KEURIG®
COMMERCIAL

K-2500™ Brewer

Service Manual

Click Anywhere to Begin

KEURIG COMMERCIAL

K-2500™ | TABLE OF CONTENTS

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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 min) 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 brewer.
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 brewer 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. **SAVE THESE INSTRUCTIONS**

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 and water reservoir (if applicable) should be rinsed clean regularly, or in part with the daily cleaning routine.
4. **CAUTION:** Keurig® recommends using only Keurig® K-Cup® pods in this appliance. Non-Keurig® brand pods may cause brewer malfunction or injury.
5. **CAUTION:** There are two sharp needles that puncture the pod, one 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.
   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 counter top or table top 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 hot water brew cycle without a pod to avoid the possibility of clogging the exit needle.
   DO NOT assume the next user will do this.

Term/Abbreviation	Description
AC	Alternating current (electrical)
BIT	Built-in Test. Hardware verification built into the brewer, used in manufacturing and by service personnel
Brew	The act of brewing: User pressing a brew button to start the process
Brew Tube	Connects the hot water tank to the puncture mechanism
Check Valve	Mechanical valve which prevents liquid or debris from flowing in the wrong direction
Cold Water Tank (CWT)	A tank that contains a mechanical safety float valve, and holds water for the next brew
Conductive Probe	Stainless steel pin which detects when water is present
DC	Direct Current (electrical)
Descaling	An acid-based cleansing process that dissolves mineral deposits in the hot water tank and brew line
Entrance Needle	A stainless steel needle that punctures a hole in the lid of the K-Cup® pod and delivers the hot water to the coffee grounds
Entrance Needle Gasket	A gasket that seals the puncture in the K-Cup® lid created by the entrance needle

Term/Abbreviation	Description
Exit Needle	A stainless steel needle that punctures the base of the K-Cup® pod and directs the brewed coffee into the K-Cup® holder funnel
Exit Needle Gasket	A gasket that seals the puncture hole in the K-Cup® pod created by the exit needle
Heating Element	Immersion-style resistance heater used to heat and maintain the temperature of the water in the hot water tank
Hot Water Tank (HWT)	Stainless steel vessel where water is heated and maintained at the specified brewing temperature
Idle	Normal status of the brewer when it shows the "Insert a Pod" screen or when the screensaver is active. When in Idle, water is held at the desired brew temperature
K-Cup® Pod	Patented hermetically sealed pod containing ground coffee and a filter
K-Cup® Holder Assembly (PHA)	Holds the K-Cup® pod during the brewing process
K-Cup® Holder Funnel	The portion of the K-Cup® holder assembly that directs the stream of coffee into the user's cup
KAD	Keurig Authorized Distributor
LLDPE	Linear Low Density Polyethylene tubing

Continued

Term/Abbreviation	Description
Main PCBA	A printed circuit board assembly. It is located within the lower brewer compartment that carries the microprocessor and high and low voltage control circuits
Prime	The process of initially filling the brewer's hot water tank with water, heating it, and bringing the brewer to idle status
Puncture Mechanism (PM)	The assembly which houses the PHA, and controls the handle. When the handle is closed, the PM forces the entrance needle to puncture the pod
Purge	The process of providing air flow to expel the remaining water in the system and K-Cup® pod
Thermal Cut-Out (TCO)	Single use (not resettable) thermally sensitive fuse that will irreversibly cut power to the heating element when an unsafe temperature is reached in the hot water tank

K-2500™ Brewer Introduction

The K-2500™ brewer is the ultimate in Keurig Brewed® Technology! The brewer features five brew sizes and a unique, easy-to-use LCD interface. The K-2500™ brewer is engineered to provide many years of uninterrupted service to your customers. The K-2500™ brewer is also a highly serviceable brewer. 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 brewer 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-2500™ brewer. 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-2500™ brewer is a commercial single serve-coffee brewer specifically designed to be used with the proprietary Keurig K-Cup® pod. Additionally, this brewing system is flexible since it can either be supplied with water via the 110 oz water reservoir or through a plumbed water supply. Please find the appropriate directions within to install the brewer 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-2500™ brewer. They are as follows:

- Phillips screwdriver
- Flat-head screwdriver
- Needle nose pliers

Remove Packing Materials

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

Remove the clear plastic film from the touch screen.

Check for Software Updates

Be sure to have a USB flash drive loaded with the most recent software update.

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

See "Software Updates" in the "Technician Option Menu" section for instructions on how to install updates.

Water Supply

The K-2500™ brewer has the capability to have a plumbed or refillable water source.

If the K-2500™ Water Reservoir Kit has been purchased to use with the brewer, skip to the section "Installing the K-2500™ Water Reservoir Kit ".

If the brewer needs to be plumbed and connected to a local cold water supply, 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 brewer warranty.

Keurig recommends the Omnipure KQ8A Water Filter Kit for its brewers. The kit (Part #5000052788) contains:

1 – Omnipure KQ8A filter
1 – Filter head
1 – Mounting bracket with screws
1 – 3' length of 1/4" line
1 – 3/4" garden hose connector and shut-off valve

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.

Additional KQ8A filter cartridges can be attained from Keurig. Order Part #5000052636.

NOTE: The external filter can be mounted on the rear surface of the brewer 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 brewer and before connection to the brewer'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 brewer 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 brewer warranty.

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

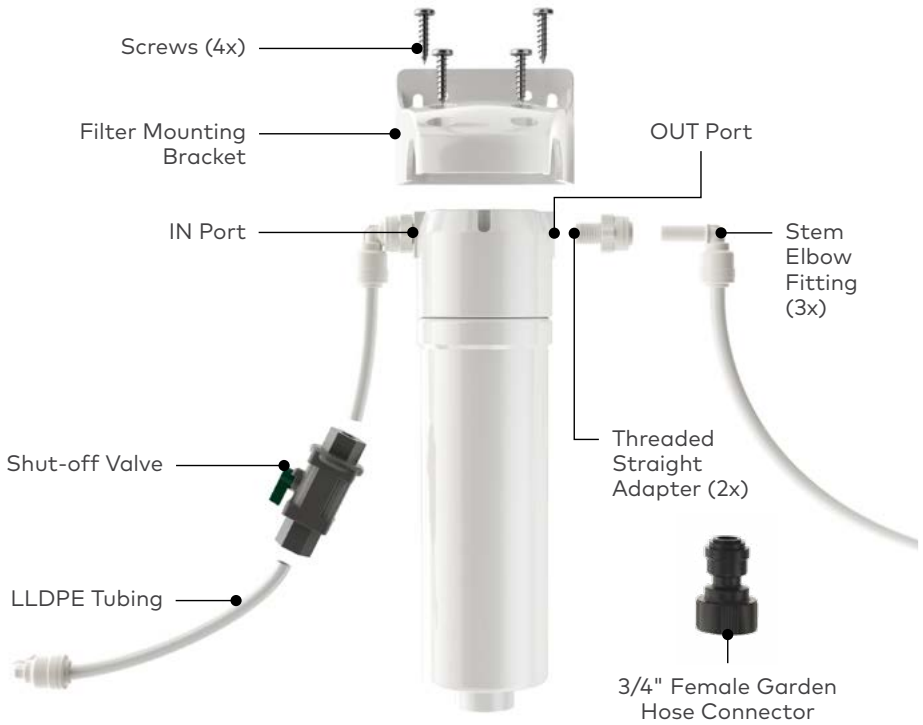
1. Attach a threaded straight adapter to both the IN and OUT ports on the Omnipure KQ8A Water Filter and tighten using an 11⁄16" (18 mm) wrench. Make sure the connections are secure, but do not overtighten.
2. Attach the filter mounting bracket to the Omnipure KQ8A Water Filter using the four screws 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.
3. Loosen the two mounting screws located on the upper rear of the brewer and hang the filter kit assembly. Tighten the screws, being careful not to overtighten.

   NOTE: The filter kit assembly comes with 1⁄4" FPT ports for both inlet and outlet, and the plumbed water inlet to the brewer is 3⁄4" female garden hose thread (Invensys solenoid valve). 1⁄4" OD LLDPE (Linear Low Density Polyethylene) tubing is recommended (NSF® compliant) between the filter kit assembly and the brewer. NSF® compliant fittings such as High Density Polypropylene type are recommended.
4. Connect a stem elbow fitting to the IN port of the filter kit assembly by pushing the stem elbow fitting into the previously attached adapter. Push firmly until the connection is secure. Secure LLDPE tubing to the stem elbow fitting in the same fashion 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.
6. Connect a long length of tubing to the OUT port of the filter kit assembly. Do not connect the brewer 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.
9. Cut the tubing to the length needed and connect a stem elbow fitting to the cut end of tubing. Thread the 3⁄4" female garden hose connector onto the brewer inlet valve located at the lower rear of the brewer. Push the stem elbow fitting into the connector until secured firmly. Then, turn on the water supply.

NOTE: The equipment shall 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).



For plumbing instructions video: Plumbing the brewer

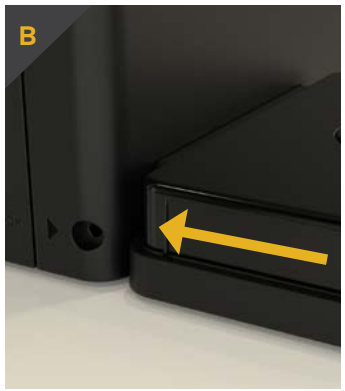
INSTALLING THE K-2500™ WATER RESERVOIR KIT

If the K-2500™ Water Reservoir Kit has been purchased to use with the brewer, follow these instructions for installation.

NOTE: Rinse the reservoir with clean water prior to use.

1. Remove the locking screw located on the back of the brewer at the bottom right corner **(IMAGE A)**. **Set the screw aside**.

2. Slide the dock into the left-hand side of the brewer until it clicks into place; the "click" indicates that it is properly connected **(IMAGE B)**.



3. Secure the dock to the brewer by **replacing the locking screw** from Step 1 **(IMAGE C)**.

NOTE: If it is difficult to reinsert the screw, gently nudge the dock closer to the brewer while screwing it in. This should assist the screw to catch so the dock can be fully attached.
Please DO NOT skip this step. Failure to secure the dock with the screw can cause leakage issues.

4. Fill the reservoir with water up to the MAX fill line, then place the reservoir on the dock **(IMAGE D).**

For reservoir installation video: Installing the reservoir

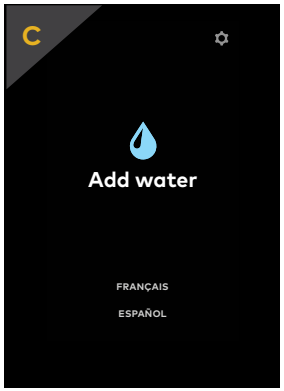
PRIMING PROCESS

Whether the brewer is plumbed or has the optional K-2500™ Water Reservoir Kit installed, the same steps are needed to prime the unit for brewing. However, the touch screen may display different messages depending on which water source is installed.

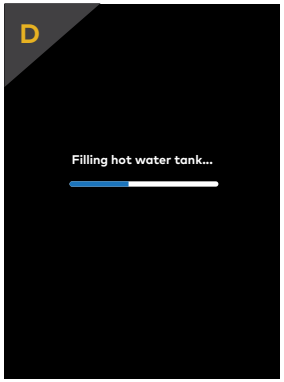
1. Flip the power switch on the back of the brewer to ON **(IMAGE A)**. The brewer will now check for a water supply.

For Plumbed Brewers: If the brewer does not detect the water supply, the touch screen will display "Please connect brewer to a water source" **(IMAGE B)**. Verify the brewer is plumbed and the water supply is turned on.

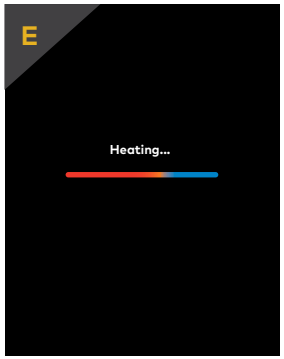
For Water Reservoirs: If there is not enough water in the reservoir, the brewer's touch screen will display "Add water" **(IMAGE C)**. Make sure the reservoir is filled to the MAX line in order to proceed.



Once the brewer detects a sufficient water supply, the brewer will automatically begin to fill the internal hot water tank and the touch screen will display "Filling hot water tank..." **(IMAGE D)**.



2. When the internal hot water tank is full, it will begin heating the water, and the brewer's touch screen will display "Heating..." **(IMAGE E)**. The heating process will take about three minutes.



3. The touch screen will display "Insert a pod" **(IMAGE F)** when the water is heated and the unit is ready to brew.

   NOTE: A K-Cup® pod should not be used for this sequence.

   Lower the handle to close the lid.

4. When prompted to "Select your beverage" **(IMAGE G)**, press **12 oz** and then **Brew** to start the cleansing brew. When the brew cycle is complete, discard the hot water from the mug. The brewer will enter its idle state and will be ready 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.

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)**.

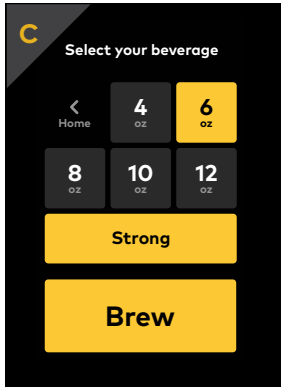
Brewer with reservoir shown

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

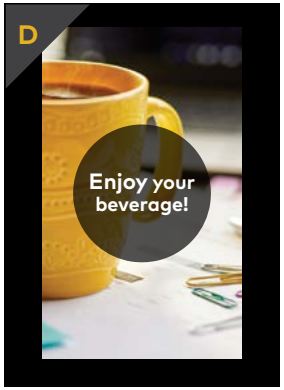
2. Lower the handle completely to close the lid **(IMAGE B)**.

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

3. The display will show a choice of 4, 6, 8, 10, and 12 oz brew sizes, as well as an option to brew on Strong.
4. Select the brew size by pressing the corresponding button on the touch screen. You may choose to press the Strong button to increase the strength of the brew either before or after selecting brew size. **(IMAGE C)**.



5. When the desired selections are highlighted in yellow, press the Brew button. Brewing is complete when the touch screen displays "Enjoy your beverage!" **(IMAGE D)**.



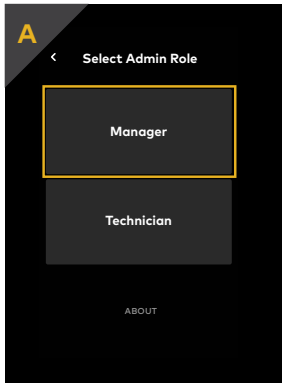
MANAGER OPTION MENU

Managers can monitor and set up:

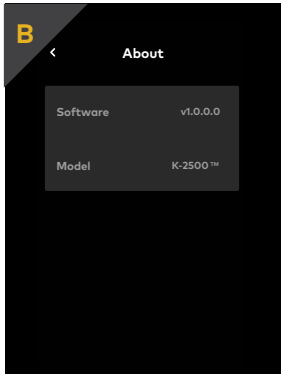
- Language display
- The fluid units of measure
- Brew Settings: cup size and beverage strength
- Screensaver timing
- Image duration, custom images, and image use
- Sleep settings
- View brew history
- Passcode control

To access the Manager menu:

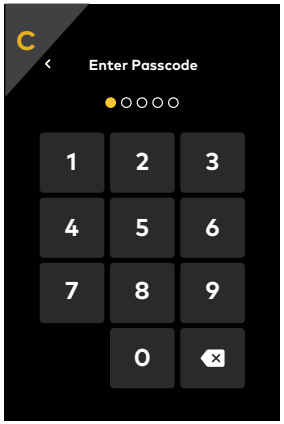
1. Tap the settings icon found on the "Insert a pod" touch screen. The screen will prompt you to "Select Admin Role" **(IMAGE A)**. Press **Manager**.



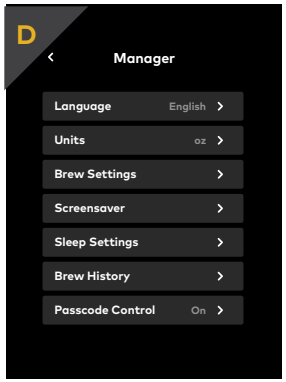
You can also select the **About** screen from this menu to view the brewer's model number and software version **(IMAGE B)**.



2. If the Manager Passcode is enabled, type it in the **Enter Passcode** numeric touchpad. The default passcode is 23456 **(IMAGE C)**.



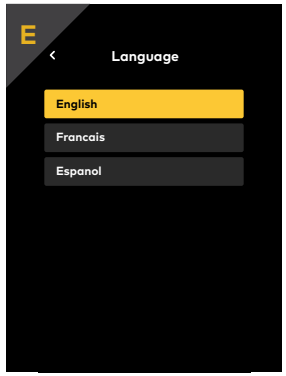
3. The **Manager** option list displays after the passcode is accepted **(IMAGE D)**.
To return to the Select Admin Role screen, tap the back icon.



To navigate through the options, tap on an option in the list to go to that screen. Tap the back icon to return to the previous screen.

Language:

4. From the **Language** screen, you can set the default language (English, French, or Spanish) that will display on all of the brewer touch screens **(IMAGE E)**.



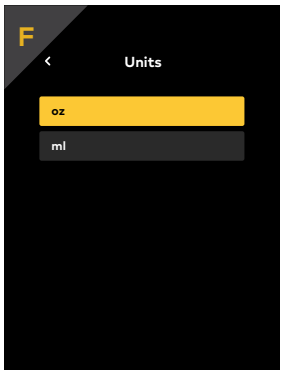
When the language choices are displayed on brew cycle screens, selection of an alternate language prompts immediate translation of the message, no matter which language has been selected as the default.

