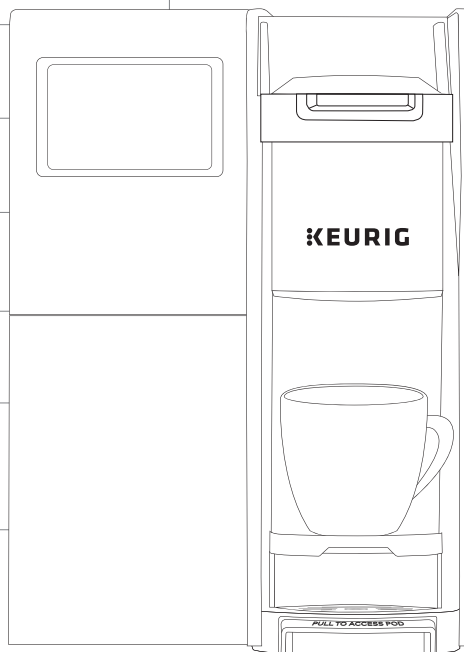


**KEURIG**<sup>®</sup>  
COMMERCIAL

**K-3500**<sup>™</sup>

**Use & Care Guide**

Get the most from your  
new Keurig<sup>®</sup> brewer

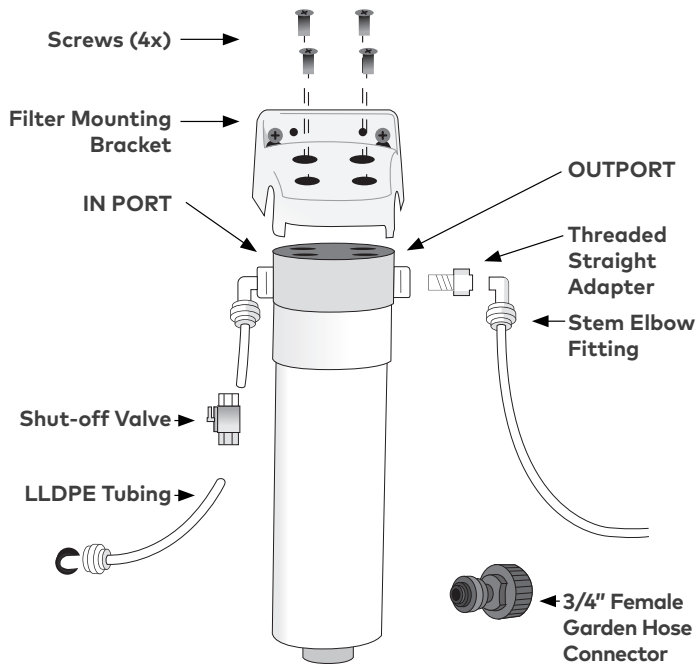


# Before You Brew

**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.

## Plumbing Fitting Connections



1

Remove all pieces of packing tape from the brewer and drip tray. Remove the clear plastic film from the touchscreen.

**NOTE:** An external filter (KQ8A, #5572) can be mounted on the rear surface of the brewer using the mounting screws provided.

2

Attach a threaded straight adapter to each of the ports on the Omnipure KQ8A water filter and tighten using an 11/16" (18mm) wrench. Make sure the connections are secure, but do not over tighten.

3

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.

4

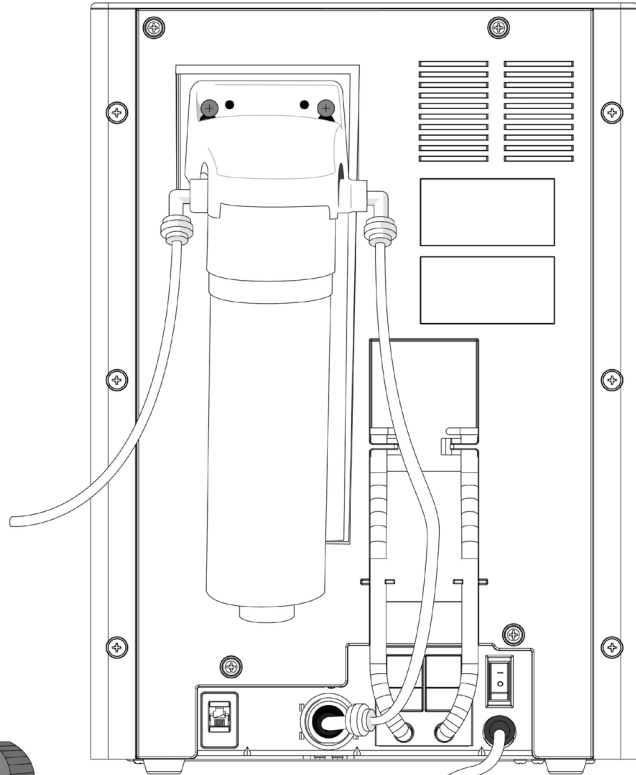
Loosen the two mounting screws located on the upper-rear of the brewer and hang the filter kit assembly. Tighten the screws but be careful not to over tighten.

