



Let's Begin!

Use and Care Guide



RIVO[™]

Cappuccino
& Latte System

IMPORTANT SAFEGUARDS

Safe Operation & Use



When using electrical appliances, basic safety precautions should be followed, including the following:

1. Read all instructions before using.
2. Do not touch hot surfaces. Use handles and knobs when available.
3. This appliance must be properly installed and located in accordance with these instructions before it is used.
4. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electrical shock or injury to persons.
5. Do not place on or near a hot gas or electric burner, or in a heated oven.
6. Do not use outdoors.
7. To protect against fire, electric shock and injury do not immerse cords, plugs or the appliance in water or any other liquid.
8. Do not overfill the Water Reservoir with water.
9. Use **only water** in this appliance! Do not put any other liquids or foods in the Water Reservoir except as instructed in the Cleaning Instructions in this guide.
10. Unplug System before cleaning or maintenance. Allow to cool before putting on or taking off parts and before cleaning the appliance. System automatically enters standby mode after 2 minutes of non use.
11. For best operation, plug the appliance into its own electrical outlet on a dedicated circuit to prevent flickering of lights, blowing of fuses or tripping a circuit breaker.
12. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or is damaged in any manner. Contact Keurig Customer Service to report any malfunction of or damage to the System.
13. Do not let the cord hang over the edge of the table or counter, or touch hot surfaces.
14. Close supervision is necessary when any appliance is used by or near children.
15. **Do not lift the Brew Handle to open the System while brewing is in progress.**
16. Always keep the Water Reservoir Lid on the Water Reservoir unless you are refilling it.
17. This appliance is equipped with a Power Cord having a grounding wire with a grounding plug. The appliance must be grounded using a 3-hole properly grounded outlet. In the event of an electrical short circuit, grounding reduces the risk of electrical shock.
18. If the outlet is a standard 2-prong wall outlet, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.
19. Do not, under any circumstances, cut or remove the third (ground) prong from the Power Cord or use an adapter.
20. Consult a qualified electrician if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded.
21. Do not use the appliance for other than its intended use.

SAVE THESE INSTRUCTIONS.

DO NOT permit children to use System unless there is adult supervision. System dispenses very hot water.

CAUTION: There are sharp needles that puncture the Rivo™ pack located above the Rivo™ Pack Holder and in the bottom of the Rivo™ Pack Holder. To avoid risk of injury, do not put your fingers in the Rivo™ Pack Assembly Housing.

CAUTION: There is extremely hot water in the Rivo™ Pack Holder during the brew process. To avoid risk of injury, do not lift the Brew Handle or open the Rivo™ Pack Assembly Housing during the brewing process.



CAUTION: The Frothing Whisk is detachable and may pose a choking hazard.

WARNING: Very hot steam and liquid. Use only with Pitcher included. Operation with any other pitcher or operation with no pitcher may result in injury.

SHORT CORD INSTRUCTIONS: A short power supply cord is provided to reduce the risk of becoming entangled in or tripping over a longer cord. If an extension cord is used, (1) the marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance; (2) the cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally; and (3) the extension cord must include a 3-prong grounding plug.

THIS PRODUCT IS FOR HOUSEHOLD USE ONLY.

WARNING THIS PRODUCT CONTAINS CHEMICALS, INCLUDING LEAD, WHICH IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER, BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.

 WARNING RISK OF FIRE OR ELECTRIC SHOCK DO NOT OPEN		WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT REMOVE THE BOTTOM COVER. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIR SHOULD BE DONE BY AUTHORIZED SERVICE PERSONNEL ONLY.
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WARNING TO USERS AND PARENTS: DO NOT permit children to use System unless there is adult supervision. System dispenses very hot water.

Thank you for purchasing the Keurig® Rivo™ Cappuccino and Latte System. Before operating the Rivo™ System, we recommend carefully reading these instructions to learn how to use, clean and care for the System. We hope you enjoy crafting the perfect espresso, cappuccino, latte and more!

