



BEHMOR BREWER

The Connected Coffee Brew System

User's Guide



ATTENTION: Before using your new coffee brewer, please read and understand the user's guide.

Thank you for sharing our Passion for All Things Coffee™. We're excited to share our latest innovation with you - the Connected Behmor Brewer. Using our award winning technology, we've improved the ways you can connect with your brew from the convenience of your smartphone. Now you can unlock more intuitive tools for artisanal coffee at home.

Made for Smartphone

iOS 8.0 or newer and Android 4.4.2 or newer

Model Specification

Model: GRT20C01CMC

Capacity: 1.2 Liters, 40oz, 8 (5 oz) cups.

Voltage: 120V

Frequency: 60Hz

Power: 1400W

Where to Find Us



Twitter

[Twitter.com/Behmor](https://twitter.com/Behmor)



Facebook

[Behmor Inc.](https://www.facebook.com/BehmorInc)



Website

Behmor.com



Phone

[855-9BEHMOR](tel:855-9BEHMOR)

How to Download the App



Search for and download the free Behmor app from the App Store® or Google Play™. Launch the app and follow the easy instructions in the app to connect your Behmor Brewer.

Please be sure to allow all app and firmware updates for the best experience.

When using Behmor Brewer, always follow these basic precautions:

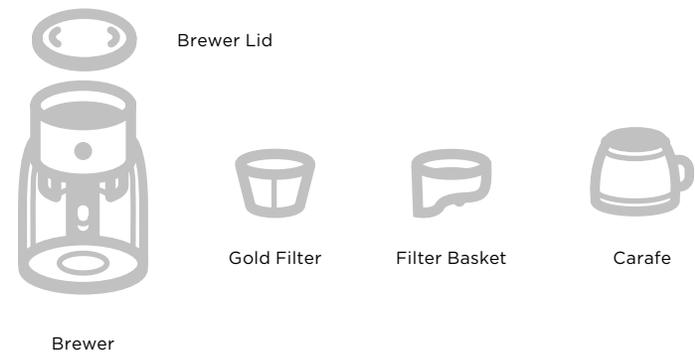
1. Read all instructions before using.
2. Do not operate the coffee brewer without water. Permanent damage could result and void the warranty.
3. Make sure your outlet voltage corresponds to the voltage stated on the rating label of the coffee maker.
4. To protect against fire, electric shock, and injury, do not immerse cord, plug, or brewer in water or other liquid.
5. Adult supervision is absolutely necessary and is the responsibility of the user(s)/owner(s) when the Behmor Brewer is being operated near children or in households with children present.
6. Unplug from outlet before manually cleaning brewer.
7. Do not operate any appliance with a damaged cord or plug, after a malfunction or after any damage has occurred.
8. Do not use any attachment(s), and/or item(s) or make any modifications that are not explicitly approved by Behmor Inc. in, on or to the Behmor Brewer. Using such items or making modifications is strictly prohibited and automatically voids all warranties and relieves Behmor Inc. of any/all liabilities arising from such misuse and tampering.
9. Do not use outdoors.
10. Do not use with extension cords.
11. Do not let cord hang over the edge of a table or counter or touch hot surfaces.
12. Do not place on or near a hot gas or electric burner or in a heated oven.
13. Do not use appliance for anything other than the intended use.
14. To disconnect, remove plug from wall outlet by holding the plug. Never pull the cord.
15. Scalding may occur if the cover is opened during the brewing cycles. Be careful around the steam.

16. Do not put anything in the water reservoir except water or water based, approved coffee cleaners such as citric acid (Dezcal). **Do NOT use vinegar!** Coffee should not be put into the reservoir.
17. Some parts of appliance become hot during operation. Use caution when brewing or calibrating the Behmor Brewer.
18. This product is equipped with a grounded plug, which will only fit into a three-prong outlet. **Do not attempt to disable this feature.** Improper connection of the grounding conductor may result in electric shock.

Knowing your Brewer

Please take a moment to familiarize yourself with the components that make up the Behmor Brewer. Please note that many programming features are now only available via the Behmor App.

What's in the box



The control panel



Start/Stop Button: Use the Start/Stop button to begin a brewing cycle, stop a brewing cycle, empty water from the reservoir (press and hold for 5 seconds), or reset to factory settings (press and hold for 10 seconds).

DADO™ Button: The DADO light will inform you of the connection and functional status of your Behmor Brewer. Here's what the DADO button does:

OFF: Not connected to the Internet

ON/SOLID: Connected to the Internet

ON/BLINKING (ONCE PER SECOND): Either needs to be paired to the home Wi-Fi network or (if that has already happened) you need to push the DADO button to try and reconnect.