**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). 3/4" 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.

5

Connect a stem elbow fitting to the import 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.

## Before You Brew (continued)

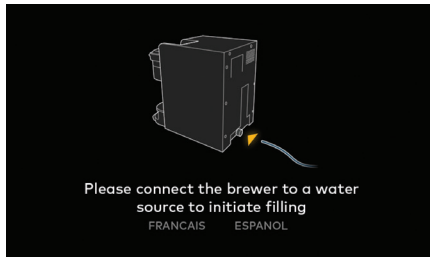


- 6** You may wish to install a shut-off valve between the water source and the Omnipure KQ8A water filter. To do this, cut some LLDPE tubing to size and connect it by pushing the tubing into the shut-off valve until secure.
- 7** Connect a long length of tubing to the out port of the filter kit assembly. Do not connect the brewer yet.
- 8** The Omnipure KQ8A water filter needs an initial flush to clear any carbon deposit. Bring the long length of tubing to a container or sink.
- 9** Turn on water supply and allow at least four gallon of water to flush through the filter. Turn off water supply.
- 10** Cut the tubing to the proper length and connect a stem elbow fitting to the cut end of tubing. Thread the  $\frac{3}{4}$ " female garden hose onto the brewer inlet valve located at the lower-rear of the brewer. Push the stem elbow fitting into it until secured firmly. Then, turn on water supply.



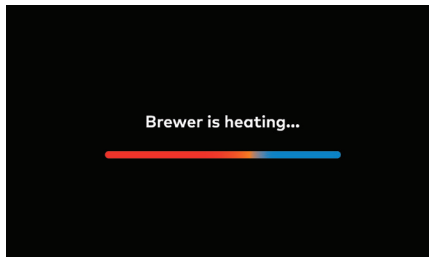
# Brew Your First Cup

- 1 Turn the brewer on. The power switch is located at the bottom left hand side of the brewer on the back. The brewer's touchscreen will display "Please connect the brewer to a water source to initiate filling".



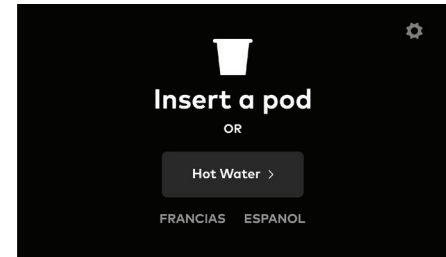
- 2 The brewer will automatically fill the internal hot water tank with water and then the water will be heated. This will take about three minutes. During the heating period, "Brewer is heating" will be displayed on the touchscreen.

**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.

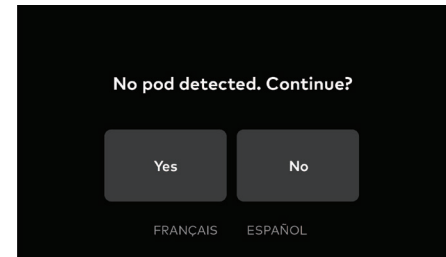


- 3 Place a 12 oz. mug on the drip tray plate and then fully raise the handle. Lower the handle to close the lid over the K-Cup® pod holder.

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



- 4 The touchscreen will now display "No pod detected. Continue?" Press "Yes" and then select a size to start the cleansing brew. When the cleansing brew is complete, discard the hot water from the mug. The brewer will go into its idle state and will be ready to brew your first K-Cup® pod.



