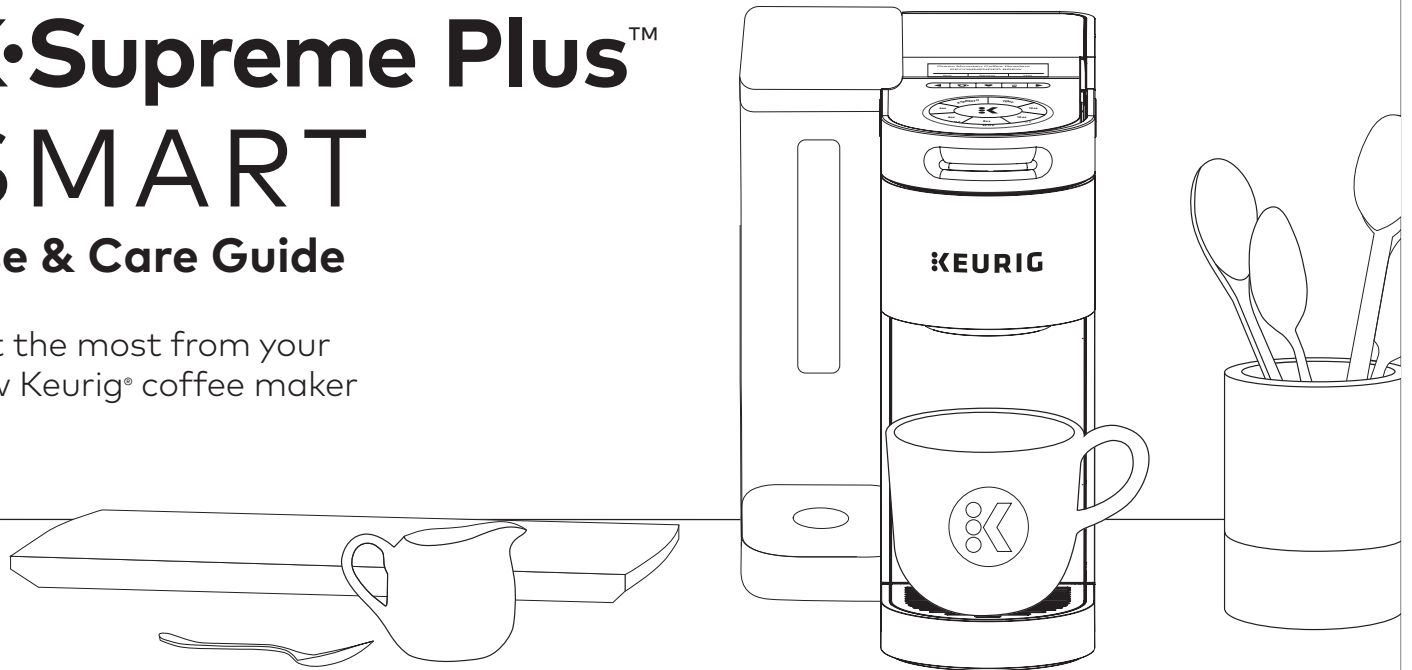


**KEURIG®**

# K•Supreme Plus™ SMART

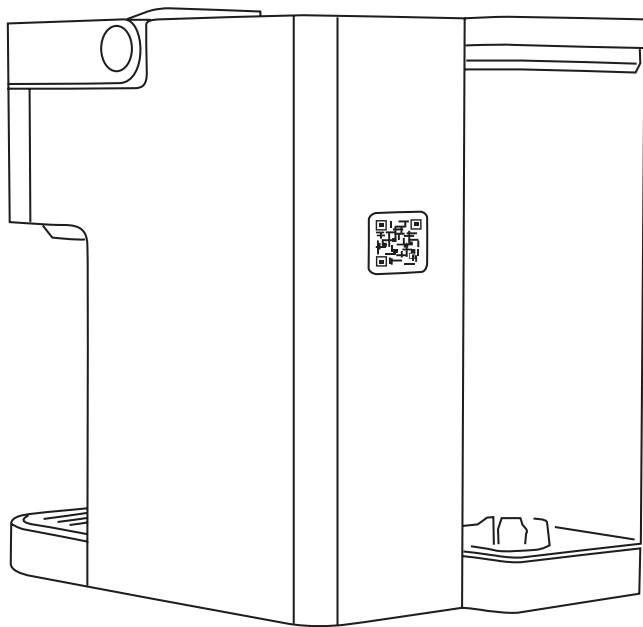
## Use & Care Guide

Get the most from your  
new Keurig® coffee maker



# Get Connected With The Keurig® App.

You will need this to set up and control your coffee maker.