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Record Your Rivo™ System Serial Number Above

The serial number can be found on the bottom of the Rivo™ System gift box and on the side of housing behind the Water Reservoir. Removing the serial number label from the Rivo™ System will void warranty.

SYSTEM OVERVIEW

RIVO™ SYSTEM

- A** Water Reservoir Lid
- B** Water Reservoir
- C** Power Cord
- D** Rivo™ Pack Bin ★
- D1** Beverage Platform ★
- E** Drip Tray Lid
- F** Drip Tray Overflow Indicator ★
- G** Drip Tray ★
- H** Power Button
- I** Brew Handle

FROTHING PITCHER

- J** Frothing Lid ★
- K** Frothing Whisk ★
(Detachable)
- L** Steaming Wand ★
(Detachable from Lid)
- M** Frothing Pitcher ★

CONTROL PANEL

- N** Short Espresso Button
- O** Espresso Lungo Button
- P** Cappuccino Froth Button
- Q** Latte Froth Button
- R** Cold Froth Button

★ Indicates components which are top-rack dishwasher safe.
Do not place any other component in the dishwasher.

The Keurig® Rivo™ System is not for use with K-Cup® packs or Vue™ packs.



PREPARING YOUR SYSTEM



Prepare the Water Reservoir

STEP 1: Remove all packing materials from the Keurig® Rivo™ System and Frothing Pitcher. Place the System on a flat, stable surface away from water and heat sources. Remove all adhesive tape and labels.

STEP 2: Lift and remove the Water Reservoir Lid, then remove the Water Reservoir by lifting up and away from the Rivo™ System.

STEP 3: Rinse the Water Reservoir and fill with water. We recommend bottled or filtered water.

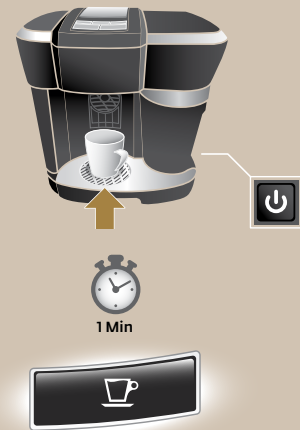
*Hot water or any other liquid may damage the Water Reservoir. Always ensure the Water Reservoir is filled to the **REFILL** line before turning on the Rivo™ System.*



Prepare the Brewing System*

STEP 1: Place a 12 oz. mug on the Drip Tray. Plug the Power Cord into a grounded outlet and press the Power Button on the right side of the System.

STEP 2: After about 1 minute, the Control Panel will flash and you will hear a beep. This indicates the Rivo™ System is ready. Press the Espresso Lungo Button to run the first cleansing brew. When brew is complete, discard the hot water from the mug.



Prepare the Frothing System*

STEP 1: Remove packing material and static cling from Frothing Pitcher and fill to **MIN FILL** with water. Secure the Lid and place the Frothing Pitcher into the System.

STEP 2: Press the Latte Froth Button to run the first cleansing froth. You will hear a beep when the cycle is complete.

STEP 3: Remove the Frothing Pitcher from the System and carefully remove the Lid. Discard the water and dry all components.

**The first cleansing brew and cleansing froth cycles prepare the System for your first beverage. It is normal for the System to be slightly louder during these initial cycles.*

**After brewing, the Rivo™ System will automatically prepare for your next brew. As a safety feature, your System will automatically shut off at any stage when it is idle for longer than 2 minutes. Press the Power Button to restart.*

You are now ready to craft your first beverage!



1 Min



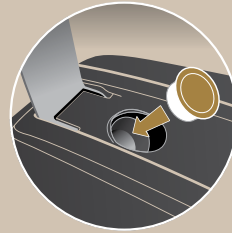
STEP 1 Brew Espresso



A Place a mug on the Beverage Platform.



B Lift the Brew Handle and place a Rivo™ pack into the System.



C Lower Brew Handle and select your **ESPRESSO SIZE** on the bottom row of the Control Panel. After about 1 minute, you will hear a beep. This indicates your espresso is complete.

STEP 2 Froth Milk



A Remove the Frothing Pitcher from the System and rinse thoroughly.



