Perfect Brew
Hot & Cold Coffee & Tea Brewer

User Guide

BVMC-IHCTM08SS



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IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons including the following:

1. Read all instructions.
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against electric shock, do not place or immerse cord, plugs, or appliance in water or other liquid.
4. This appliance is not intended for use by children or by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge. Close supervision is necessary when any appliance is used near children. Children should be supervised to ensure that they do not play with the appliance. Keep the appliance and its cord out of reach of children.
5. Unplug from outlet when either the appliance or display clock (if provided) is not in use, and before cleaning. Allow to cool 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. Return appliance to an Authorized Service Center for examination, repair or adjustment. Do not attempt to replace or splice a damaged cord.
7. The use of an accessory not recommended by the appliance manufacturer for use with this appliance 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, then plug cord into the wall outlet (for appliances with detachable cords). To disconnect, turn any control to the off position, then remove plug from wall outlet.
12. Do not use appliance for other than intended use.
13. All lids should be closed during use.
14. Scalding may occur if the lid is removed or brew basket door is opened during or immediately after the brewing cycles. Contents may be hot. Allow to cool before opening the lid.

For models capable of using sealed capsules

15. **WARNING:** To avoid the risk of injury, never open or disengage the brew chamber during the brew cycle.
16. The sharp needles on the top lid and bottom of capsule holder used to puncture the capsules may cause injury. Keep hands away from the sharp needles and use caution while using, cleaning, or handling the capsule holder.
17. Only use capsules intended for this appliance. If the capsule does not fit, do not force the capsule into the appliance.

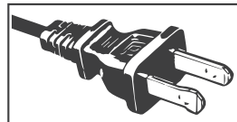
For appliances with glass containers:

18. The container is designed for use with this appliance. It must never be used on or near an external heat source such as a range top, hot plate, heated oven or similar.
19. Do not set a hot container on a wet or cold surface.
20. Avoid sudden temperature changes, such as rinsing, washing, filling, or immersing a hot container with cold liquids.
21. Do not use a cracked or chipped container or a container having a loose or weakened handle.
22. Do not clean container with cleansers, steel wool pads, or other abrasive material.

For appliances with service panels:

23. **WARNING:** TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT REMOVE THIS COVER. NO USER–SERVICEABLE PARTS INSIDE. REPAIR SHOULD BE DONE BY AUTHORIZED SERVICE PERSONNEL ONLY.

SAVE THESE INSTRUCTIONS
HOUSEHOLD USE ONLY



POLARIZED PLUG

This appliance has a polarized plug, (one blade is wider than the other). As a safety feature to reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature or modify the plug in any way. If the plug fits loosely into the AC outlet or if the AC outlet feels warm do not use that outlet.

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POWER CORD INSTRUCTIONS:

A short power-supply cord (or detachable power-supply cord) may be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use. If a long detachable power-supply cord or extension cord is used:

a. 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;
b. If the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord; and
c. 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 unintentionally.

Do not pull, twist or otherwise abuse the power cord.

PRODUCT NOTICES

1. Place the appliance on a hard, flat, level surface to avoid interruption of airflow underneath the coffeemaker.
2. Glass decanters only: Discard the decanter immediately if it is ever boiled dry.
3. Glass decanters only: Protect the decanter from sharp blows, scratches or rough handling.
4. Do not operate the appliance with an empty water tank.
5. Keep the area above the appliance clear during use, as hot steam will escape the appliance.

Features of your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer

A – Optimized showerhead
Uniformly saturates loose tea or coffee for optimal flavor extraction.

B – Intuitive interface
Recognizes the Brew Basket used for effortless brewing.

C – 8-cup glass carafe (40 oz)
Includes "OVER ICE" and "EXPRESS COLD BREW" markings for ice for the perfect ratio of concentrated coffee or tea over ice.

D – Intelligent warming plate
Activates when using Hot Coffee Carafe.

E – Removable water reservoir
Remove the lid and fill with cold water, or remove the Water Reservoir by removing the Lid, lifting upwards using the Handle located inside.

F- Carafe sensor
Detects when the carafe is in place to activate or stop brewing in Carafe mode.

G – Tea and coffee scoop
For the right amount of tea or coffee based on drink size.

