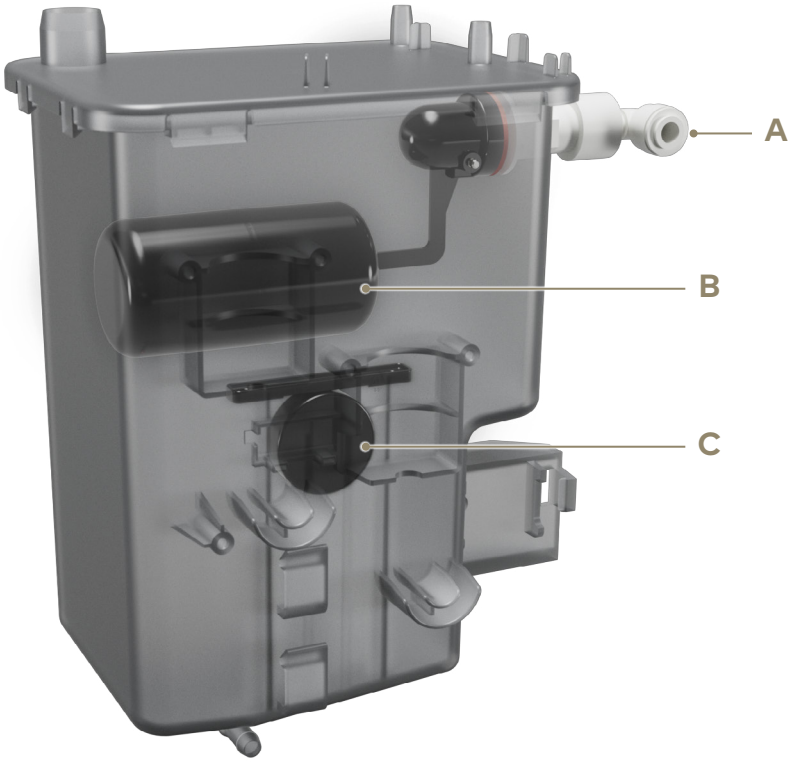
C. 3/4" NPT (nominal pipe thread)

NOTE: There is a plastic mesh strainer installed at the inlet of the valve.



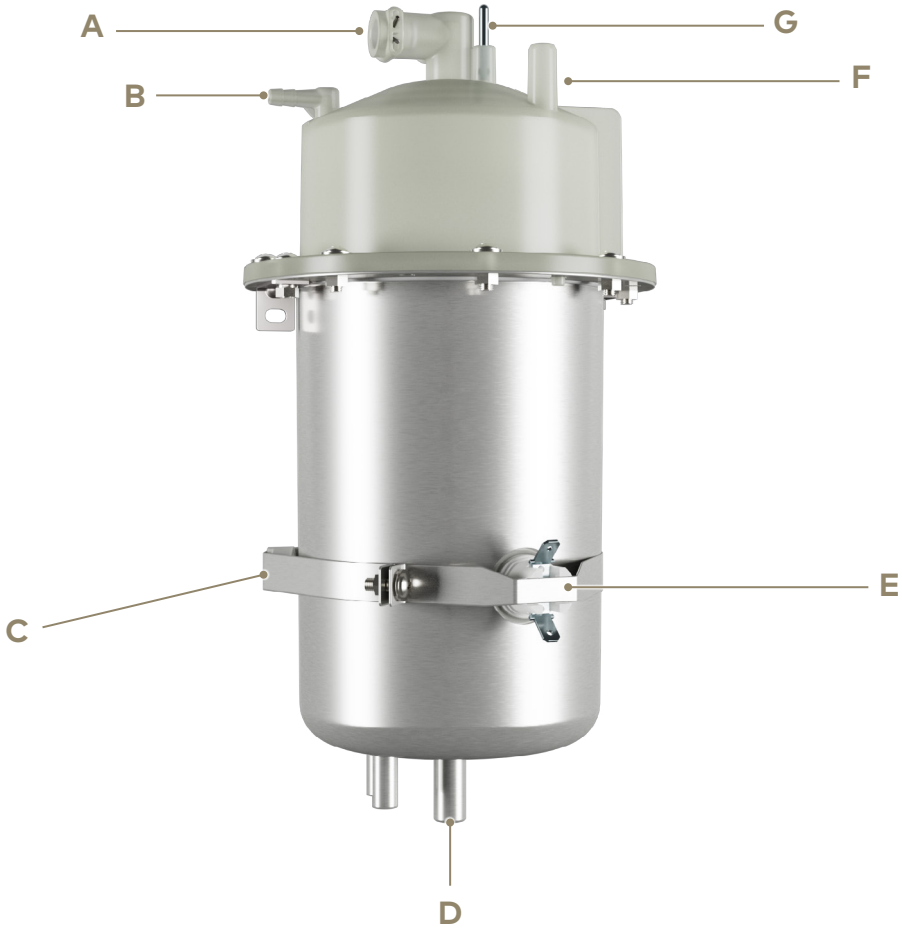
COLD WATER TANK (5000366691)

- **A.** Inlet Valve Connection
- **B.** Secondary Float Valve Shut Off
- **C.** Water Level Sensor Magnetic Float



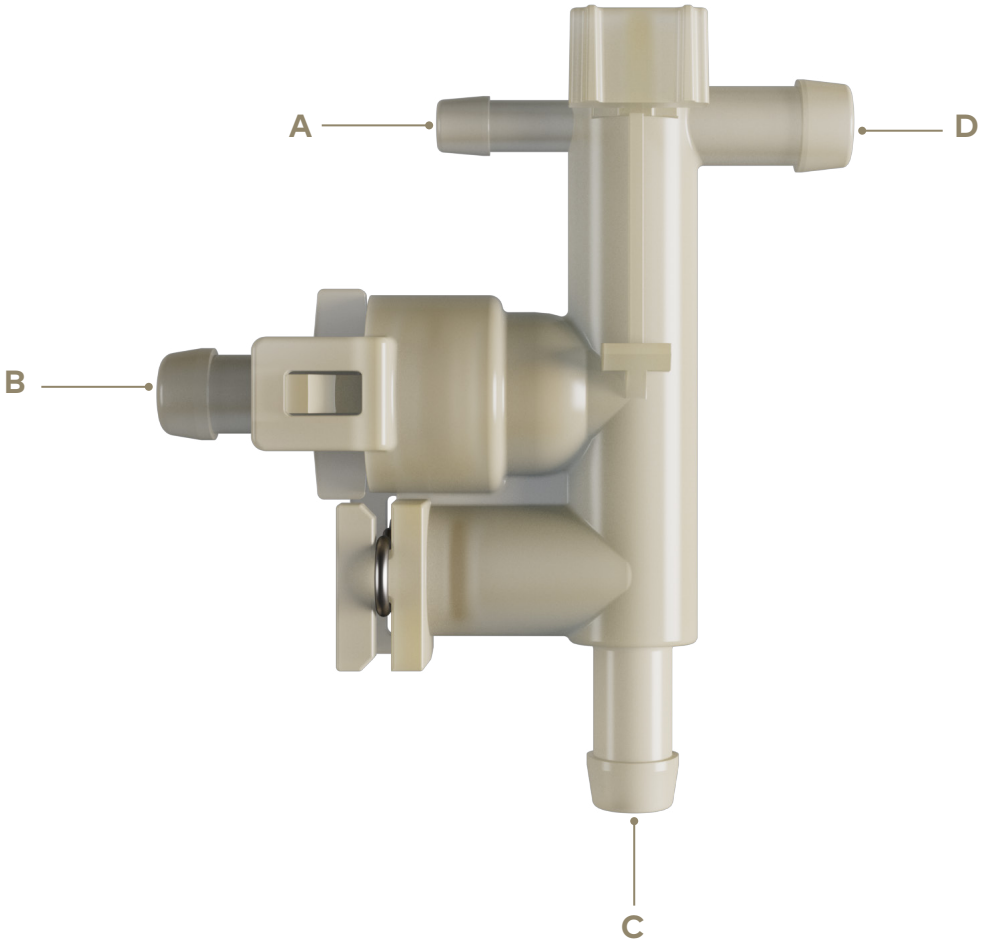
HOT WATER (BREW) TANK (5000366895)

- **A.** Pressure Sensor Housing
- **B.** Air Inlet
- **C.** Temperature Sensor
- **D.** Inlet from Water Pump and Drain Tube
- **E.** Thermal Cut-Off (TCO)
- **F.** Water Outlet
- **G.** Conductive Probe



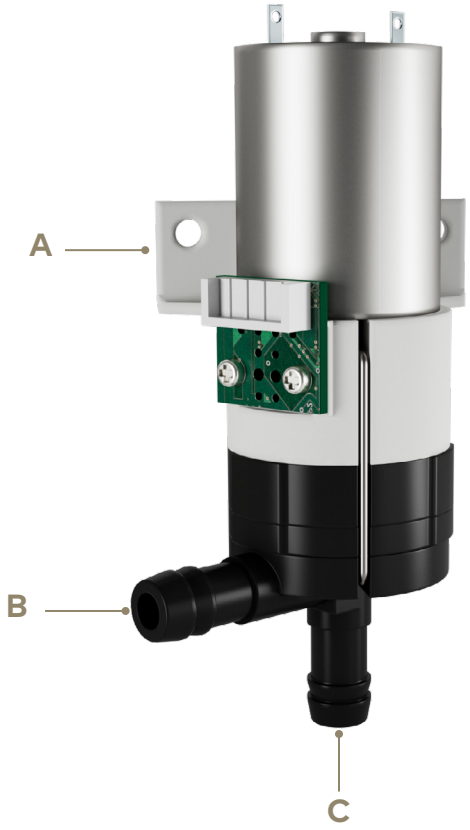
AIR LINE TEE AND PRESSURE RELIEF VALVE

A. To Air Pump
B. Pressure Relief Outlet
C. Out to Valve Manifold
D. Inlet From FTH (Flow Thru Heater)



WATER PUMP (5000366955)

A. Screw Connections to Chassis
B. Inlet from Dock Valve
C. Outlet to Hot Water Tank and Hot Drain Tube



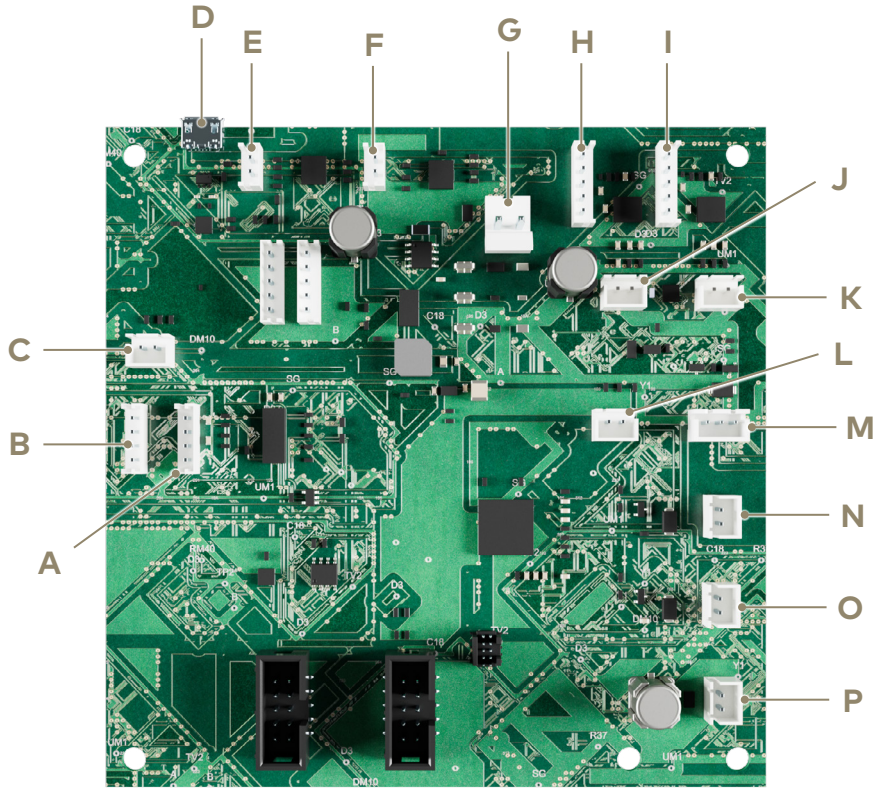
AIR PUMP (5000366692)

NOTE: There is no air inlet. The pump pulls air from its surroundings.