B Fill Frothing Pitcher with fresh, cold milk.
*Important: Add enough milk to fill to **MIN FILL**, but do not fill beyond **MAX FILL**. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.*



C Return the sealed Pitcher to the System by aligning arrow on Frothing Lid. Then select a **FROTHING MODE** on the top row of the Control Panel. After about 90 seconds, you will hear a beep. This indicates your froth is complete.

STEP 3 Combine espresso with frothed milk and enjoy!

FROTHING MODES*

CAPPUCCINO FROTH

Creates more foam and less steamed milk. Perfect for a cappuccino or macchiato.

LATTE FROTH

Creates less foam and more steamed milk. Perfect for a latte.

COLD FROTH

Keeps your milk cold, creates less foam and more milk. Perfect for an iced latte.



SHORT ESPRESSO (1.4 OZ.)

Perfect for espresso beverages such as a cappuccino, latte or macchiato.

ESPRESSO LUNGO (2.8 OZ.)

Perfect for an americano or iced latte.

ESPRESSO SIZES

In order to ensure ideal pressure for espresso and frothed milk, the Rivo™ System is designed to perform one function at a time. Wait for brewing to complete before selecting a frothing mode.

*Important: Add enough milk to fill to **MIN FILL**, but do not fill beyond **MAX FILL**. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.



Crafting a Cappuccino

STEP 1: Place a 12 oz. mug on the Drip Tray and prepare a Short Espresso (1.4 oz.) by selecting the Short Espresso Button on the Control Panel.

STEP 2: Pour cold milk to **MIN FILL** of the Frothing Pitcher (4.5 oz.) and place the Frothing Lid on the Frothing Pitcher.

*Important: Add enough milk to fill to **MIN FILL**, but do not fill beyond **MAX FILL**. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.*

STEP 3: Return the sealed Pitcher to the System and press the Cappuccino Froth Button.

If the Frothing Pitcher has not been positioned securely, you will hear 3 beeps when selecting a frothing mode. Remove the Frothing Pitcher and re-insert, ensuring the Pitcher is securely in place.

STEP 4: When the milk is frothed, pull the Frothing Pitcher from the System and carefully remove the Lid. Pour the milk over the espresso and enjoy!

Crafting a Latte

STEP 1: Place a 12 oz. mug on the Drip Tray and prepare a Short Espresso (1.4 oz.) by selecting the Short Espresso Button on the Control Panel.

STEP 2: Pour cold milk to **MAX FILL** of the Frothing Pitcher (6 oz.) and place the Frothing Lid on the Frothing Pitcher.

*Important: Add enough milk to fill to **MIN FILL**, but do not fill beyond **MAX FILL**. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.*

STEP 3: Return the sealed Pitcher to the System and press the Latte Froth Button.

If the Frothing Pitcher has not been positioned securely, you will hear 3 beeps when selecting a frothing mode. Remove the Frothing Pitcher and re-insert, ensuring the Pitcher is securely in place.

STEP 4: When the milk is frothed, pull the Frothing Pitcher from the System and carefully remove the Lid. Pour the milk over the espresso and enjoy!





Crafting an Iced Latte

STEP 1: Fill a cup with ice and set aside. Place a separate 3 oz. mug on the Beverage Platform and prepare an Espresso Lungo (2.8 oz.) by selecting the Espresso Lungo Button on the Control Panel. Pour the espresso over the ice.

Important: Do not brew espresso directly into a glass cup filled with ice. Doing so may cause the glass to crack or break.

STEP 2: Pour cold milk to **MAX FILL** of the Frothing Pitcher (6 oz.) and place the Frothing Lid on the Frothing Pitcher.

*Important: Add enough milk to fill to **MIN FILL**, but do not fill beyond **MAX FILL**. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.*

STEP 3: Return the sealed Pitcher to the System and press the Cold Froth Button.

If the Frothing Pitcher has not been positioned securely, you will hear 3 beeps when selecting a frothing mode. Remove the Frothing Pitcher and re-insert, ensuring the Pitcher is securely in place.

