

Cuisinart®

INSTRUCTION BOOKLET



Coffee PLUS® 12-Cup Programmable Coffeemaker & Hot Water System

CHW-16 SERIES

For your safety and continued enjoyment of this product, always read the instruction book carefully before using.

IMPORTANT SAFEGUARDS

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

1. **READ ALL INSTRUCTIONS.**
2. **Always unplug from outlet when either the appliance or display clock is not in use and before cleaning. Allow to cool before putting on or taking off parts and before cleaning the appliance.**
3. Do not touch hot surfaces. Use handles and knobs.
4. To protect against electric shock, do not place cord, plug, or base unit in water or other liquids.
5. This appliance should not be used by or near children or individuals with certain disabilities.
6. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been dropped or damaged in any manner. Return appliance to the nearest Cuisinart Repair Center for examination, repair, and electrical or mechanical adjustment.
7. The use of accessory attachments not recommended by Cuisinart may cause injuries.
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 fill water reservoir first, then plug cord into the wall outlet. To disconnect, push the Off button, then remove plug from wall outlet.
12. Do not use appliance for anything other than its intended use.
13. Snap lid securely onto carafe before serving any beverages.
14. Scalding may occur if the lid is removed during the brewing cycle.
15. The glass carafe is designed for use with this coffeemaker only. It must never be used on the range top.
16. Do not set a hot carafe on a wet or cold surface.
17. Do not use a cracked carafe or a carafe having a loose or weakened handle.
18. Do not clean carafe or heating plate with cleaners, steel wool pads, or other abrasive materials.
19. **WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT REMOVE THE BASE PANEL. NO USER-SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE DONE ONLY BY AUTHORIZED PERSONNEL.**
20. Do not place cloth beneath coffeemaker or otherwise restrict airflow.
21. Use only the Cuisinart® Gold-Tone Commercial-Style Filter or standard basket-style paper filter with this unit. **Other gold-tone permanent filters may cause the coffeemaker to overflow.**
22. Do not operate your appliance in an appliance garage or under a wall cabinet. **When storing in an appliance garage, always unplug the unit from the electrical outlet.** Not doing so could create a risk of fire, especially if the appliance touches the walls of the garage or the door touches the unit as it closes.

SAVE THESE INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

WARNING: RISK OF FIRE OR ELECTRIC SHOCK



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of dangerous uninsulated voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of fire or electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

SPECIAL CORD SET INSTRUCTIONS

A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.

Longer extension cords may be used if care is exercised in their use.

If an extension cord is used, the marked electrical rating of the extension cord must be at least as great as the electrical rating of the appliance, and the longer 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.

NOTICE

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not modify the plug in any way.

OPERATING NOTICE

Clogging and backing up of water and/or coffee in the filter basket can occur under any or a combination of any of the following conditions: the use of too finely ground coffee; using two or more paper filters; using the gold-tone filter in conjunction with a paper filter; not properly cleaning coffee grounds from the gold-tone filter; or allowing coffee grounds to spill over the filter.

Caution: Never open the filter basket during the brewing cycle, even if no water is draining from the filter basket, since extremely hot water/coffee can spill out from the filter basket and cause injury. If water/coffee is not draining from the filter basket during the brewing cycle, unplug the unit and wait 10 minutes before opening and checking the filter basket.

	WARNING	
RISK OF FIRE OR ELECTRIC SHOCK DO NOT OPEN		
WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK:		
DO NOT REMOVE COVER (OR BACK)		
NO USER-SERVICEABLE PARTS INSIDE		
REPAIR SHOULD BE DONE BY AUTHORIZED SERVICE PERSONNEL ONLY		

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UNPACKING INSTRUCTIONS

1. Place the box on a large, sturdy, flat surface.
2. Remove the instruction book and any other literature.
3. Turn the box so that the back side of the coffeemaker is down and slide the coffeemaker from the box.
4. After the coffeemaker has been removed, place the box out of the way and lift off the packing material.
5. Grasp the carafe by its handle, remove it from the heating plate, and remove the polybag.
6. Remove the polybag covering the coffeemaker.