A. Outlet to Air Line Tee

POWDER SYSTEM (5000366897)

A. Load Cell
B. Load Cell
C. Tray Connector
D. USB
E. Whipper 1 and 2, Power PWM
F. Whipper 1 and 2, Power PWM
G. +24V
H. Auger 1 and 2, Power PWM
I. Auger 1 and 2, Power PWM
J. Bin 1 and 2
K. Bin 1 and 2
L. Door
M. Fan Power
N. Input DC Voltage
O. Valve 1 and 2
P. Input DC Voltage



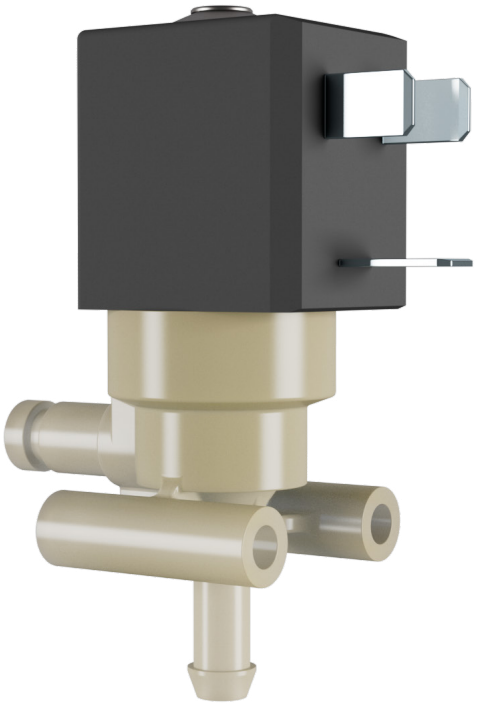
MODEM & CONNECTIVITY (5000366954)

FLOW THRU HEATER ASSEMBLY (5000366899)

A. Outlet

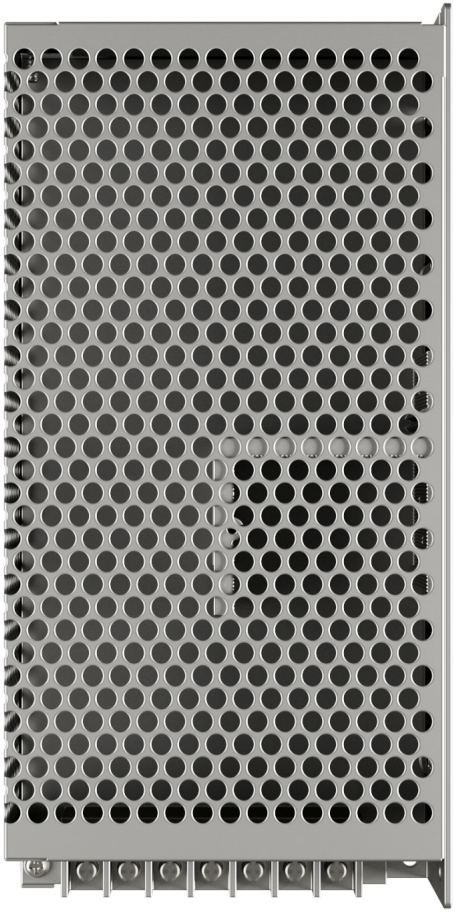
B. Inlet

AC VALVE (5000366928)

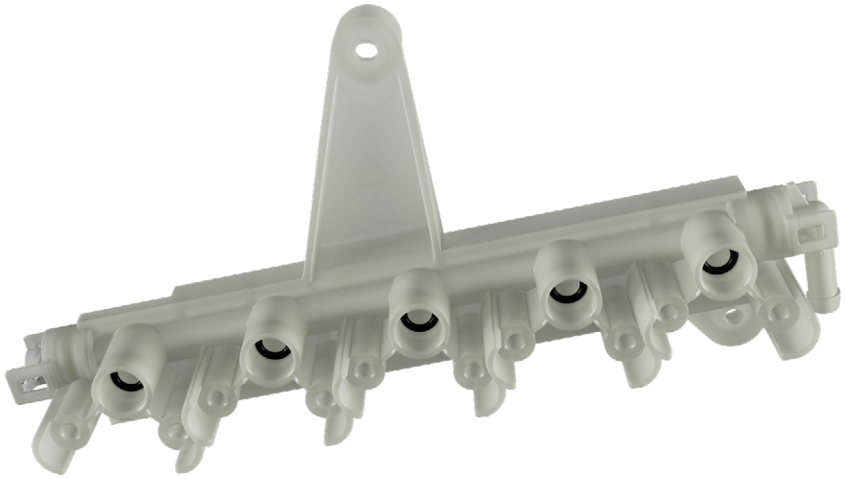


DC VALVE (5000366929)

12/24 POWER SUPPLY (5000366898)

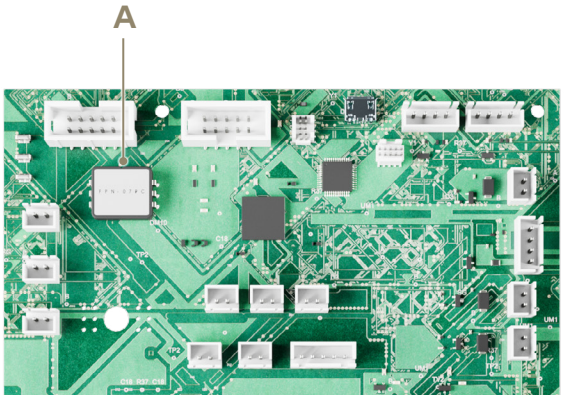


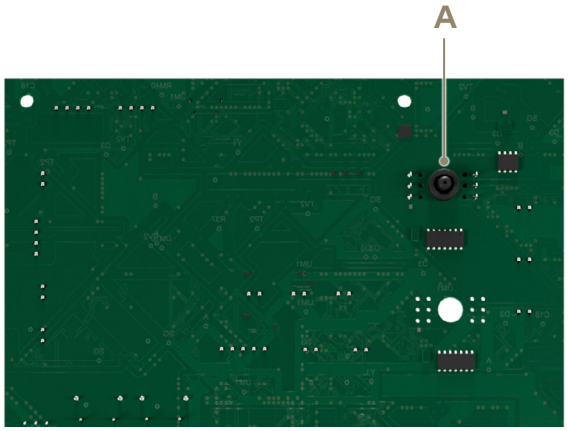
VALVE MANIFOLD (5000366941)



PRESSURE SENSOR

A. Pressure Sensor





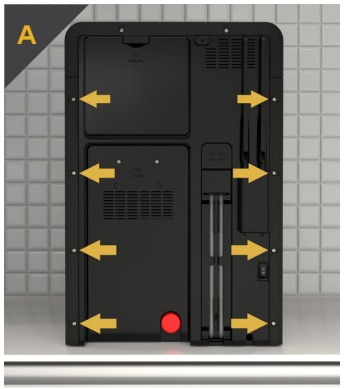
REMOVING THE ACCESS PANELS

Tools needed:

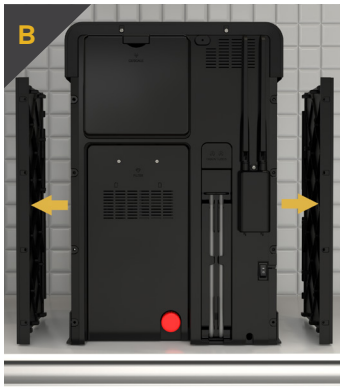
- Phillips screwdriver
- Needle-nose pliers

Removing the Side Panels

1. Unplug or disconnect power.
2. Remove the 4 screws along the back edge of both the right and left side panel **(IMAGE A)**.



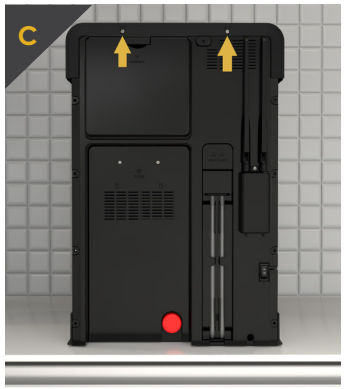
3. Slide both panels to the rear and carefully remove **(IMAGE B)**.



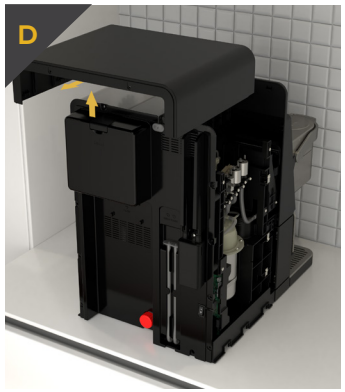
Removing the Top Panel

IMPORTANT: The right and left side panels must be removed before the top panel can be removed.

4. Remove the 2 screws from the top panel **(IMAGE C)**.



5. Slide the top panel back to the rear and carefully remove **(IMAGE D)**.

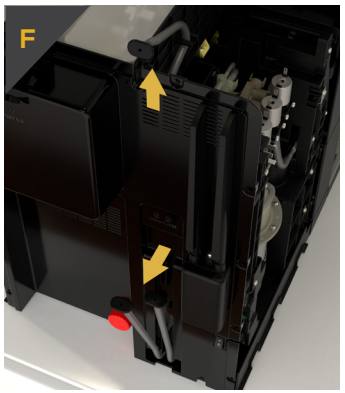


Removing the Rear Panel

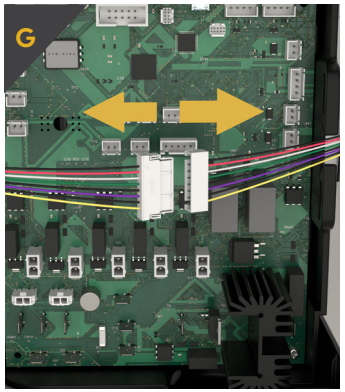
IMPORTANT: The top panel and the right and left side panels must be removed before the rear panel can be removed.

6. Open the descale door and remove the cup **(IMAGE E)**.

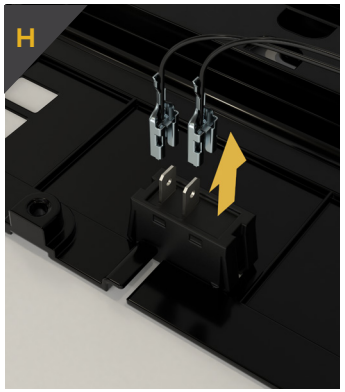
7. Close the descale door. Pull out the vent tube and the 2 drain tubes **(IMAGE F)**.



8. Carefully disconnect the two modem cables **(IMAGE G)**.



9. Pull back panel down and lay flat on the surface. Carefully disconnect the two power switch wires and remove back panel **(IMAGE H)**.