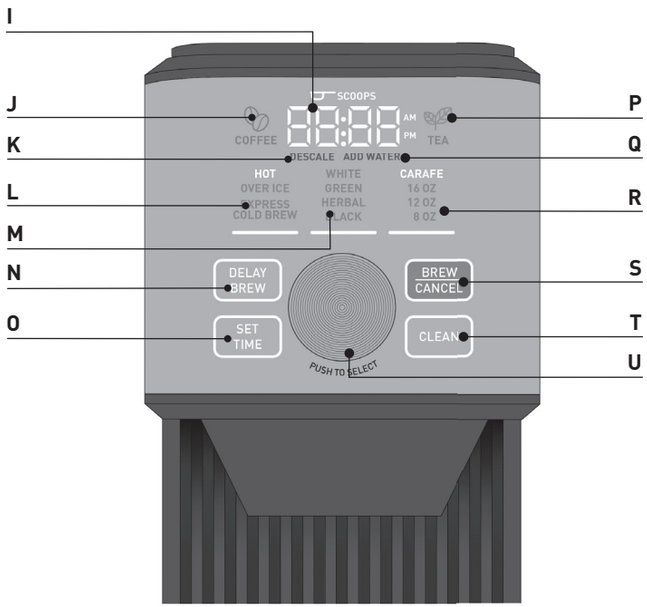
H – Separate tea (green) and coffee (orange) brew baskets and filters
Prevents flavor transfer between coffee and tea.

Features of your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer



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Features



Features

I – Digital display

- In sleep mode, shows the current time (programmable)
- When selecting the brew function and beverage size, the display indicates the number of tea or coffee scoops needed for the perfect ratio.
- During the brew cycle, the display shows a countdown timer until drink completion.
- Once a carafe brew cycle is over, displays the time the carafe has been sitting on the warming plate since brewing (freshness timer).

J – Coffee Mode Indicator

Lights up when the coffee brew basket is inserted and indicates that only coffee functions will be available.

K – DESCALE light

Flashes when descaling or cleaning of the unit is required. Flashes when the cleaning / descaling cycle is ongoing. (for cleaning / descaling instructions, see page 13)

L – Brew Type Menu

Select brew type (hot, over ice or express cold brew) in this menu by rotating the knob and pressing to select. The machine will automatically adjust brew temperature and time, and display ideal tea or coffee amount for consistently great tasting beverages.

M – Tea Type Menu

Select tea type (white, green, black, herbal) in this menu by rotating the knob and pressing to select. The machine will automatically adjust steep temperature and time based on selection.

N – DELAY BREW button

Use the DELAY BREW button to schedule brewing at a set time (for instructions on how to brew later, see p.13).

O - SET TIME button

This button is used to set the unit at the correct time (for instructions on how to set the time, see part 4. of the "Before first use" section p.8).

P – Tea Mode Indicator

Lights up when the Tea brew basket is inserted and indicates that only tea functions will be available.

Q – ADD WATER light

Flashes when the water reservoir is almost empty.

R - Brew Size Menu

Select brew size (8, 12, 16 oz or 8-cup carafe) in this menu by rotating the knob and pressing to select.

S – BREW/CANCEL button

Press to start brewing once brew type and size have been selected. Press again to cancel the brew cycle.

T – CLEAN button

Press to start the Clean or descale cycle (for cleaning / descaling instructions, see p.13).

U – Knob

Rotate the knob to navigate through the Brew Type, Tea Type and Brew Size menus. Press to select and move to the next menu.

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Before First Use

1. Remove Packaging
Ensure all packaging has been removed.
Important: Remove the red plug found at the base of the Water Reservoir.

2. Position Machine
Ensure the machine is positioned onto a dry, stable, flat and horizontal countertop.

3. Clean the Machine
• **Wash and Dry Parts**
Wash the parts listed below in warm water with a mild detergent:
- Glass Carafe
- Coffee and Tea Brew Baskets
- Coffee and Tea reusable filters
- Water Reservoir
- Coffee and Tea Scoop

Rinse and allow thorough air drying.
• **Fill Water Reservoir**
- Remove the Water Reservoir lid and lift upwards using the Handle inside.
- Fill with cold water from the tap, not exceeding the MAX line.
- Insert the Water Reservoir into position and close the Lid.