## Brew Your First Cup (continued)

5

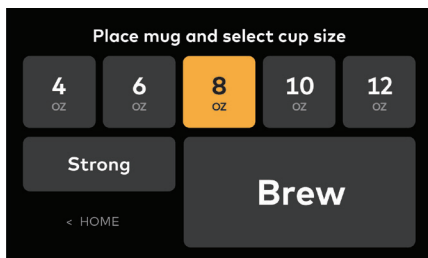
Place a mug on the drip tray. Lift the handle. Place a K-Cup® pod in the K-Cup® pod holder. Do not remove the foil lid on the K-Cup® pod.

Lower the handle completely to close the lid. 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. Select your brew size by pressing the corresponding button on the touchscreen. You may choose to press the "STRONG" button either before or after selecting your brew size.

When your desired selections are highlighted in yellow, press the "Brew" button. Brewing is complete when you see the display "Brewing is complete, enjoy your beverage".

Lift the handle; the used K-Cup® pods are automatically ejected into the internal K-Cup® pod bin. When the bin requires emptying, the brewer will display "Please empty the pod bin."

**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.



## Brewer Features

**Strong Brew** increases the strength and bold taste of your coffee's flavor. For bolder coffee, press the **STRONG** button and select your brew size.

**A separate delivery path** for hot water allows you to brew outside of the coffee delivery path. To brew, press the button for hot water, select your brew size, and then press "Dispense Hot Water."

**Commercial Rating** ensures that the K3500 brewer will stand up to the demands of your coffee station. Enjoy the convenience of a touch screen, an industrial easy-grip handle, and a plumbed water tank for back-to-back brewing.

**Brewing Iced Beverages:** Fill a 16 oz. cup (do not use glass) to the top with ice and place a K-Cup® pod into your brewer. Select your brew size—we recommend selecting 6 oz. or 8 oz. Press Brew!

**High Altitude Brewing:** When brewing in higher altitudes (5,000 feet), please enable the High Altitude Brewing mode on your brewer. To enable this mode, you will need to access the Technician Menu.

**Travel Mug Friendly:** Remove the drip tray to accommodate a travel mug.

# Menu Controls

To enter the menu mode, press the icon in the upper right hand corner. The menu will display two admin roles: "Manager" and "Technician".

To enter the manager mode, press the button and enter the passcode. For more information on the technician mode, please contact your Keurig® Authorized Distributor.

Once the manager menu is accessed, you will see the display screens in the following order:

## Language

You can change the default language to either Spanish or French if English is not the primary language. To temporarily change the language for a single brew; simply press the button for your language of choice on the touchscreen while it's in its idle state.

## Units

Change the units of measurement to millimeters if ounces are not your primary measurement.

## Brew Settings

Select which cup sizes you want the brewer to dispense. Five brew sizes are available: 4, 6, 8, 10, and 12 oz. You may disable up to four cup sizes, as well as select your default cup size and brew strength.

## Sleep Settings

Change the number of minutes the screensaver runs before the screen goes to sleep.

## Screensaver

You can select multiple images to use as a screensaver, as well as the duration for each image and the number of minutes before the screensaver starts.

## Brew History

Displays the number of brews the brewer has performed, both as a total and by brew size. This cannot be reset.

## Password

Choose to enable or disable passcode protection.

# Troubleshooting

## Brewer does not have power

- Plug brewer into its own grounded outlet
- Make sure that the brewer has been turned on and the touchscreen is illuminated
- Reset circuit breaker if necessary
- Plug into a different outlet

## Brewer will not brew when used for the first time

- The brewer must be primed for use by filling the internal hot water tank before the first brew
- Make sure the water supply is connected and turned on
- If your brewer has been in an environment below freezing, please be sure to let it warm to room temperature for at least two hours before using

## Brewer will not brew

- After placing the K-Cup® pod in the K-Cup® pod holder, make sure the handle is lowered completely
- The exit or entrance needle may be clogged

## Brewing a partial cup

- The exit or entrance needle may be clogged
- Clean K-Cup® pod holder if necessary and rinse under faucet
- If the brewer is alerting you to perform a "descale", have your Keurig® Authorized Distributor descale the brewer