STEP 4: When the milk is frothed, pull the Frothing Pitcher from the System and carefully remove the Lid. Pour the milk over the espresso and enjoy!

1 AUTOMATIC SHUT-OFF – As a safety feature, your System will automatically shut off after it is idle for longer than 2 minutes. Just press the Power Button to restart.

2 EMPTY WATER RESERVOIR NOTIFICATION – If the Water Reservoir becomes empty during brewing or frothing, the System will stop. The Control Panel will light up in a circular pattern, flashing on the last mode used, and you will hear a series of beeps. If the Water Reservoir is filled within 2 minutes, simply press the last used mode and continue crafting your beverage. If more than 2 minutes have passed, the System will automatically shut off. Press the Power Button and begin a new brew. You will need a new Rivo™ pack.

3 FROTHING PITCHER NOTIFICATION – If the Frothing Pitcher has not been positioned securely, you will hear 3 beeps when selecting a frothing mode. Remove the Frothing Pitcher and re-insert, ensuring the Pitcher is securely in place.

4 THE RIGHT WATER – For the best tasting espresso, cappuccino or latte we recommend using bottled or filtered water. We do not recommend using distilled or reverse osmosis water.

5 ICED BEVERAGES – Creating an iced latte or cappuccino is easy. Fill a cup with ice and set aside. Brew espresso into a separate mug and pour the espresso over the ice. Use the Cold Froth Button to froth milk and add the milk to the iced espresso. Important: Do not brew espresso directly into a glass cup filled with ice. Doing so may cause the glass to crack or break. Do not add ice, syrup or any other ingredients to the milk prior to frothing. Doing so may damage the System.

6 THE DRIP TRAY AND RIVO™ PACK BIN – The Drip Tray is designed to capture excess liquid from the brewing process and will fill with liquid after 10 to 12 brews. The Drip Tray Indicator will become visible when the Drip Tray is almost full. The Rivo™ Pack Bin holds up to 12 used Rivo™ packs. Empty both components by carefully removing them from the System. Empty contents of the Drip Tray into the sink and dispose of the used Rivo™ packs. Clean and dry both components before returning them to the System.

7 CLEAN YOUR SYSTEM REGULARLY – To keep your System looking and performing at its best, be sure to clean the external and internal components as indicated on page 16.

8 STORING – When storing your System, empty and dry all components. Store your System upright in a safe, dry, frost-free environment.

Before cleaning the Keurig® Rivo™ System, unplug the Power Cord and wait for the System to cool down. Unless otherwise noted, clean components with warm soapy water. Do not use solvents, alcohol or other harsh substances. Do not place any components in an oven.

WATER RESERVOIR – The Water Reservoir should be cleaned regularly. The Water Reservoir is not dishwasher safe. Wash by hand with warm water and mild soap.

FROTHING PITCHER – After each use, thoroughly clean all components of the Frothing Pitcher. Place them on the top rack of the dishwasher or wash by hand with warm water and mild soap.

Clean the interior components after every 10 to 12 beverages:

BREWING COMPONENTS – To clean the interior brewing components, place a mug on a the Drip Tray. Lift and lower the Brew Handle without inserting a Rivo™ pack and press the Espresso Lungo Button. When the process is complete, discard the water from the mug.

FROTHING COMPONENTS – Fill Frothing Pitcher to **MIN FILL** with water. Secure the Lid and place the Frothing Pitcher into the System. Press the Latte Froth Button and wait for the cycle to complete. Remove the Frothing Pitcher from the System and carefully remove the Lid. Discard the water and dry all components.

DRIP TRAY AND RIVO™ PACK BIN – The Drip Tray is designed to capture excess liquid from the brewing process and will fill with liquid after 10 to 12 beverages. The Drip Tray Indicator will become visible when the Drip Tray is almost full. The Rivo™ Pack Bin holds up to 12 used Rivo™ packs. Empty both components by carefully removing them from the System. Empty contents of the Drip Tray into the sink and dispose of the used Rivo™ packs. Clean and dry both components before returning them to the System.