NOTE: Make sure that the Water Reservoir is clean and free of any debris, as any fine particles can block the water flow.
• **Power**
- Insert the Power Plug into a 120V AC power outlet. The machine will automatically turn on.

• **Cleaning Cycle**
- Insert the Coffee Brew Basket.
- Place the carafe under the brew spout to collect the cleaning water.
- In the Brew Type menu, select "HOT" by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.
- In the Brew Size menu, select Carafe by rotating the knob.
- Press the "BREW/CANCEL" button to start the cleaning cycle.
- Once the cleaning cycle is complete, the unit beeps. Discard the content of the carafe in the sink.

4. Set the time
- Plug the unit in. The time display will start flashing.
- Press "SET TIME" button once to set the hour. Rotate the knob to adjust hours. Push the knob to select the correct hour and move to minutes setting.
- Rotate the knob to adjust minutes. Push the knob to select the correct minutes move to AM/PM setting.
- Rotate the knob to select AM or PM.
  NOTE: if needed, push the knob again to go back to hour selection.
- Press "SET TIME" to confirm time.

Guide to making Hot Coffee

1. Fill the water reservoir with cold water, not exceeding the MAX line.
   NOTE: Always use fresh, cold water that is filtered and free of impurities – avoid hard water or well water.
2. Plug the unit it.
3. Press any button or turn the knob to wake up the machine from sleep mode.
4. Insert the Coffee brew basket and filter. The "COFFEE" light turns on.
   NOTE: If you wish, you can also use a paper coffee filter size #4 instead of the reusable filter provided. Simply place the paper filter directly in the Coffee Brew Basket, making sure to fold the crimped edges. Never use a paper filter and the Mr. Coffee reusable filter at the same time.
5. In the Brew Type menu, select "HOT" by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.
6. In the Brew Size menu, select the desired brew size (8, 12, 16 oz or 8-cup carafe) by rotating the knob and pressing it to select.
7. The display will show how many coffee scoops are needed for flavorful hot coffee based on the drink size selected. With the "Coffee" side of the Mr. Coffee scoop, add the corresponding amount of ground coffee to the reusable coffee filter.
   NOTE: Changing the brew size will change the displayed number of scoops.
   NOTE: for best tasting coffee, we recommend using freshly roasted whole beans and grind them medium/coarse with a burr grinder before you brew.

Brew Size	Number of Coffee scoops	Grams
8oz	1	13
12oz	1.5	20
16oz	2	26
8-cup Carafe (40oz)	5	66

   NOTE: your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer follows the Golden Cup coffee-to-water ratio recommended by the Specialty Coffee Association.
8. Place your cup, travel mug or carafe under the brew spout.
   IMPORTANT: use care when placing a ceramic mug on the warming plate to limit scratches.
   NOTE: if using the carafe, ensure the metal band is clean and dry to allow the unit to detect it.
9. Press the "BREW/CANCEL" button to start brewing hot coffee. The unit automatically blooms the coffee grounds for 24 Seconds 8 Cup Carafe and 40 seconds for all single serve drinks before starting to brew at the ideal time and temperature settings.
   NOTE: thanks to the carafe sensor, you can remove the carafe during a carafe brew cycle to pour yourself a cup: brewing will stop until the carafe is back in place.
   NOTE: you can press the "BREW / CANCEL" button again at any time to cancel brewing.
   NOTE: the intelligent warmnig plate only turns on when the coffee Hot carafe size is selected.
   NOTE: if the water level in the tank is too low, the machine will stop brewing and the "ADD WATER" light will start flashing. Add cold water to the Water Tank and the brew cycle will resume automatically. If water is not added to the tank after 2 min, for Carafe Size, the unit will empty the coffee left in the brew cycle and start the freshness timer. For Singe Serve, the until will empty coffee left in the brew cycle and cancel the cycle.
10. Once the brew cycle is over, the machine beeps meaning your coffee is ready to be sipped on.
    NOTE: after brewing a carafe of coffee, the Freshness Timer automatically starts. The unit displays how long it has been since the coffee was brewed. For best flavor, we recommend drinking your coffee under 30 min. The warming plate will automatically turn off after 60 min.