Continued

MANAGER OPTION MENU, CONT.

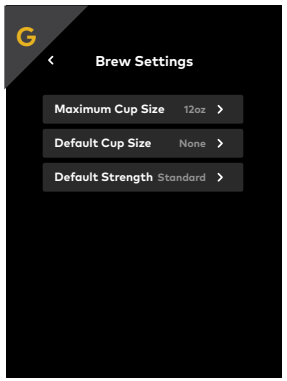
Units:

5. The **Units** screen allows you to set the beverage sizes in ounces (oz) or milliliters (ml) **(IMAGE F)**.

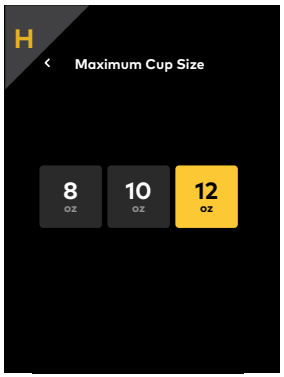


Brew Settings:

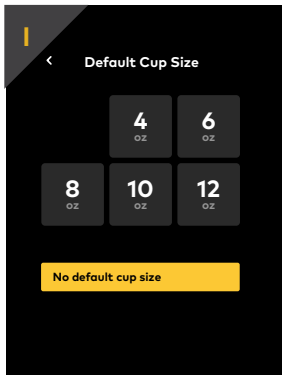
6. From the **Brew Settings** screen you can choose default settings for: maximum cup size, default cup size, and default brew strength **(IMAGE G)**.



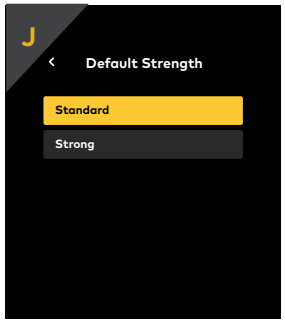
7. The **Maximum Cup Size** screen allows you to set the largest volume that the brewer may dispense **(IMAGE H)**.



8. From the **Default Cup Size** screen, you can set the standard volume that the brewer will automatically highlight on the brew selection screen **(IMAGE I)**.
Or, you can choose "No default cup size" so that the users will need to choose their brew size for each brew cycle.



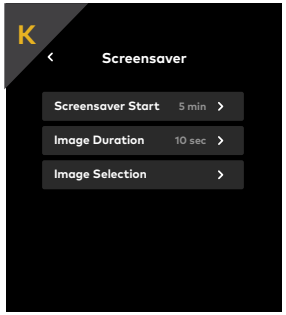
The **Default Strength** screen allows you to set the default brew process. Select either Standard or Strong and then the back icon ‹ to return to the Manager option list touch screen **(IMAGE J)**.



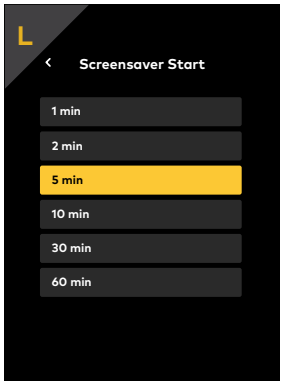
NOTE: the Strong brew process is slower than Standard, providing more time for the water to extract the flavor and aroma from the coffee grounds.

Screensaver:

9. The Screensaver screen allows you to set preferences for the appearance and function of the brewer's screensaver, including adding custom images to the slide show **(IMAGE K)**.

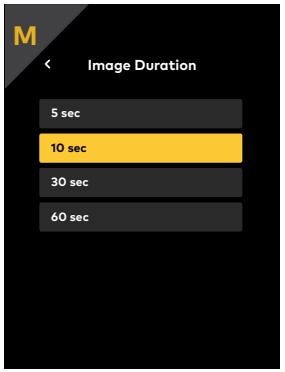


10. Choose **Screensaver Start** to set the delay time that the screensaver will start **(IMAGE L)**.



NOTE: The recommended time setting is one minute. This setting will preserve the quality of the touch screen for the longest time.

11. Choose **Image Duration** to set the amount of time each image appears on the screen **(IMAGE M)**.



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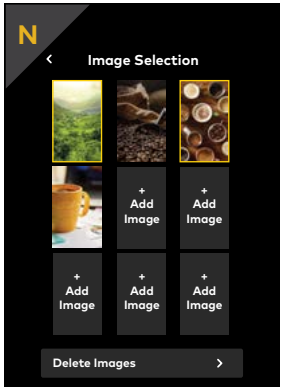
MANAGER OPTION MENU CONT.

12. The **Image Selection** option allows you to select from 4 standard images that can be displayed during inactive periods or at the end of a brewing cycle.
Selected images display a yellow border. Deselected images will not appear in the slide show **(IMAGE N)**.



NOTE: To prevent touch screen pixel burn, at least two images must be selected.

13. Select the desired images, then the back icon ‹ to return to the Manager option list touch screen.

14. **Custom images** may be added to personalize the screensaver slide show using a USB flash drive. When adding photo files, the file size must be smaller than 300k and the extension must be written as .jpeg. If it is written as .JPEG, it will not be read correctly by the brewer.

    The USB flash drive should be inserted into the brewer before selecting the Screensaver option on the Manager menu.

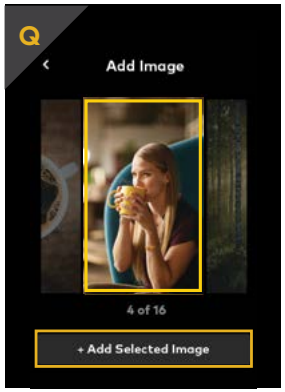
    NOTE: The flash drive must not be encrypted or password protected, and should be formatted in FAT32 file system.

15. Choose any **Add Image** button **(IMAGE O)**.

16. If there is a problem with the USB flash drive or one has not been inserted, this screen will appear. **(IMAGE P)**.

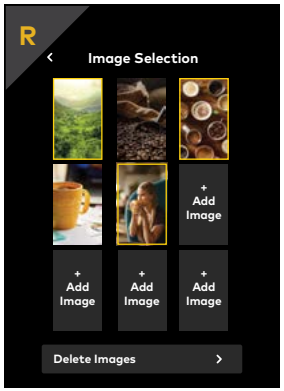
NOTE: If your image does not appear, check that your flash drive is formatted correctly in FAT32, meets the image size and naming guidelines, and the images are in the top (root) directory of the flash drive.

17. Choose the image you would like to add and press **Add Selected Image**. Repeat for each additional image to be added **(IMAGE Q)**.



CAUTION:
Do not remove the USB flash drive while in the Screensaver menu. Only remove the flash drive once images have fully downloaded and you have exited Menu Mode.

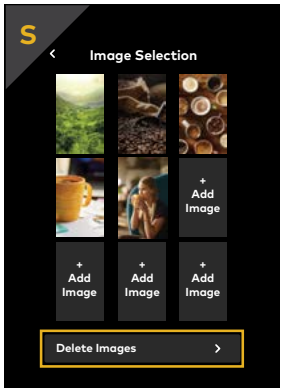
18. Go back to Image Selection screen and make sure to select your new image(s) to be part of the screensaver slide show. Selected images will have a yellow border around them **(IMAGE R)**.



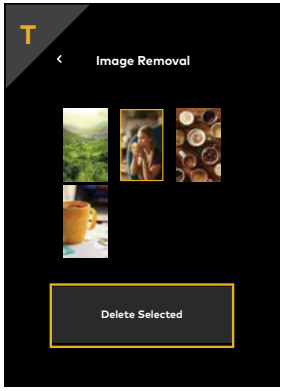
Continued

MANAGER OPTION MENU, CONT.

19. To remove custom images select **Delete Images**. Only images that were added using a flash drive can be removed. **(IMAGE S)**.

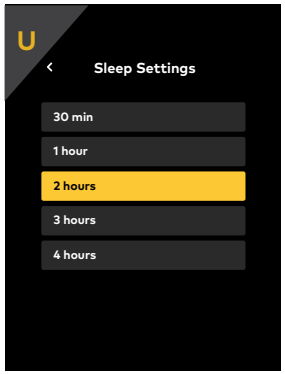


20. By selecting one or more images to delete, the **Delete Selected** button becomes active. Press to remove the selected images **(IMAGE T)**.



Sleep Settings:

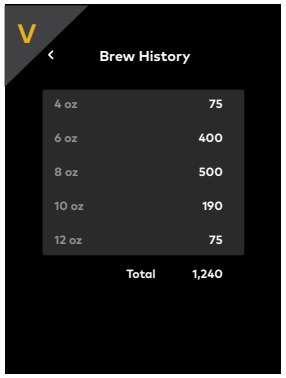
21. The **Sleep Settings** screen allows you to set the amount of time the screensaver displays during idle. Select the delay time desired, then the back icon to return to the Manager option list touch screen **(IMAGE U)**.



NOTE: Busy offices may benefit from a long delay setting before the brewer goes into sleep mode. As long as the screensaver is running, the hot water tank will keep a supply of hot water. Heating will stop when the brewer goes into sleep mode and will need to heat back up when it comes out of sleep mode.

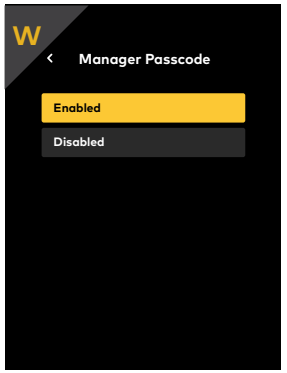
Brew History:

22. Select the **Brew History** option to view a read-only tabulation of the number of completed brewing cycles arranged by total and by brew size **(IMAGE V)**.



Passcode Control:

23. Select the **Passcode Control** option to enable or disable the **Manager Passcode**. If the passcode has been disabled, the user is required to reenter the passcode after the Enabled button is selected, as described above in step 3 **(IMAGE W)**.



TECHNICIAN OPTION MENU

Technicians can monitor, set up, and activate:

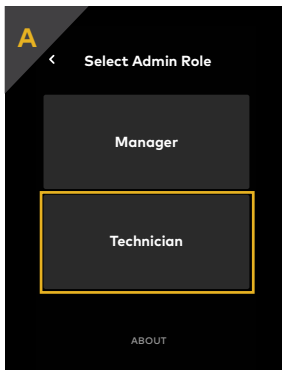
- High altitude
- Filter settings
- Brew history
- Error log
- Troubleshooting

You can also manually activate three internal components. These include:

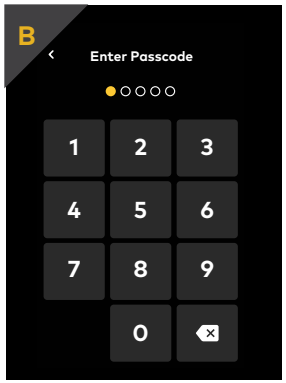
- The inlet valve
- The air pump
- The water pumps

To access the Technician menu:

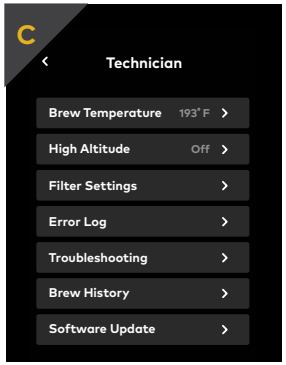
1. Tap the settings icon found on the "Insert a pod" touch screen. The screen will prompt you to "Select Admin Role" **(IMAGE A)**. Press **Technician**.



2. If the Technician Passcode is enabled, type it in the **Enter Passcode** numeric touchpad. The default passcode is 34567 **(IMAGE B)**.



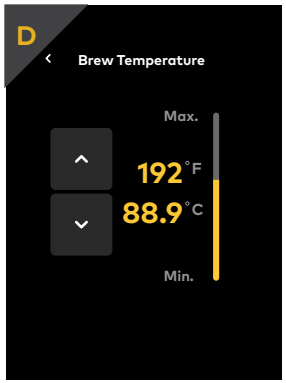
3. The **Technician** option listing displays after the passcode is accepted. Press the back icon to return to the Insert a Pod screen. Black gradients on top and bottom indicate scrollable content that extends beyond the display **(IMAGE C)**.



NOTE: The menu header and remain stationary when scrolling.

Brew Temperature:

4. Select the **Brew Temperature** option to adjust the water temperature of the brewer **(IMAGE D)**.
The water temperature can be set between 189° F (87.2° C) and 194° F (90° C) in 1 degree increments.

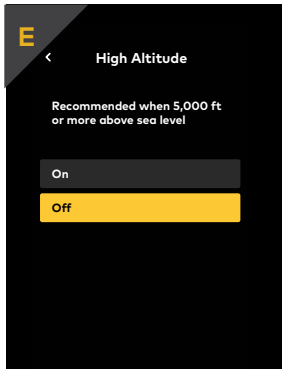


NOTE: The High Altitude option on a new brewer is set to OFF, with a default temperature of 189° F (87.2° C).

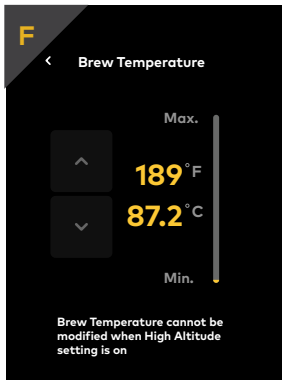
High Altitude:

5. Select the **High Altitude** option which is recommended for locations lying 5,000 ft. or more above sea level.

To set the option, press ON, then the back icon to return to the Technician option list touch screen **(IMAGE E)**.



When the High Altitude option is set to ON, the water temperature is fixed at 189° F (87.2° C), and cannot be modified.**(IMAGE F)**.



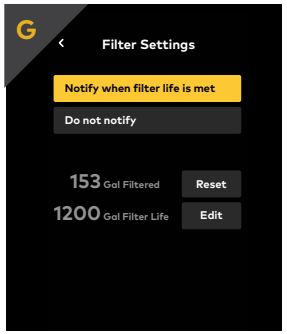
If High Altitude is changed to OFF after having been previously set to ON, the temperature will remain at 189° F (87.2° C), and must be changed manually.

Continued

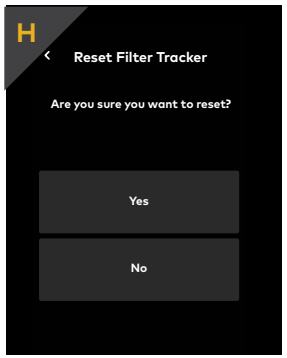
TECHNICIAN OPTION MENU, CONT.

Filter Settings:

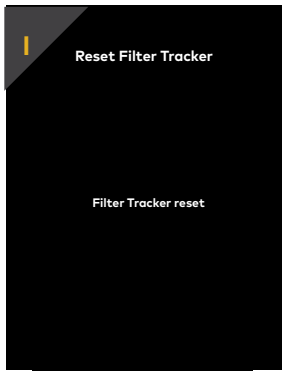
6. The **Filter Settings** screen allows you to choose to receive a notification when the brewer's filter needs replacement. When the water filter has reached its end of life, replace it and select the Reset option. Use the back icon to return to the Technician option list touch screen **(IMAGE G)**.



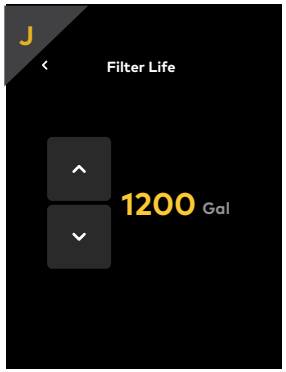
7. When **Reset** is pressed in the Filter Settings screen, the **Reset Filter Tracker** touch screen displays. Select Yes to reset the total number of gallons (or liters) filtered by the installed filter **(IMAGE H)**.



The message "Filter Tracker reset" will appear on screen for 2 seconds **(IMAGE I)**. Use the back icon to return to the Technician option list touch screen.

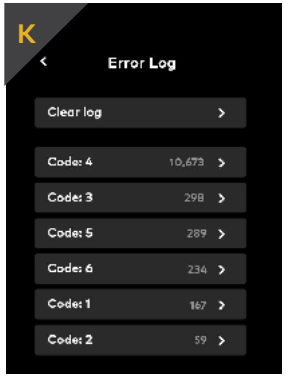


8. When **Edit** is pressed in the Filter Settings screen, the **Filter Life** screen displays **(IMAGE J)**. The filter life can be adjusted using the up and down arrows. Use the back icon to return to the Technician option list touch screen.

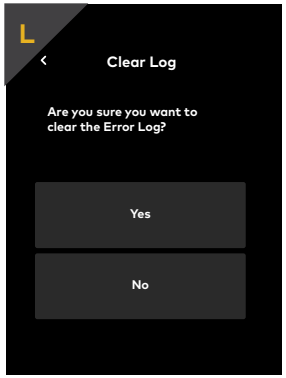


Error Log:

9. The **Error Log** option allows you to view a listing of the brewer errors. The most recent error displays at the top of the log.
Select the Clear Log option to clear the entire error listing **(IMAGE K)**.

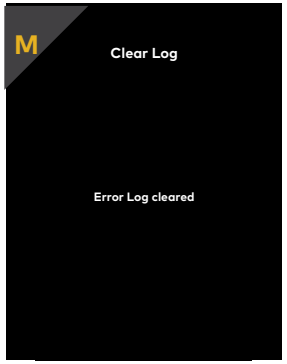


10. Press Yes to clear **(IMAGE L)**.



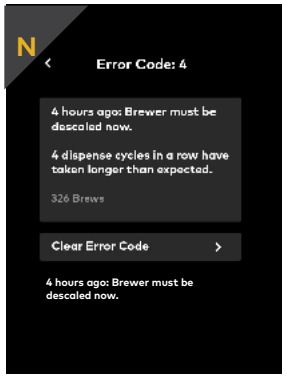
NOTE: Selecting No or using the back icon will return you to the Error Log option list touch screen.