Click here to watch how to remove the K-4500 panels.

REMOVING THE HMI/PCBA ASSEMBLY

Tools needed:

- Phillips screwdriver
- Needle-nose pliers
- Diagonal wire cutter
- Adhesive tape

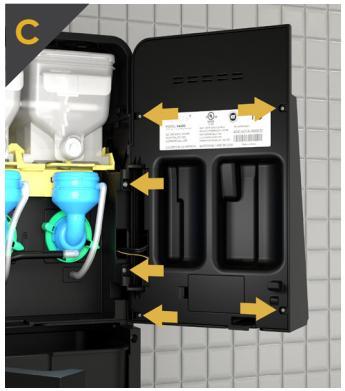
IMPORTANT: Unplug or disconnect power.

Removing the Powder Door Panel

1. Open pod bin door **(IMAGE A)**.

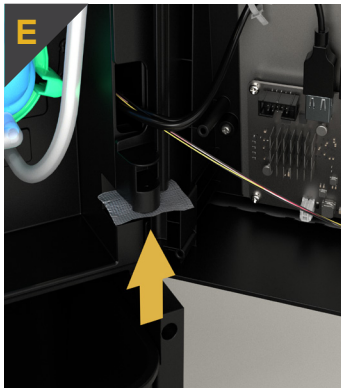
2. Press up on locking mechanism to open powder door **(IMAGE B)**.

3. Remove the 6 screws from the rear panel of the powder door **(IMAGE C)**.



4. Carefully remove the rear panel **(IMAGE D)**.

5. Place a small piece of adhesive tape below the bottom hinge to prevent the hinge pin from falling out **(IMAGE E)**.



Removing the HMI/PCBA Assembly

6. Carefully disconnect the 3 USB connectors **(IMAGE F)**.

Continued

REMOVING THE HMI/PCBA ASSEMBLY, CONT.

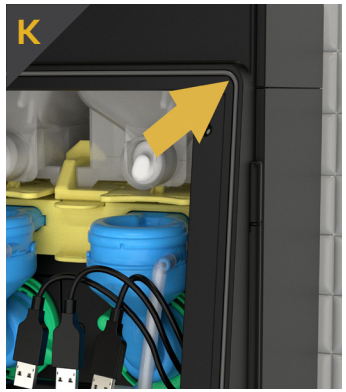
7. Carefully disconnect the wire harness connections **(IMAGE G)**.

8. Carefully cut the wire tie **(IMAGE H)**.

9. Remove the 4 screws from the HMI **(IMAGE I)**.

10. Carefully remove the HMI/PCBA assembly from the powder door **(IMAGE J)**.

11. Make sure the rubber gasket stays intact **(IMAGE K)**.



Click here to watch how to remove the K-4500 HMI/PCBA.

REMOVING THE DISPENSE VALVE

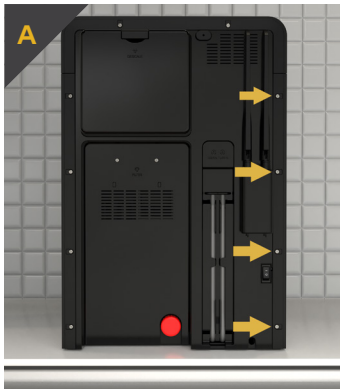
Tools needed:

- Phillips screwdriver
- Needle-nose pliers

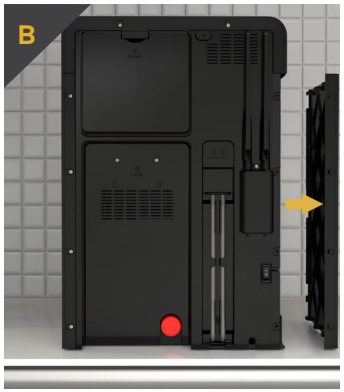
IMPORTANT: Unplug or disconnect power.

Removing the Side Panels

1. Remove the 4 screws along the back edge of the side panel **(IMAGE A)**.

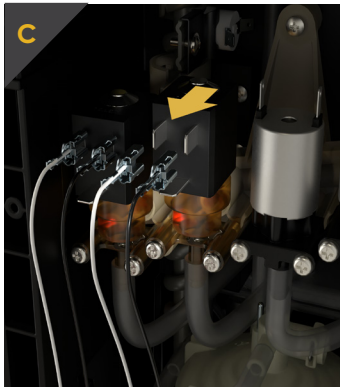


2. Slide panel to the rear and carefully remove **(IMAGE B)**.

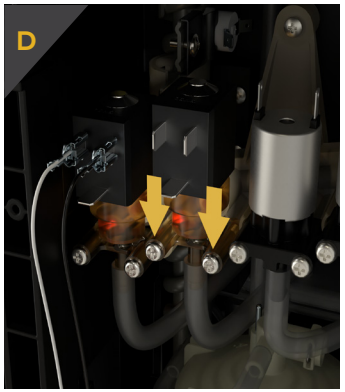


Removing the Dispense Valve

3. Carefully remove the wires to the dispense valve **(IMAGE C)**.

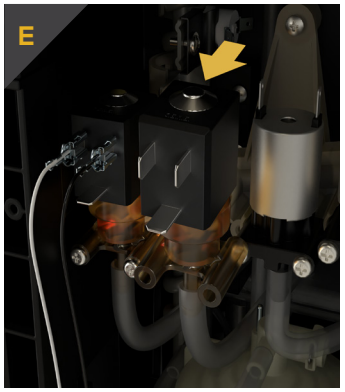


4. Remove both screws **(IMAGE D)**.

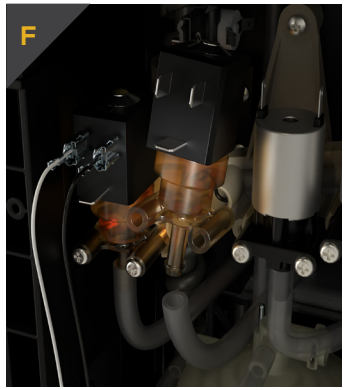


NOTE: Some water may drip out of the water tubes upon removal.

5. Remove dispense valve from manifold **(IMAGE E)**.



6. Carefully disconnect tubing **(IMAGE F)**.



7. If needed, repeat steps 3–6 for the remaining dispense valves.

Click here to watch how to remove the K-4500 dispense valve.

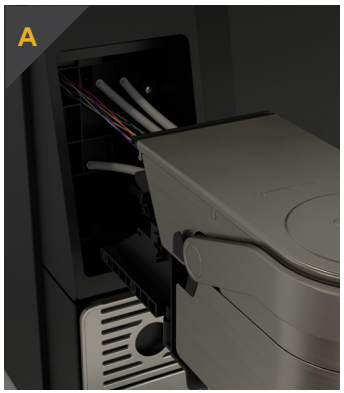
INSTALLING THE PUNCTURE MECHANISM

Tools needed:

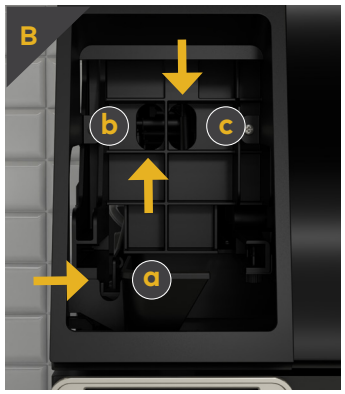
- Phillips screwdriver
- Stubby flathead screwdriver
- Diagonal wire cutters

IMPORTANT: Unplug or disconnect power.

1. Gather all wire harnesses and tubing; place puncture mechanism in position **(IMAGE A)**.

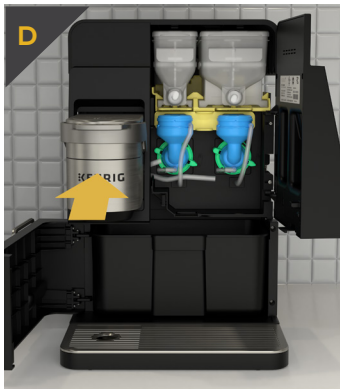


2. Feed the tubing and wires through the correct holes in chassis (a) hot water dispense tube (b) both wire harnesses (c) all remaining tubes **(IMAGE B)**.



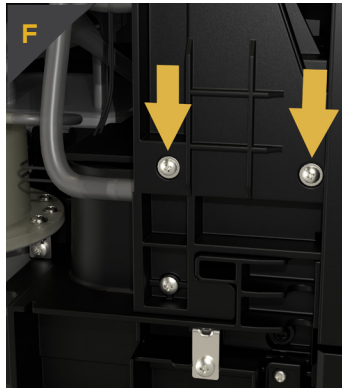
3. Feed both powder tubes through side opening in chassis **(IMAGE C)**.

4. Lock puncture mechanism in place. **(IMAGE D)**.
NOTE: Make sure to not pinch the tubing.

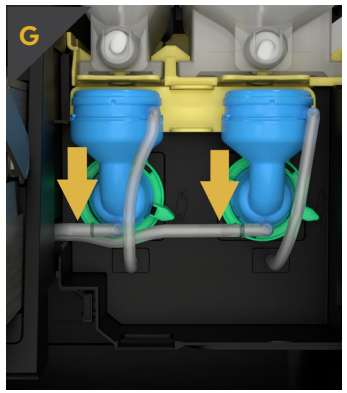


5. Install both thumb screws underneath the puncture mechanism **(IMAGE E)**.

6. Install both side screws to the puncture mechanism **(IMAGE F)**.



7. Reconnect both powder tubes **(IMAGE G)**.



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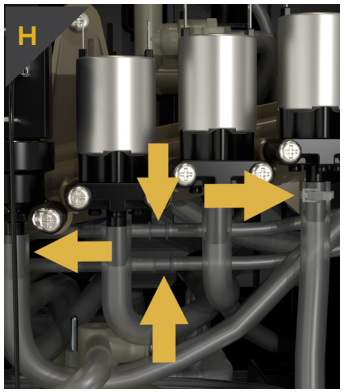
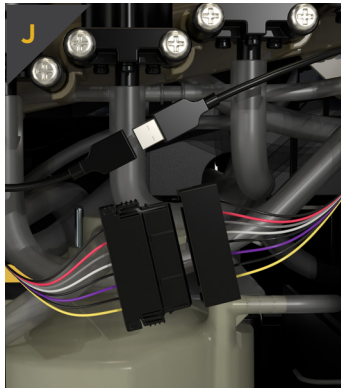
INSTALLING THE PUNCTURE MECHANISM, CONT.

8. Reconnect the four tubes **(IMAGE H)**.



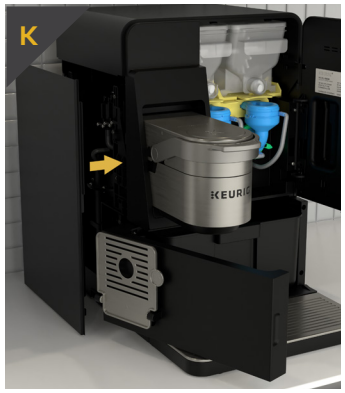
9. Using the diagonal wire cutters cut away the zip tie end **(IMAGE I)**.

10. Reconnect both wire harnesses **(IMAGE J)**.

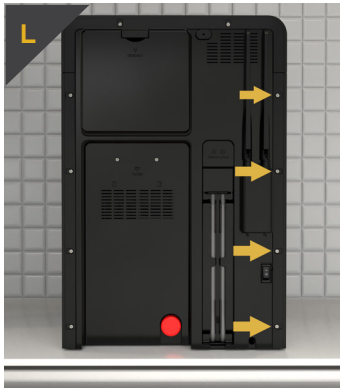


11. Before installing the side panel make sure there is no pinched tubing.

12. Reinstall side panel and lock into place **(IMAGE K)**.



13. Reinstall the four side panel screws **(IMAGE L)**.



14. Close powder door, replace pod bin, and close pod bin door **(IMAGE M)**.

15. Run both a Brewer Rinse and Powder Rinse to ensure there are no leaks or pinched tubing **(IMAGE N)**.

Click here to watch how to remove the K-4500 puncture mechanism.