Guide to making Iced Coffee

1. Fill the water reservoir with cold water, not exceeding the MAX line.
   NOTE: Always use fresh, cold water that is filtered and free of impurities – avoid hard water or well water.
2. Plug the unit it.
3. Press any button or turn the knob to wake up the machine from sleep mode.
4. Insert the Coffee brew basket and filter. The "COFFEE" light turns on.
   NOTE: If you wish, you can also use a paper coffee filter size #4 instead of the reusable filter provided. Simply place the paper filter directly in the Coffee Brew Basket, making sure to fold the crimped edges. Never use a paper filter and the Mr. Coffee reusable filter at the same time.
5. In the Brew Type menu, select "OVER ICE" by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.

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6. In the Brew Size menu, select the desired brew size (12, 16 oz or 8-cup carafe) by rotating the knob and pressing it to select.
7. The display will show how many coffee scoops are needed for flavorful iced coffee based on the drink size selected. With the "Coffee" side of the Mr. Coffee scoop, add the corresponding amount of ground coffee to the reusable coffee filter.
   NOTE: changing the brew size will change the displayed number of scoops.
   NOTE: for best tasting coffee, we recommend using freshly roasted whole beans and grind them medium/coarse with a burr grinder before you brew.

Brew Size	Number of Coffee scoops	Grams
12oz	1.5	20
16oz	2	26
8-cup Carafe (40oz)	5	66

8. Fill your cup to the top, or the carafe up to the "OVER ICE" line with ice cubes.
9. Place your cup, travel mug or carafe under the brew spout.
   NOTE: if using the carafe, ensure the carafe metal band is clean to allow the unit to detect it.
10. Press the "BREW/CANCEL" button to start brewing. The unit automatically blooms the coffee grounds for 40 seconds before starting to brew at the ideal time and temperature settings.
    NOTE: the machine brews the perfect ratio of hot concentrated coffee over ice for flavorful iced coffee that is not watered down.
    NOTE: you can press the "BREW/CANCEL" button again at any time to cancel brewing.
    NOTE: if the water level in the tank is too low, the machine will stop brewing and the "ADD WATER" light will start flashing. Add cold water to the Water Tank and the brew cycle will resume automatically. If water is not added to the tank after 2 min, the unit will empty the coffee left in the brew basket and cancel the brew cycle.
11. Once the brew cycle is over, the machine beeps meaning your coffee is ready to be sipped on.

Guide to making Hot Tea

1. Fill the water reservoir with cold water, not exceeding the MAX line.
   NOTE: Always use fresh, cold water that is filtered and free of impurities – avoid hard water or well water.
2. Plug the unit it.
3. Press any button or turn the knob to turn the machine on.
4. Insert the Tea brew basket and filter. The "TEA" light turns on.
5. In the Brew Type menu, select "HOT" by rotating the knob and pressing it to select. The machine will automatically switch to the Tea Type menu.
6. In the Tea Type menu, select which tea type you want to brew (white, green, black, herbal) by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.
   NOTE: selecting the tea type will automatically adjust steep time and temperature for optimal extraction as shown in the table below.

	Steep Temperature	Steep Time
White	175-185 °F	5 min
Green	175-185 °F	3 min
Herbal	212 °F	6 min
Black	212 °F	4 min

7. In the Brew Size menu, select the desired brew size (8, 12, 16 oz or 8-cup carafe) by rotating the knob and pressing it to select.
8. The display will show how many tea scoops are needed for flavorful hot tea based on the drink size selected. With the "Tea" side of the scoop, add the corresponding amount of loose tea to the reusable tea filter.
   NOTE: Changing the brew size will change the displayed number of scoops.
   NOTE: if you prefer using tea bags, you can follow the below guidelines based on volume selected. Simply place the tea bag(s) in the tea filter.