1

## SCAN

The **QR code** on the back of the coffee maker:

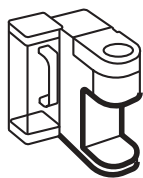
Use the camera on your smartphone to scan the **QR code** to download the app and get started; or download the Keurig® app on your device.



App Store® is a service mark of Apple Inc.  
Google Play and the Google Play logo are trademarks of Google LLC.

## Connect Your Coffee Maker

2



### PLUG IT IN

Remove packing tape from coffee maker and plug into a grounded outlet. The coffee maker will automatically power on, you can also press any button on the coffee maker to power on.

**Make sure you have your home Wi-Fi® password ready.**

3



### GET CONNECTED

Open the Keurig® app and select **Get Connected**, then create an account. Once completed, press the right arrow on the coffee maker to **Connect**.

4



### SET UP

Follow the instructions in the app to link the coffee maker to your smart phone, then to connect to your home Wi-Fi®. You will see a message that says **SUCCESS!**

Press **OK**. You will also see a message on the coffee maker that says Wi-Fi® Connected, press **FINISH**.

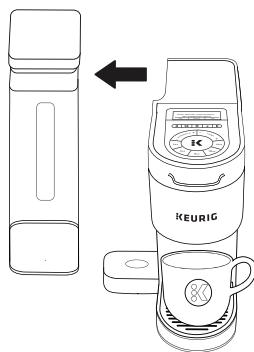
Wi-Fi® is a registered trademark of Wi-Fi Alliance®

# Before You Brew

## 5 Rinse & Fill

Rinse reservoir with fresh water and fill to the max fill line.

If you have a Keurig® Water Filter, install it now.



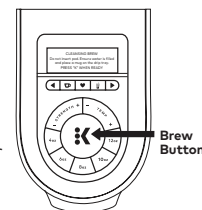
## 6 Cleansing Brew

Press any button to **power on**.

Place a large mug (296 ml/10 oz minimum) on the drip tray.

Follow the instructions on the coffee maker screen to perform a cleansing brew.

**The one-time setup process is now complete and you are ready to brew!**



# Brew Your First Cup

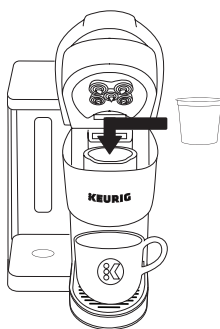
## 7 Place Mug & Insert Pod

Lift the handle and place a K-Cup® pod in the K-Cup® pod holder.

Lower the handle completely to close the lid.

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

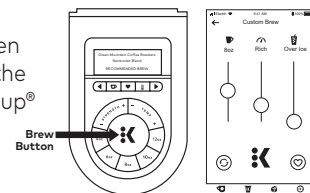
**NOTE:** Remove the drip tray to accommodate a travel mug up to 17.8 cm/7" tall.



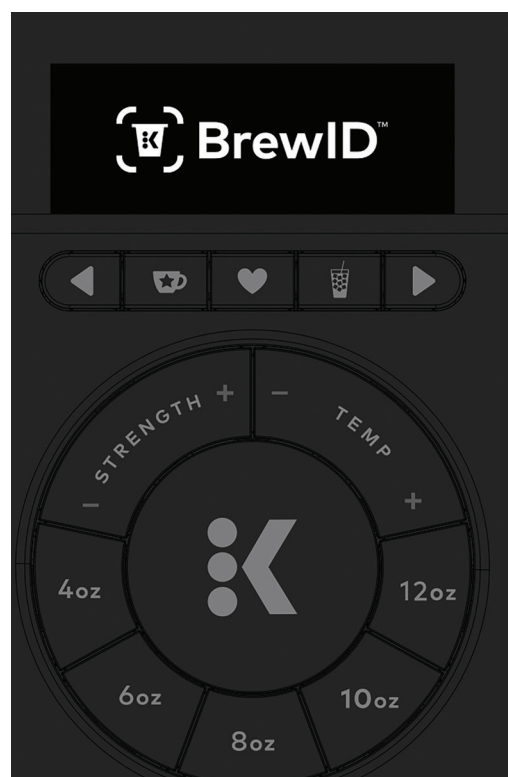
## 8 Brew & Enjoy!