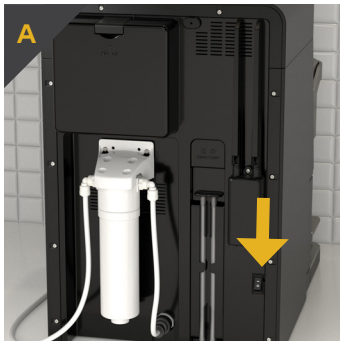
DRAINING THE COFFEE MAKER

Water will need to be drained from the Coffee Maker from time to time.

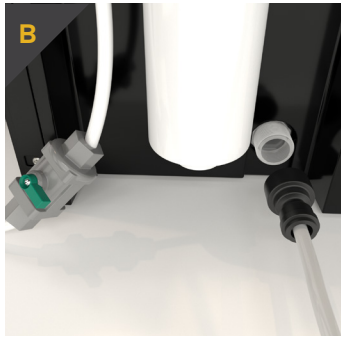
Water should be drained when:

- Running the descaling procedure
- Performing certain other service procedures
- Storing the Coffee Maker for a period of time in temperatures below freezing.

1. Locate the power switch on the back of the Coffee Maker, turn it off by pressing "O", and unplug **(IMAGE A)**.

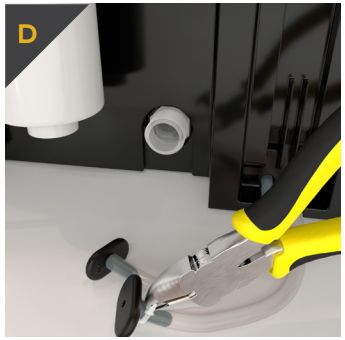


2. Disconnect the water supply **(IMAGE B)**.



3. Pull out the vent tube and cut off tie wrap **(IMAGE C)**.

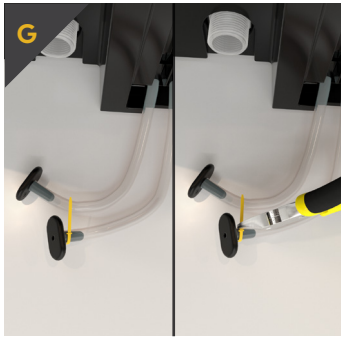
4. Pull down drain tubes and cut off hot water tube tie wrap **(IMAGE D)**.



5. Remove vent tube plug from the rear of the Coffee Maker, placing them so they can drain into a large container (one gallon or larger; use a sink or drain if available). Then remove drain tube plugs **(IMAGES E AND F)**.

CAUTION: Water may be hot. Allow Coffee Maker to cool down for one hour before draining.

6. Once draining is complete, replace all of the plugs into the vent and drain tubes. Replace the tie wraps on both the vent tube and the hot water tube. Be sure tie wraps are tight! Cut off excess tie wrap tail **(IMAGE G)**.



7. Finally, push the vent tube back into the Coffee Maker and press the drain tubes back into their holder **(IMAGE H)**.

CLEANING

Coffee Maker Exterior

Keep your Coffee Maker 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 Coffee Maker in water or other liquids.**

Drip Tray

The drip tray can hold up to 26 oz of overflow and should be emptied and cleaned occasionally.

NOTE: The drip tray and plate are dishwasher safe.

1. To remove the drip tray, grasp the drip tray by the side, lift, and pull towards you.
2. Clean with a damp, soapy, lint-free, non-abrasive cloth **(IMAGE A)**.

K-Cup® Pod Bin

If using the K-Cup® Pod Bin instead of the pass-through, the Coffee Maker touch screen will display "Please empty the pod bin" when the K-Cup® pod bin requires emptying.

NOTE: We recommend emptying the K-Cup® pod bin at the end of each day.

1. To empty the K-Cup® pod bin, open the Coffee Maker door by grasping the handle and swinging the door fully open to remove the K-Cup® pod bin from the drawer **(IMAGE B)**.

2. Dispose of used K-Cup® pods, which are recyclable, and replace the K-Cup® pod bin.
3. Clean with a damp, soapy, lint-free, non-abrasive cloth.

K-Cup® Pod Holder Assembly (PHA)

CAUTION: There are sharp needles that puncture the K-Cup® pod above the PHA and in the bottom of the PHA. To avoid risk of injury, do not put your fingers in the PHA.

1. Lift the lid handle to access the PHA.
2. Remove the half rim, then squeeze the two snap tips on the rear of its flip seat to release **(IMAGE C)**.

3. The bottom (funnel) portion of the assembly can be separated by twisting the funnel against the top portion of the assembly **(IMAGE D)**.

4. The PHA can be cleaned by submerging it in Keurig® Descaling Solution, or a vinegar solution (1 part water to 3 parts vinegar), for 12 hours or more. There may be residual coffee grounds in the groove and the flip seat. If required, take a cotton swab to clean the area. Thoroughly rinse the PHA before restoring it into the flip seat, then to the half rim to lock in place.

Exit Needle

The exit needle is located on the inside bottom of the PHA.

1. Remove the PHA and detach the funnel.
2. Locate the exit needle and insert a straightened paper clip into the needle hole to loosen any coffee grounds **(IMAGE E)**.

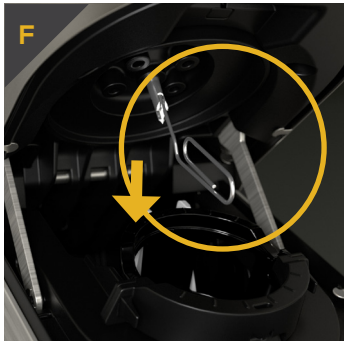
Continued

CLEANING, CONT.

Entrance Needles

The five entrance needles are located on the underside of the lid.

1. With one hand, lift and hold the Coffee Maker handle in the raised position; with your other hand, carefully insert a straightened paper clip into the hole and gently move the paper clip around to loosen any coffee grounds **(IMAGE F)**. Repeat the cleaning for each needle.



2. Lower the handle completely and run two rinse brews.

   NOTE: Do not insert a K-Cup® pod during the cleansing process. If available, use Urnex® rinse pods.

Puncture Mechanism (PM)

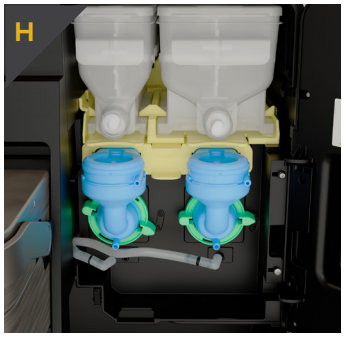
1. Remove the K-Cup® pod holder (see K-Cup® pod holder cleaning instructions).

2. Remove the plate under the PM by pushing the clip and then pulling off the tubes **(IMAGE G)**.

3. Wash the PM base plate with soap and water and wipe the inside of the PM with a damp cloth.

Powder Hoppers

1. To remove the white powder hoppers, push down on the small lever, located directly below the hopper, and pull the hoppers straight out towards you **(IMAGE H)**.



2. To thoroughly clean the powder hoppers, remove the auger by unscrewing from the rear. Use Urnex® Complete Café Sanitizer to sanitize, and wash in hot, soapy water; ensure items are dry before reinstalling.

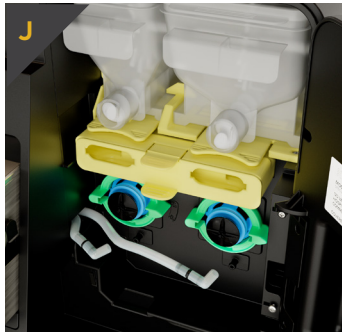
3. To clean the powder hoppers: Use the Powder Care Kit.

Mixing Bowls and Exhaust Tray

1. To remove the mixing bowls, rotate the green ring from the locked position to the unlocked position, as directed on the Coffee Maker **(IMAGE I)**.

2. Once in the unlocked position, pull the mixing bowls straight out towards you.

3. Once mixing bowls are out, remove the exhaust tray by squeezing the 2 tabs and pulling straight out. Remove the exhaust tray **(IMAGE J)**.



4. To clean the mixing bowls: Wash in hot, soapy water; ensure items are dry before reinstalling. Use Urnex® sanitizer. It is not necessary to sanitize the exhaust tray.

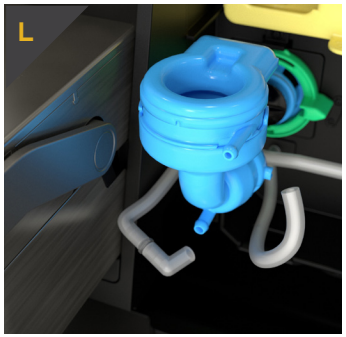
Continued

CLEANING, CONT.

Milk Dispense Tubes

1. To remove the milk dispense tubes, pull the tubes off the mixing bowls.
2. Disconnect the couplers from the elbow tubes and the tubes that enter the Coffee Maker.
3. Squeeze the locking tab on the spout cover and pivot it down **(IMAGE K)**.

4. Disconnect the milk tubes from the manifold nipples and pull them straight out of the Coffee Maker **(IMAGE L)**.



5. Wash the milk dispense tubes in hot, soapy water; tubes need to soak, and they require a pipe cleaner to thoroughly clean the inside. Ensure items are dry before reinstalling. Use Urnex® Complete Café Sanitizer to sanitize.

   NOTE: For your convenience, an extra set of the following parts is included so that your Coffee Maker can continue running while you clean: powder hoppers, mixing bowls, milk dispense tubes, lid manifold ASM, and exhaust tray.

Funnel

1. Make sure the mixing bowl tubes have been disconnected and the mixing bowls and exhaust tray have been removed.
2. Grab funnel with fingers and pull out of the Coffee Maker **(IMAGE M)**.

3. Wash the funnel with soap and water.

Click here to watch how to clean the K-4500 needles.

DESCALING

Depending on the mineral content of the water, calcium deposits or scale may build up in the Coffee Maker. Scale is non-toxic, but if left unattended, can hinder Coffee Maker performance. Calcium deposits may build up faster depending on geographical location and water type used, making it necessary to descale more often.

Regularly descaling the Coffee Maker helps maintain the heating elements and other internal parts that encounter water. As part of the preventative maintenance routine, the Coffee Maker should be descaled when the descale icon appears on the display. This icon will appear when recommended.

Before you begin, you will need:

- A large ceramic mug or appropriate container for holding approximately 12 oz of solution
- Keurig® Descaling Solution
- Access to a sink, drain, or 1 gallon bucket

ADDITIONAL NOTES:

- Before beginning the process, and during the entire process, ensure that there is no pod in the K-Cup® pod holder.
- Allow approximately 60 minutes to complete the descaling procedure.

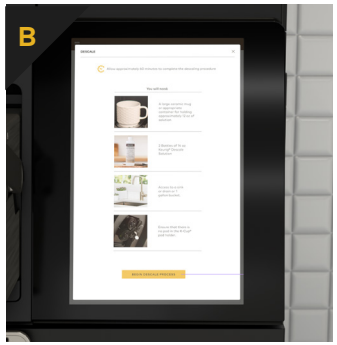
CAUTION: Take extra care as water exiting the Coffee Maker will be hot.