Brew Size	Number of Tea scoops	Grams	Number of tea bags
8oz	0.5	2	1
12oz	1	4	2
16oz	1.5	6	3
8-cup Carafe (40oz)	3	12	6

9. Place your cup, travel mug or carafe under the brew spout.
   IMPORTANT: use care when placing a ceramic mug on the warming plate to limit scratches.
10. Press the "BREW/CANCEL" button to start brewing hot tea.
    NOTE: you can press the "BREW/CANCEL" button again at any time to cancel brewing.
    NOTE: if the water level in the tank is too low, the machine will stop brewing and the "ADD WATER" light will start flashing. Add cold water to the Water Tank and the brew cycle will resume automatically. If water is not added to the tank after 2 min, the unit will empty the tea left in the brew basket and cancel the steep cycle.
11. Once the brew cycle is over, the machine beeps meaning your tea is ready to be sipped on.

Guide to making Iced Tea

1. Fill the water reservoir with cold water, not exceeding the MAX line.
   NOTE: Always use fresh, cold water that is filtered and free of impurities – avoid hard water or well water.
2. Plug the unit it.
3. Press any button or turn the knob to turn the machine on.
4. Insert the Tea brew basket and filter. The "TEA" light turns on.
5. In the Brew Type menu, select "OVER ICE" by rotating the knob and pressing it to select. The machine will automatically switch to the Tea Type menu.
6. In the Tea Type menu, select which tea type you want to brew (white, green, black, herbal) by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.
   NOTE: selecting the tea type will automatically adjust steep time and temperature for best results.
7. In the Brew Size menu, select the desired brew size (12, 16 oz or 8-cup carafe) by rotating the knob and pressing it to select.
8. The display will show how many tea scoops are needed for flavorful iced tea based on the drink size selected. With the "Tea" side of the scoop, add the corresponding amount of loose tea to the reusable tea filter.
   NOTE: Changing the brew size will change the displayed number of scoops.
   NOTE: if you prefer using tea bags, you can follow the below guidelines based on volume selected. Simply place the tea bag(s) in the tea filter.

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Brew Size	Number of Tea scoops	Grams	Number of tea bags
12oz	2	4	2
16oz	3	12	6
8-cup Carafe (40oz)	6	24	12

9. Fill your cup to the top, or the carafe up to the "OVER ICE" line with ice cubes.
10. Place your cup, travel mug or carafe under the brew spout.
11. Press the "BREW/CANCEL" button to start brewing iced tea.
    NOTE: you can press the "BREW/CANCEL" button again at any time to cancel brewing.
    NOTE: if the water level in the tank is too low, the machine will stop brewing and the "ADD WATER" light will start flashing. Add cold water to the Water Tank and the brew cycle will resume automatically. If water is not added to the tank after 2 min, the unit will empty the tea left in the brew basket and cancel the steep cycle.
12. Once the brew cycle is over, the machine beeps meaning your tea is ready to be sipped on.

Guide to making Express Cold Brew

1. Fill the water reservoir with cold water, not exceeding the MAX line.
   NOTE: Always use fresh, cold water that is filtered and free of impurities – avoid hard water or well water.
2. Plug the unit it.
3. Press any button or turn the know to turn the machine on.
4. Insert the Coffee brew basket and filter.
5. In the Brew Type menu, select "EXPRESS COLD BREW" by rotating the knob and pressing it to select. The machine will automatically switch to the Brew size menu.
6. In the Brew Size menu, select the desired brew size (12, 16 oz or 8-cup carafe) by rotating the knob and pressing it to select.
7. The display will show how many coffee scoops are needed for flavorful express cold brew based on the drink size selected.
   NOTE: for best tasting coffee, we recommend using freshly roasted whole beans and grind them coarse with a burr grinder before you brew.

Brew Size	Number of Coffee scoops	Grams
12oz	1.5	20
16oz	2	26
8-cup Carafe (40oz)	4	52

   NOTE: Changing the brew size will change the displayed number of scoops. Add the corresponding amount of ground coffee to the reusable tea filter.
8. Fill your cup with 1/4 to 1/3 of ice, or the carafe with ice up to the "EXPRESS COLD BREW" line.
   NOTE: this ice will melt during the brewing process, allowing to cool down the brew. This will not result in a watered down coffee, as the unit brews a concentrated express cold brew.
9. Place your cup, travel mug or carafe under the brew spout.
10. Press the "BREW/CANCEL" button to start brewing.
    NOTE: the machine brews express cold brew at a lower temperature than regular drip coffee.
    NOTE: you can press the "BREW/CANCEL" button again at any time to cancel brewing.
    NOTE: if the water level in the tank is too low, the machine will stop brewing and the "ADD WATER" light will start flashing. Add cold water to the Water Tank and the brew cycle will resume automatically. If water is not added to the tank after 2 min, the unit will empty the coffee left in the brew basket and cancel the brew cycle.
11. Once the brew cycle is over, the machine beeps meaning your coffee is ready. Add additional ice to your cup to keep cooling coffee.