The message "Error Log cleared" will appear on screen for 2 seconds and then automatically return to the Error Log option list touch screen **(IMAGE M)**.



11. To view an individual error code, select the code by number. Use the back icon to return to the Error Log option list touch screen.

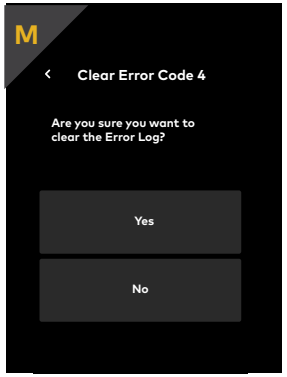
12. To delete an individual error code, select the desired code, and press Clear Error Code. This will clear all instances of the error code, not just the instance selected **(IMAGE N)**.



Continued

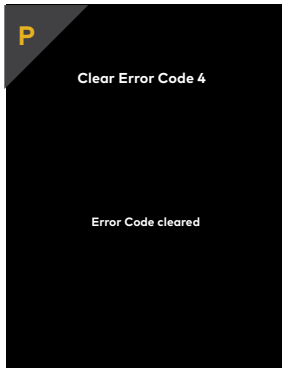
TECHNICIAN OPTION MENU, CONT.

13. Press Yes to clear all instances of the error code **(IMAGE O)**.



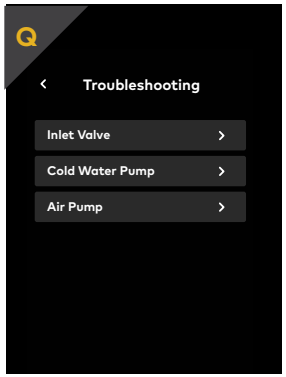
Selecting No or using the back icon ‹ will return you to the Error Log option list touch screen.

The message "Error Code cleared" will appear on screen for 2 seconds and then automatically return to the Error Log option list touch screen **(IMAGE P)**.



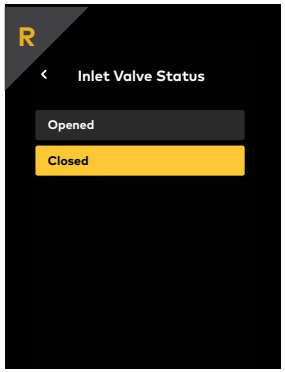
Troubleshooting:

14. The **Troubleshooting** option in the Technician listing allows you to open and close the inlet valve, and turn on or turn off the cold water pump and air pump. Use the back icon ‹ to return to the Troubleshooting option list touch screen **(IMAGE Q)**.



NOTE: Upon leaving the Troubleshooting screen, the valve and pumps will be reset to their default state.

15. Select the **Inlet Valve** option to open or close the inlet valve. Use the back icon ‹ to return to the Troubleshooting option list touch screen **(IMAGE R)**.



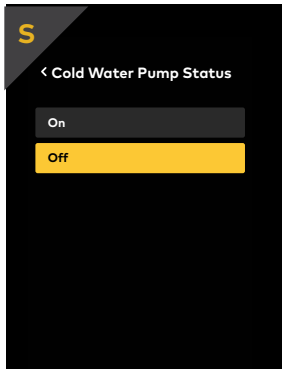
When the inlet valve is working properly, there may be a single click sound as it powers on or off. If the water line is connected, water may be heard rushing into the tank for several seconds.
Some inlet valves may also continue to make a humming sound while powered on/open. Eventually, the mechanical float valve inside the tank will close to prevent the tank from over flowing. Please do not leave the inlet valve powered on/open for longer than 60 seconds.

If the mechanical float valve has closed, it is possible that on the next normal brew cycle, the brewer will trigger error Code 5, Runaway Fill. This error may be ignored.

16. Select the **Cold Water Pump** option to turn the pump on or off. Use the back icon ‹ to return to the Troubleshooting option list touch screen **(IMAGE S)**.

Running the cold water pump manually will push water out of the brewer. Prior to running the pump, place a mug on the drip tray to catch any water dispensed.

CAUTION: The water pump will run even if the puncture mechanism is open, which may spray hot water out of the entrance needle. ALWAYS ensure that the PM is closed prior to running the cold water pump.



NOTE: In order to avoid building up excess pressure in the system, it is recommended that K-Cup® pods be removed from the PM prior to running the cold water pump.

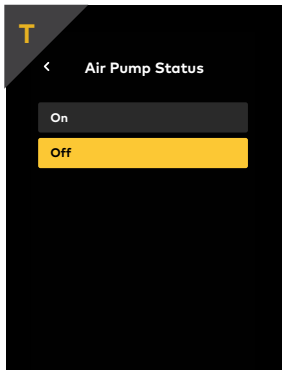
Continued

TECHNICIAN OPTION MENU, CONT.

17. Select the **Air Pump** option to turn the pump on or off. Use the back icon to return to the Troubleshooting option list touch screen **(IMAGE T)**.

    Running the air pump manually will push some water out of the brewer. Prior to running the air pump, please place a mug on the drip tray to catch any water dispensed.

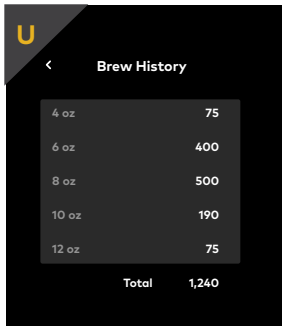
    CAUTION: The air pump will run even if the PM is open, which may spray hot water out of the entrance needle. ALWAYS ensure that the PM is closed prior to running the pump.



NOTE: In order to avoid building up excess pressure in the system, it is recommended that K-Cup® pods be removed from the PM prior to running the air pump.

Brew History:

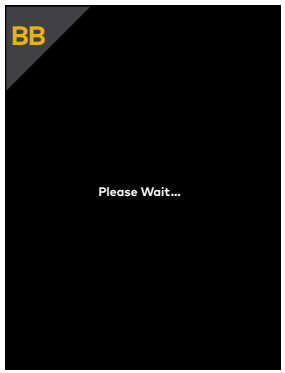
18. Select the **Brew History** option to view a read-only tabulation of the number of completed brewing cycles arranged by total and by brew size. Use the back icon to return to the Troubleshooting option list touch screen **(IMAGE U)**.



Software Updates:

19. The Software Updates option allows you to upload new software updates to the K-2500™ brewer. Before beginning the update process, insert a USB flash drive with the loaded updates into the USB port in the back of the brewer **(IMAGE AA)**.

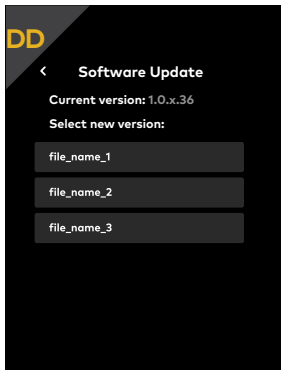
20. Select Software Updates and wait approximately 2 seconds for the "Please Wait..." screen to clear **(IMAGE BB)**.



NOTE: If the USB flash drive is not formatted as a FAT32 file system, the brewer will not be able to recognize it and the **Insert USB** screen will appear **(IMAGE CC)**.

A computer is required to reformat a flash drive. Right-click on the flash drive name and select **Format...** Under File System, select **FAT32**.

21. Select the desired update. The Software Update screen will also display the current software version for your reference **(IMAGE DD)**.



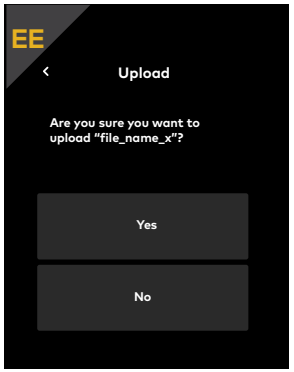
NOTE: If the USB flash drive does not contain any items with the file extension **.run** in the root directory, the list shown on this screen will be empty.
Using a computer, confirm that the flash drive has a copy of the latest software package.

Continued

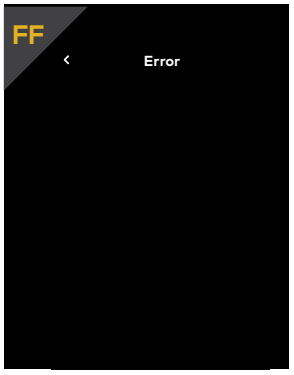
TECHNICIAN OPTION MENU, CONT.

22. Select Yes to begin the upload process. "Please Wait..." will appear again while files are being prepared for upload. This process may take a few minutes .

    If No is selected, you will return to the Software Update screen **(IMAGE EE)**.

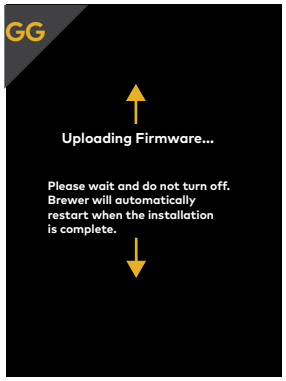


NOTE: If there is a problem with the **.run** file, an error screen will appear shortly after "Please Wait...". If this occurs, check for a new software package **(IMAGE FF)**.



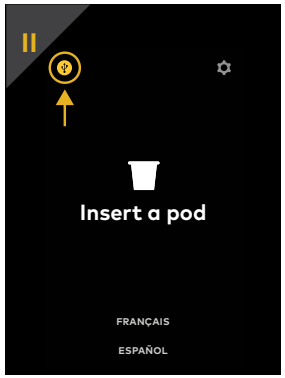
23. The Uploading Firmware screen will appear once the upload begins **(IMAGE GG)**. Most updates are expected take approximately 15 minutes or less. If the message does not clear after 20 minutes, power the brewer off and back on and attempt the software update again.

    NOTE: There is no screensaver to prevent pixel burn. Therefore, this message will move up and down on the screen during the upload.

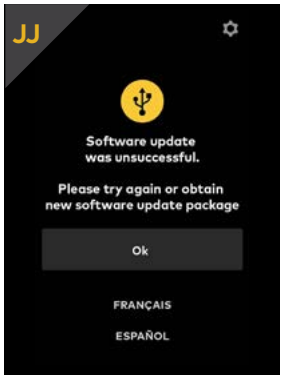


24. When the update is complete the brewer will automatically restart. A successful update will return you to the home screen **(IMAGE HH)**.

25. The home screen will display a maintenance alert if the software update was unsuccessful **(IMAGE II)**.



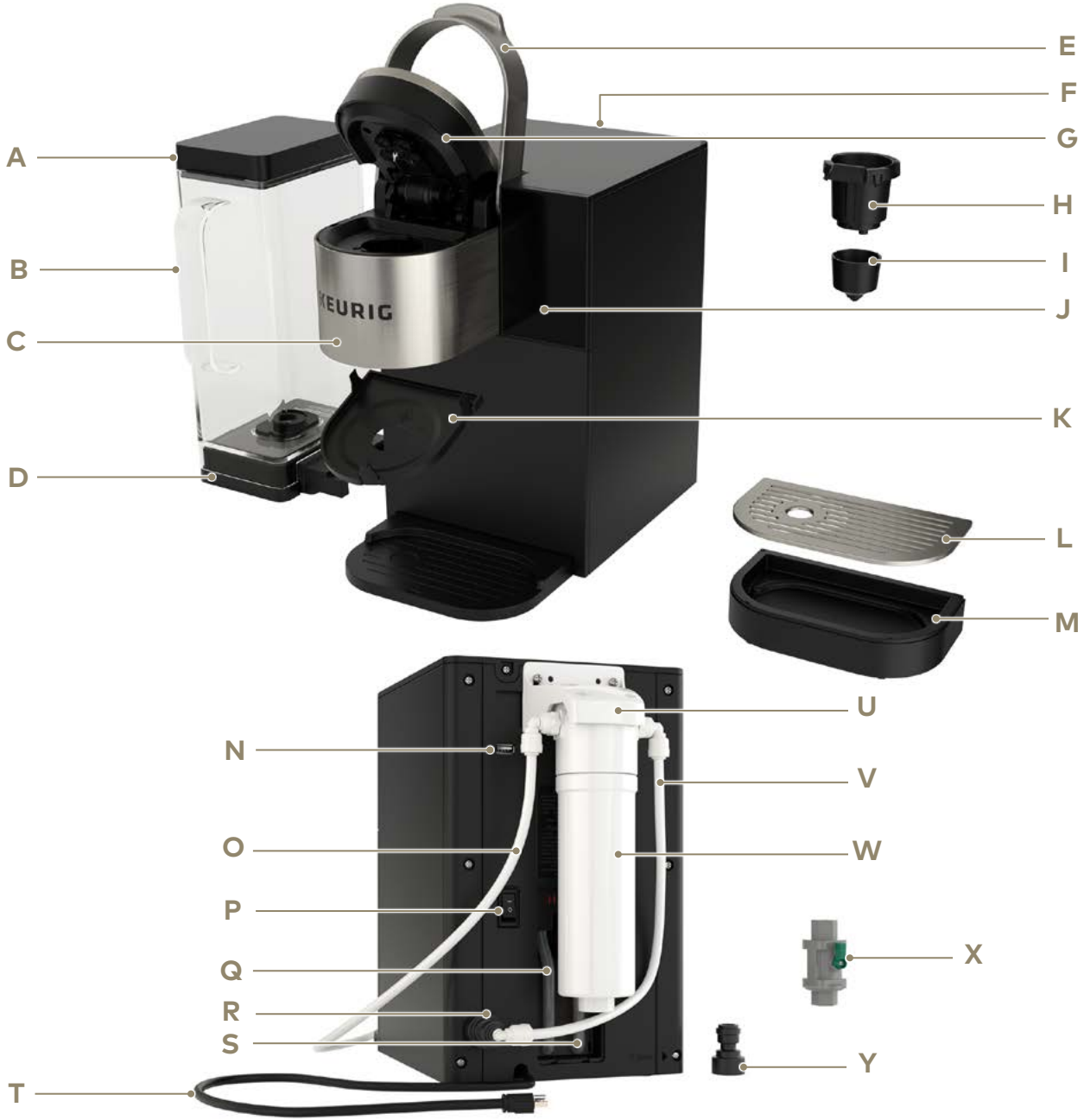
26. Click on the yellow icon, and as suggested, try the software update again **(IMAGE JJ)**.



27. The first time Technician menu is entered after an update, there will be a screen presented indicating either a successful or unsuccessful update, along with an OK button to clear before advancing to the Technician menu.

External Brewer Components

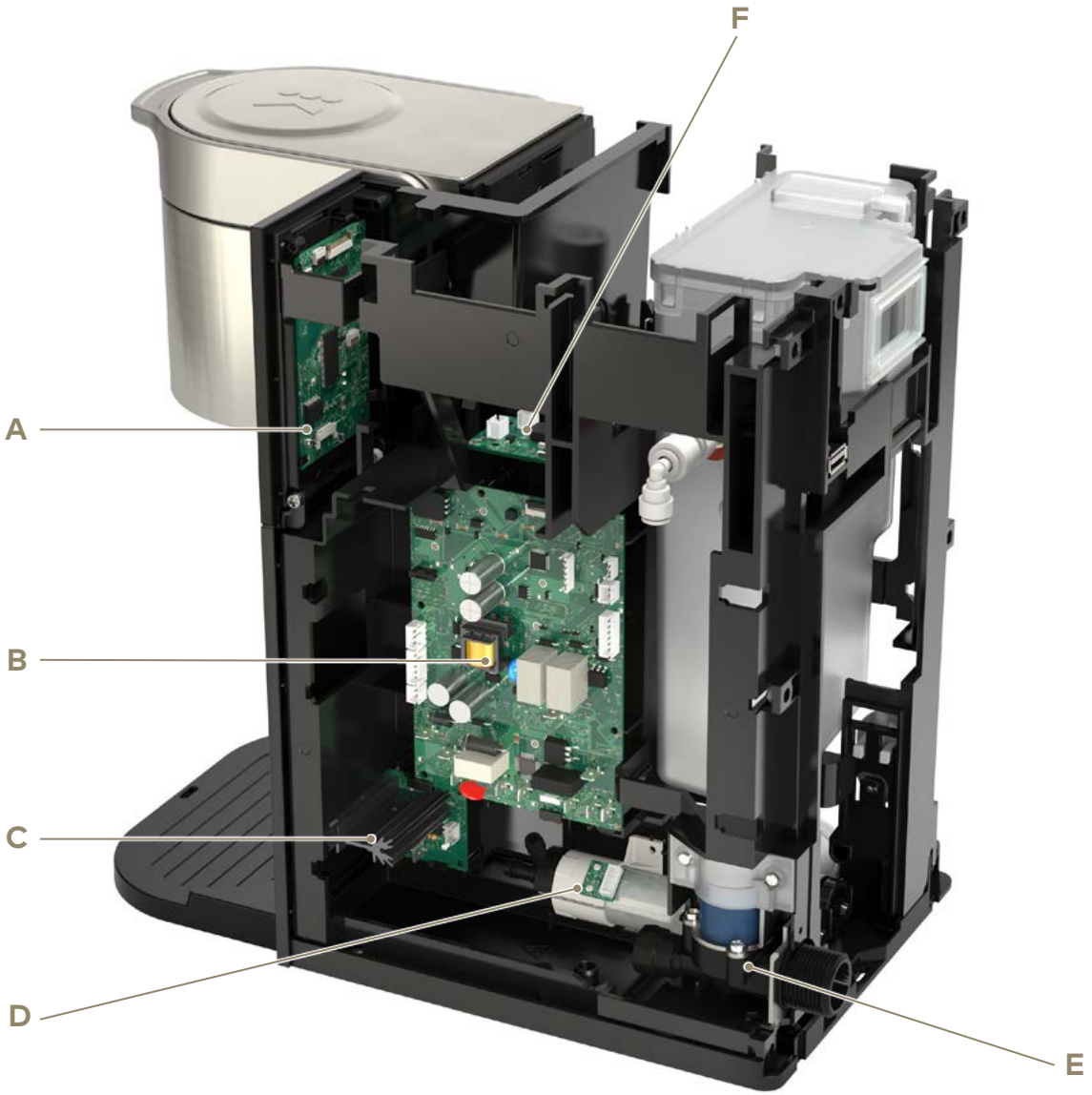
A. Water Reservoir Lid
B. Water Reservoir
C. Puncture Mechanism
D. Water Reservoir Dock
E. Handle
F. Descale Solution Door
G. Puncture Mechanism Lid
H. K-Cup® Pod Holder
I. K-Cup® Pod Holder Funnel
J. Touch Screen
K. Puncture Mechanism Base Plate
L. Drip Tray Plate
M. Drip Tray
N. USB Port
O. Water Filter Inlet Tube
P. Power Switch
Q. Hot Water Drain Tube
R. Water Inlet Port
S. Cold Water Drain Tube
T. Power Cord
U. Filter Mounting Bracket
V. Water Filter Outlet Tube
W. Omnipure KQ8A Water Filter*
X. Optional Shut Off Valve†
Y. 3/4" Garden Hose Connector†



*Sold separately. Contact your Keurig® Authorized Distributor for more information.
†Included with the KQ8A Water Filter Kit, part 5000052788.