Use the Recommended Brew setting or Customize your brew. Choose a size, then press the blinking **BREW** button. Once the brew is completed, recycle the used K-Cup® pod. K-Cup® pods are recyclable in select locations; they may not be recyclable in your area. Brewing is complete when the **Enjoy** screen is displayed.

**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.



# Get To Know Your Coffee Maker



## BrewID™

Recognizes your K-Cup® pod and customizes the brew settings to make each cup distinctively delicious.



### RECOMMENDED BREW

Recognizes your K-Cup® pod and adjusts temperature and strength to brew the way the roaster recommends.



Create and Store your **FAVOURITE** brew settings on coffee maker and in app.



### Brew your favourite beverages **OVER ICE.**

Do not use glass. Automatically adjusts brew temperature - starting hotter to help extract full flavour then cooling down for less ice melt.



Dial your Brew **STRENGTH** up or down with 5 settings, from Balanced to Intense, on coffee maker and in app. Choose the perfect **TEMPERATURE** with 6 settings, from Warm to Max Hot.



### MULTISTREAM TECHNOLOGY™

Saturates the coffee grounds more evenly\* to extract full flavour and aroma.

\*vs. leading national Keurig® K-Classics® coffee maker

### SMART IN-APP FEATURES:

- Schedule a Brew
- Voice-Control
- Customize your Brew Settings
- Maintenance Alerts

# Coffee Maker Features

**Create a Favourite:** Favourites can be added while customizing your brew. Press and hold the heart button above the temperature and strength settings, and you can save up to 10 favourites. Favourites can be renamed in the Keurig® app by tapping settings, then select a favourite to rename. The Keurig® app can also be used to reorder favourites. In the app, tap settings, then favourites, then ↑ ↓ icon, and then drag the favourites into the preferred order. A favourite can be deleted via the coffee maker or the Keurig® app. To delete via the coffee maker, select the favourite you wish to delete, then press and hold the heart button, and then confirm deletion.

**Hot Water Brew:** On the home screen with no K-Cup® pod inserted into the coffee maker, press the K to access hot water. Then choose the size and press the blinking K to brew hot water.

**Power On/Auto Off:** To power your coffee maker on simply press any button or lift the brew handle. Your coffee maker will automatically turn off after 5 minutes. You can also press and hold the K button to turn the coffee maker off.

**Settings:** When the coffee maker is plugged in and powered on, press both arrows at the same time to open the Settings menu. Use the right arrow to scroll through the different features within the menu including:

- **Wi-Fi®:** connect to your Wi-Fi® network, modify your password, and change the Wi-Fi® settings.
- **High Altitude:** ensure your coffee maker works properly at higher altitudes (1,500 metres / 5,000 feet).
- **Language:** choose your preferred language.
- **Water Filter Reminder:** set the water filter reminder to ensure you always have quality water for your coffee.
- **Coffee Maker Information:** provides the latest software version installed on the coffee maker.
- **Support:** provides contact information to get help when you need it.
- **Factory reset:** resets to the original manufactured state.

**Voice Control:** Open the Keurig® app, tap Settings, tap My Account, tap Voice Control. Follow the prompts in app.

**Remote Brew:** First, place a pod in the coffee maker and lower the handle. Then place a sufficiently sized mug on the drip tray. This may be done at any point before a remote brew. When you are ready to brew remotely, open the Keurig® app, ensure you are on the Brew tab, select your brew settings, and then tap the app's brew button. To override remote brew, you can cancel via the app or power off the coffee maker.