Set your Mr. Coffee Coffee / Tea brewer to brew later

NOTE: You must set the clock if you want to use the DELAY BREW feature.

1. Fill the water reservoir with cold water, not exceeding the MAX line.
2. Plug the unit it. Set time following steps in the "Before first use" section on p.8.
3. Press any button or turn the knob to turn the machine on.
4. Insert the Coffee or Tea brew basket and filter.
5. Select your Brew Type and Size following the previous brewing guides (Iced or Hot coffee or tea, or express cold brew). Remember to place your cup or carafe under the brew spout.
6. Press the "DELAY BREW" button once to set the hour. The Hours display starts flashing. Rotate the knob to adjust to the hour you need brewing to start at. Push the knob to confirm hour and move to minutes setting.
7. The Minutes display starts flashing. Rotate the knob to adjust to the minutes you need brewing to start at. Push the knob to select minutes and move to AM/PM setting.
8. Rotate the knob to select AM or PM.
9. Press "DELAY BREW" to confirm time, or wait 3 seconds and time will be set automatically. The DELAY BREW light will stay on, indicating the machine is programmed to brew later.
   NOTE: you can press the "DELAY BREW" button again at any time to cancel scheduled brewing.
10. The brewer will automatically start brewing at the set time. Once the brew cycle is over, the machine will beep meaning your coffee is ready to be sipped on.

Descale your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer

Minerals found in water will leave deposits in your appliance and can affect performance. We recommend descaling your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer every 2-3 months, although this period will depend on the hardness of water and frequency of use.

Your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer features a descaling sensor that will alert you when the machine needs cleaning.

- When it is time to decalcify your coffeemaker, the DESCALE light will start flashing.
- Fill the glass carafe up to the 8-cup line with a solution of equal parts water and white vinegar or use a descaling solution. Pour the solution into the Water Reservoir.
- Place Glass Carafe on the Warming Plate. Press the CLEAN button. The screen will turn off and the "DESCALE" light will keep flashing until the cleaning cycle is over.
- Once the cleaning cycle is complete, the unit will beep. Discard the content of the glass carafe and rinse with water.
- Fill the Glass Carafe with fresh water to the 8-cup line and pour the water into the water reservoir.
- In the Brew Size menu, select "8-cup carafe" by rotating the knob
- Press the BREW/CANCEL button to rinse the machine.
- Once the brewing cycle is complete the unit will beep. Discard the content of the Glass Carafe in the sink.
- Remove and wash the Glass Carafe, Water Reservoir, Brew Baskets, Reusable Filters and Scoop in a mixture of mild detergent and water. Rinse each with clean water, and dry thoroughly.
- Repeat if vingear smells is still present.

NOTE: While a single clean cycle is likely to address calcium buildup, in rare cases the clean alert may still show requiring a second clean cycle.

CAUTION: Never immerse the coffeemaker itself in water, in any other liquid or place in the dishwasher.

This appliance has no user serviceable parts. Any servicing beyond that described in the Cleaning Section should be performed by an Authorized Service Representative only. See Warranty Section.