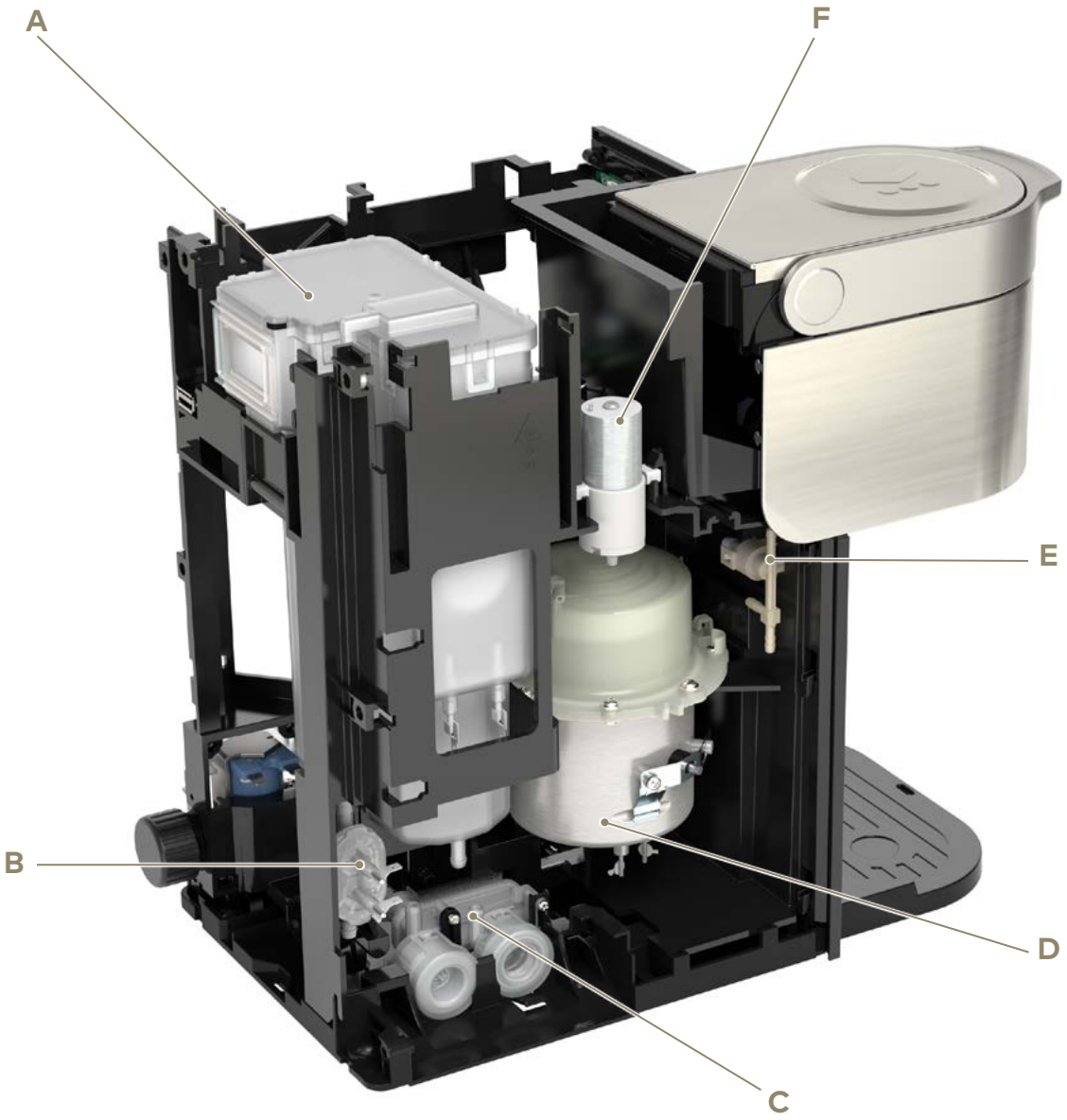
Internal Brewer Components

- **A.** Touch Screen Assembly
- **B.** Main Circuit Board
- **C.** Inlet Valve Board
- **D.** Water Pump
- **E.** Inlet Valve
- **F.** Transition Board



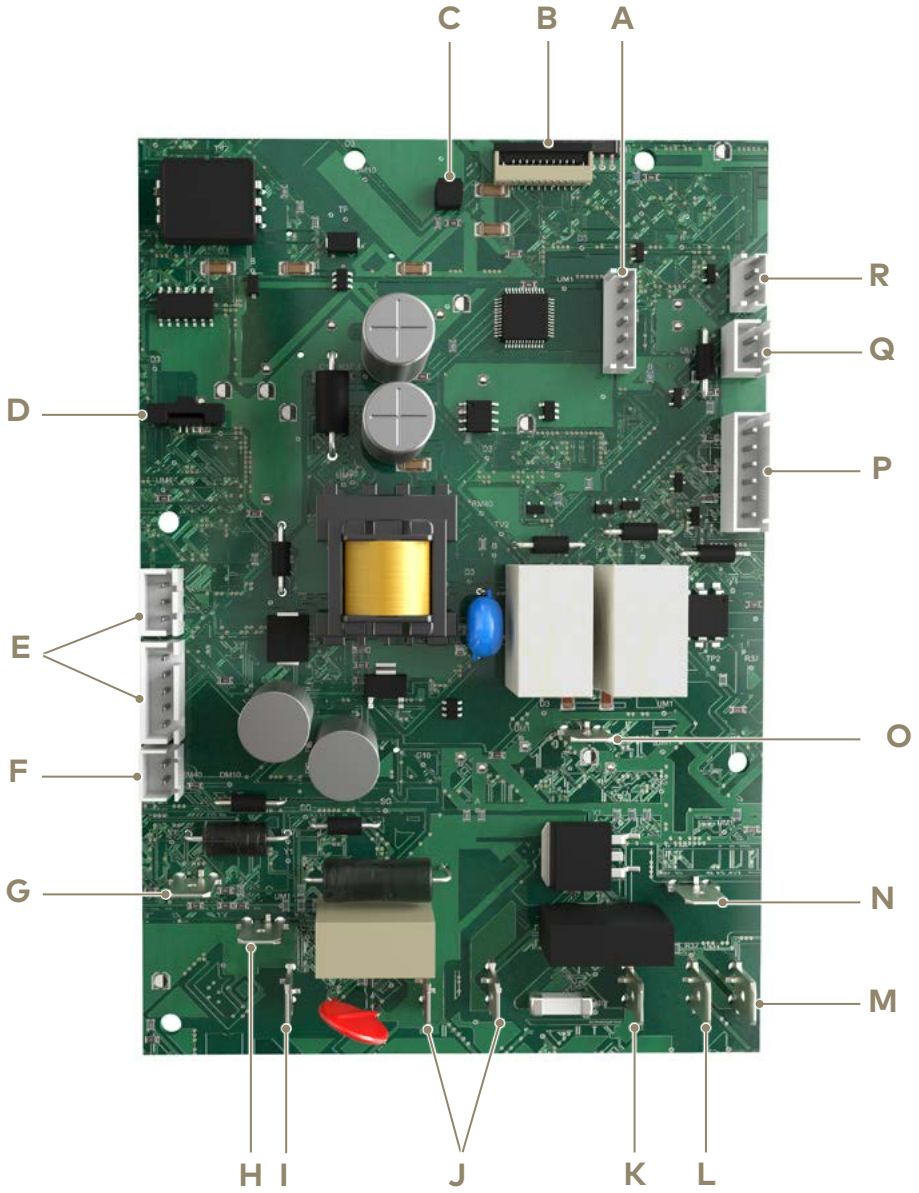
Internal Brewer Components, cont.

- **A.** Cold Water Tank
- **B.** Water Level Sensor
- **C.** Dock Valve
- **D.** Hot Water (Brew) Tank
- **E.** Air Line Tee and Pressure Relief Valve
- **F.** Air Pump



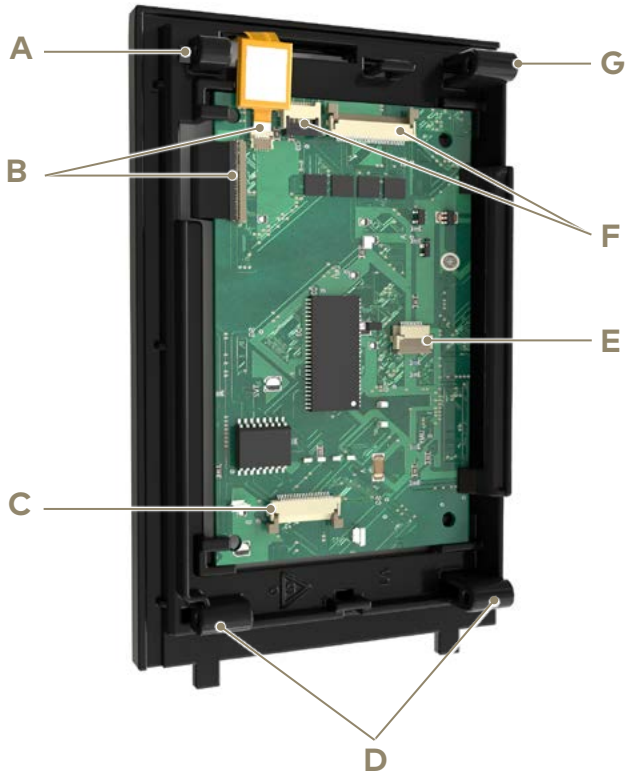
Main Circuit Board

A. **J6** Not used
B. **J1** To Transition Board
C. **J10** Not used
D. **J12** Not used
E. **J7** & **J11** Conductive Probes and Dock Switch
F. **J8** Temperature Sensor
G. **FTH(N)** AC Neutral to Inlet Valve
H. **HTR(N)** AC Neutral to Hot Water Tank
I. **AC(N)** Power Cord AC neutral
J. **AC(L)** AC Line to Thermal Fuse
K. **AC(L)** AC Line to Power Switch
L. **AC (PE)** Power Cord Ground
M. **HWT (PE)** Hot Water Tank Ground
N. **HTR(L)** AC Line to Hot Water Tank
O. **FTH(L)** AC Line to Valve Board
P. **J3** Water Pump Power and Encoder
Q. **J5** Air Pump Power
R. **J2** Valve Board Signal



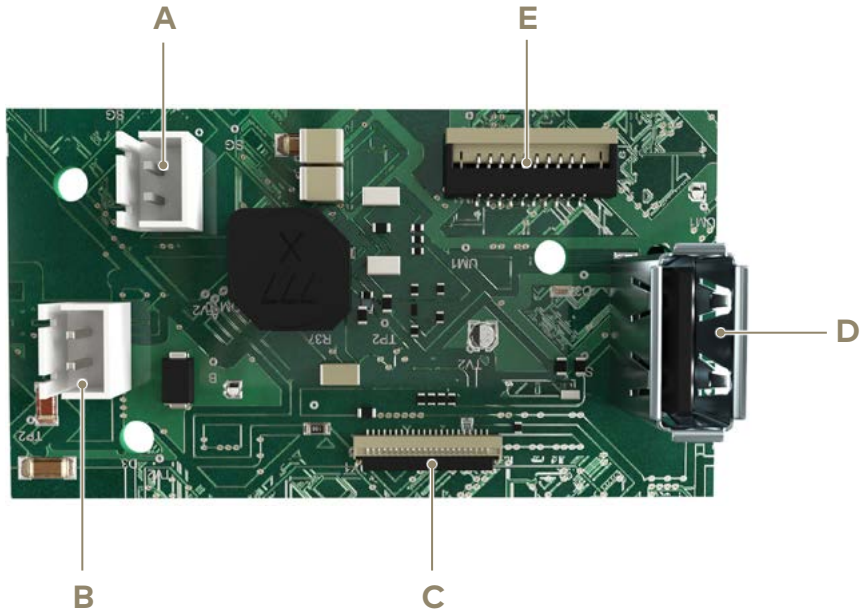
Touch Screen Assembly

A. Screw Connector to Top Panel
B. **J4** & **J5** Connectors to Touch Screen
C. **J6** Flex Cable Connector to Transition Board
D. Screw Connectors to Front Panel
E. **J3** Unused Connector
F. **JI** & **J2** Unused Connectors
G. Unused Screw Connector



Transition Board

A. **J4** Connector for PM Switch
B. **J3** Unused Connector
C. **J1** Flex Cable Connector to Touch Screen Board
D. **J2** To USB Port on Rear Panel
E. **J5** Flex Cable Connector to Main Board



Inlet Valve Board

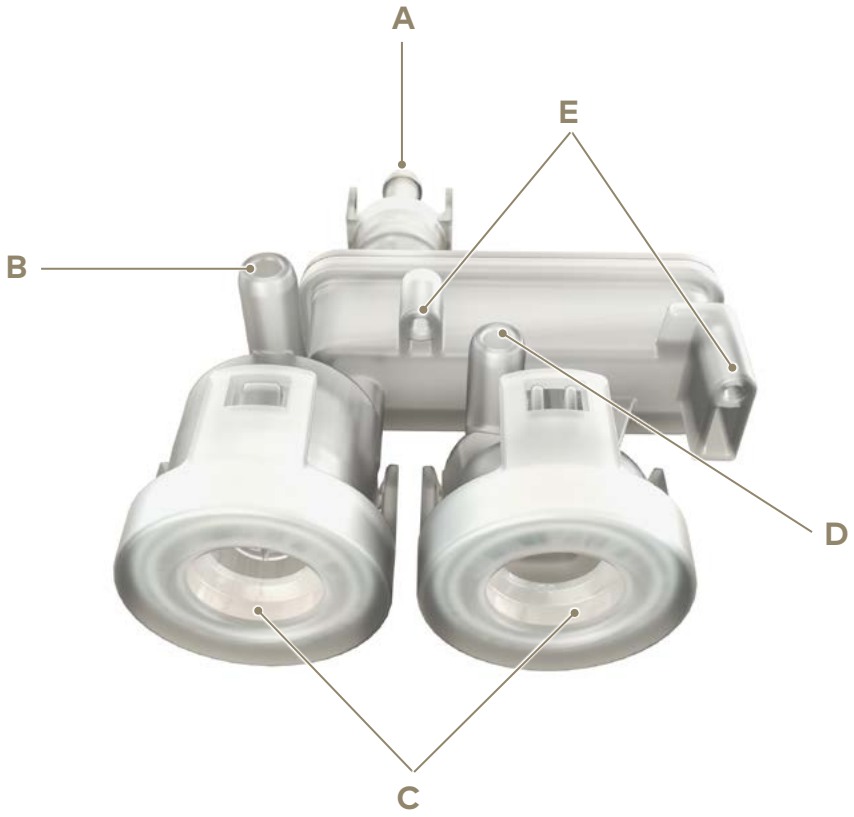
A. **HTR(L)** AC Line to Inlet Valve
B. **AC(L)** AC Line from Main Board
C. **J1** Signal from Main Board

Puncture Mechanism

A. Entrance Needle Gasket
B. Connection for Pressure Relief Valve Tubing

Dock Valve

- **A.** Tube Connection to Water Pump
- **B.** Tube Connection from Cold Water Tank
- **C.** Water Connections to Dock
- **D.** Tube Connection to Level Sensor
- **E.** Screw Connections to Base



