

KEURIG® K-EXPRESS ESSENTIALS™ FAQ

General

1. What is the Keurig® K-Express Essentials™ Single Serve coffee maker?

The K-Express Essentials™ is the inviting way to get genuine Keurig quality, and experience rich, full-flavoured coffee made with push of a button convenience at a truly attractive price.

2. How much does the Keurig® K-Express Essentials™ Single Serve coffee maker cost?

The price for the Keurig® K-Express Essentials™ coffee maker is \$59.99.

3. When and where will the Keurig® K-Express Essentials™ Single Serve coffee maker be sold?

The K-Express Essentials™ coffee maker will be sold exclusively at Walmart starting in Spring 2021.

4. What colors is the Keurig® K-Express Essentials™ Single Serve coffee maker offered in?

The K-Express Essentials™ coffee maker is available in Black, Red, and Tropical Blue.

5. What types of pods are compatible with the Keurig® K-Express Essentials™ Single Serve coffee maker?

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

6. Am I limited to only brewing Keurig® K-Cup® pods in the K-Express Essentials™ Single Serve coffee maker?

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

7. Can I use the My K-Cup® Universal Reusable Coffee Filter with the Keurig® K-Express Essentials™ Single Serve coffee maker?

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

8. Does the K-Express Essentials™ feature MultiStream™ technology?

No, this coffee maker has a single entrance needle.

9. Can I adjust the size of my beverage with the Keurig® K-Express Essentials™ Single Serve coffee maker?

Yes, the K-Express Essentials™ coffee maker brews 177, 237, and 296 ml (6, 8, and 10 oz) sizes.

10. Can I adjust the temperature of my beverage with the Keurig® K-Express Essentials™ Single Serve coffee maker?

No, the K-Express Essentials™ coffee maker has a preset brew temperature to optimize taste. A beverage 177, 237, and 296 ml (6, 8, and 10 oz) will dispense at 77 C/170 F (average) in cup.

11. Does the Keurig® K-Express Essentials™ Single Serve coffee maker have a STRONG feature?

No, the K-Express Essentials™ coffee maker does not have a STRONG button.

12. Does the Keurig® K-Express Essentials™ Single Serve coffee maker have an OVER ICE feature?

No, the K-Express Essentials™ coffee maker does not have an OVER ICE feature.

13. Is the Keurig® K-Express Essentials™ Single Serve coffee maker programmable?

No, the K-Express Essentials™ coffee maker is not programmable.

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

Yes, the K-Express Essentials™ coffee maker has a removable water reservoir that holds up to 1.02 L (36 oz) of water.

15. Is this a commercial or household coffee maker?

The K-Express Essentials™ coffee maker is UL approved for household use only.

16. Does the Keurig® K-Express Essentials™ Single Serve coffee maker contain BPA?

Specifications for all Keurig® coffee makers currently being produced require that water-path materials are industry standard, do not utilize BPA in their formulation, and meet or exceed the Food & Drug Administration's regulations for product safety.

17. What materials is the Keurig® K-Express Essentials™ Single Serve coffee maker made of?

- a. Polypropylene (PP)
- b. Acrylonitrile Butadiene Styrene (ABS)
- c. Polystyrene (PS)

18. Where is the Keurig® K-Express Essentials™ Single Serve coffee maker manufactured?

The K-Express Essentials™ coffee maker is manufactured in China, Indonesia and Thailand.

19. What is the power usage of the Keurig® K-Express Essentials™ Single Serve coffee maker?

The Keurig® K-Express Essentials™ coffee maker can be powered by a 120 VAC source (50/60 Hz). The current UL rating is for 1,520 watts and can be found on the base of the coffee maker (be cautious if tipping coffee maker over to look at base).

20. Where can I find the serial number?

The serial number can be found on the bottom of the K-Express Essentials™ coffee maker box and behind the cold water tank.

The number will be in the format: **25.X1XX**

Product Specifications

1. What are the dimensions/specs of the Keurig® K-Express Essentials™ Single Serve coffee maker?

27.9 x 15.24 x 30.48 cm (11.3" x 6.5" x 12.2")

- 15 cm (6")H mug clearance with drip tray
- fits a travel mug 17.8 cm (7.0") tall with drip tray removed)

Coffee maker: 1.8 Kg (4.5 lb)

68.6 cm (27.5") Cord length

General Product Usage

1. How do I turn the coffee maker on/off?

Press the POWER button to turn the coffee maker on and off. The bail handle will also turn the power on. The coffee maker will automatically turn off after 5 minutes if not in use.

2. Does the coffee maker turn off automatically?

Yes, once you have completed a single cup brew, the coffee maker will automatically turn off after 5 minutes.

3. Why is the 'Add Water' light on?

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

4. Is there a warranty on the Keurig® K-Express Essentials™ Single Serve coffee maker?

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

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

Single Cup Brewing

1. How do I brew a K-Cup® pod?

- When plugged in, lift the handle and place a K-Cup® pod in the K-Cup® pod holder. Lower the handle completely.
- The brew size buttons will blink, select your brew size to begin brew.

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

The 6, 8, 10 buttons are the brew size selections in ounces and when pressed will initiate brew (177, 237, and 296 ml).

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

The brew size buttons will flash to communicate 'pick a size'. Select the size to begin a brew.