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Troubleshooting Guide

Problem	Possible Cause	What To Do
ADD WATER light flashes	The water level in the tank is low.	Fill the water tank up to the max line. Replace the water tank. If a brewing cycle got stopped, it will resume automatically.
DESCALE light flashes	It is time to descale / clean your Mr. Coffee Perfect Brew Hot & Cold Coffee & Tea Brewer.	Follow the instructions of the "Descale your Mr. Coffee Perfect Brew Hot & Iced Coffee & Tea Brewer section p.13.
There is sediment in my coffee	If using the Mr. Coffee reusable filter, the sediment at the bottom of the brewed coffee may be due to using finely ground coffee.	Use a slightly coarser grind.
OVER ICE and EXPRESS COLD BREW beverages are not cold.	There was not enough ice in the cup or carafe. The cycles brew hot concentrated beverages over ice, so maintaining the ice/ beverage ratio is important.	For OVER ICE brew cycle, fill your cup all the way up with ice, or the carafe up to the "OVER ICE" line. For EXPRESS COLD BREW, fill 1/4 to 1/3 of your cup with ice, or the carafe up to the "EXPRESS COLD BREW" line before brewing. Add additional ice to taste after brewing cycle is over.
Coffee or tea is too weak.	• There is not enough coffee grounds or tea in the filter. • Coffee grounds are too coarse.	• Add an additional ½ or 1 scoop of coffee grounds or tea. • Use finer coffee grounds.
Coffee or tea is too strong.	• There is too much coffee grounds or tea in the filter. • Coffee grounds are too fine.	• There is too much coffee grounds or tea in the filter. • Use coarser grounds
Coffee overflowing from the basket	• Grind size is too fine. • Too much coffee grounds in the basket. • Putting paper into reusable filter.	• Use coarser grounds. Never use espresso grounds. • Reduce the amount of grounds used • Only use the Mr. Coffee reusable filer or a paper filter directly in the brew basket, do not use both simultaneously.
The carafe brew cycle does not start	• There is no water in the water tank. • The carafe sensor cannot read the metal band	• Fill up the water tank. • Wipe the carafe metal ban clean; ice in the carafe may lead to sweat on the band making it difficult for the sensor to read.
The clock does not remember time	The clock is cleared every time the unit is unplugged.	Keep the unit plugged.
My coffee or tea does not come out right away after the unit starts brewing	This is part of the normal brew or steep cycles. The unit starts by blooming coffee, or steeps tea for a few minutes to extract all the flavors.	No action required, just wait until machine beeps indicating the brew or steep cycle is over.
There is water left in the brew basket after brewing	During a brew cycle, condensation forms on the showerhead and brewer lid, which can drip down in the brew basket.	No action required, this is perfectly normal when brewing.

Warranty and limitation of liability

3 Year Limited Warranty

Sunbeam Products, Inc. or if in Canada Newell Brands Canada ULC (collectively "Sunbeam") warrants that for a period of three years from the date of delivery to the original end user purchaser, this product will be free from defects in material and workmanship. Sunbeam, at its option, will repair or replace, free of charge, this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new product or new component at no cost to the consumer. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Sunbeam reserves all rights to decline coverage if the defect or damage was caused by unauthorized components or service. This warranty is valid for the original retail purchaser from the date of delivery and is not transferable. Keep the original proof of purchase. Dealers, service centers, or retail stores selling Sunbeam products do not have the right to alter, modify, or any way change the terms and conditions of this warranty. This warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product; use on improper voltage or current; use contrary to the operating instructions provided by Sunbeam; disassembly, repair, or alteration by anyone other than Sunbeam or an authorized Sunbeam service center. Sunbeam expressly excludes from this warranty and denies liability for defects or damage caused by repair or alteration by anyone other than Sunbeam or an authorized Sunbeam service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.
No terms of this warranty may be construed to apply to non-warranty service and maintenance. Accordingly, Sunbeam also denies liability for defects and damage caused by repair or alteration outside the terms of this warranty.
There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
UNDER NO CIRCUMSTANCES SHALL SUNBEAM BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

How to Obtain Warranty Service

In the U.S.A.
If you have any questions regarding this warranty or would like to obtain warranty support, please call 1-800-672-6333 or visit the Mr.Coffee® Website. Proof of purchase and proof of delivery date if different than your date of purchase is required to obtain warranty performance.

In Canada
If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-672-6333.
In the U.S.A. this warranty is offered by Sunbeam Products, Inc, located at 6655 Peachtree Dunwoody Rd, Atlanta, GA 30328. In Canada, this warranty is offered by Newell Brands Canada ULC, located at 20B Hereford Street, Brampton, Ontario L6Y 0M1. If you have any other problem or claim in connection with this product, please write our consumer service department.

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Mr. Coffee®

Need help with your appliance?

Contact our Customer Care Team or visit our website for information and tips on getting the most from your appliance.

www.mrcoffee.com
1-800-672-6333

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