**Remote On & Off:** In the Keurig® app on the Brew tab, tap to toggle the power on and off.

**Schedule a brew:** Allows you to schedule a brew in advance. From the Brew tab in the app, tap the calendar icon in the top right corner. Then choose the day and time you would like to schedule a brew. Make sure you have enough water in the reservoir, place a pod in the coffee maker and lower the handle, and place a sufficiently sized mug on the drip tray. You will get a reminder before your next scheduled brew.

**Smart Auto-Delivery:** Keeps tracks of how many pods you are using and automatically sends you an order when your remaining inventory is down to 10 days, so you won't run out of pods.

**My Brew Style:** Tracks your brewing activity within the app and provides recommendations on favourites we think you will enjoy based on what you've been brewing.

## ATTENTION!

This coffee maker is only compatible with the newly designed Keurig® My K-Cup® Universal Reusable Coffee Filter.

Do not attempt to use any other reusable filter or previous versions of Keurig® My K-Cup® Universal Reusable Coffee Filter; may cause damage to coffee maker.



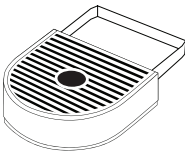
# Caring For Your Coffee Maker

Regular cleaning keeps your coffee maker running smoothly. Always be sure to turn off and unplug your coffee maker before cleaning.



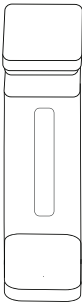
## Coffee Maker Exterior

Keep your Keurig® coffee maker looking its best by cleaning the exterior from time to time. Just clean the metal areas with a paper towel and a non-vinegar glass cleaner, and the plastic with a damp, soapy, lint-free, non-abrasive cloth. Never immerse the coffee maker in water or other liquids.



## Drip Tray

The drip tray can hold up to 237 ml/8 oz of overflow and should be emptied and cleaned occasionally. To remove, slide it toward you, keeping it level to avoid spilling. Rinse and clean with a damp, soapy, lint-free, non-abrasive cloth.



## Water Reservoir

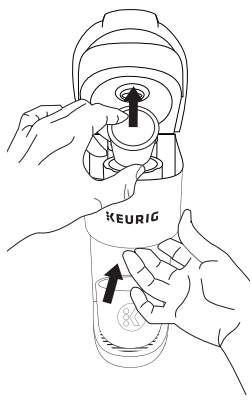
The water reservoir should be cleaned periodically by wiping the inside of the reservoir and underside of the lid with a damp, non-abrasive, lint free cloth. Do not dry the inside of the water reservoir with a cloth as lint may remain. Allow the reservoir to dry completely.

## Regular Maintenance

For great-tasting coffee, keep your coffee maker running at peak performance by following the recommended maintenance schedule:

Frequency	Product	Benefit
Every 2 months	Keurig® Water Filters	Keep your water fresh and clean to enhance the taste of your coffee
Every 3 months or when the Descale notification turns on*	Keurig® Descaling Solution	Eliminate mineral buildup to enhance the taste of your coffee and preserve the long-term health of your coffee maker

\*To turn off Descale notification, follow the full descaling procedure as outlined in this guide

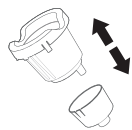


### K-Cup® Pod Holder

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.

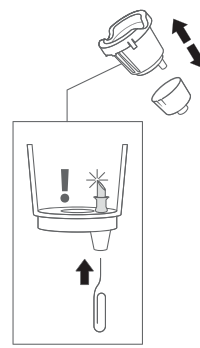
**CAUTION:** There are sharp needles that puncture the K-Cup® pod above the K-Cup® pod holder and in the bottom of the K-Cup® pod holder. To avoid risk of injury, do not put your fingers in the K-Cup® pod holder.

**NOTE:** Always remove and recycle the used K-Cup® pod after brewing. K-Cup® pods are recyclable in select locations; they may not be recyclable in your area.



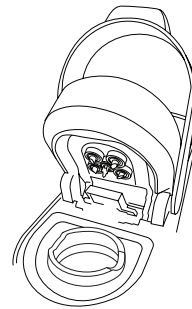
### Funnel

Washing the funnel ensures a fresh beverage experience. The funnel should be washed regularly and can be removed from the K-Cup® pod holder by pulling on it until it pops off. To replace it, orient the snaps to the indent and 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 any coffee grounds.