Save all packing materials in case you have to ship the machine in the future.

KEEP ALL PLASTIC BAGS AWAY FROM CHILDREN.

THE QUEST FOR THE PERFECT CUP OF COFFEE

ELEMENT 1: WATER

Coffee is 98% water. The quality of that water is as important as the quality of your coffee. If water doesn't taste good from the tap, it won't taste good in your coffee. Cuisinart includes a charcoal water filter to remove chlorine, bad tastes and odors for the purest coffee flavor, every time you brew.

ELEMENT 2: COFFEE

While coffee is 98% water, the flavor comes from the beans. To achieve the same great taste you enjoy at a coffee bar, you need to use the same quality of coffee. If you choose to grind your own beans, buy them fresh and whole. Buy only about a two-week supply at a time, because once the bean is broken, its flavor degrades quickly.

ELEMENT 3: GRIND

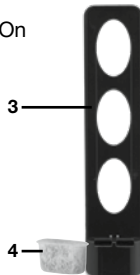
The grind is critical for proper flavor extraction. If the grind is too fine, overextraction and bitterness will result. Too fine a grind may also clog the filter. If the grind is too coarse, the water will pass through too quickly and the maximum flavor will not be extracted. When grinding your own beans, we recommend a medium-fine grind.

ELEMENT 4: PROPORTION

Coffee that is too strong or too weak is always a disappointment. Follow the recommended portions for ground coffee in the instructions under Brewing Coffee, and later adjust the amount to suit your taste.

COFFEEMAKER FEATURES AND BENEFITS

1. **Reservoir Cover** – Flips back for easy filling.
2. **Coffeemaker Water Reservoir** – With water level indicator window.
3. **Coffeemaker Water Filter Holder** – Holds filter firmly in place.
4. **Charcoal Water Filter** – Eliminates chlorine, bad tastes and odors from tap water.
5. **Coffeemaker Lid** – Flips open to access filter basket.
 - a. **Filter Basket (not shown)** – Holds a #4 paper filter or a permanent filter.
 - b. **Filter Basket Holder (not shown)**
6. **Showerhead (not shown)** – Distributes water evenly over coffee, reducing temperature loss as water passes through grounds.
7. **Coffeemaker Control Panel** – See detailed photo, page 6.
8. **Brew Pause™** – Stops flow of coffee from basket when carafe is removed from the heater plate, so a cup can be poured mid-brew.
9. **Carafe** – The easy-pour, no-drip, 12-cup carafe has an ergonomic handle and brewed coffee markings.
10. **Adjustable Heater Plate** – Keeps brewed coffee at desired temperature. Scratch-resistant with nonstick coating.
11. **Ready Tone (not shown)** – Signals the end of the brew cycle with 5 beeps.
12. **Power Loss Backup System (not shown)** – One-minute protection if a breaker trips, unit is unplugged, or power fails. Holds all programmed information, including time of day, Auto On time and Auto Off time.



HOT WATER SYSTEM FEATURES AND BENEFITS

13. **Hot Water Reservoir** – With max fill line.
14. **Hot Water Filter Holder** – Holds filter firmly in place.
15. **Charcoal Water Filter** – Eliminates chlorine and bad tastes and odors from tap water.
16. **Dispensing Lever** – For dispensing hot water.
17. **Safety Lock** – Prevents hot water from being dispensed when in the locked position.
18. **Hot Water Spout with Carafe Guard** – Dispenses hot water. Silicone guard prevents wand from coming in contact with carafe.
19. **Drip Tray** – Removable tray with grate.
20. **Hot Water Release Tab (not shown)** – Used to drain water from Hot Water System reservoir. Located underneath the unit.



All materials that come in contact with coffee or water are BPA free.

GETTING TO KNOW YOUR CONTROL PANEL

Detailed programming and use instructions begin on page 7.

COFFEEMAKER CONTROLS

1. Clock Display

1a. Low, Medium and High (L, M, H) warming plate indicators.

1b. PM and Add Water.

2. Hour and Minute Buttons

Use to set hours and minutes for time of day, Auto On, and Auto Off times.