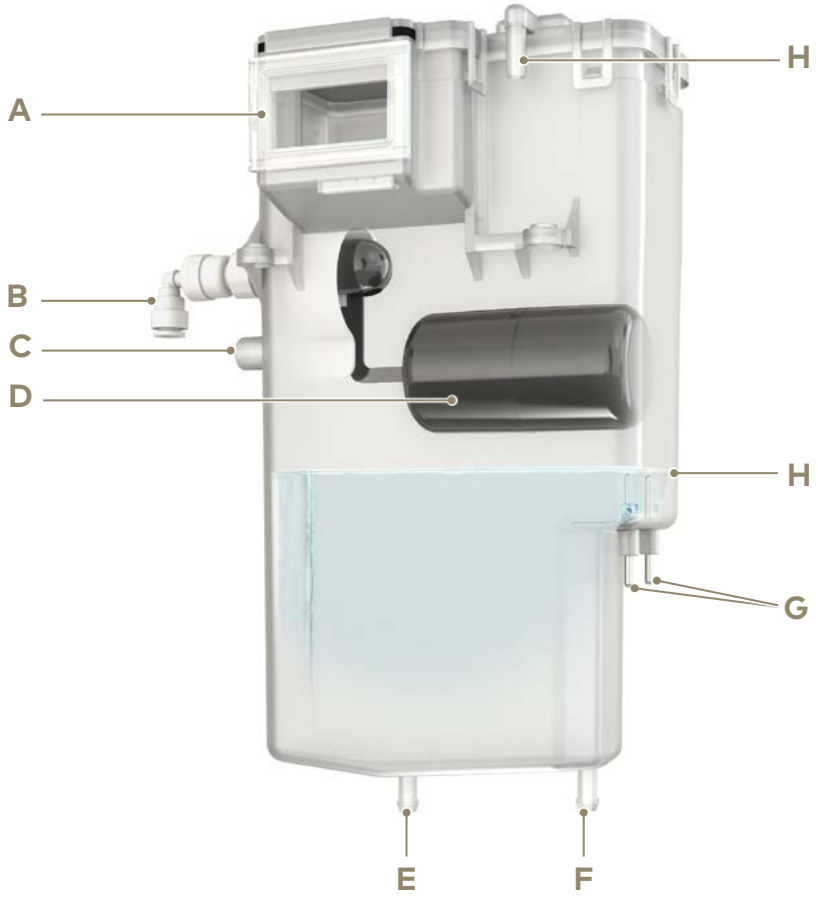
Inlet Valve

- **A.** Power Connections
- **B.** 1/4" Push-Connect Fitting
- **C.** There may be a Locking Clip inserted here to prevent the high pressure tubing from loosening over time.
- **D.** Unused Screw Connection
- **E.** 3/4" Garden Hose Thread

  NOTE: There is a plastic mesh strainer installed at the inlet of the valve.
- **F.** Screw Connection to Chassis

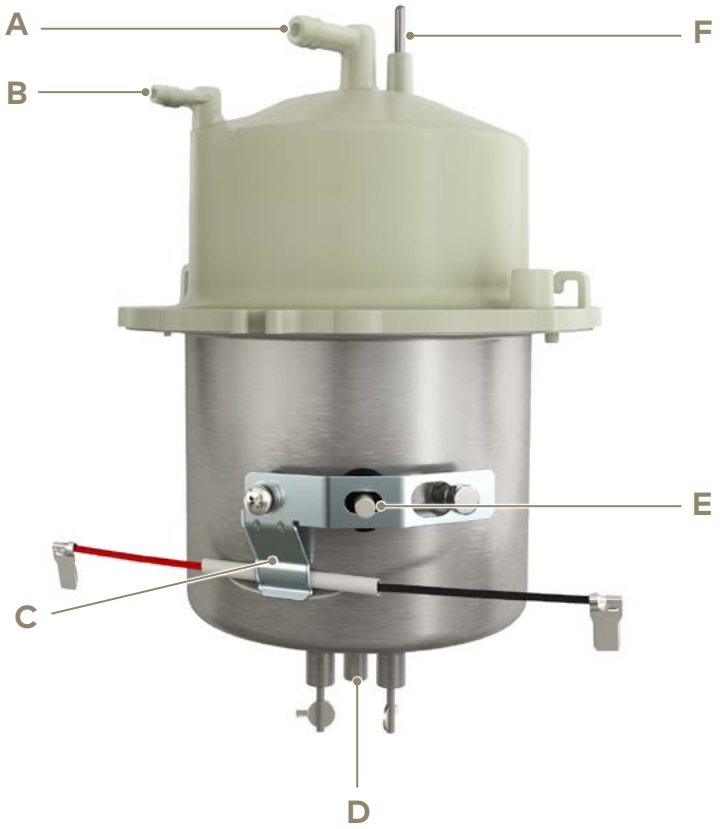
Cold Water Tank

- **A.** Descale Door Gasket
- **B.** Inlet Valve Connection
- **C.** Overflow Port
- **D.** Float Valve
- **E.** Outlet to Drain
- **F.** Outlet to Dock Valve
- **G.** Conductive Probes
- **H.** Water Level (filled)
- **I.** Connector for Vent Tube



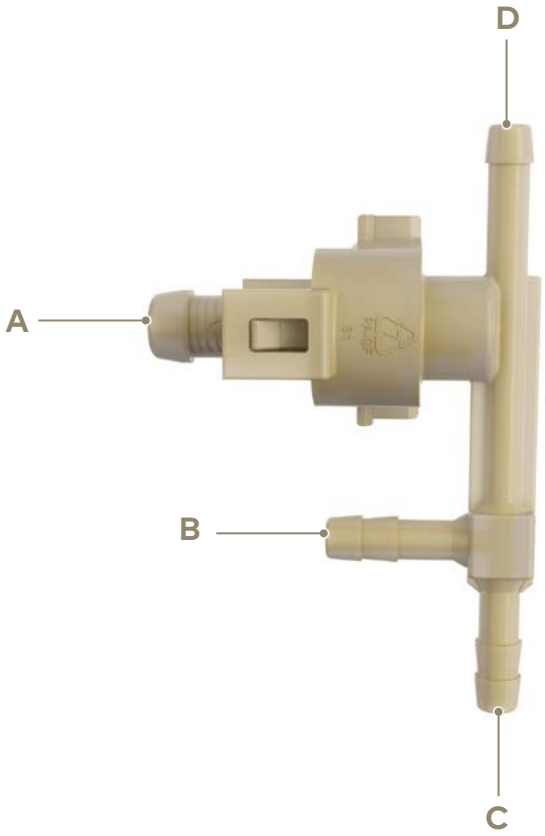
Hot Water (Brew) Tank

- **A.** Water Outlet
- **B.** Air Inlet
- **C.** Thermal Fuse
- **D.** Inlet from Water Pump and Drain Tube
- **E.** Temperature Sensor
- **F.** Conductive Probe



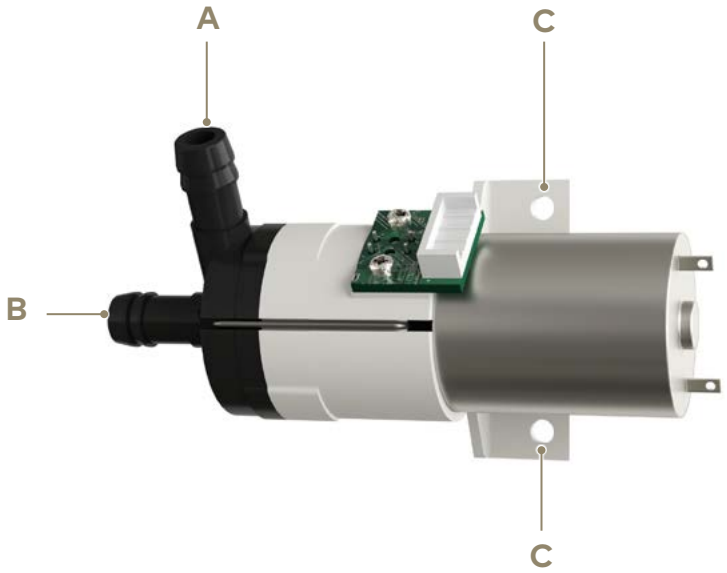
Air Line Tee and Pressure Relief Valve

A. Pressure Relief Outlet
B. To Pressure Sensor
C. To Air Pump
D. To Hot Water Tank



Water Pump

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

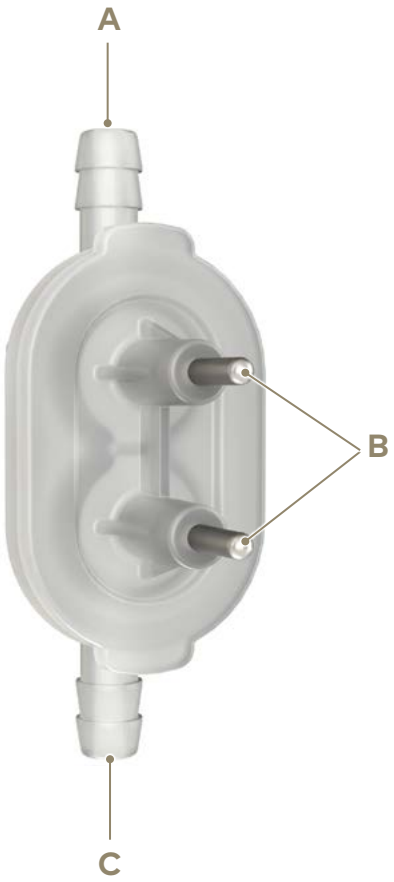


Water Level Sensor

A. Outlet to Vent Tube

B. Conductive Probes

C. Inlet from Dock Valve



Air Pump

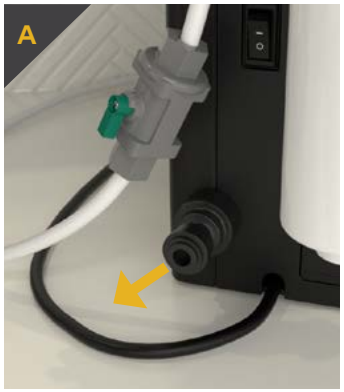
NOTE: There is no air inlet. The pump pulls air from its surroundings

A. Outlet to Air Line Tee

REMOVING THE ACCESS PANELS

Removing the Right Side Panel

1. Unplug or disconnect power.
2. **For Plumbed Brewers:**
   Turn off the water supply, then disconnect the water line adapter **(IMAGE A)**.



For Water Reservoir Brewers:
Remove the inlet valve cap **(IMAGE B)**.

3. Loosen the 3 screws along the back edge of the right side panel **(IMAGE C)**.

   NOTE: The screws are designed to stay with the panel as it is removed to prevent the screws from being misplaced.

4. Slide the panel back and off to the right **(IMAGE D)**.

Removing the Left Side Panel

1. Unplug or disconnect power.
2. Remove the locking screw at the bottom of the left side panel. **For reservoir brewers** this will release the dock Be sure to keep the locking screw with the dock **(IMAGE E)**.

   NOTE: When the dock is removed, a little water will spill out, this is normal.

3. Loosen the remaning 2 screws along the back edge of the left side panel **(IMAGE F)**.

   NOTE: The screws are designed to stay with the panel as it is removed to prevent the screws from being misplaced.

4. Slide the panel back and off to the left **(IMAGE G)**.

For right and left panel removal videos:
Keurig K-2500 Brewer: Right Panel Removal.
Keurig K-2500 Brewer: Left Panel Removal.

Continued

REMOVING THE ACCESS PANELS, CONT.

Removing the Top Panel

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

1. Unplug or disconnect power.
2. Viewing the brewer from the right side, remove the screw that connects the touch screen bracket to the top panel **(IMAGE H)**.

3. Loosen the screw that connects the top panel to the rear panel **(IMAGE I)**.

   NOTE: The screw is designed to stay with the panel as it is removed to prevent the screw from being misplaced.

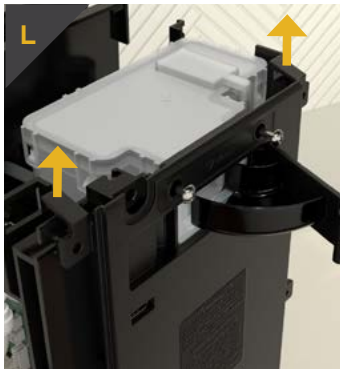
4. Slide the panel back and lift up **(IMAGE J)**.

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.

1. Unplug or disconnect power.
2. Open the door marked Descale as the ramp along the back of this door protrudes into the tank **(IMAGE K)**.

3. Pull up on the 2 tabs at the top left and right corners of the rear panel to release it **(IMAGE L)**.

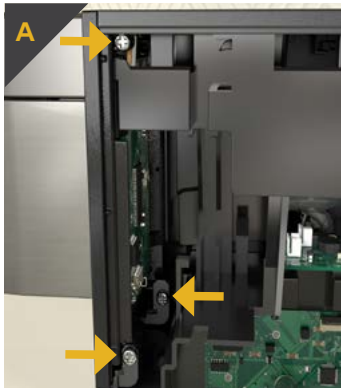


4. The rear panel will now hang loose from the brewer, held in only by the drain tubes and the wires for the power switch **(IMAGE M)**.

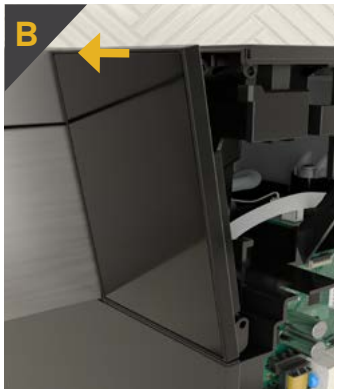
For top and rear panel removal videos:
Keurig K-2500 Brewer: Top Panel Removal.
Keurig K-2500 Brewer: Rear Panel Removal.

REMOVING THE TOUCH SCREEN ASSEMBLY

1. Unplug or disconnect power.
2. Remove the right side panel (see "Removing the right side panel" section).
3. Remove the 3 screws that connect the touch screen assembly to the front and top panels **(IMAGE A)**.

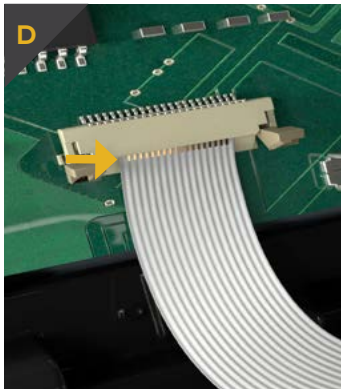


4. Pull the assembly forward, starting at the top edge **(IMAGE B)**.



5. Gently lift up on the connector latches to release the flex cable from the touch screen circuit board **(IMAGE C)**.

NOTE: When reinstalling the flex cable, ensure that the exposed metal contacts at the tip of the flex cable face up, away from the circuit board, not down towards it **(IMAGE D)**.

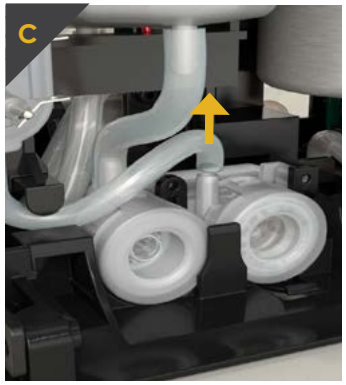


For touch screen removal video: Keurig K-2500 Brewer: Touch Screen Removal.

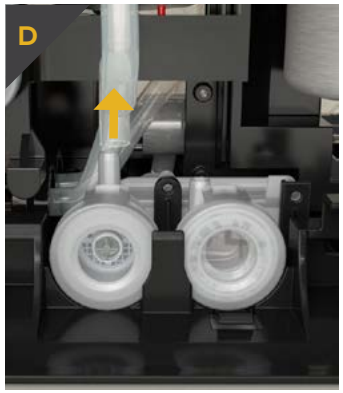
REMOVING THE DOCK VALVE

1. Unplug or disconnect power.
2. Drain both the hot and cold water tanks (see "Draining the Brewer" section) **(IMAGE A)**.

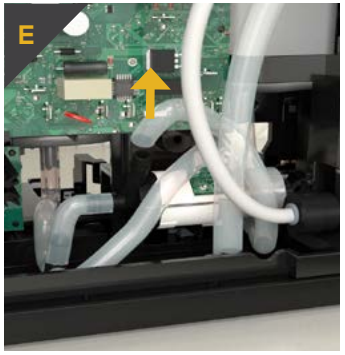
3. Remove the right and left side panels (see "Removing the Access Panels" section).
4. Pull to disconnect the tube that runs to the water level sensor **(IMAGE C)**.



Then, pull to disconnect the tube going into the dock valve **(IMAGE D)**.

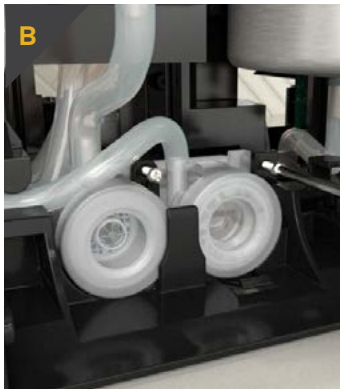


5. Viewing the brewer from the right side, pull to disconnect the tube at the water pump inlet **(IMAGE E)**.

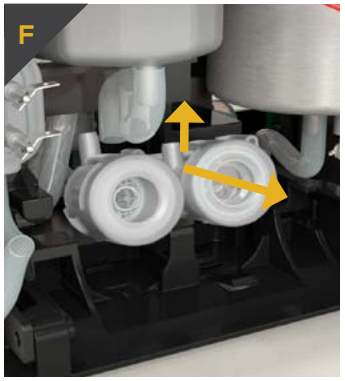


NOTE: Some water may drip out of the water tubes upon removal.

6. Viewing from the left side of the brewer, remove the 2 screws at the top of the dock valve that connect it to the base of the brewer. **(IMAGE B)**.



7. Lift up and out to remove the dock valve **(IMAGE F)**.

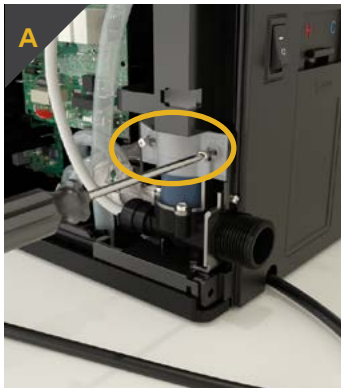


For dock valve removal video: Keurig K-2500 Brewer: Dock Valve Removal.