## Grounds in your coffee

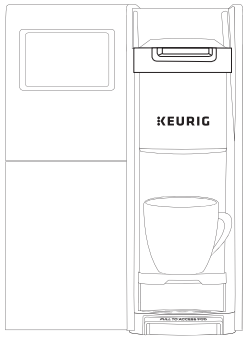
Grounds may have gathered in the exit or entrance needles and can be cleaned using a straightened paper clip or similar tool. Refer to the exit and entrance needle care instructions

**For any further assistance with troubleshooting, please contact your Keurig® Authorized Distributor.**

# Caring for your Brewer

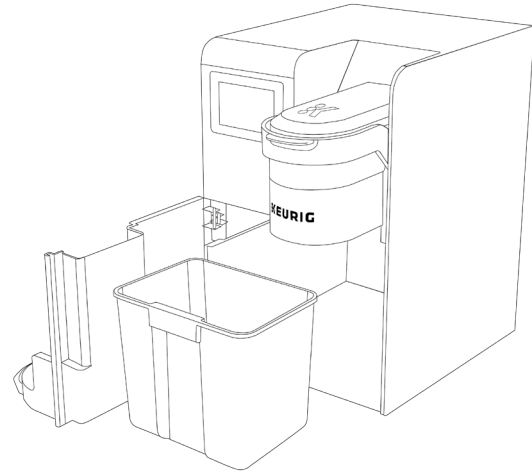
Regular cleaning keeps your brewer running smoothly. Always be sure to turn off your brewer before cleaning.

For detailed brewer cleaning instructions and videos, visit [commercial.keurig.com](http://commercial.keurig.com). For service, please contact your Keurig® Authorized Distributor.



## Brewer Exterior

Keep your brewer looking its best by cleaning the exterior from time to time. Just clean with a damp, soapy, lint-free, non-abrasive cloth. Never immerse the brewer in water or other liquids.

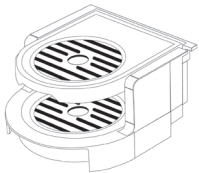


## K-Cup® Pod Bin

The used K-Cup® pods are automatically ejected into the internal K-Cup® pod bin. When the K-Cup® pod bin requires emptying, the brewer touchscreen will display "Please empty the pod bin".

To empty the K-Cup® pod bin, open the brewer door by grasping the handle and swinging the door fully open to remove the K-Cup® pod bin from the drawer. Dispose used K-Cup® pods and replace the K-Cup® pod bin.

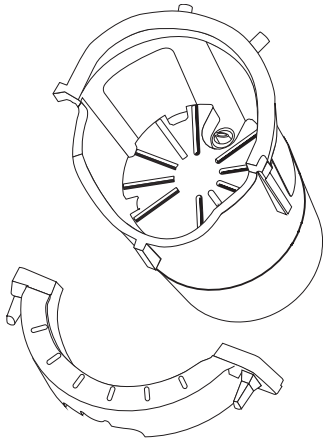
**NOTE:** At the end of each day, we recommend emptying the K-Cup® pod bin, along with running a rinse brew with water. It is recommended to follow these instructions immediately after the use of hot cocoa or other milk-based pods to avoid the possibility of a clogged needle.



## Drip Tray

To empty the drip tray grasp the drip tray by the side and lift and pull towards you. This disengages the drip tray, which can now be emptied and returned back in place. Keep the drip tray level at all times to avoid spilling.

# Caring for your Brewer (continued)



## K-Cup® Pod Holder Assembly and Needles

The K-Cup® Pod Holder Assembly (PHA) should be removed from the Puncture Mechanism (PM) for cleaning. To remove the PHA, remove the half rim, then squeeze the two snap tips on the rear of its flip seat to release.

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

There are two sharp needles in the PM that puncture the K-Cup® pod. The Entrance Needle is located underneath the lid of the handle, and the Exit Needle is inside the PHA. These needles may get clogged over time due to the build up of scale or residual pod ingredients.

If clogging occurs, both needles can be cleared by inserting a straightened paper clip into the hole. Gently move it around to loosen any coffee grounds, then follow with a rinse brew with water.

**CAUTION:** To avoid risk of injury, please be careful of the two sharp needles when cleaning the PHA and PM.



# Descaling your Brewer

Mineral content in water varies from place to place. Depending on the mineral content of your water, calcium deposits or scale may build up in your brewer. Scale is non-toxic but if left unattended can hinder brewer performance.

Regularly descaling your brewer every 3-6 months or 500 brews 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.