3. Prog Button

Use to program the brew start time. Select to automatically start brewing coffee at the time you've programmed.

4. Carafe Temp Button

Set the heater plate to Low (L), Medium (M), or High (H) to keep coffee in the carafe at the temperature you prefer.

5. 1-4 Cup Setting with Indicator

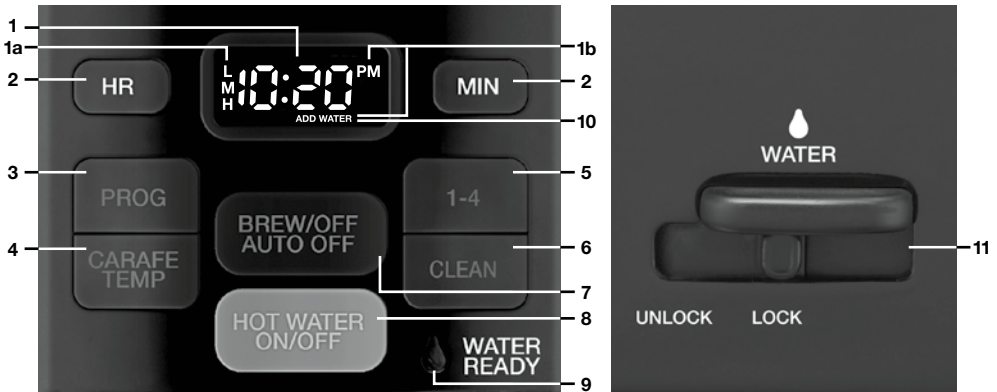
Improves extraction, flavor and temperature when brewing fewer than 5 cups.

6. Clean Indicator

Indicates when it's time to clean coffeemaker to remove calcium buildup.

7. Brew/Off/Auto Off

Turns coffeemaker on and off. Use the Auto Off feature to program the time you want the coffeemaker to shut off – from 0 to 4 hours after brew cycle is finished.



HOT WATER SYSTEM CONTROLS

8. Hot Water On/Off Button

Use to turn your Hot Water System on and off.

9. Water Ready Indicator

Indicates when water is heated.

10. Add Water Indicator

Will appear in the LCD display when water should be added.

11. Safety Lock

(Shown in the locked position)

ENJOY THE 2-IN-1 COFFEE PLUS®

Your Coffee PLUS® system is designed to let you use the coffeemaker and Hot Water System separately or at the same time. It's perfect for every occasion.

BEFORE FIRST USE

We recommend flushing out both the coffeemaker and Hot Water System before first use.

Coffeemaker: Fill the reservoir with cold water and follow the directions for Brewing Coffee. **DO NOT ADD COFFEE!**

Hot Water System: Fill the reservoir to the max fill line and follow directions under "Using the Hot Water System".

Once the system flush is complete, your Coffee PLUS® system is ready to brew and heat water so you can enjoy Cuisinart at its best!

PROGRAMMING YOUR COFFEEMAKER SETTING THE CLOCK

When the coffeemaker is plugged in, 12:00 will flash in the display for 10 seconds, indicating the unit is in Clock Set mode. If 12:00 stops flashing, simply press and hold the Hour or Minute button to return to flashing Clock Set mode.

SETTING HOURS AND MINUTES

Press either button to select the desired time. Hold buttons down to scroll through the digits quickly, or press and release to advance one digit at a time. Be sure the PM indicator is on if setting a PM time.

SETTING THE BREW START TIME

- 1. Press and hold the Prog Button for 2 seconds.**

The LED indicator and digital display will flash the default (12:00) or previously selected time. Follow directions under Setting the Clock (above) to program your brew start time. 5 seconds after finishing, the unit will automatically exit Auto On Setup mode and the indicator light will illuminate, letting you know automatic brew start is activated.

NOTE: To exit automatic brew start setup mode, you can also just press the Prog button again.

- 2. To activate automatic brew start using previously selected time:**

Press the Prog button. Previously set time will appear and indicator will light up. Display will return to clock setting. The Brew/Off/Auto Off indicator light will come on when brew cycle begins. The indicator light will turn off when the keep warm cycle ends.