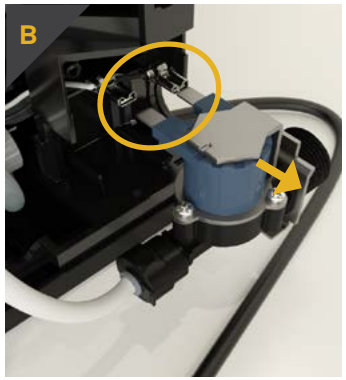
INTERNAL PLUMBING KIT

Removing the Inlet Valve

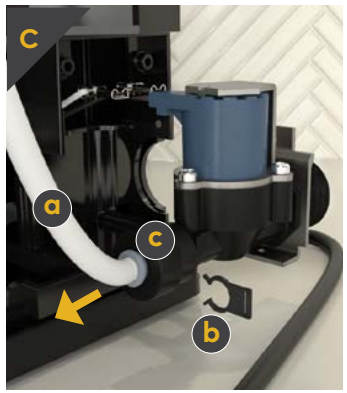
1. Unplug or disconnect power.
2. Remove the right, left and top panels (see "Removing the Access Panels" section).
3. Locate the inlet valve in the bottom right corner the brewer. Remove 2 screws at the top of the inlet valve and 1 screw at the back of brewer, just above the threaded portion **(IMAGE A)**.



4. Slide the inlet valve out of the brewer towards the right to reveal the 2 wires that power the valve. Pull both wire tabs to disconnect the 2 wires **(IMAGE B)**.



5. To disconnect the high pressure line (a) pull out any retaining clip (b) that may be inserted on the push-connect fitting of the valve (c). Then, press on this fitting and pull the high pressure line straight out **(IMAGE C)**.



NOTE: Some water may drip out of this line upon removal.

Removing the Cold Water Tank

1. Unplug or disconnect power.
2. Ensure that the cold water tank is completely drained **(IMAGE A)**.

3. Remove the right, left and top panels, and loosen the rear panel (see "Removing the Access Panels" section).

For inlet valve removal video: Keurig K-2500 Brewer: Inlet Valve Removal.

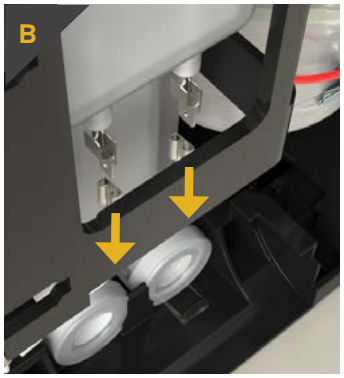
For cold water tank removal video: Keurig K-2500 Brewer: Removing the Cold Water Tank

Continued

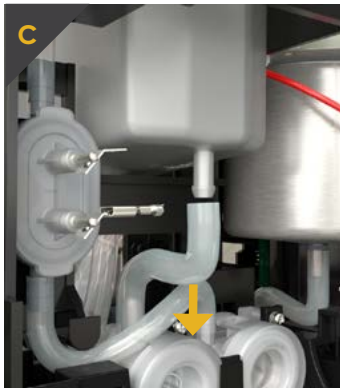
INTERNAL PLUMBING KIT, CONT.

Removing the Cold Water Tank, cont.

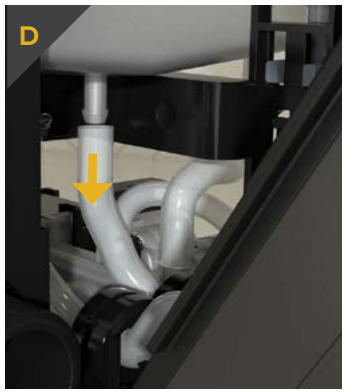
4. Viewing the brewer from the left side, locate the 2 wires connecting the conductive probes inside the tank. Gently pull down to disconnect **(IMAGE B)**.



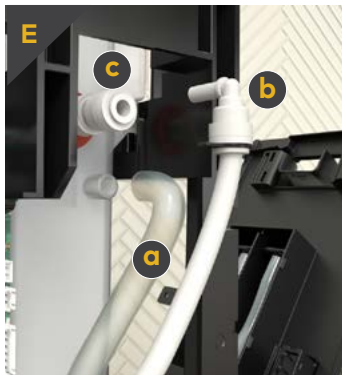
5. Pull to disconnect the tube going into the dock valve **(IMAGE C)**.



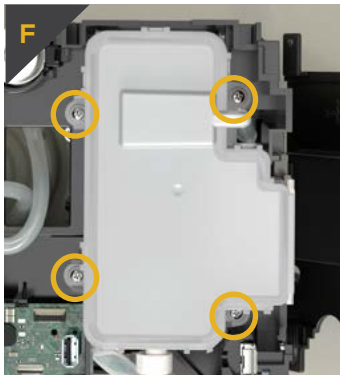
6. Pull to disconnect the drain tube **(IMAGE D)**.



7. On the right side of the tank, pull to disconnect the large overflow tube (a). Then, disconnect the right angle fitting (b) from the push connect fitting (c) **(IMAGE E)**.

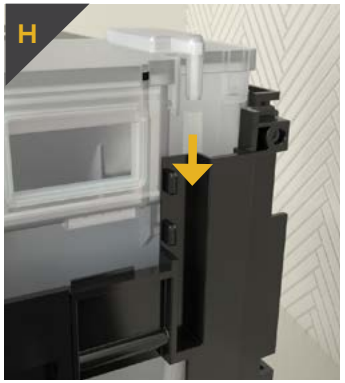


8. Viewing straight down into the brewer from above, loosen the 4 screws which hold the cold water tank in place **(IMAGE F)**.

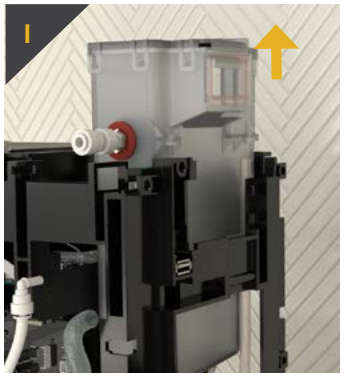


9. Lift straight up to disengage the tank **(IMAGE G)**.

10. Pull to disconnect the air vent tube from the tank lid. The cold water tank can now be fully removed **(IMAGE H)**.



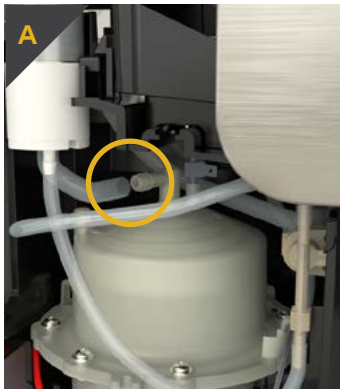
11. The cold water tank can now be fully removed **(IMAGE I)**.



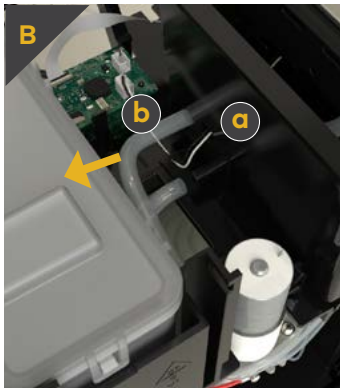
For cold water tank removal video: Keurig K-2500 Brewer: Removing the Cold Water Tank

REMOVING THE PUNCTURE MECHANISM

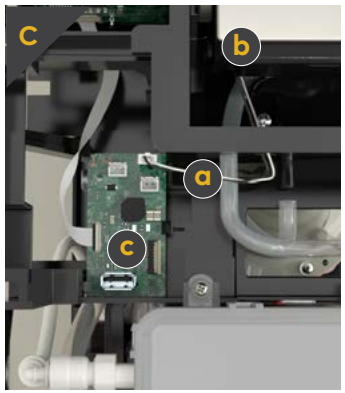
1. Unplug or disconnect power.
2. Remove the right, left, and top panels.
3. Viewing the brewer from the left side, pull to disconnect the brew tube from the top of the hot water tank **(IMAGE A)**.



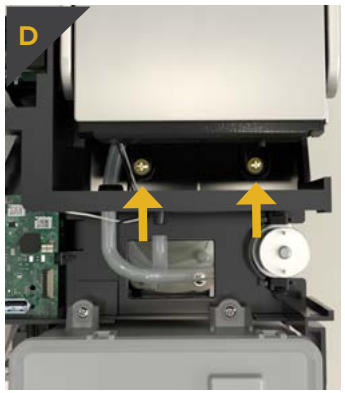
4. Viewing the brewer from the top, locate the back wall of the puncture mechanism (a). Pull to disconnect the vent tube (b) from the pressure relief valve **(IMAGE B)**.



5. Viewing straight down into the brewer from the top, disconnect the 2-pin wire harness (a) that runs between the puncture mechanism (b) and the transition circuit board (c) **(IMAGE C)**.



6. Viewing straight down into the brewer from the top, loosen the 2 screws that connect the puncture mechanism to the brewer's main structure **(IMAGE D)**.



7. Lift the puncture mechanism straight up and out **(IMAGE E)**.

For puncture mechanism removal video: Keurig K-2500 Brewer: Puncture Mechanism Removal.

DRAINING THE BREWER

Water will need to be drained from the brewer from time to time.

Water should be drained when:

- Converting the brewer from plumbed water to a water reservoir.
- Running the descaling procedure
- Performing certain other service procedures
- Storing the brewer for a period of time in temperatures below freezing.

1. Flip the power switch on the back of the brewer to OFF **(IMAGE A)**.

For Plumbed Brewers: Keep the main water line connected.

For Water Reservoirs: Remove the reservoir from the brewer.

2. Remove the access door on the back of the brewer, then pull both tubes down and remove plugs, allowing water to drain into sink or container. **(IMAGE B)**.

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

If using a container, be sure it can handle hot water and can hold at least 30 oz (887 ml).

Note for Water Reservoirs: If the brewer has never been plumbed, you may only see water draining from one of the tubes.

3. After the water is drained, replace both plugs and place the tubes back into the brewer. Attach and close the access door.

This step may take up to 5 minutes

NOTE: If the brewer is not draining properly, go to the "Troubleshooting" section for information.

CLEANING

Brewer Exterior

The brewer exterior should be cleaned periodically. It can be cleaned with a paper towel and a non-vinegar glass cleaner. **Never immerse the brewer in water or other liquids.**

Water Reservoir and Lid

1. The water reservoir lid and water reservoir should be cleaned periodically with a damp, soapy, non-abrasive cloth **(IMAGE A)**.

2. Rinse the reservoir thoroughly after cleaning. This will ensure that no cleaning solutions remain in the area as they may contaminate the water supply.

3. After rinsing, fill the reservoir with clean water and return it to the brewer.
Do not dry the inside of the water reservoir with a cloth as lint may remain. The water reservoir lid and water reservoir should not be put into the dishwasher.

NOTE: If you are using a water filter inside the water reservoir, remove it before cleaning. The filter cartridge should be replaced regularly as needed per filter instructions.

Drip Tray

The drip tray can hold up to 10 ounces of overflow and should be emptied and cleaned occasionally.

NOTE: The drip tray and plate are not dishwasher safe.

1. To remove the drip tray, slide it toward you, keeping it level to avoid spilling.

2. Clean with a damp, soapy, lint-free, non-abrasive cloth **(IMAGE B)**.

Continued

CLEANING, CONT.

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. To remove, pull forward on the back of the PHA to release, then lift up to remove **(IMAGE C)**.

3. After cleaning, align the PHA with the opening, using the two front ribs as a guide, and press it down to snap it into place **(IMAGE D)**.

Funnel

1. Remove the funnel from the PHA for cleaning by twisting it until it pops off **(IMAGE E)**.

2. To replace, orient the snaps to the indents and snap it back onto the PHA **(IMAGE F)**.

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 G)**.

Entrance Needle

The entrance needle is located on the underside of the lid.

1. With one hand, lift and hold the brewer handle in the upward 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 H)**.

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

   NOTE: Do not insert a K-Cup® pod during the cleansing process.

DESCALING

Depending on the mineral content of the water, calcium deposits or scale may build up in the brewer. Scale is non-toxic, but if left unattended can hinder brewer 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 brewer helps maintain the heating element and other internal parts that encounter water. As part of the preventative maintenance routine, the brewer should be descaled every 3 months, or every 2 months if the brewer is experiencing low coffee volume or slower performance.

Before you begin, you will need:

- A large ceramic mug or appropriate container for holding approximately 12 oz of solution
- Fresh water
- Keurig® Descaling Solution
- Access to a sink

ADDITIONAL NOTES:

- Before beginning process, ensure that there is no pod in the K-Cup® pod holder.
- You should allow approximately 75 minutes to complete the descaling procedure.

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

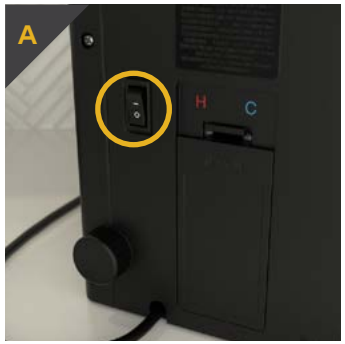
- If a cartridge filter is mounted to the back of the brewer, this will need to be removed before beginning the descaling procedure.

The descaling procedure differs slightly between plumbed brewers and brewers installed with the optional K-2500™ Water Reservoir Kit. **Please make sure you are following the proper steps based on which water source your brewer uses.**

Watch for the phrases **For Plumbed Brewers** or **For Water Reservoirs** for specific instructions pertaining to that water source.

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

1. Flip the power switch on the back of the brewer to off **(IMAGE A)**.



For Plumbed Brewers: Keep the main water line connected.

For Water Reservoirs: Remove the reservoir from the brewer. Remove the access door on the back of the brewer, then pull both tubes down and remove plugs, allowing water to drain into sink or container. **(IMAGE B)**.

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

Note for Water Reservoirs: If the brewer has never been plumbed, you may only see water draining from one of the tubes.

2. After the water is drained, replace both plugs and place the tubes back into the brewer. Attach and close the access door.

   NOTE: This step may take up to 5 minutes.

3. Add the descaling solution.

   For Plumbed Brewers:
   Open the descale solution door and fill internal tank with approximately half of the Keurig® Descaling Solution (approximately 7ounces) **(IMAGE C)**.

   Close the descale solution door.

NOTE: When you turn the brewer on, water will mix with the solution for the correct mixture.

Continued

DESCALING, CONT.

For Water Reservoirs:
Replace the reservoir onto the dock. Next, pour the entire bottle of Keurig® Descaling Solution into the empty reservoir. Fill the empty bottle with water and add it to the reservoir **(IMAGE D)**.

4. Flip the power switch to ON, and place a container under the exit spout. The brewer will begin filling the hot water tank **(IMAGE E)**.

5. Raise the lid handle to initiate a 12-oz rinse brew (**IMAGE F**).

6. Once the brew starts and a full stream is visible exiting the brewer (approximately 2 ounces), flip the power switch to OFF. This will prevent the first rinse brew from finishing, and allows the solution to soak in the entire brew path

7. Let the brew path soak for 30 minutes (**IMAGE G**).

NOTE for Plumbed Brewers: While the brew path is soaking, open the descale solution door and add the remaining descaling solution.

8. After soaking, flip the power switch back to ON. Raise the Lid Handle and complete two additional 12-oz descaing brews.

9. Perform at least 12 cleansing brews to completely clear the descale solution and residuals from the brew path. The first 4 will contain the majority of the descaling solution. The last 8 should clear any remaining solution from the walls of the brew path **(IMAGE H)**.

10. Allow the puncture mechanism to dry after completing all rinse brews.

    The PM consists of the entrance needle (located underneath the lid) and the exit needle (located inside of the PHA). Drying can be done by leaving the lid open for the PM to air dry (**IMAGE I**).

SANITIZING

Keurig® recommends weekly sanitizing of the brewer using Urnex® Complete Café™ Equipment Sanitizer.

1. Follow the instructions for cleaning and descaling before sanitizing.
2. Measure 15 ml of Complete Cafe™ into the provided measuring cup/lid and add to one gallon of water **(IMAGE A)**.

3. Drain the brewer. See the "Draining the Brewer" section.
4. Add sanitizing solution to the brewer.

For Plumbed Brewers:

a. Disconnect the water line.

b. Open the descale solution door and fill the internal tank with 16 ounces of the solution **(IMAGE B)**.

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

d. Power the brewer on. When the "filling hot water tank" progress bar is complete, power the brewer off.

e. Add another 16 ounces of solution and reconnect the water line. **NOTE:** Discard remaining sanitizing solution.

For Water Reservoirs:

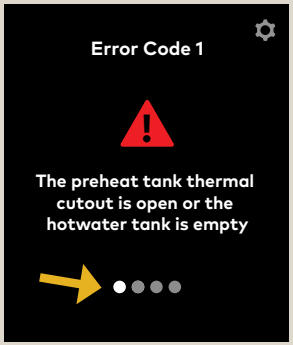
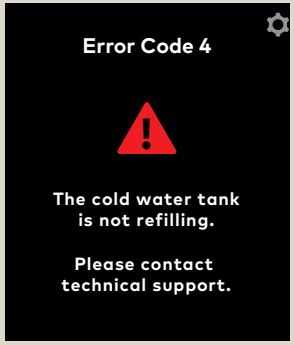
a. Add the full gallon of sanitizing solution to the reservoir **(IMAGE C)**. **NOTE:** Discard remaining sanitizing solution.

b. Place a ceramic mug on the drip tray. Do not use a paper or plastic cup.