IMPORTANT: Please read these instructions thoroughly before starting the descaling process.

NOTE: Water supply will remain on during this process.

1. On the Coffee Maker, press the top right corner of the touch screen and hold for 3 seconds. The Dashboard will appear, press the top left of the display to bring up the drop down menu and then press **Technician**. Locate Descale **(IMAGE A)**.

2. Follow the on screen instructions. **(IMAGE B)**.



SANITIZING

Keurig recommends sanitizing the Coffee Maker weekly using Urnex® Complete Café™ Equipment Sanitizer; this can be found in the K-Cup® Pod Deep Cleaning Kit. Follow the instructions for cleaning and descaling before sanitizing.

1. Measure 1/2 oz of Complete Cafe™ into the provided measuring cup/ lid and add to one gallon of water **(IMAGE A)**.

2. Drain the Coffee Maker. See the "Draining the Coffee Maker" section.

3. Add sanitizing solution to the Coffee Maker.

4. Open the descale solution door and fill the internal tank with 28 oz of the solution **(IMAGE B)**.

5. Close the descale solution door and place a ceramic mug on the drip tray. Do not use a paper or plastic cup.

6. Power the Coffee Maker on.

7. Run a 12-oz brew cycle (do not add a K-Cup® pod).

8. Discard the hot contents into a sink.

9. Repeat steps 3-6 three more times.

10. Run four rinsing brews to remove any additional sanitizer that may remain in the brew path.

11. Allow the Coffee Maker to air dry before use.

Problem	Solution
Coffee Maker Does Not Have Power	• Plug Coffee Maker into its own grounded outlet. • Make sure that the Coffee Maker has been turned on with the power switch in the "**–**" position and the touch screen is illuminated. • Reset circuit breaker if necessary. • Plug into a different outlet.
Coffee Maker Will Not Brew When Used For the First Time	• Make sure the water supply is connected and turned on. • If your coffee maker has been in an environment below freezing, please be sure to let it warm to room temperature for at least 2 hours before using.
Coffee Maker Will Not Brew Coffee	• After placing the K-Cup® pod in the K-Cup® pod holder, make sure the handle is lowered completely. • The exit or entrance needle may be clogged. To clean the needles: With one hand, lift and hold the coffee maker handle in the raised position; with your other hand, carefully insert a straightened paper clip into the hole and gently move the paper clip around to loosen any coffee grounds. Repeat the cleaning for each needle. Lower the handle completely and run two rinse brews. Do not insert a K-Cup® pod during the rinse process. If available, use Urnex® rinse pods.
Coffee Maker Produces Only a Partial Cup	• The exit or entrance needle may be clogged. To clean the needles: With one hand, lift and hold the coffee maker handle in the raised position; with your other hand, carefully insert a straightened paper clip into the hole and gently move the paper clip around to loosen any coffee grounds. Repeat the cleaning for each needle. Lower the handle completely and run two rinse brews. Do not insert a K-Cup® pod during the rinse process. If available, use Urnex® rinse pods. • Clean K-Cup® pod holder if necessary and rinse under faucet. • If the Coffee Maker is alerting you to perform a descale, have your Keurig® Authorized Distributor descale the Coffee Maker.
Grounds in Your Coffee Cup	• Grounds may have gathered in the exit or entrance needles and can be cleaned using a straightened paper clip or similar tool. Refer to the exit and entrance needle care instructions. • For any further assistance with troubleshooting, please contact your Keurig® Authorized Distributor or Keurig AFH (away from home) tech services/customer service for support for ecomm customers.

Continued

Problem	Solution
Chocolate or French Vanilla Beverage Options are Not on the Beverage Selection Menu	• The flavor powder hopper only holds one flavor. • You need to add the flavor description to the power hopper. You can do this in the Menu Mode under maintenance.
Milk Powder Not Dispensing	• Make sure you clean the powder hoppers regularly and sanitize them once a week. Ensure the mixing bowls and tubes are free from clogs.

Have Questions?

We're here to help. Visit **commercial.keurig.com** for step-by-step videos on cleaning, descaling, and more.

Still Need Help?

Give us a call at 1-888-287-BREW (2739) ext. 5.

Service

If you are not a trained technician, do not service, or warranty will be void.

Beyond these recommended cleaning, maintenance, and troubleshooting procedures, this coffee maker is not user-serviceable. For service, please contact your Keurig® Authorized Distributor.

If you lose connection, contact the number on the admin screen for service.

ERROR CODES

Alert Code	Alert Type	Error Message	Solution
1	Brewer Overpressure	**Error Occurred** Apologies, an error has occurred. Please open and close the handle, and then perform a rinse brew.	Entrance needle may be partially clogged. Run a rinse brew or clear the clog with a paper clip. See page 40 for instructions. If the rinse brew and the paper clip do not correct the issue, contact a technician for assistance. You will not be able to brew until the issue is resolved.
2	Brewer FTH Dispense Overheat	**Error Occurred** Apologies, an error has occurred. Please open and close the handle, and then perform a rinse brew.	The flow thru heater has overheated. Please check for leaks and ensure Coffee Maker is primed by running a rinse brew.
3	Brewer HWT Preheat Overheat	**Error Occurred** Apologies, an error has occurred. Please open and close the handle, and then perform a rinse brew.	The preheat tank has overheated. Please check for leaks and ensure Coffee Maker is primed by running a rinse brew.
4	HWT Initial Fill Timeout	**Error Occurred** Apologies, an error has occurred. Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.	Hot water tank has not filled in 90 seconds. Check for leaks and if water pump is running, cycle the power switch to reset.
5	FTH Prefill Timeout	**Error Occurred** Apologies, an error has occurred. Please try resetting the power switch and brewing again.	The FTH water probe did not detect water during the prefill stage. Reset power switch and try to brew. If error reoccurs, contact a technician for service.
6	Dispense Timeout	**Error Occurred** Apologies, an error has occurred. Please open and close the handle, and then perform a rinse brew.	Entrance needle may be partially clogged. Perform rinse brew to try and clear blockage, or use paper clip to clear clog and then run rinse brew. If error persists, contact technician for service.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
7	Purge Timeout	**Error Occurred** Apologies, an error has occurred. Please try brewing again.	Check air pump to confirm proper operation; check tubing for air leaks or pinched tube. If error persists, contact technician for service.
8	Water Pump Timeout	**Error Occurred** Apologies, an error has occurred. Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.	Water pump is turning too slow or not at all. Check for pinched tubing and electrical connections. Please service Coffee Maker and replace water pump.
9	HWT Heater Timeout	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check hot water tank temperature on the Technician Mode on Coffee Maker to confirm. Check wiring; otherwise replace hot tank.
10	FTH Heater Timeout	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check FTH temperature on the Technician Mode on Coffee Maker to confirm. Check wiring; otherwise replace FTH.
11	HWT Temperature Sensor Error	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Temperature probe is not reading within normal limits; replace hot water tank.
12	FTH Inlet Temperature Sensor Error	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Temperature probe is not reading within normal limits; replace FTH.
13	FTH Outlet Temperature Sensor Error	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Temperature probe is not reading within normal limits; replace pressure relief valve assembly (PRV).

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
14	Invalid Recipe	**Error Occurred** Apologies, an error has occurred. Please try brewing again.	Invalid recipe; select different beverage.
15	CWT Level High	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	CWT Level High—Check magnetic float and associated reed switch; replace if necessary.
16	HWT Cold Temp	**Error Occurred** Apologies, an error has occurred. Please try brewing again.	Coffee Maker is too cold; allow to reach room temperature. If problem persists, check continuity through wax fuse on HWT.
17	Stuck Vent Valve	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Use Technician Mode to cycle vent valve; if stuck, replace the valve.
18	Internal CWT Initial Fill Timeout	**Error Occurred** Apologies, an error has occurred. Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.	Check water supply for proper water flow, check inlet valve for proper function, and check level sensor in CWT for proper function. Recycle power switch to try again.
19	Brew Board Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Replace Brew Engine PCBA; if problem persists, contact technical support.
20	Pod Bin Full	**Error Occurred** Please empty the pod bin.	Empty pod bin and check that the sensor is not blocked if "Full" indication persists.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
100	Camera Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Try resetting the power switch and check the in-line USB connection behind the PM; if problem persists, replace the PM assembly. If problem still persists, contact technical support.
101	PM Open Switch Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Use Technician Mode to cycle open switch. If required, replace the PM assembly; if problem still persists, contact technical support.
102	PM Closed Switch Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Use Technician Mode to cycle closed switch. If required, replace the PM assembly; if problem still persists, contact technical support.
103	PM Hall Effect Sensor Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Use Technician Mode to cycle hall effect switch. If required, replace the PM assembly; if problem still persists, contact technical support.
104	Software Fault	**Error Occurred** Apologies, an error has occurred. Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.	Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.
105	Modem Disconnect	**Modem Error** Please check the cell strength at installation location.	Please check the cell strength at installation location. Check to see if there is a green light showing inside the cell modem module. If problem still persists, contact technical support.
106	Modem Fault	**Modem Error** Please check the cell strength at installation location.	Please check the cell strength at installation location. Check to see if there is a green light showing inside the cell modem module. If problem still persists, contact technical support.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
107	Water Filter Replacement Due	**Replace Water Filter** Please replace the water filter. Refer to the Use and Care Guide for instructions.	Please replace the water filter. Refer to the Use and Care Guide for instructions.
108	Descale Required	**Descale** Please perform a descale. Refer to the Use and Care Guide for instructions.	Please perform a descale. Refer to the Use and Care Guide for instructions.
109	PM Rinse Required	**Brewer Rinse Reminder** Please perform a Brewer Rinse.	PM Brewer Rinse required.
110	Powder Rinse Required	**Powder Rinse Reminder** Please perform a Powder Rinse.	Please perform a Powder Rinse.
111	Fan Tray Cleaning Required	**Fan Tray Cleaning Required** Please clean the fan tray. Refer to the Use and Care Guide for instructions.	Please refer to Use and Care Guide for instructions.
112	Powder Communication Timeout	**Error Occurred** Apologies, an error has occurred. Please open and close the handle, and then perform a Brewer Rinse.	Try resetting the power switch. If problem persists, contact technical support.
113	BE Communication Timeout	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Try resetting the power switch. If problem persists, contact technical support.
114	OTA Failed		Try resetting the power switch and allow OTA to continue. If problem persists, contact technical support.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
115	Appliance Reset Abnormally	**Error Occurred** Apologies, an error has occurred. Please turn the Coffee Maker off and then back on. If the problem persists, please contact technical support.	Try resetting the power switch. If problem persists, contact technical support.
116	Powder Milk Bin Not Empty	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove and replace powder bin. Contact technical support.
117	Powder Flavor Bin Not Empty	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove and replace powder bin. Contact technical support.
118	Powder Milk Bin Not Filled	**Milk Powder Empty** Please fill the milk powder hopper. Beverages that use milk powder will be unavailable until the hopper is filled.	Ensure milk powder bin is full.
119	Powder Flavor Bin Not Filled	**Flavor Powder Empty** Please fill the flavor powder hopper. Beverages that use flavor powder will be unavailable until the hopper is filled.	Ensure flavor powder bin is full.
120	Camera High Temperature Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Try resetting the power switch; check in-line USB connection behind the PM. If problem persists, replace the PM assembly. If problem still persists, contact technical support.
121	Camera High Temperature Warning	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Try resetting the power switch; check in-line USB connection behind the PM. If problem persists, replace the PM assembly. If problem still persists, call technical support

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
122	Cloud Connection	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Try resetting the power switch. If problem persists, contact technical support.
123	Factory Reset Occurred		A factory reset has occurred. The Coffee Maker will be automatically uninstalled.
200	Powder Door Open	**Powder Door Open** Please close powder door.	Ensure powder hopper door is fully closed. Check powder hopper door switch in hardware testing to confirm bad switch. Replace powder hopper door switch.
201	Powder Flavor Bin Missing	**Flavor Powder Bin Missing** Please replace the flavor powder bin. Beverages that use flavor powder will be unavailable until the hopper is filled.	Ensure powder hopper is fully engaged with switch. Check powder hopper switch in hardware testing to confirm bad switch; replace if necessary.
202	Powder Milk Bin Missing	**Milk Powder Bin Missing** Please replace the milk powder bin. Beverages that use milk powder will be unavailable until the hopper is filled.	Ensure powder hopper is fully engaged with switch. Check powder hopper switch in hardware testing to confirm bad switch; replace if necessary.
203	Powder Flavor Bin Level Low	**Please Refill Flavor Powder Bin**	Flavor powder low.
204	Powder Milk Bin Level Low	**Please Refill Milk Powder Bin**	Milk powder low.
205	Powder Fan Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder system dust tray for excessive powder buildup; clean if necessary. Check fan for powder buildup or obstruction; replace if necessary. If problem still persists, contact technical support.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
206	Powder Auger Motor 1 Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
207	Powder Whipper Motor 1 Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove whipper bowl assembly and check for jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
208	Powder Auger Motor 2 Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
209	Powder Whipper Motor 2 Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove whipper bowl assembly and check for jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
210	Powder Board Overcurrent	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Replace powder PCBA. If problem persists, contact technical support.
211	Powder Whipper Motor 1 Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove whipper bowl assembly and check for jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
212	Powder Auger Motor 1 Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.