### Entrance Needles

Lift the coffee maker handle and locate the entrance needles on the underside of the lid. To clean the holes in the needles, hold the coffee maker handle in the upward position and with your other hand, carefully insert a straightened paper clip into all the holes. Gently move it around to loosen any coffee grounds. Lower the handle completely and run a cleansing brew two times. Do not insert a K-Cup® pod.

## Descaling Your Coffee Maker

You should descale your coffee maker every 3 months or when the descale notification turns on. Properly follow the descaling procedure in order to turn off the notification.

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.

### Descaling Procedure

Before you begin, you will need a large ceramic mug, fresh water, Keurig® Descaling Solution, and access to a sink. Do not use a paper cup. Ensure that there is no beverage pod in the K-Cup® pod holder. Please allow approximately 15-20 minutes for the descaling procedure.

#### STEP 1: Prepare the Coffee Maker

When the Descale notification appears on the screen, press the left arrow, then choose **CONTINUE**. Next follow the prompts on the screen to complete the descale process. If you would like to descale your coffee maker but don't see the descale notification on the display, press both arrows at the same time to open Settings, then select Descale Mode.

**Note:** Make sure to remove the water filter from the water reservoir if applicable.

#### STEP 2: Descale the Coffee Maker

Empty the water reservoir and pour the entire bottle of Keurig® Descaling Solution to the water reservoir. Fill the empty bottle with water and pour into the water reservoir. **Do not insert a K-Cup® pod.** Place a large mug on the drip tray.

Press the flashing **BREW** button to dispense 355 ml/12 oz of hot water. Discard the hot water and replace mug on the drip tray. Repeat until the water reservoir is empty and the screen says **ADD WATER**.

#### STEP 3: Fresh Water Rinse

Rinse the water reservoir and refill it to the max fill line with fresh water. Make sure the mug is on the drip tray. When the **BREW** button flashes press to begin fresh water rinse. Once the brew is complete, pour the hot liquid into the sink. Repeat this step until the screen says **DESCALE COMPLETE**. Now the coffee maker is ready for use.

**NOTE:** The cleaning action of Keurig® Descaling Solution may result in a "foam" dispensed from the coffee maker. This is natural, as the solution is reacting with the scale inside. For a coffee maker that is heavily scaled, the coffee maker may not fill properly after the descaler is added. If this occurs, you may see only a small or no output dispensed, followed by the sound of air blowing out. If this occurs:

- Turn off and unplug the coffee maker.
- If there is Keurig® Descaling Solution in the water reservoir, discard the contents, rinse the water reservoir thoroughly and refill with water.
- Plug the coffee maker back in, power on, and repeat the Step 3 Fresh Water Rinse cycle. The coffee maker should begin to function normally as the solution is rinsed out and the scale is removed. If the problem persists, allow the coffee maker to sit unplugged for at least 30 minutes before continuing with the rinse.

# Troubleshooting

## Grounds in Your Coffee

Grounds may have gathered in the exit or entrance needles and can be cleaned using a straightened paper clip or similar tool.

- Clean the exit needle of the K-Cup® Pod Holder. Refer to the Exit Needle care instructions.
- Clean the coffee maker entrance needles. Refer to the Entrance Needle care instructions.

For optimal enjoyment and to limit grounds in your cup during hot water brews, or when transitioning from brewing a coffee pod to a non-coffee pod (i.e. tea or cocoa), clean the exit and entrance needle per the instructions provided and perform 2 cleansing brews.

## Excessive Grounds in the K-Cup® Pod Assembly Housing

Do not use already-punctured pods. That may result in grounds escaping through holes in the lid.

## Coffee Maker Will Not Close or Brew with My K-Cup®

Due to the number of entrance needles, older My K-Cup® Reusable Coffee Filters may not be compatible with the coffee maker. The compatible My K-Cup® filter will have five holes on its lid.

## Recommended Brew Settings Are Not Provided or a Keurig® K-Cup® Pod is Not Recognized

First, make sure your coffee maker is connected to Wi-Fi® to enable BrewID™. Next, ensure the pod that was used was a Genuine Keurig® recyclable\* K-Cup® pod by finding the Keurig® logo on the pod's lid. If a Keurig® pod's lid is already punctured, it may not be recognized. Try again with an unpunctured pod.