5. Run a 12-ounce brew cycle (do not add a K-Cup® pod).
6. Discard the hot contents into a sink.
7. Repeat steps 3-6 three more times.
8. **For Water Reservoirs only:** Discard remaining sanitizing solution in the reservoir tank, rinse, and refill tank with clean water.
9. Run four rinsing brews to remove any additional sanitizer that may remain in the brew path.
10. Allow the brewer to air dry before use.

Problem	Solution
Brewer does not have power	• Plug brewer into dedicated grounded outlet. • Make sure that the brewer has been turned on and that the touch screen is illuminated. • Reset circuit breaker if necessary. • Plug into a different outlet.
Brewer will not brew for the first time	• The brewer must be primed for use by filling the internal hot water tank before the first brew. See the "Priming Process" instructions in the "Operation" section. • Make sure the water supply is connected and turned on. • If the brewer has been in an environment below freezing, allow the brewer to warm to room temperature for at least two hours before using.
Brewer will not brew	• After placing a K-Cup® pod in the K-Cup® pod holder, make sure the handle is lowered completely. • The exit or entrance needles may be clogged. See the "Entrance Needle" and "Exit Needle" instructions in the "Cleaning" section.
Brewer produces only a partial cup	• Check the exit and entrance needles to clear a clogged puncture mechanism. See the "Entrance Needle" and "Exit Needle" instructions in the "Cleaning" section. • Check if the K-Cup® pod holder needs cleaned. See the "K-Cup® Pod Holder Assembly (PHA)" instructions in the "Cleaning" section. • The brewer is alerting you to perform a "descale" operation. See the "Descaling" section.
Grounds in the coffee cup	• Grounds may have gathered in the exit or entrance needles and can be cleaned using a straightened paper clip or similar tool. See the "Entrance Needle" and "Exit Needle" instructions in the "Cleaning" section.
Brewer will not drain properly	• The valves inside the air pump may be stuck closed. To allow the water to drain out, remove the left panel (see "Removing the Left Side Panel" section) and disconnect the tube at the bottom of the air pump. Once the brewer has drained, ensure that this tube is reconnected. Failure to reconnect this tube will allow water to spill inside the brewer during its' next brew.

ERROR CODES

Error Code	Error Message	Problem	Solution
NOTE			If multiple errors have been triggered at the same time, there will be multiple dots shown on the screen. Each separate error can be viewed by swiping left or right.
3	Please descale the brewer	Yellow descale icon appears in the top left corner. 	After 3 failed brews in a row, the yellow descale icon will come on. • Run the descaling procedure. See the "Descaling" section for instructions on running the descaling procedure. • The next time the brewer is able to successfully complete a brew, the icon will disappear.
4 **Plumbed brewers only**	The cold water tank is not refilling	The internal cold water tank is not refilling. 	If, after powering on the inlet valve, the cold water tank does not detect that it is full within 60 seconds, this error will appear. • It is also possible that the tank is, in fact, full of water, but the conductive probes cannot detect it. Cycle the power off and on to reset the probes and try again. • Check if the water supply line has been shut off or disconnected from the brewer. If this is the case, power the brewer off, turn on or reconnect the water supply, and power the brewer back on. • If the water supply line from the facility is okay, the inlet valve may have stopped working. Flip the brewer's power switch off and back on. When the screen instructs to "Please connect brewer to a water source" listen for water rushing into the unit. If no sound is heard, power the brewer off and check the inlet valve.

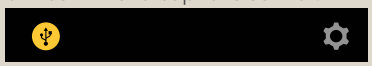
Continued

ERROR CODES, CONT.

Error Code	Error Message	Problem	Solution
5 **Plumbed brewers only**	A runaway fill has been detected	Water is continuously flowing into the cold water tank. **NOTE**: The brewer will not brew until it detects that the internal cold water tank is no longer full.	• To check for a leaking inlet valve, turn the brewer off. Then, drain the cold water tank. If water is heard spraying and splashing inside the tank during draining, then water is leaking through the inlet valve. Replace the inlet valve. • Check for mineral buildup on the conductive probes. First, descale the brewer (see the "Descaling" section). Next, power the brewer off, drain the cold water tank, and shut off the water supply line. Power the brewer back on. If it progresses past the "Please connect the brewer to a water source" step, this indicates that the probes are bad. Replace the cold water tank.
7	The brew tank is too cold	Hot water (brew) tank temperature sensor is reading below 32° F (0° C).	• Power the brewer off and let it sit for several hours to reach room temperature. • If the brewer comes back up to room temperature, but continues to display this error, there may be a problem with the temperature sensor. This is a core component and is NOT replaceable. The unit will need to be taken out of service. **NOTE:** if the unit is to be stored in a cold environment, the unit should be drained first. This will help to prevent water from freezing inside the system and causing damage.
9	The brew tank has overheated	This error causes all functions in the brewer to stop.	• If the temperature sensor in the hot water (brew) tank detects a temperature significantly above 194° F (90° C) for 60 seconds, it will trigger this error. The tank and its temperature sensor are core elements of the system and are not NOT replaceable. The unit will need to be taken out of service.
17	Overpressure detected. Please restart the brewer and perform a rinse brew	Hot water pressure is too high.	If the water pressure becomes too high, the brewer will cancel the current brew and display this error. • The entrance needle which dispenses water into the pod may be clogged with coffee grounds. Perform a rinsing brew. • Water lines inside the brewer may be clogged with lime scale from hard water. Inspect the entrance needle; if it appears white, it is likely scale. Run the descaling procedure. See the "Descaling" section for instructions on running the descaling procedure.

Continued

ERROR CODES, CONT.

Error Code	Error Message	Problem	Solution
18	Dispense timeout. Please perform a rinse brew	Hot water pressure is too high. The brewer will slow down the flow rate to maintain pressure. If the brew becomes too slow, the brewer will time out and cancel the brew.	• The entrance needle, which allows water into the pod, may have become partially clogged with coffee grounds. Run a rinsing brew to clear the entrance needle. • The water lines inside the brewer may have become clogged with lime scale from hard water. Inspect the entrance needle. If it appears white, this is likely scale. See the "Descaling" section for instructions on running the descaling procedure. • Press OK to clear the error.
19	Heater timeout	The heater is taking too long to heat the water.	• If the brewer takes longer than expected to reach temperature, the brewer will power off the heater coil and trigger this error. There is either a problem with the heater coil or the temperature sensor. Both are core components and are NOT replaceable. The unit will need to be taken out of service.
20	Temperature sensor malfunction	Voltage is outside of expected range.	• The temperature sensor circuit produces voltage in a range between 0 and 3.3 Volts DC. If the brewer detects a voltage outside of its expected range, it will trigger this error. The temperature sensor is a core component and is NOT replaceable. The unit will need to be taken out of service.
22	Hot water tank fill timeout	The probe at the top of the hot water (brew) tank is not detecting water.	• The cold water tank may not have filled correctly. If the probe is not submerged in water, the water pump will not turn on. Power brewer off and back on to reset the system and try again. • The tank may be full, but the conductive probes cannot detect it. Power brewer off and back on to reset the system and try again. If this does not fix the problem, replace the hot water tank.
23	Pump timeout	The pump is not turning.	• If the sensor mounted on the water pump does not detect any turns, it will trigger this error. The water pump is a core component and is NOT replaceable. The unit will need to be taken out of service.
24	Software update was not successful. Please try again or obtain new software update package.	Software update was not successful. There will also now be an icon in the top left corner. 	In the event that the software update process is not successful, the brewer can continue to brew as normal after touching "Ok" on the error screen. • Try the software update again or obtain a new software update package.

MANUFACTURER'S BUILT-IN TESTS

The K-2500™ brewer has the ability to perform diagnostic tests to verify if most of the critical system elements are functioning properly.

Available tests:

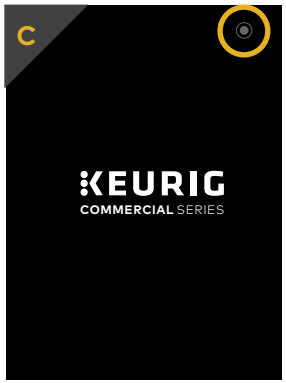
- All Tests
- UI Tests
- Sandstone Tests
- Brew Engine Tests
- Display Test
- Touch Screen Test
- PM Test
- Bulk Flash Test
- Dock Test
- Thermistor Test
- Water Pump Test
- Air Pump Test

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

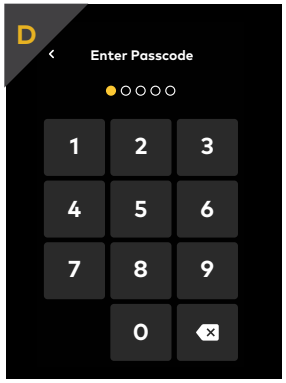
1. Unplug or disconnect power.
2. Disconnect any water source from the back of the brewer.
3. Unplug the drain tubes and allow water to drain completely **(IMAGE A)**.
4. When the brewer is entirely empty, plug the drain tubes. Do not connect a water source.

5. Plug in the brewer and turn the power switch to ON. The brewer will boot up with the start-up screen "Keurig Commercial Series" **(IMAGE B)**.

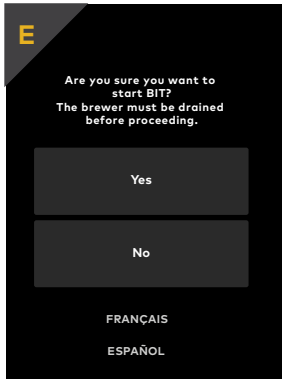
6. In approximately 30 seconds the BIT icon will appear in the top right corner of the screen. Press the BIT icon to enter BIT mode (the icon will only display for about 5 seconds). **(IMAGE C)**.



7. Enter the passcode 34567 **(IMAGE D)**.

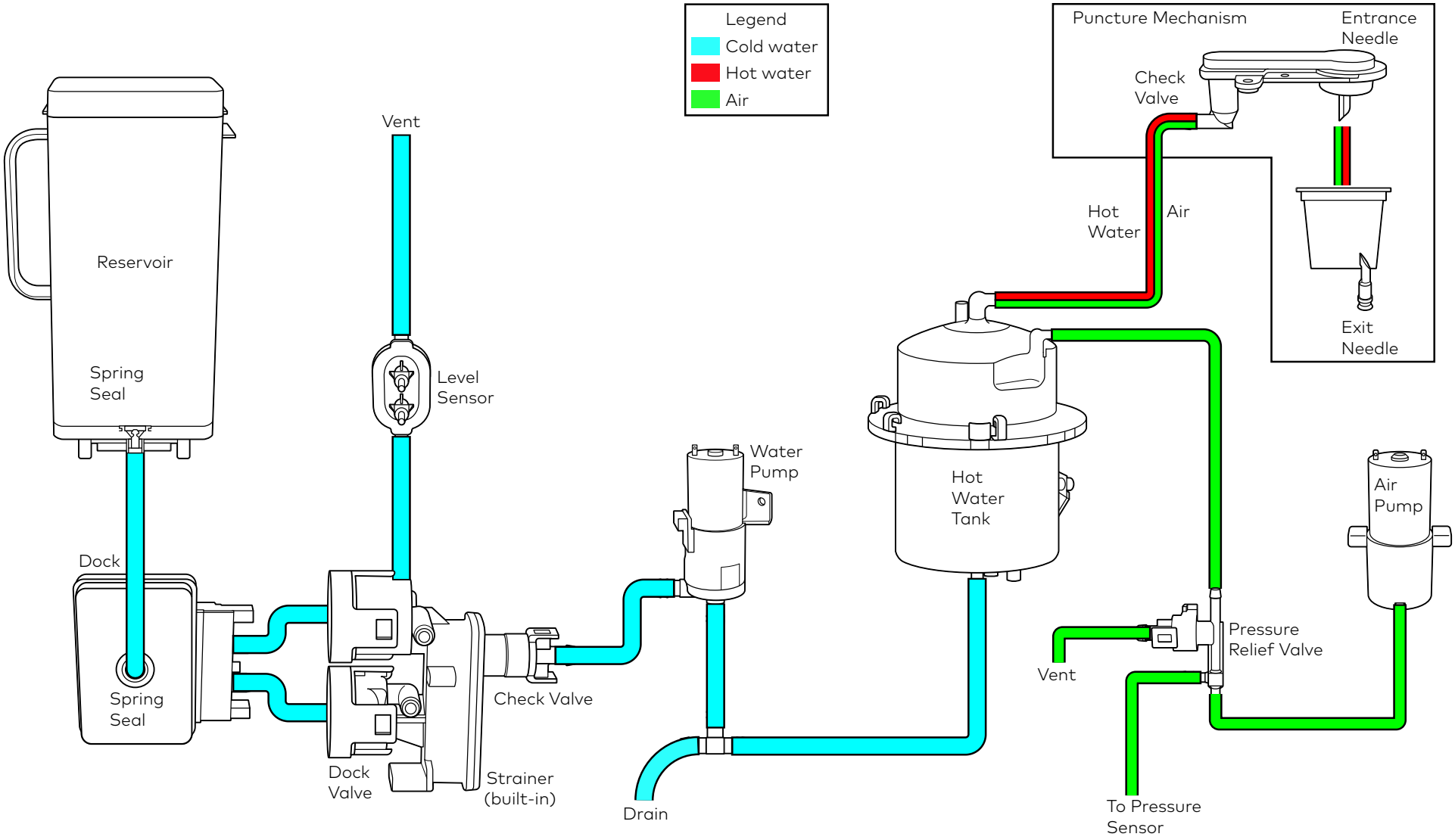


8. Press Yes when prompted to start BIT **(IMAGE E)**.



9. For technical support on individual BIT tests, contact your Keurig® Authorized Service Provider (see warranty for contact information).

HYDRAULICS: RESERVOIR KIT INSTALLED



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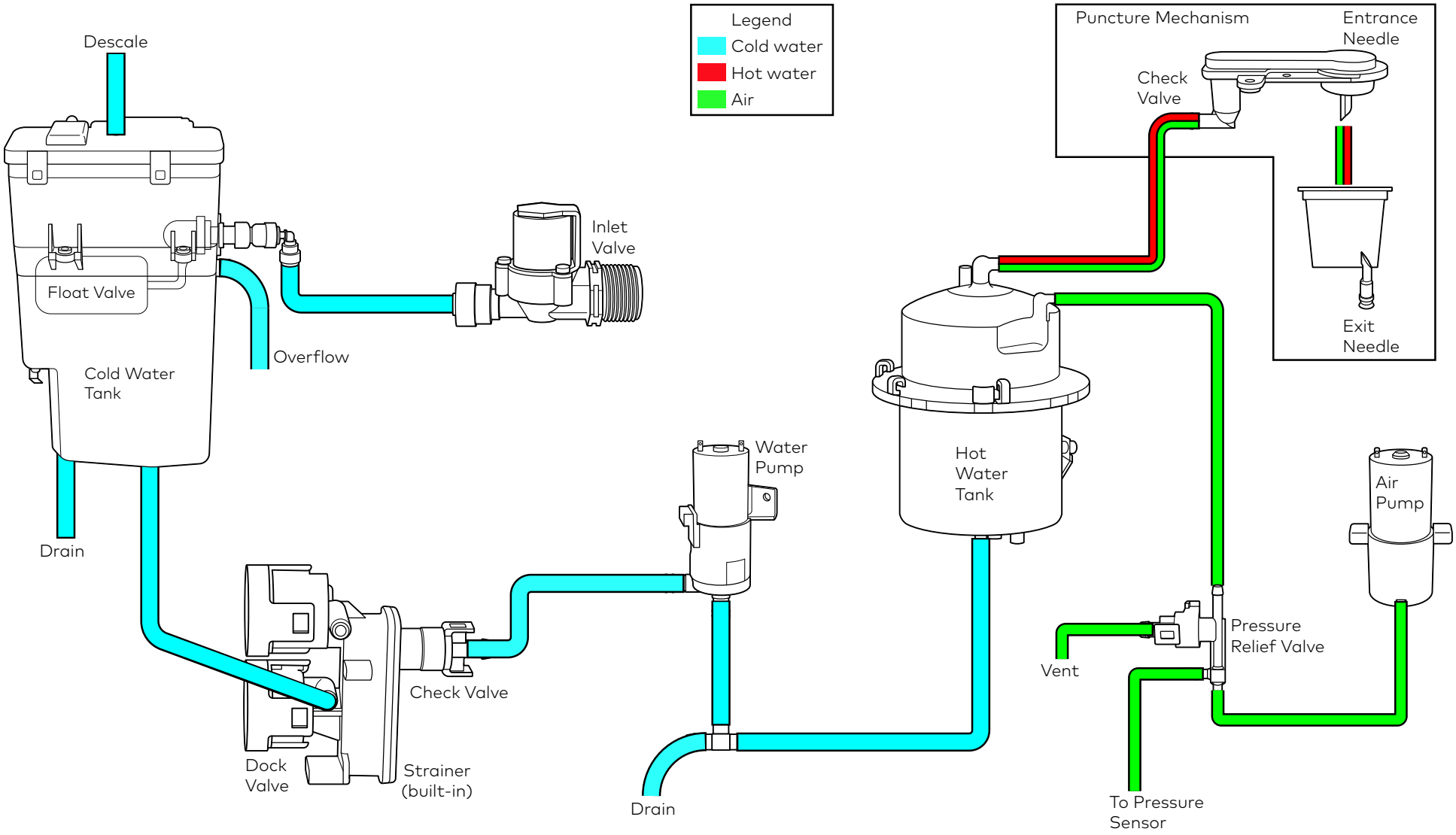
HYDRAULICS: PLUMBED