This brewer is equipped with sensors to detect when scale build up is interfering with the performance of the brewer. When this is detected, the brewer will alert you to descale.

## Descaling Procedure

Before you begin, you will need a large ceramic mug, fresh water, a Flojet pump or similar device, Keurig® Descaling Solution, and access to a sink. Do not use a paper cup. Ensure that there is no K-Cup® pod in the K-Cup® pod holder.

### STEP 1:

Disconnect the brewer from the water supply and power it off. Drain both the hot and cold water tanks. When empty, clip the drain tubes back into place and replace the drain plugs.

Power the brewer back on. Connect a Flojet pump system to the brewer to add Keurig® Descaling Solution.

After the brewer has heated, place a ceramic mug on the drip tray and run a brew cycle. When the brew process is complete, discard the contents from the mug into the sink.

Let the brewer stand for at least one hour.

### STEP 2:

Repeat the brew process without a K-Cup® pod at least 10 times, pouring the contents of the mug into the sink after each cycle.

### STEP 3:

Power off the brewer and drain both hot and cold water tanks. Reconnect the brewer to the filtered cold water supply to refill the brewer.

Power on the brewer and perform several cleansing brews to remove any residual taste from the Keurig® Descaling Solution.

**NOTE:** The cleaning action of Keurig® Descaling Solution may result in a "foam" dispensed from the brewer. This is natural, as the solution is reacting with the scale inside. For a brewer that is heavily scaled, the brewer 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 brewer.
- If there is Keurig® Descaling Solution in the water reservoir, discard the contents, rinse the water reservoir thoroughly and refill with water.
- Plug the brewer back in, power on, and repeat the Step 3 Fresh Water Rinse cycle. The brewer should begin to function normally as the solution is rinsed out and the scale is removed. If problem persists, allow brewer to sit unplugged for at least 30 minutes before continuing with the rinse.

For further information on descaling, please contact your Keurig® Authorized Distributor.

## Helpful Hints

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

A Rinsing Brew refers to running a hot water cycle with no use of K-Cup® pods. Rinsing brews help to rinse clean the brewer's internal parts. Run a rinsing brew immediately after using pods with hot cocoa or milk ingredients. If the brewer is not used daily, run a rinsing brew before brewing with a K-Cup® pod.

## Service

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

## Storage

Drain the water tank before storing or transporting and take care to ensure that you store your brewer in a safe and frost free environment. Please be sure to store your brewer in its upright position to avoid water leakage from the inner tank. If you store the brewer in a cold environment, you run the risk of water freezing inside the brewer and causing damage. When you prepare to use it after storage, we recommend running three rinsing brews without a K-Cup® pod.

If you plan to move your brewer to a different location, turn the brewer off, unplug it, and drain the water tank. If your brewer 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 [commercial.Keurig.com](https://commercial.Keurig.com) for step-by-step videos on cleaning, descaling, and more.



## Still Need Help?

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

## Open Source Compliance

For information on the open source compliance for this brewer, please visit <https://commercial.Keurig.com/compliance>

# Warranty

## LIMITED ONE-YEAR WARRANTY

Keurig Green Mountain, 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 Agent will, at their option, repair or replace a defective brewer or brewer parts 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 or parts are sent, a new limited one-year warranty will be applied to the replacement brewer or parts. 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 a 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-1500 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.

