

Green Mountain Coffee Roasters, Inc.
Frequently Asked Questions Regarding Mr. Coffee® Single Cup Brewer Recall

Does this recall include Keurig® brewers?

No. This recall does not involve Keurig® brewers. It is exclusively limited to Mr. Coffee® Single Cup Brewers with specific model numbers as noted in the press release and at www.mrcoffeerecall.com.

How are Keurig® brewers different from those manufactured for Mr. Coffee®?

The latches on Keurig®'s relevant single serve brewers, including the MINI and the MINI Plus as well as our B130 In-Room Brewing System for hotel use brewer are designed to withstand greater steam pressure, so we have not had a report of this type of problem with our brewers.

Is the Mr. Coffee® Single Cup Brewing System made by Keurig®?

No. The Mr. Coffee® Single Cup brewer involved in this product recall is manufactured solely by/for Jarden Consumer Solutions (“JCS”) under a license agreement from Keurig® to enable the Mr. Coffee® brewer to brew K-Cup® packs.

But the Mr. Coffee® brewer uses Keurig® technology, right? Specifically what technology?

The Mr. Coffee® brewer uses Keurig® technology that enables it to brew K-Cup® packs.

What is the issue with the machines that are being recalled?

Our understanding is that steam can build-up in the Mr. Coffee® KG1 models, forcing the brewing chamber open and posing a burn hazard.

Which model of the Mr. Coffee® brewer is impacted?

The product recall only involves Mr. Coffee® Single Cup models that include the code BVMC-KG1. There may be additional characters included after KG1, but that code must be present for it to be a recalled model. Consumers can visit www.mrcoffeerecall.com to confirm if they own one of the recalled machines or contact JCS toll free at 1-800-993-8609 with any questions.

What should consumers do if they own one of the recalled units?

According to the CPSC and JCS, consumers should immediately stop using the recalled brewer and contact JCS at www.mrcoffeerecall.com or toll free at 1-800-993-8609 to receive a replacement brewer. GMCR has contacted consumers who purchased the involved brewer online from our consumer-direct websites — GreenMountainCoffee.com, Keurig.com or Keurig.ca — to make them aware of the product recall.

How do consumers determine if they have one of the recalled units?

If the brewer is still in the box, look at the front of the box in the bottom right hand corner to determine if it is a Model BVMC-KG1. Note that the model number may have additional characters after KG1. To find the model number on the brewer unit, please look at the rating label on the bottom of the unit. Consumers can visit www.mrcoffeerecall.com to confirm if they own one of the recalled machines or contact JCS toll free at 1-800-993-8609 with any questions.

Is Mr. Coffee® replacing the machines or providing refunds?

Yes, consumers impacted by the recall will be eligible to receive a replacement unit. Customers should contact JCS at www.mrcoffeerecall.com or toll free at 800-993-8609.

Are you working with Mr. Coffee® to help resolve the brewer issues?

The brewer model involved in the recall is manufactured solely by/for JCS, so they are working closely with the CPSC to execute this recall. We have contacted consumers who purchased the involved brewer online from our consumer-direct websites — GreenMountainCoffee.com, Keurig.com and Keurig.CA — to make them aware of the recall.