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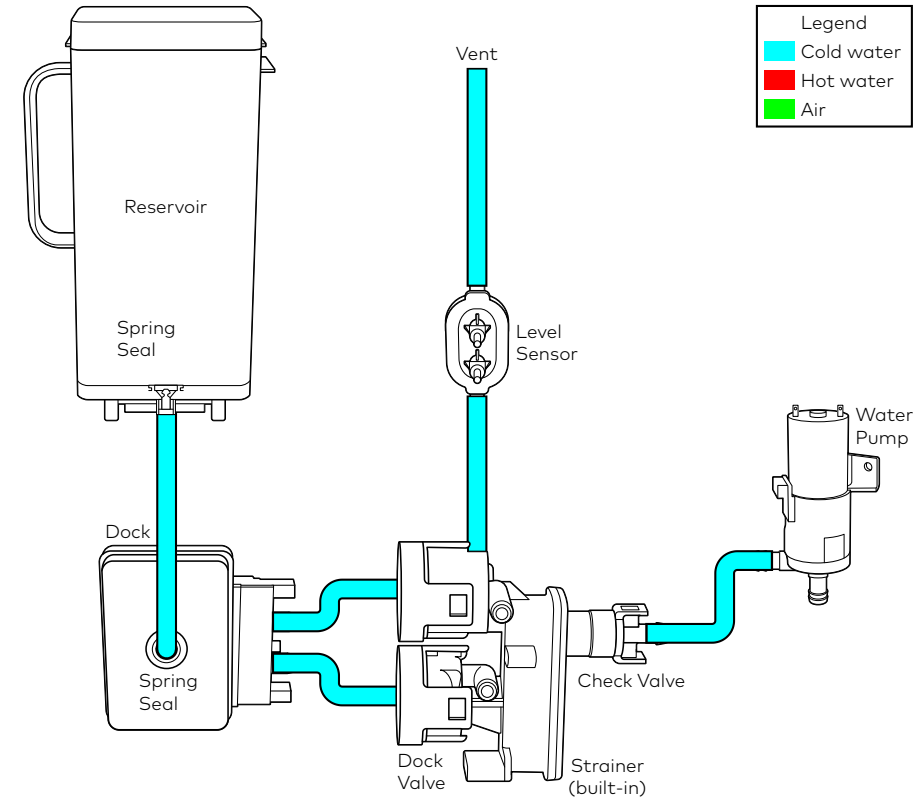
CONFIGURATION: RESERVOIR KIT



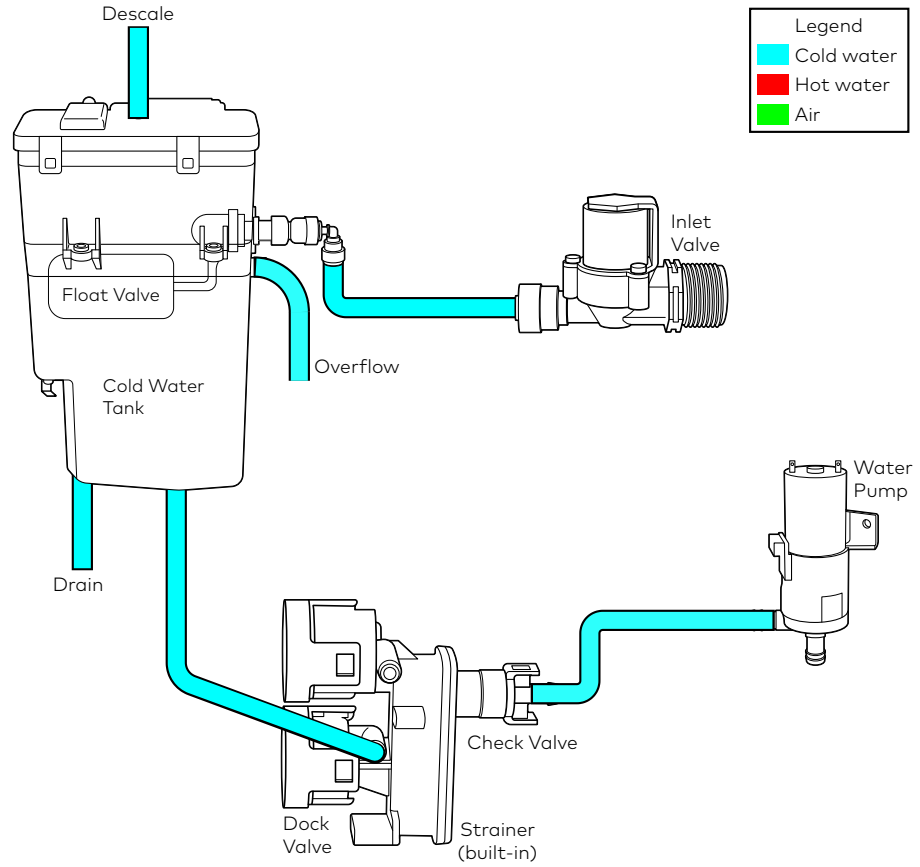
When the brewer is powered up, it automatically checks an internal switch to determine whether the Reservoir Kit is installed. If the kit is not installed, see "Configuration: Plumbed".

If the Reservoir Kit is installed:

The dock allows water from the reservoir to flow into the level sensor, which has two conductive probes. Once both probes touch water, they will send a signal to turn on the water pump, drawing water into the dock valve.

NOTE: Inserting the dock will automatically change the direction of the dock valve. This valve can only accept water from one source at a time.

CONFIGURATION: PLUMBED

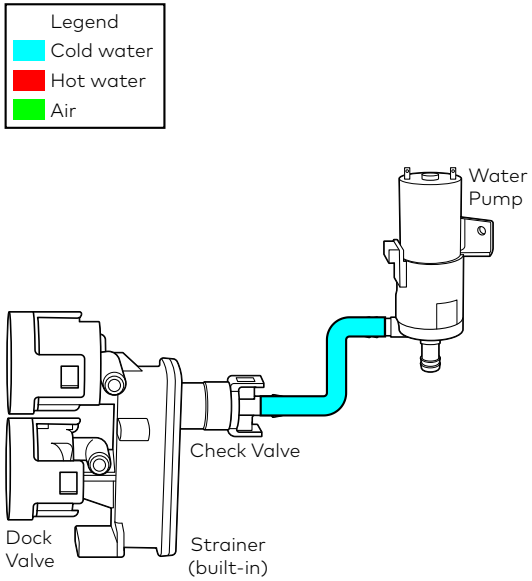


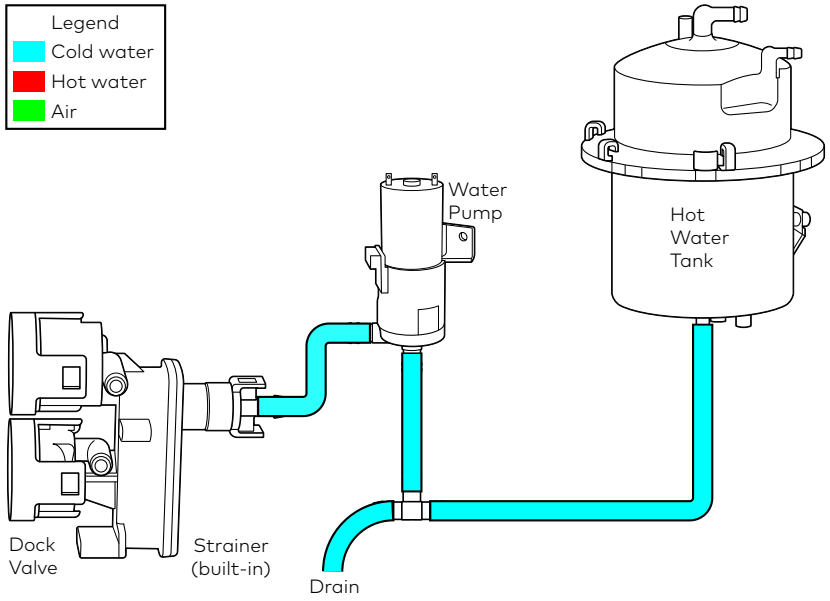
The brewer will power on the inlet valve to the open position, allowing water to flow up, through the float valve, and then into the cold water tank. The inlet valve can remain open for at least 45 seconds to ensure there is enough time to fill the tank with between 14 and 15 oz of usable water.

There are two conductive probes located inside the tank. Once they both touch water, they will send a signal to turn off the inlet valve. In the event that the probes fail to send the signal, or if the inlet valve is unable to close, the float valve will eventually force the water flow to stop. The signal from the conductive probes will also trigger the water pump to turn on, drawing water into the dock valve.

Continued

WATER FLOW





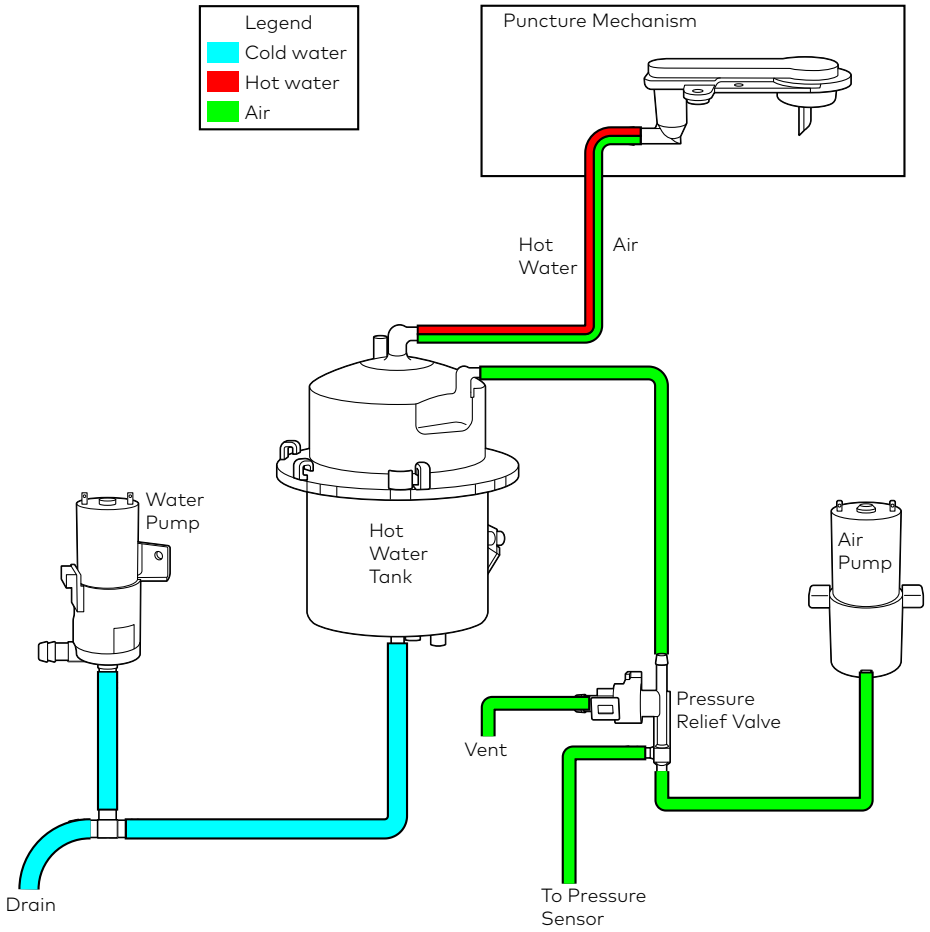
Once water is pulled into the dock valve, its flow path will be the same regardless of the brewer's configuration. Water will pass through stainless steel mesh to catch any large debris before it reaches the water pump or hot water tank. Water will then pass through a check valve, which prevents it from flowing back out of the brewer accidentally.

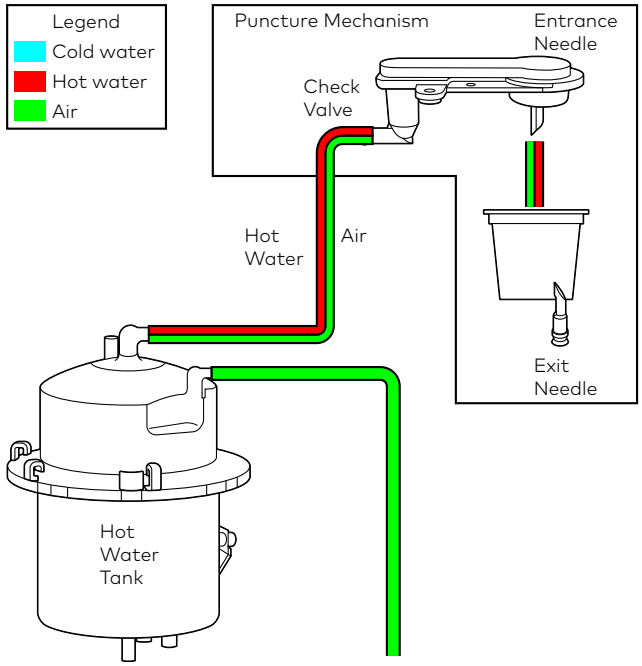
Water then reaches the water pump. Each time the pump turns, it sends a signal so that the unit can track the volume and flow rate.

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 drain tube on the back of the brewer.

Continued

WATER FLOW, CONT.





Water enters the hot water tank and passes by 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.

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.

Continued

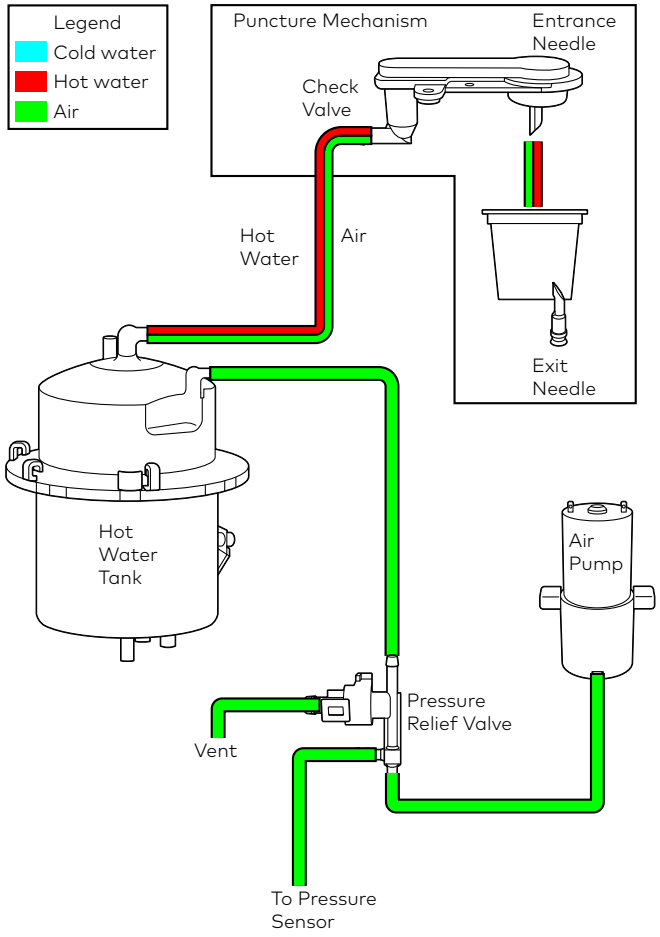
AIR FLOW

Once the water pump has dispensed most of the water during the brew cycle, it shuts off and the unit switches over the to air pump. The air passes through the tee fitting and into the uppermost portion of the hot water tank. This forces out the last ounce of water.

Eventually, the air pushes all this water out of the entrance needle in a process known as purging. This process makes room in the hot water tank as new, cold water enters and expands as it heats up. The purge process also 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.

During a brew cycle, the air connection to the hot water tank also allows the pressure sensor to monitor the pressure in the hot side of the system. If the pressure becomes too high, the sensor will force the water pump to slow down. If for some reason the pressure continues to rise anyway, the sensor will force the water pump to stop completely, and the brew process will be canceled.

If, for any reason, the pressure were to continue to rise, the pressure relief valve, built into the tee connection, will spring open. This will allow air, steam, or water to safely vent into a cavity of the puncture mechanism and drain out of the unit in the same location as the coffee.



Keurig Dr Pepper, Inc. warrants to the original purchaser that its brewer 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 brewer under this warranty without charge upon its receipt of proof of the date of purchase. If a replacement brewer is necessary to service this warranty, the replacement brewer may be new or reconditioned. If a replacement brewer is sent, a new limited one-year warranty will be applied to the replacement brewer. This warranty only applies to brewers 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 brewer 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® brewer. Any damage to or malfunction of your brewer 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-2500™ BREWER, 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® brewers are high-quality appliances and, with proper care, are intended to provide years of satisfying performance. However, should the need arise for warranty servicing simply call your Keurig Authorized Distributor (KAD) who originally sold you the brewer or your Keurig Authorized Service Provider (KASP) for full support. To be re-connected with your KAD or KASP, please call Keurig at 1.888.287.2739 ext. 5.

Keurig Dr Pepper
53 South Avenue
Burlington, MA 01803

Open Source Compliance

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

Replacement Parts

Dock Valve	5000358725
Drip Tray	5000358727
Internal Plumbing Kit (cold tank and inlet valve)	5000358726
Puncture Mechanism	5000358724
Touch Screen Assembly	5000358723

Specifications

Operation	Parameter	Specification	Comments
Operational Environment	Operating temperature	40 to 95° F	
	Humidity	20 to 80%	Non-condensing
	Altitude	9,000 ft max.	@ 187° 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
	Brewer weight	15 lbs.	Empty (no water)

Regulatory Compliance

The K-2500™ Brewer 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 brewer.

Revision Control

Revision	ECN#	Issued by	Release Date	Reason for Change
A			6/20	Initial Release