Continued

ERROR CODES, CONT.

Alert Code	Alert Type	Error Message	Solution
213	Powder Auger Motor 1 Timeout	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
214	Powder Whipper Motor 2 Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Remove whipper bowl assembly and check for jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
215	Powder Auger Motor 2 Fault	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.
216	Powder Auger Motor 2 Timeout	**Error Occurred** Apologies, an error has occurred. Please contact technical support.	Check powder bin auger torque for any jams or excessive torque; check motor operation in Technician Mode. Replace motor if necessary. If problem still persists, contact technical support.

MANUFACTURER'S BUILT-IN TESTS (BIT)

The K-4500™ Coffee Maker has the ability to perform diagnostic tests to verify if most of the critical system elements are functioning properly. BIT can be run on a Coffee Maker that is empty or full of water. Please contact a Keurig® Authorized Service Provider for additional assistance accessing BIT mode.

Available tests:

- Air Pump Test
- Flow Thru Heater Triac Test
- Hot Water Tank Relay Test
- Hot Water Tank Triac Test
- PM Switch Test
- Pod Bin Full Sensor Test
- Pod Present Sensor Test
- Valve Pressure Test
- Water Pump Test
- Air Defogger Pump Test
- Camera Capture Test
- Led On Off Test
- Display Test
- Perimeter Tracing Test
- Press Single Test
- Antenna Connected Test
- Sim Card Vendor Test
- Scan Serial Number Test
- QR Code Test
- Auger Motor 1 Test
- Auger Motor 2 Test
- Powder Bin 1 Switch Test
- Powder Bin 2 Switch Test
- Powder Bin Load Cell 1 Test
- Powder Bin Load Cell 2 Test
- Powder Door Switch 1 Test
- Powder Door Switch 2 Test
- Powder Fan Test
- Whipper Motor 1 Test
- Whipper Motor 2 Test
- Wet Brew Test

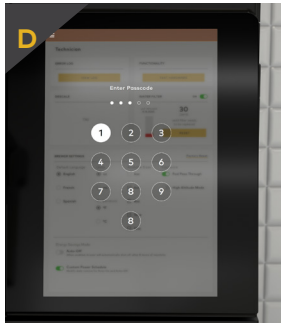
NOTE: Please contact a Keurig® Authorized Service Provider for additional assistance accessing BIT mode.

1. Plug in the Coffee Maker. Locate the power switch on the back of the Coffee Maker and turn it on by pressing "**–**." Allow the Coffee Maker to load to the home screen **(IMAGE A)**.

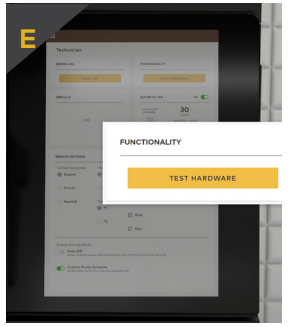
2. Press the top right corner of the touch screen and hold for 3 seconds **(IMAGE B)**.

3. The menu will display the choices; press Technician **(IMAGE C)**.

4. It will prompt you for a Technician Passcode; type it and hit "**Enter**." The default passcode is 34567. The Technician menu listing displays after the passcode is accepted **(IMAGE D)**.



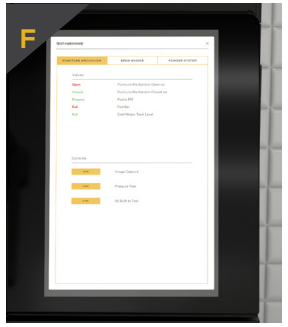
5. Press Test Hardware in the **FUNCTIONALITY** panel **(IMAGE E).**



6. Wait for BIT mode to load. The BIT test is set up to run all tests as a default.

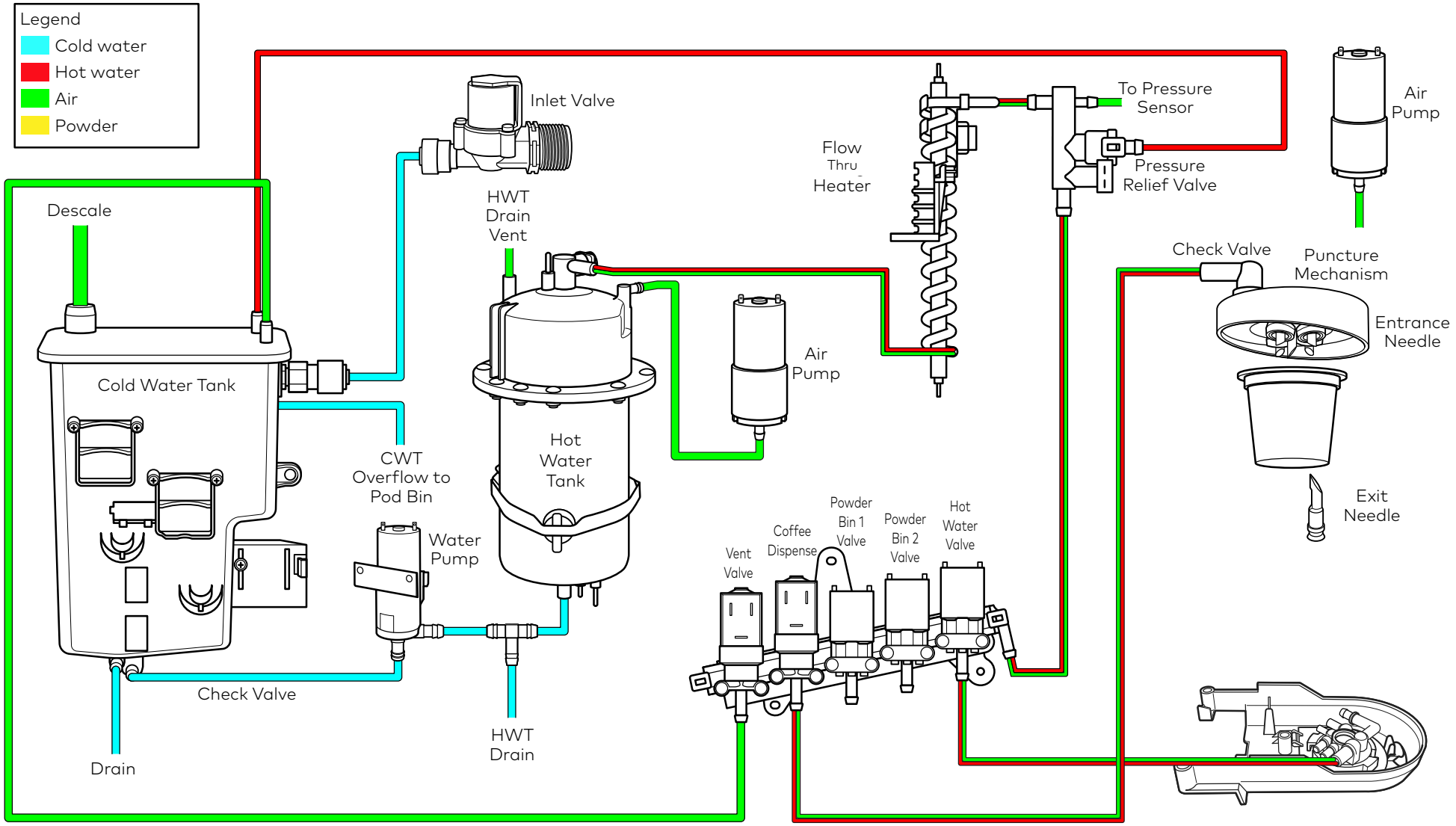
7. To run all tests: Toggle the "All" option at the bottom left of the screen.

8. To run an individual test or multiple subtests, toggle the "None" option at the bottom left of the screen. Then click the check mark to the left of the tests that need to be run **(IMAGE F).**