If the coffee maker continues not to recognize Keurig® pods, contact Customer Service.

## How do I connect my coffee maker if I skipped connecting it out of the box?

Make sure you have your home Wi-Fi® password ready. First, download the Keurig® app and select Get Connected to create an account.

If you already have the Keurig® app, go to settings in the app, select Connect a Coffee Maker, then Get Started. Scan the QR code on the back of the coffee maker.

Next, press both arrows at the same time on the coffee maker to open Settings. Press the right arrow to continue to the Wi-Fi® settings. Press the K button followed by the right arrow to Connect. Tap **LINK** in the app. Follow the in app instructions.

## Coffee Maker Will Not Brew

If you see the add water warning, add water to the water reservoir.

- A minimum of 177 ml/6 oz of water is required to brew. Add an additional 59 ml/2 oz of water to the reservoir to ensure the minimum fill level has been met, then press the **BREW** button. Repeat until the coffee maker begins to dispense.

Make sure the water reservoir is seated properly in its base. If the add water warning persists even after refilling, contact Customer Service.

## Brewing a Partial Cup

- The exit needle may be clogged. Refer to the Exit Needle care instructions.
- Clean the K-Cup® Pod Holder, see K-Cup® Pod Holder care instructions.
- 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 Customer Service.

## Coffee Maker Does Not Have Power or Shuts Off

- Plug coffee maker into its own grounded outlet. If the electric circuit is overloaded with other appliances, your coffee maker may not function properly. The coffee maker should be operated on its own circuit, separate from other appliances.
- For energy savings, the coffee maker automatically turns off 5 minutes after the last brew.
- If the coffee maker still doesn't have power, contact Customer Service.

## Helpful Hints

Water quality varies greatly. If you notice an undesirable taste in your beverage (such as chlorine or mineral tastes), we recommend using a Keurig® Water Filter, bottled, or filtered water. Do not use distilled water.

## Service

Beyond these recommended cleaning and maintenance procedures, this coffee maker is not user serviceable. For service, please refer to the Warranty section of this guide.

## Storage

Empty the water reservoir before storing or transporting and take care to ensure that you store your coffee maker in a safe and frost-free environment. When you prepare to use it after storage, we recommend rinsing the water reservoir with fresh water and descaling the coffee maker as detailed in the Descaling your Coffee Maker section.

If you plan to move your coffee maker to a different location, turn the coffee maker off, unplug it, and empty the water reservoir. If your coffee maker has been in an environment below freezing, please be sure to let it warm to room temperature for at least 2 hours before using.

# Click or Call!

## Have Questions?

We're here to help. Visit [support.keurig.ca](https://support.keurig.ca) for step-by-step videos on cleaning, descaling, and more.



## Still Need Help?

Give us a call at  
**1-800-361-5628**



# Warranty

## LIMITED ONE-YEAR WARRANTY

Keurig Green Mountain, Inc. (Keurig) warrants that your coffee maker will be free of defects in materials or workmanship under normal home use for one year from the date of purchase. It is recommended that you register your coffee maker on [keurig.ca/welcome](http://keurig.ca/welcome) so that your purchase information will be stored in our system. Keurig will, at its option, repair or replace a defective coffee maker without charge upon its receipt of proof of the date of purchase. If a replacement coffee maker is necessary to service this warranty, the replacement coffee maker may be new or reconditioned. If a replacement coffee maker is sent, a new limited one-year warranty will be applied to the replacement coffee maker.

This warranty only applies to coffee makers operated in the United States and Canada. This warranty gives you 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.

Only the use of K-Cup® pods and accessories will guarantee the proper functioning and lifetime of your Keurig® coffee maker. Any damage to or malfunction of your coffee maker resulting from the use of non-Keurig® 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® 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 KEURIG® COFFEE MAKER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. Some states or provinces do not allow disclaimers of such implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you depending on the state or the province of purchase.