- 3. To deactivate automatic brew start:**

Press illuminated Prog button; light will go off, indicating mode is turned off.

SETTING THE AUTO OFF TIME

- 1. Press and hold the Brew/Off/Auto Off button for 2 seconds.**

The LED indicator and digital display will flash the programmed Auto Off default (2:00) or previously selected time. Follow directions under Setting the Clock to program coffeemaker to shut off from 0 to 4 hours after brew cycle is finished.

- 2. To exit/confirm Auto Off time setting:**

Do not touch any buttons. Auto Off setup mode will be exited automatically after 5 seconds.

NOTE: Once the coffeemaker enters the keep warm cycle, the Carafe Temp button will illuminate. Press Carafe Temp button to adjust warming plate temperature to Low, Medium or High to keep freshly brewed coffee at the temperature you prefer.

NOTE: This can also be done before or during brewing.

CHARCOAL WATER FILTERS

Your coffeemaker comes with two charcoal water filters (one for the coffeemaker and one for the Hot Water System) that eliminate chlorine, bad tastes and odors from tap water.

Inserting the Water Filters

- Remove the filters from the polybags and soak them, fully immersed, in cold tap water for 15 minutes.
- Lift the water filter holders out of the water reservoirs from the Coffeemaker side and Hot Water System side (see diagram, page 5).
- Press down on each filter compartment and pull toward you to open.
- Place filters into the holders and snap closed. Be careful – improper placement can tear the filter skin.
- Flush filters by running cold tap water through holes in bottom of compartments for 10 seconds.
- Allow the filters to drain completely.
- Slide each water filter holder back into the channel of the appropriate water reservoir, pushing each down to the base of the unit.

NOTE: We recommend changing the water filters every 60 days or after 60 uses, and more often if you have hard water.

Replacement filters can be purchased in stores, by calling Cuisinart Consumer Service, or at www.cuisinart.com.



BREWING COFFEE

Follow instructions in Before First Use on previous page.

1. Insert charcoal water filters

Follow directions for the preparation and insertion of the filters at left.

2. Fill the coffeemaker water reservoir

Open the water reservoir cover by lifting it up. Pour in the desired amount of water using the water level indicator located at the side of the coffeemaker.



3. Add the ground coffee

Lift the coffeemaker lid to access the filter basket. Remove the filter basket by grasping the handle and lifting straight up. Insert a #4 paper filter or permanent filter. Be sure that a paper filter is completely open and fully inserted in the basket. It may help to fold and flatten the seams of a paper filter beforehand. Add 1 level scoop of ground coffee per cup. Adjust the amount according to taste.



NOTE: The maximum capacity for ground coffee is 15 tablespoons for this coffeemaker. Exceeding this amount may cause overflow if the coffee is too finely ground.

Replace the filter basket in the filter basket holder and press firmly on cover to be sure it closes securely.

4. Position carafe and plug in unit

Place carafe on heating plate and be sure the coffeemaker lid and water reservoir cover are closed. Plug coffeemaker into an electrical outlet.

5. Set preferences

- Push the 1–4 Cup button if you are brewing fewer than 5 cups.
- Turn the Carafe Temp button to Low (L), Medium (M), or High (H) and heater plate will keep coffee at the temperature you select.

6. Start Brewing

Press the Brew/Off/Auto Off button to begin brewing.

7. After brewing

When the brewing cycle has been completed, 5 beeps will sound. Coffee will continue to stream from the filter for several seconds.

NOTE: Reservoir cover may be hot during and directly after brewing. Wait at least 10 minutes before opening.

BREW PAUSE™ FEATURE

This feature interrupts the flow of coffee from the basket to let you pour that first cup mid-brew. Because the flavor profile of coffee brewed at the start of a cycle differs from that brewed toward the end, be aware that using this feature will weaken the flavor strength of the finished pot.

NOTE: Removing carafe for more than 20 seconds may cause filter basket to overflow.

USING THE HOT WATER SYSTEM

Follow instructions in *Before First Use* on page 7.

1. Insert charcoal water filter

Follow directions for the preparation and insertion of the filter on page 8.