9. When the correct tests have been chosen, click the "Start" option at the bottom of the screen.

HYDRAULICS



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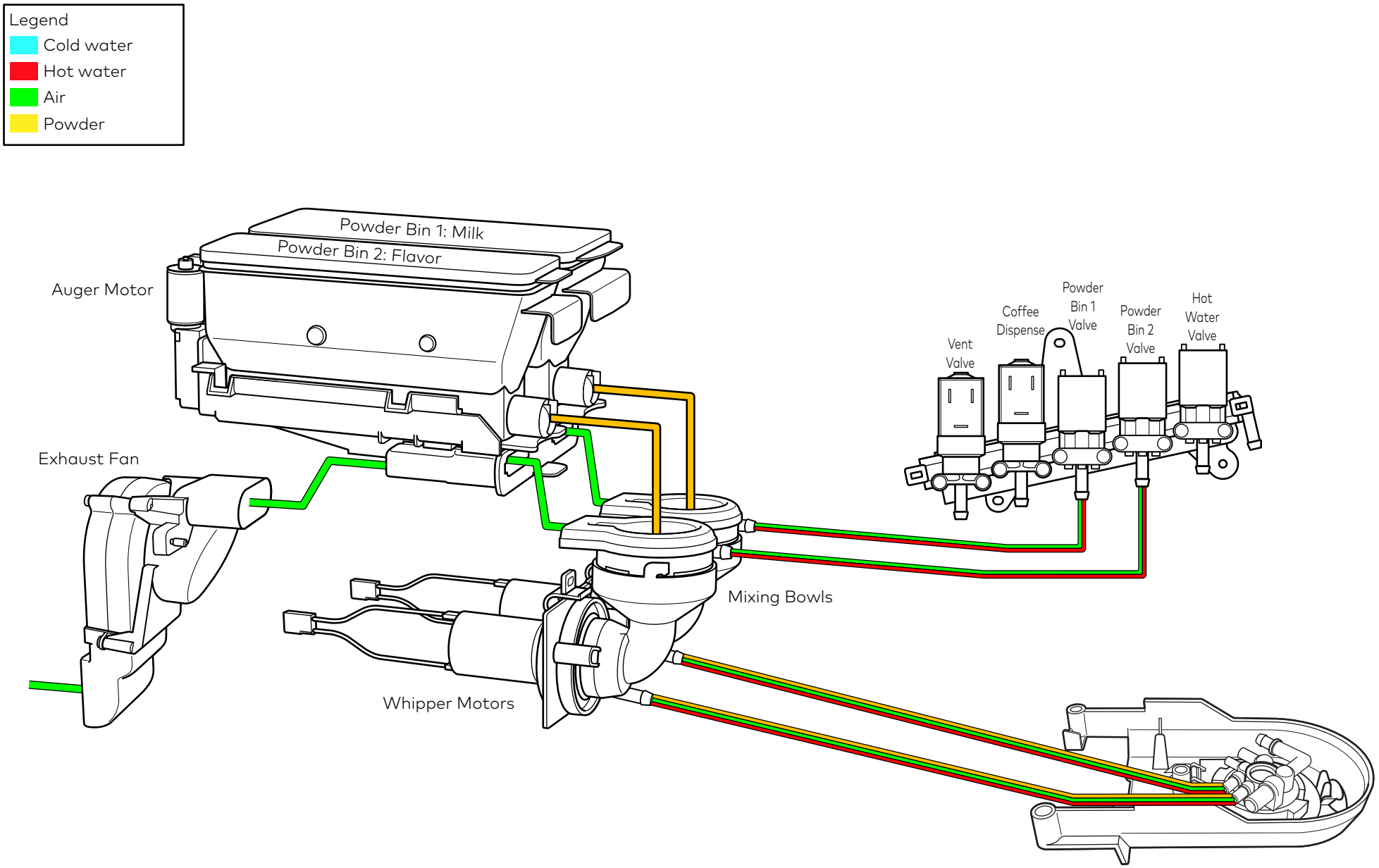
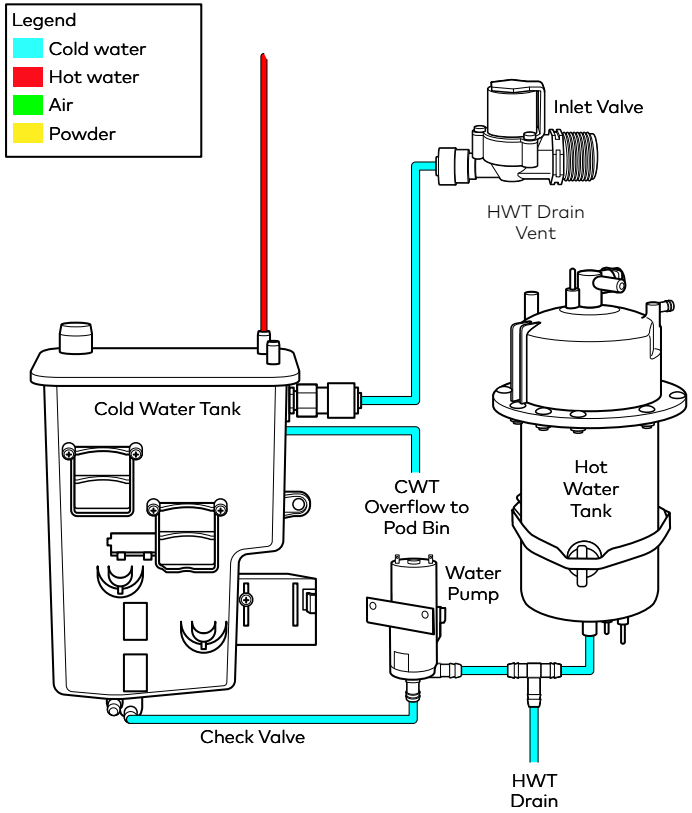
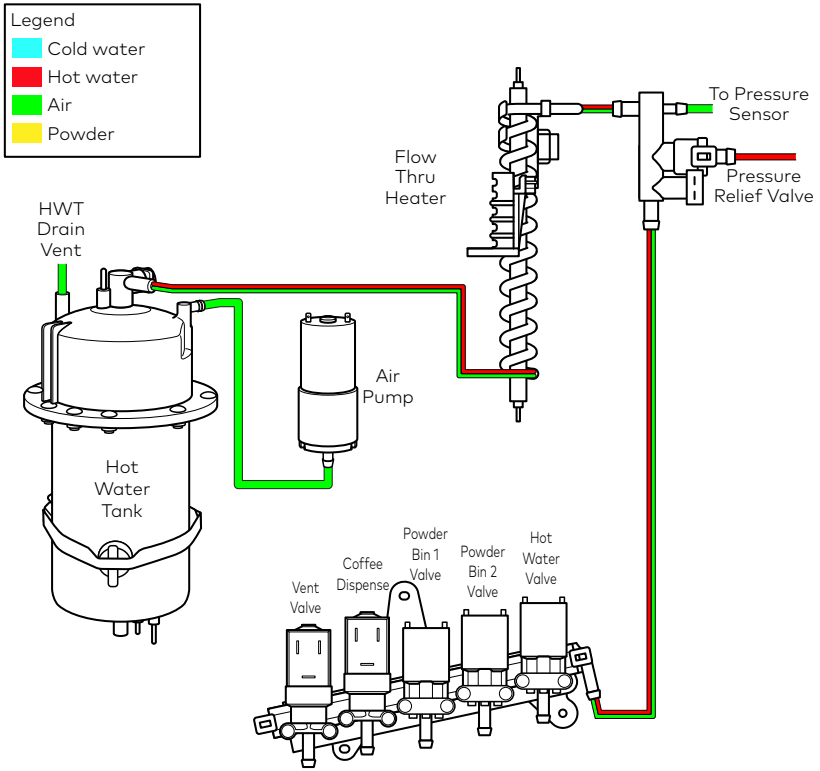
HYDRAULICS, CONT.



WATER FLOW



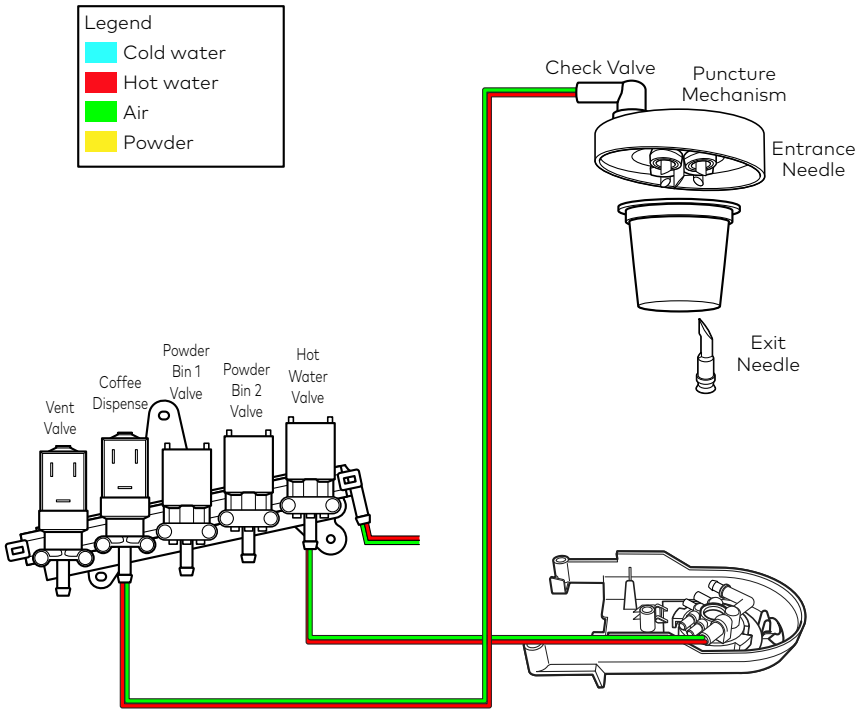
The Coffee Maker will power on the inlet valve to the open position, allowing water to flow up, through the float valve, and then into the cold water tank. A magnetic sensor will trigger the software to close the inlet valve. If the magnetic level sensor fails to send the signal, or if the inlet valve is unable to close, the float valve will eventually force the water flow to stop. If both systems are not operational, water will flow from the cold water tank to the pod bin. During a brew, water will flow through a check valve at the bottom of the cold water tank, which prevents it from flowing back out of the Coffee Maker accidentally. Water then reaches the water pump. Each time the pump turns, it sends a signal so that the unit can track the volume and flow rate. Immediately after the pump, the tubing splits in 2 directions. The first direction continues on to the hot water tank. The second direction connects out to the hot water drain tube on the back of the Coffee Maker.



Water enters the hot water tank, which includes a heater coil and a temperature sensor. If the water drops below the desired temperature for brewing, the sensor signals to turn on the heater coil. Likewise, if the water goes above the desired brewing temperature, the sensor will also signal to shut the heater off. Water at the desired temperature exits the tank at the very top, central port. A smaller side port is also available on the tank to connect to the air portion of the system. Water then flows through the flow thru heater when a brew is initiated. The temperature at the outlet of the flow thru heater will be dependent on the brew setting that the user choses. If the pressure or temperature at the outlet of the FTH becomes too high, the sensor will force the water pump to slow down and/or decrease the power to the flow thru heater. If for some reason the pressure continues to rise anyway, the sensor will force the water pump to stop completely and turn the heater off, and the brew process will be canceled. If the pressure were to continue to rise, the pressure relief valve, built into the tee connection, would spring open. This will allow air, steam, or water to safely vent into the cold water tank.

Continued

WATER FLOW, CONT.



The water will enter the valve manifold; the water will then flow to various parts of the system depending on the beverage chosen.

Vent Valve: In order to keep the hot water tank at ambient pressure and in the event of a system overpressure, the vent valve will be opened and the water will flow back to the cold water tank.

Coffee Dispense Valve: Hot water enters the puncture mechanism and passes through a final check valve, which prevents liquid coffee and coffee grounds from backing up into the system. Water then enters the K-Cup® pod through an upper needle and eventually exits through the lower needle into the coffee mug.