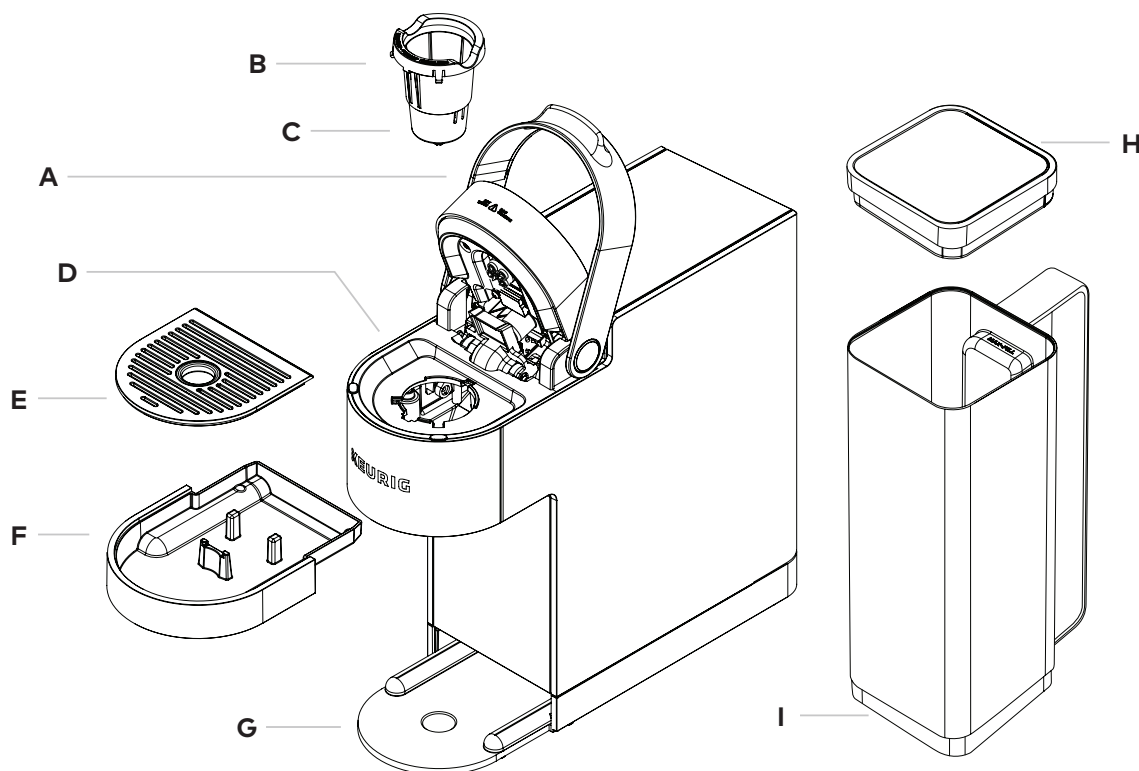
## HOW DO YOU OBTAIN WARRANTY SERVICE?

Keurig® coffee makers are high-quality appliances and, with proper care, are intended to provide years of satisfying performance. However, should the need arise for warranty servicing, simply call Keurig Customer Service at our toll-free phone number 1-800-361-5628. Please do not return your coffee maker for servicing without first speaking to Keurig Customer Service to obtain a Return Materials Authorization (RMA) number. Keurig® coffee makers returned without an RMA number will be returned to the sender without servicing.

# K·Supreme Plus™ SMART

SINGLE SERVE COFFEE MAKER

- A. Handle
- B. K-Cup® Pod Holder (B and C are the K-Cup® Pod Holder Assembly)
- C. Funnel
- D. K-Cup® Pod Assembly Housing
- E. Drip Tray Plate
- F. Drip Tray
- G. Drip Tray Base
- H. Water Reservoir Lid
- I. Water Reservoir



# Coffeehouse taste in your own home.

## DOUBLE YOUR FIRST PURCHASE OF 48 K-CUP® PODS

Register your coffee maker and receive a coupon code by email for  
2 boxes of 24 K-Cup® pods FREE with an equal or greater value  
purchase. Restrictions apply.\*

[keurig.ca/welcome](http://keurig.ca/welcome)

\* Visit [keurig.ca/appliances/register-brewer](http://keurig.ca/appliances/register-brewer) for more information.

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