Cleaning

1. How often should I clean my coffee maker?

Regular cleaning keeps your coffee maker running smoothly. Always be sure to unplug your coffee maker and allow it to cool before cleaning. Periodically **hand-wash** the water reservoir and lid, and drip tray with warm soapy water and rinse clean. For detailed coffee maker cleaning and descale instructions, videos, and the full Use & Care Guide visit Keurig.ca/support_1

2. How often should I descale my coffee maker?

You should descale your coffee maker every 3 months, or when the DESCAL light is illuminated (it comes on every 250 brews). Properly follow the descaling procedure will turn the descale light off. Depending on the mineral content of your water, calcium deposits or scale may build up in your coffee maker. Scale is non-toxic but if left unattended can hinder coffee maker performance. Regularly descaling your coffee maker every 3 months helps maintain the heating element, and other internal parts that come in contact with water. Calcium deposits may build up faster, making it necessary to descale more often.

For detailed coffee maker cleaning and descale instructions, videos, and the full Use & Care Guide visit Keurig.ca/support_1.

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

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

4. How do I clean...

- **Coffee maker Exterior** Keep your Keurig® coffee maker looking its best by cleaning the exterior from time to time. Just clean with a damp, soapy, lint-free, non-abrasive cloth. Never immerse the coffee maker in water or other liquids.
- **Drip Tray:** The drip tray should be emptied and cleaned occasionally. To remove, lift off the base, keeping it level to avoid spilling. Rinse and clean with a damp, soapy, lint-free, non-abrasive cloth.

- **Water Reservoir & Reservoir Lid:** The water reservoir lid and water reservoir should be periodically cleaned with a damp, soapy, non-abrasive cloth and rinsed thoroughly. The water reservoir lid and water reservoir should not be put into the dishwasher. Do not dry the inside of the water reservoir with a cloth as lint may remain. Fill the water reservoir with approximately two inches of clean water and agitate (shake) the water reservoir. Empty the water reservoir, fill with clean water, and return it to the coffee maker. If needed, repeat above procedures.

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

- **K-Cup® Pod Holder Assembly:** To remove the K-Cup® pod holder from the coffee maker, lift the handle and grasp the top of the K-Cup® pod holder with one hand while pushing up on the bottom of the K-Cup® pod holder from underneath with the other until it releases. After cleaning, align the K-Cup® pod holder with the opening using the two front ribs as a guide and snap into place from the top.
- **Funnel:** The funnel can be removed from the K-Cup® pod holder by pulling on it until it pops off. To replace it, just snap it back onto the K-Cup® pod holder.
- **Exit Needle:** Remove the pod holder assembly and detach the funnel. Locate the exit needle on the inside bottom of the K-Cup® pod holder. Insert a straightened paper clip into the exit needle to loosen the clog and push it out.
- **Entrance Needle:** Lift the coffee maker handle and locate the entrance needle on the underside of the lid. To clean out coffee grounds from the needle, hold the coffee maker handle in the upward position and with your other hand carefully insert a straightened paper clip into both holes. Gently move it around to loosen any coffee grounds. Lower the handle completely and run two water-only brew cycles. Do not insert a K-Cup® pod.

TIP: Refer to Keurig.ca/support_1 for video instructions on cleaning the entrance/exit needles.

General Troubleshooting

1. Coffee maker Will Not Brew

- After placing the K-Cup® pod in the K-Cup® pod holder, make sure that the handle is pushed down securely and the size buttons are flashing.
- If the 'add water' indicator is on, add water to water reservoir. Fill to and not beyond the MAX line.
- Remove and replace the reservoir to ensure the water reservoir is seated properly in its base.
- Double click the power button to reset the brew.
- If the DESCALE light is illuminated, follow the descaling procedure outlined in the Use and Care Guide at Keurig.ca/support_1 to remove any scale build up causing brew issues.

If the issue persists, contact Keurig® Customer Service at 1-800-361-5628

2. Brewing a Partial Cup

- The exit needle may be clogged. Refer to the exit needle care instructions.
- The water reservoir may have been removed during brewing. Replace the water reservoir and perform a rinsing brew without a K-Cup® pod.
- The coffee maker may need to be descaled. If you have repeated the descale procedure on your coffee maker two times and it is still only brewing a partial cup, contact Keurig® Customer Service at 1-800-361-5628.

Other Troubleshooting

1. Where is the serial number located?

The serial number can be found on the bottom of the K-Express Essentials™ coffee maker box and behind the cold water tank.

The number will be in the format: 25.X1XX

2. What do I do if my coffee maker shuts off by itself?

Auto off will shut your coffee maker off 5 minutes after the last single cup brew. Turn the coffee maker on by pressing the **POWER** button or lifting the handle. If the power does not turn on, unplug the power cord, plug it back in, and press the **POWER** button. If that doesn't work, please call Keurig® Customer Service at 1-800-361-5628.

3. None of the buttons on my coffee maker are working when pressed. What should I do?

If the buttons are non-responsive, please first attempt to press the **POWER** button to turn off and on. If this does not work, try unplugging the power cord, waiting 30 seconds, and plugging it back in. Then, try pressing the **POWER** button. If this doesn't work, please call Keurig® Customer Service at 1-800-361-5628.

4. Where can I find detailed cleaning instructions?

Detailed coffee maker cleaning instructions and video instructions can be found in the Use & Care Guide at keurig.ca/support_1.

5. Where can I find descale instructions?

Detailed descale instructions can be found in the Use & Care Guide at keurig.ca/support_1. Video instructions on how to descale your coffee maker can be found at keurig.ca/support_1.

6. It says 'add water' but there is plenty of water...

- Make sure the water reservoir is seated firmly on the coffee maker- remove and replace the tank.
- Make sure there is water to the Max. fill line
- Power unit off, wait 30 seconds, then power back on

7. I pressed the BREW button but nothing happened

If you press the **BREW** button and nothing happens after 15-20 seconds, power the coffee maker off, wait 30 seconds, then turn it back on and begin the process again. If it still does not brew contact Customer Service at 1-800-361-5628.