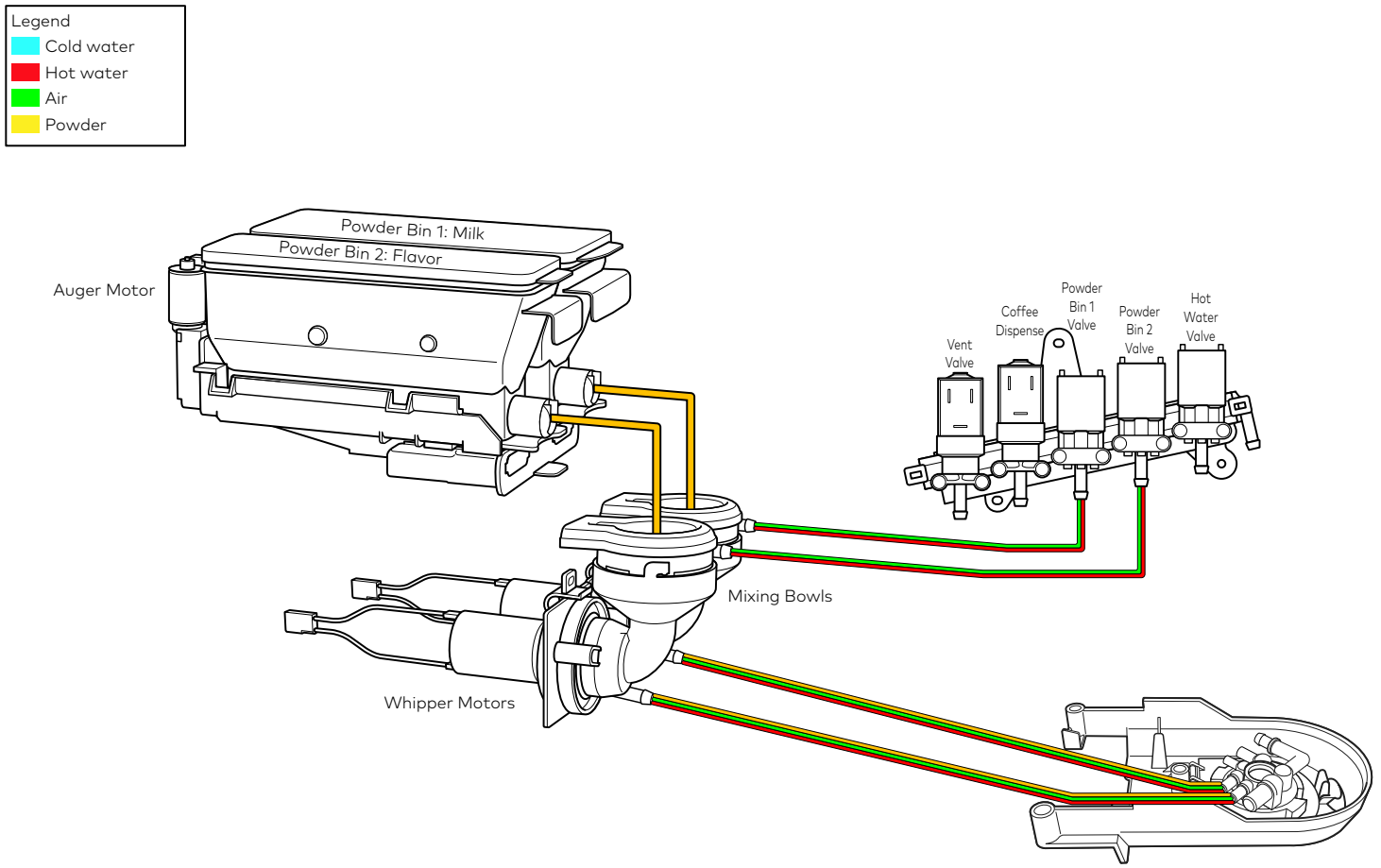
Hot Water Valve: Hot water will flow out of the bottom of the puncture mechanism (bypassing the K-cup® pod) into the coffee mug.

WATER/POWDER FLOW

The water will enter the valve manifold; the water will then flow to various parts of the system depending on the beverage chosen.

Powder Bin 1 Valve: Water flows through the powder bin 1 valve to the entrance of the mixing bowl (top port). At the same time, the powder is dispensed from powder bin 1 by the auger motor. The powder and water is combined in the mixing bowl and is frothed by the whipper motor. The mixture then drains out into the coffee mug.

Powder Bin 2 Valve: Same as Bin 1 but with Bin 2.



AIR FLOW

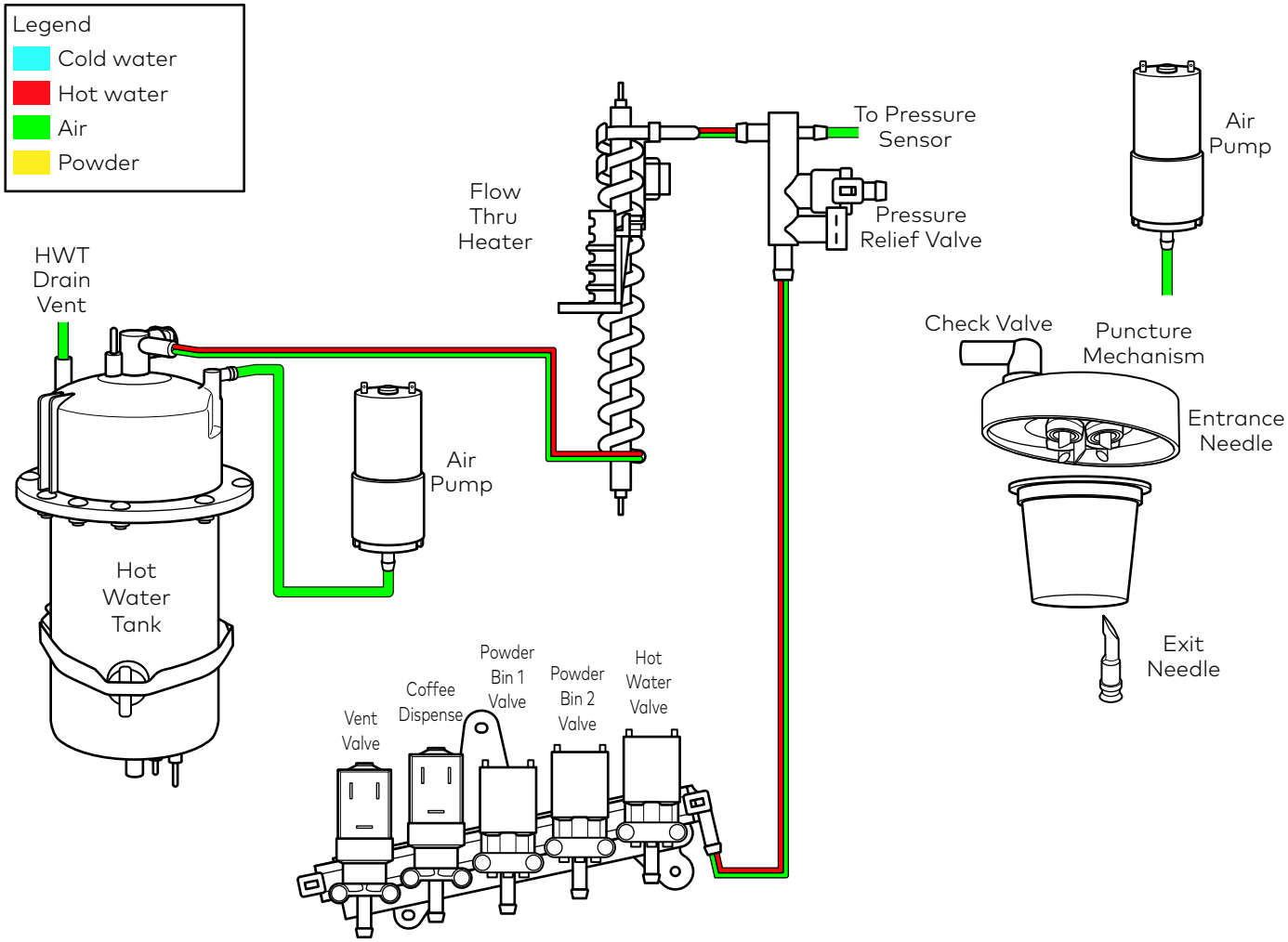
Once the water pump has pumped the desired amount of water during the brew cycle, it shuts off and the unit switches over the to air pump.

The air passes through the uppermost portion of the hot water tank to the valve manifold. This process makes room in the hot water tank as new, cold water enters, and expands as it heats up.

The air pump can be used to clear water from any downstream part of the system from the valve manifold.

When air goes through the coffee dispense valve, the purge process dries out the K-Cup® pod so that when a user removes the pod it is less likely to drip leftover coffee on the counter and floor.

An additional air pump will supply air to the exterior of the camera in the puncture mechanism to prevent fogging when the puncture mechanism is opened.



Keurig Green Mountain, Inc. warrants to the original purchaser that its Coffee Maker will be free of defects in materials or workmanship under normal use for one year from the date of purchase. Keurig, a Keurig® Authorized Distributor or Service Provider will, at their option, repair or replace a defective Coffee Maker under this warranty without charge upon its receipt of proof of the date of purchase. If a replacement Coffee Maker is necessary to service this warranty, the replacement Coffee Maker may be new or reconditioned. If a replacement Coffee Maker is sent, a new limited one-year warranty will be applied to the replacement Coffee Maker. This warranty only applies to Coffee Makers operated in the United States and Canada. This warranty gives the original purchaser specific legal rights, and you may also have other rights that vary from state to state and, in the case of Canada, from province to province. If you obtained this Coffee Maker through sale or rental from a Keurig® Authorized Distributor, you may also want to refer to your distributor's warranty policies. Only the use of Keurig® K-Cup® brand pods and accessories will guarantee the proper functioning and lifetime of Keurig® K-Cup® Coffee Maker. Any damage to or malfunction of your Coffee Maker resulting from the use of non-Keurig® K-Cup® brand pods and accessories may not be covered by this warranty or may result in a service fee if the damage or malfunction is determined to be caused by such use.

What is Not Covered by the Limited Warranty?

THIS WARRANTY DOES NOT COVER CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND DOES NOT COVER INCIDENTAL COSTS AND EXPENSES RESULTING FROM ANY BREACH OF THIS WARRANTY, EVEN IF FORESEEABLE. Some states or provinces do not allow the exclusion or limitations of incidental or consequential damages, so the above limitation or exclusion may not apply to you depending on the state or province of purchase.
Nor does this warranty cover damages caused by use of non-Keurig® K-Cup® brand pods or accessories, services performed by anyone other than Keurig or its authorized service providers, use of parts other than genuine Keurig® parts, or external causes such as abuse, misuse, inappropriate power supply, or acts of God.

Other Limitations

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER EXPRESS WARRANTY, WHETHER WRITTEN OR ORAL. IN ADDITION, KEURIG HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO YOUR K-4500™ COFFEE MAKER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. Some states or provinces do not allow disclaimers of such implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you depending on the state or the province of purchase.

How Do You Obtain Warranty Service?

Keurig® Coffee Makers 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 your Keurig® Authorized Distributor (KAD) who originally sold you the Coffee Maker or your Keurig® Authorized Service Provider (KASP) for full support. To be reconnected with your KAD or KASP, please call Keurig at 1.888.287.2739 ext. 5.

Keurig Green Mountain, Inc.
53 South Avenue
Burlington, MA 01803

Open Source Compliance

For information on the open source compliance for this Coffee Maker, please visit **https://commercial.keurig.com/compliance**.

Replacement Parts

Dock Valve	Refer to the parts list in the link below
Drip Tray	Refer to the parts list in the link below
Internal Plumbing Kit (cold tank and inlet valve)	Refer to the parts list in the link below
Puncture Mechanism	Refer to the parts list in the link below
Touch Screen Assembly	Refer to the parts list in the link below

Click here for the Keurig® K4500™ Spare Parts List 7.19.22

Specifications

Operation	Parameter	Specification	Comments
Noise	Noise level at 5"	<65 dB	
Operational Environment	Operating temperature	40 to 95° F	
	Humidity	20 to 80%	Non-condensing
	Max Altitude for Operation	9,000 ft. max.	@ 192° F brew temperature
Dimensions	Height	12.9" 18.2"	PM closed PM open
	Width	12.1" 7.9"	With reservoir Without
	Depth	18.4" 15"	With water filter Without
	Drip tray to funnel	6.3"	For use with standard cup
	Base plate to funnel	7.4"	For use with travel mug
	Coffee Maker weight	15 lbs.	Empty (no water)

Regulatory Compliance

The K-4500™ Coffee Maker is certified to perform in accordance with:

- UL 197, 9th Edition, Commercial Electric Cooking Appliances
- UL EPH sanitation certification to NSF/ANSI 4, Commercial Cooking, Rethermalization, and Powered Hot Food Holding and Transport Equipment
- CAN/CSA – C22.2 No. 109 –M1981, Commercial Cooking Appliances

The UL Mark rating is affixed to the bottom of the Coffee Maker.

Revision Control

Revision	ECN#	Issued by	Release Date	Reason for Change
A				Initial Release