2. Fill the hot water reservoir

Open the water reservoir cover by lifting it up. Fill the hot water reservoir with water, making sure not to fill above the max fill line.



3. Heating

Press the Hot Water On/Off button. The Hot Water On/Off button indicator light will illuminate. The Water Ready indicator will flash while the unit is heating. Once the unit has heated, the Water Ready indicator will become solid.



4. Dispensing water

To dispense water, be sure the safety switch, which is located below the dispensing lever, is in the unlocked position. Simply slide the safety switch to the left to unlock. Then place a cup on the drip tray and press the lever down – the unit dispenses up to 13 ounces of hot water at a time. If desired, return the safety lock to the locked position (to the right) after dispensing water.

NOTE: You can remove the drip tray to accommodate tall mugs.



5. After dispensing

The heater will immediately begin heating more water. The Water Ready indicator will again flash until water reaches serving temperature.

NOTE: The Add Water indicator will appear in the display if more water is needed.

6. Turning off Hot Water System

To turn off your Hot Water System at any time, press the Hot Water On/Off button. The indicator will turn off, but the Water Ready indicator will remain lit until water has cooled below serving temperature.

CLEANING AND MAINTENANCE

Always turn unit off and remove the plug from the electrical outlet before cleaning.

Lift up the coffeemaker reservoir cover. Remove and discard the paper filter and ground coffee.

If using a permanent filter, remove and discard coffee. The filter basket and permanent filter can be washed in warm, soapy water and rinsed thoroughly, or cleaned in the upper rack of the dishwasher. Dry all parts after use.

Do not put any water in the unit once the filter basket has been removed. Wipe the area under the filter basket with a damp cloth.

Remove the carafe from the heating plate.

Discard any remaining coffee. The carafe and lid can be washed in warm, soapy water and rinsed thoroughly or placed in a dishwasher. The carafe and carafe lid should be placed on the upper rack only.

Do not use any scouring agents or harsh cleaners on any part of the coffeemaker.

Never immerse base unit in water or other liquids. To clean base, simply wipe with a clean, damp cloth and dry before storing. Fingerprints and other blemishes on the housing can be washed off with soap and water or a nonabrasive cleaning solution. Wipe heater plate with a clean, damp cloth. Never use rough, abrasive materials or cleansers to clean the heater plate. Do not dry the inside of the water reservoir with a cloth, as lint may remain.

Maintenance: Any other servicing should be performed by an authorized service representative.

EMPTYING THE HOT WATER RESERVOIR

If your Hot Water System has not been used for more than one week, or if you plan to store your Coffee PLUS® unit, we suggest emptying the reservoir completely. Place it over the sink, and pull the water release tab from the bottom of the unit to drain the Hot Water System reservoir. Once empty, replace the release tab.

NOTE: Hot water reservoir should be emptied only when the unit is cool. To avoid injury, do not empty the reservoir when there is hot water in the unit.

DECALCIFICATION

Decalcification refers to the removal of calcium deposits that form over time on the metal parts of the coffeemaker.

To Decalcify Your Coffeemaker

For best performance from your coffeemaker, decalcify the unit from time to time. The frequency depends upon the hardness of your tap water and how often you use the coffeemaker. The flashing Clean light will indicate when unit should be cleaned.

If the Clean light begins to flash when the coffeemaker is turned on, it is telling you that the calcium buildup is interfering with the functioning of your coffeemaker and the flavor of your coffee. To clean, fill the water reservoir to capacity with a mixture of one-third white vinegar and two-thirds water. Press and hold the Clean button. When the Clean LED indicator flashes, the coffeemaker is in clean mode. Release the button. One cycle should be sufficient to adequately clean the coffeemaker. When the cycle is completed and the 5 beeps sound, the coffeemaker will shut off. Turn the coffeemaker on to see if the Clean light continues to flash. If it does, turn it off and then repeat the cleaning procedure with a fresh solution of vinegar and water.

If the Clean light no longer flashes, turn the coffeemaker off and then run one cycle of fresh cold water through the unit before using the unit again to brew coffee.

Notes on the Clean Function

To exit clean mode, just press the Clean button again.