1. Remove all packing materials.
2. Check to ensure all parts and accessories are included and the brewer is not damaged.
3. Wipe out reservoir and wash and rinse the removable components (filter basket, gold filter, carafe, and lid) with mild dishwashing detergent.
4. Plug the Behmor Brewer into the power outlet.
5. Open the Behmor app and follow instruction to connect your new Brewer to the app.
6. Once your Behmor Brewer is online and connected to the app go to Settings (in the app)>Maintenance>Calibrate Brewer
7. Now follow the instructions to calibrate the brewer.
8. After calibration procedure is complete, empty reservoir and fill with cold water to maximum line (1.2L/ 8 Cup) and place reservoir lid over reservoir.
9. Press "Start/Stop" to run a brewing cycle. This rinses the internal components before the first use. Be sure carafe and other items are in proper place(s).

TIP: Hold down the Start/Stop button for 5 seconds to purge water from the reservoir.

First Steps:

1. Twist and remove the water reservoir top cover and fill with drinking water, always pouring from the side.

The water reservoir has a maximum capacity of 8 Cups, equivalent to 40oz or 1.2L.

Labeled marking lines are on inside of reservoir:

- a. 1.2 L, 40 ounces or eight 5oz cups
- b. .9 L, 30 ounces, 6 5oz cups
- c. Calibration Fill Line .6L, 20 ounces, 4 5oz cups

IMPORTANT NOTES:

- **Do not** put coffee or anything other than water into the reservoir.
- **Do not** use hot water as it will adversely affect the water heating process.

2. Replace and twist the reservoir cover into its locked position.
3. Remove the filter basket and place ground coffee into the filter. The provided permanent filter can be used or if you prefer brewing with a paper filter, remove the permanent filter from the filter basket and insert a paper filter. The recommended paper filter is a basket shaped 10 cup filter. DO NOT brew using a paper filter placed inside the permanent filter as this will slow the water flow and could overflow filter basket.

A full pot of brewed coffee in the Behmor Brewer requires up to 14 Tablespoons of ground coffee (60-70 grams or 2 oz). If the Behmor Brewer permanent filter is being used, finely ground coffee is not recommended as it may clog the filter. A standard drip ground coffee grind setting is recommended for use in the Behmor Brewer. For other levels of brewed coffee, see the SCAA Gold Cup Ratio grid on page 12. Adjust the water and coffee amounts based on your taste preference.
4. Place the filter into the filter basket, and slide into place. You will hear a slight clicking when it locks in position.
5. Set stainless steel carafe on base ensuring it is directly under the filter basket and raises the filter basket valve. If the carafe isn't positioned properly under the filter basket valve, brewed coffee may not flow into the carafe properly and back up water in the filter basket.
6. Proceed with brewing using one of three options described on the next page.

Brewing with your smartphone

Open up the Behmor app, choose your brewer, then follow the easy steps to select your preferences (Cups, Water temperature, and Pre-soak time).

Don't forget to fill the resevoir with the appropriate amount of water and fill grounds basket with ground coffee (see page 12).

Once you have everything selected just tap "Start brewing!"

Brewing without your smartphone

Fill the reservoir with 40 oz of water, fill the grounds basket with 14 tablespoons of ground coffee, and push the start/stop button. It's that easy!

Default: It will preheat the reservoir filled with 8 cups of water to 200° before beginning the 45-second pre-soak and brewing steps. Note: Pre-soak will release approximately 4oz of water first to wet the coffee grounds before actual brewing begins. During brewing, water will be pulsed and released every 15 seconds to create turbulence and help improve extraction from the coffee grounds. Once the reservoir is empty, the light ring will flash green then turn to a solid green indicating the brew cycle is finished and your coffee is ready to enjoy.

Upcoming Features: In an upcoming firmware update, you'll be able to:

- Assign your own favorite profile to the Start/Stop button's "Quickstart" functionality.
- Use your Behmor Brewer as an electric kettle with "Kettle" mode for more pour-over options.

TIP: Calibrate brewer every 6 months for optimum performance (from app).

1. Clean all detachable parts in hot, soapy water.
2. Never wash the steel carafe in the dishwasher, hand-wash only.
3. Wipe down the exterior surface with a soft, damp cloth. Never use abrasive cleaner.
4. Remove the filter basket and use a clean cloth to wipe off the spray head area above where the filter basket sits.
5. It is recommended to run a coffee maker cleaner such as citric acid (Dezcal) through your brewer at a minimum on a quarterly basis, sooner if chalky residue from minerals forms in your reservoir. **Do NOT use vinegar!**
6. Run a clean cycle from the Behmor app>menu>settings>maintenance>clean.

TIP: Steps 1-4 should be done while brewer is unplugged.

Coffee: The quality of the coffee and water used is directly related to the quality of the coffee brewed. We highly recommend using freshly ground coffee or commercially packed coffee that is sealed for freshness. The proper amount of ground coffee and water is critical to the finished brew. A ratio of 2 Tablespoons of coffee for every 6 oz. of water is recommended. See SCAA's Gold Cup Ratio on Page 12 for various quantities of water and coffee.

Grind: Grind consistency is one of the most overlooked requirements for a great cup of coffee. It is recommended you use the drip coffeemaker grind coarseness in your brewer. Freshly grinding your coffee before brewing can also help brew a great tasting cup of coffee.