DE-SCALING – Mineral content in water varies from place to place. Depending on the mineral content of the water in your area, calcium deposits or scale may build up in your System. Scale is non-toxic, but left unattended, it can hinder System performance. Visit www.keurig.com to view our recommended de-scaling procedure.

SITUATION	SOLUTION
System does not have power	<ul style="list-style-type: none"> • Plug System into an independent outlet. • Make sure the Power Button is pressed. • During normal operation, the System will shut off when it is idle for longer than 2 minutes. Just press the Power Button to restart. • Check to be sure that the System is plugged in securely. • Plug into a different outlet. • Reset your home circuit breaker, if necessary.
System will not brew	<ul style="list-style-type: none"> • Make sure the System has power (see above). • Check that the Water Reservoir is filled.
System will not brew when used for the first time	<ul style="list-style-type: none"> • System may be cold or frozen. Let System rest at room temperature for at least 2 hours before powering on. • Make sure the System has power (see above).
System shuts off automatically	<ul style="list-style-type: none"> • Under normal operation, the System will shut off when it is idle for longer than 2 minutes. Just press the Power Button to restart. • If the System shuts off in the middle of a brew (not from power outage), make sure the Water Reservoir is filled.
There is water in the Drip Tray	<ul style="list-style-type: none"> • Remember that any liquid overflow (from your mug or the Water Reservoir) will be caught in the Drip Tray. • When the Drip Tray is almost full, the red Drip Tray Overflow Indicator will appear. Carefully remove the Drip Tray (there may be hot liquid in it). Empty contents into the sink.
The Power Button does not turn System off	<ul style="list-style-type: none"> • The Power Button will only restart or turn on the System. It will not turn the System off. The System will automatically shut off after 2 minutes (see "System shuts off automatically," above).
Red Indicator appears in Drip Tray	<ul style="list-style-type: none"> • This means that the Drip Tray is almost full. Carefully remove the Drip Tray (there may be hot liquid in it). Empty contents into the sink.
The System pump is making a loud sound	<ul style="list-style-type: none"> • The Water Reservoir needs to be refilled. • Empty the Rivo™ Pack Bin.
The Brew Handle won't close	<ul style="list-style-type: none"> • A Rivo™ pack may have been inserted incorrectly. Lift and lower the Brew Handle to adjust the Rivo™ pack.
The espresso tastes weak	<ul style="list-style-type: none"> • Ensure you are using a new Rivo™ pack. Rivo™ packs cannot be reused.
The milk does not froth	<ul style="list-style-type: none"> • Make sure you are using cold milk. Milk at room temperature will not froth well.
The Control Panel Buttons are flashing in a circular pattern	<ul style="list-style-type: none"> • The Water Reservoir needs to be refilled.

If other issues arise with your System, call Keurig Customer Service at 1.866.901.BREW (2739).

Damage to the System resulting from the failure to follow these instructions will void the warranty.

WARRANTY

Limited One Year Warranty

Keurig warrants that your Brewer 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 fill out and return the warranty card enclosed with your Brewer so that your purchase information will be stored in our system. Keurig will, at its option, repair or replace a defective Brewer without charge upon its receipt of proof of the date of purchase. If a replacement Brewer is necessary to service this warranty, the replacement Brewer may be new or reconditioned. If a replacement Brewer is sent, a new limited one year warranty will be applied to the replacement Brewer.

This warranty only applies to Brewers operated in the United States and Canada. This warranty gives 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 Keurig Brewed® Rivo™ brand packs and accessories will guarantee the proper functioning and lifetime of your Keurig Brewer. Any damage to or malfunction of your Brewer resulting from the use of non Keurig Brewed® Rivo™ brand packs and accessories may not be covered by this warranty or may result in a service fee if the defect 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® Rivo™ brand packs 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 R500 SYSTEM, 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 Systems 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 1.866.901.BREW (2739). Please do not return your System for servicing without first speaking to Keurig Customer Service to obtain a Returns Material Authorization (RMA) number. Keurig Systems returned without an RMA number will be returned to the sender without servicing.

Keurig, Incorporated
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