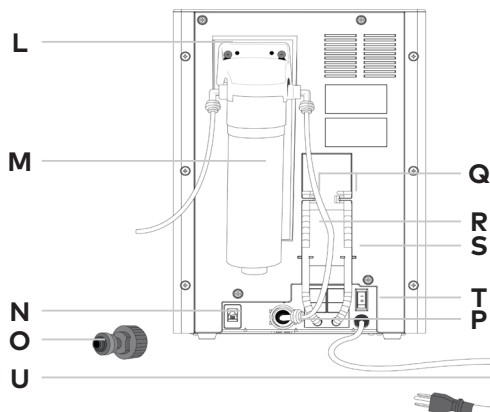
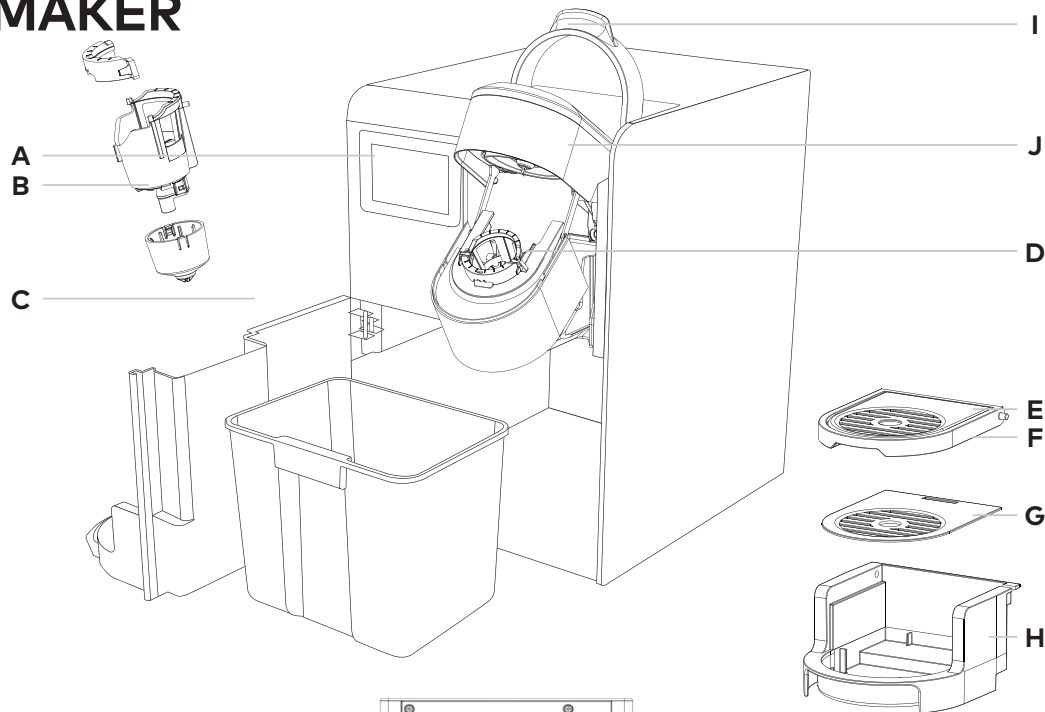
## HOW DO YOU OBTAIN WARRANTY SERVICE?

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.CUP.BREW (287.2739)

Keurig Green Mountain, Inc.  
33 Coffee Lane  
Waterbury, VT 05676

# K-3500™ COFFEE MAKER

- A. Touch Screen
- B. K-Cup® Pod Holder
- C. K-Cup® Pod Holder Funnel
- D. K-Cup® Pod Assembly Housing
- E. Upper Drip Tray Plate
- F. Upper Drip Tray
- G. Lower Drip Tray Plate
- H. Drip Tray Base
- I. Handle
- J. Lid
- K. K-Cup® Pod Bin
- L. Filter Mounting Bracket
- M. Omnipure KG8A Water Filter
- N. RJ11 Jack
- O. 3/4" Garden Hose Connector
- P. Brewer Inlet Connect
- Q. Drain Plugs- R. Hot Water Drain Tube
- S. Cold Water Drain Tube
- T. Power Switch
- U. Power Cord



Like any kitchen appliance, Keurig® brewers need basic routines to stay clean and ensure the best beverage experience. Below is the recommended cleaning schedule and tips.

	CLEANING AREAS	CLEANING METHOD
DAILY	Exterior components (e.g., drip tray)	<ul style="list-style-type: none"> <li>• Dispose of used K-Cup® pod</li> <li>• Run a rinse brew*</li> <li>• Rinse components clean</li> </ul>
WEEKLY	Pod holder assembly and needle gasket	Detach and rinse clean
QUARTERLY	Interior components (e.g., drip tray)	Descale **

\* A rinse brew refers to running a hot water cycle with no K-Cup® pods. Run a rinse brew immediately after using a pod with hot cocoa or milk ingredients. If the brewer is not used daily, run a rinse brew before brewing with a K-Cup® pod.  
 \*\* Descale can be conducted before and after an extended time of storage to maximize the cleaning effectiveness.  
 For more instructions on cleaning or how to descale, please contact your Keurig® Authorized Distributor.