To Decalcify Your Hot Water System

We recommend you clean your Hot Water System twice a year to remove any calcium residue from the heating element.

1. Dispense and dispose of any water in the reservoir until the Add Water displays on LCD.
2. Add 32 oz. of white vinegar to the Hot Water reservoir. Turn the unit on to heat the vinegar.
3. Dispense 16 oz. of vinegar and dispose. This will fill the inner tank.
4. Let the vinegar solution sit in the unit for 20 minutes. Do not dispense during this time.
5. After 20 minutes, turn the unit off and allow the hot vinegar to cool. Then drain the internal reservoir over a sink by removing the water release tab from the bottom of unit.
6. When vinegar has completely drained, replace tab.
7. Refill reservoir with water and drain the internal reservoir again (by removing tab at the bottom of the unit) to flush thoroughly. Replace tab.

NOTE: If water has a vinegar taste or smell, continue to fill and dispense water until taste or smell is gone.

the repair, replacement, and shipping and handling for such nonconforming products under warranty.

WARRANTY

Limited Three-Year Warranty

This warranty is available to U.S. consumers only. You are a consumer if you own a Coffee PLUS® 12-Cup Programmable Coffeemaker & Hot Water System that was purchased at retail for personal, family or household use. Except as otherwise required under applicable law, this warranty is not available to retailers or other commercial purchasers or owners. We warrant that your Coffee PLUS® 12-Cup Programmable Coffeemaker & Hot Water System will be free of defects in materials and workmanship under normal home use for 3 years from the date of original purchase.

We recommend that you visit our website, <https://cuisinart.registria.com>, for a fast, efficient way to complete your product registration. However, product registration does not eliminate the need for the consumer to maintain the original proof of purchase in order to obtain the warranty benefits. In the event that you do not have proof of purchase date, the purchase date for purposes of this warranty will be the date of manufacture.

CALIFORNIA RESIDENTS ONLY

California law provides that for In-Warranty Service, California residents have the option of returning a nonconforming product (A) to the store where it was purchased or (B) to another retail store that sells Cuisinart products of the same type. The retail store shall then, according to its preference, either repair the product, refer the consumer to an independent repair facility, replace the product, or refund the purchase price less the amount directly attributable to the consumer's prior usage of the product. If neither of the above two options results in the appropriate relief to the consumer, the consumer may then take the product to an independent repair facility, if service or repair can be economically accomplished. Cuisinart and not the consumer will be responsible for the reasonable cost of such service, repair, replacement, or refund for nonconforming products under warranty. California residents may also, according to their preference, return nonconforming products directly to Cuisinart for repair or, if necessary, replacement by calling our Consumer Service Center toll-free at **1-800-726-0190**. Cuisinart will be responsible for the cost of

Hassle-Free Replacement Warranty

Your ultimate satisfaction in Cuisinart products is our goal, so if your Coffee PLUS® 12-Cup Programmable Coffeemaker & Hot Water System should fail within the generous warranty period, we will repair it or, if necessary, replace it at no cost to you. To obtain a return shipping label, please complete the product inquiry form at www.cuisinart.com/customer-care/product-assistance/product-inquiry/. Or call our toll-free Consumer Service Center at **1-800-726-0190** to speak with a representative.

Your Coffee PLUS® 12-Cup Programmable Coffeemaker & Hot Water System has been manufactured to the strictest specifications and has been designed for use only in 120-volt outlets and only with authorized accessories and replacement parts. This warranty expressly excludes any defects or damages caused by attempted use of this unit with a converter, as well as use with accessories, replacement parts or repair service other than those authorized by Cuisinart. This warranty does not cover any damage caused by accident, misuse, shipment or other than ordinary household use. This warranty excludes all incidental or consequential damages. Some states do not allow the exclusion or limitation of these damages, so these exclusions may not apply to you. You may also have other rights, which vary from state to state.

Important: If the nonconforming product is to be serviced by someone other than Cuisinart's Authorized Service Center, please remind the servicer to call our Consumer Service Center at **1-800-726-0190** to ensure that the problem is properly diagnosed, the product is serviced with the correct parts, and the product is still under warranty.

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