Filters: The Behmor Brewer comes with a permanent filter included. This filter will tend to give the brewed coffee more body and mouth feel. Paper filters can also be used, which will give your coffee a cleaner taste. For paper filters, a 10 cup size basket filter is recommended. Paper filter should not be used together with the permanent filter.

Water: Coffee is over 98% water. Wherever possible use high quality filtered or bottled water. Regular unfiltered tap water can impart flavors such as chlorine, salts and other minerals to your finished cup. Tap water with high mineral content will also require the user to perform more frequent cleaning cycles as noted in the "Cleaning and Maintenance" section and should be avoided.

Pre-Soak: This cycle allows the user to determine how long a pre-soak portion of the brewing water should rest on the grounds prior to the staggered release of the remaining water. The fresher the roast, the longer the pre-soak should be. This allows for the "bloom" or degassing of fresh coffee to dissipate before the brewing cycle. Less fresh roasts do not generally require as long of a pre-soak time. Fresh roasts under 3 days old may benefit from a pre-soak of 1.5 minutes. Pre-ground coffee or coffee without a roast date can use a shorter or no pre-soak time.

Cleaning: A clean coffee brewer is essential for making great-tasting coffee. Regularly clean the coffee brewer as directed in the Behmor app. **Do NOT** use vinegar.

Find Your Preferences: Coffee offers many flavor elements. Coffee origins have different flavor characteristics and roast profiles, the freshness of the roast date, water temperature, and pre-soak time are just a few of the attributes that go in to the flavor of a brewed cup of coffee. It's a journey, each offering a different result. Experiment with the grind, brew temperature, pre-soak times and the coffee itself. With the capabilities of the Behmor Brewer and your preferences, you will enjoy coffee at a whole new level not experienced at home before.

The Specialty Coffee Association of America (SCAA) Golden Cup brewing fundamentals provide guidance to brew a great cup of coffee. Below is a grid of the recommended ground coffee dosage for various volumes of brewed coffee. In its simplest form, Gold Cup ratio is 2 tablespoons of coffee for each 6 ounces of coffee brewed.

Water			Coffee		
Liters (Metric)	Ounces (US Standard)	Coffee Cup (6oz)	Coffee Cup (8 oz)	Grams (Metric)	Tablespoons (US Standard)
1.2L	40	6.75	5	66	14
1L	34	5.6	4.2	55	11
750ml	25	4.2	3.2	41	9
177ml	6	1	0.75	9	2

Coffee/Water ratio based on Behmor Brewer water reservoir markings.

Adjust your coffee and water amounts based on your preference.

Water			Coffee	
Liters (Metric)	Ounces (US Standard)	Coffee Cup (5oz)	Grams (Metric)	Tablespoons (US Standard)
1.2L	40	8	66	14
900ml	30	6	47	10

How do I download the Behmor app?

To download the Behmor app, please log onto the App Store® (Apple® product) or Google Play™ (Android™ product) and download the Behmor app to your device.

Do I need notifications and location services?

The first few pop-up screens you will encounter in the Behmor app will ask for you to “opt-in” (Allow) to receive notifications and location services. Opting-in will provide you with the full-features of your connected device. Your use of some features will be affected if you choose to opt-out (Deny), but you can always enable the features later under “Settings.”

Note: In order to properly calibrate your brewer you will need to allow for location services.

How do I sign up for an account?

All Behmor app users need a DADO Account. To set up your account in the app:

1. Create a password just for your DADO Account
2. The email address you choose does not have to be tied to your smart phone account
3. Your password should be a minimum of 6 characters (special characters OK)

How do I add my Behmor appliance to my home network?

1. Go to the “Add new device” screen
2. Note: Your smartphone and your Behmor device need to be on the same Wi-Fi network
3. Your smartphone needs to be connected to Wi-Fi - you’ll configure device for same Wi-Fi network in next step
4. Add new/change
5. Swipe through set up screens

How do I connect my Behmor app to my Behmor appliance?

1. Connect to your appliance
2. Go to: Settings -> Wi-Fi ->choose "DADO"
3. Connect to DADO
4. NOTE: Your initial Wi-Fi selection needs to be DADO
5. Tap NEXT
6. Please notice - when you return to app, you're now back at regular home network's SSID
7. Default security is Auto
8. Next - "scanning for product" message
9. Appliance should show up on add screen

How do I update my brewer's firmware?

1. A red banner (called "toast") will drop down in the app when a firmware update is available
2. Tap on red banner ("toast") or go into settings - instructions in app
3. You should always update firmware

General		
Problem	Possible Cause	Solution
Flashing RED light ring	Reservoir is empty (no water) Or Water in reservoir is too hot	Press Start/Stop button on appliance to reset error. Once light is green it's ready If empty add cold water If water is too hot "purge" water (holding down Start/Stop for 5 seconds) then replace with cold water
Coffee basket over flowed	The carafe was not in place under the filter basket properly Coffee was ground too fine and water flow impeded A permanent filter and paper filter were used together Reservoir filter clogged	The carafe must be directly underneath the filter basket and the release valve lifted slightly by the top of the carafe. Use a courser ground coffee. Use only a permanent filter or paper filter; not both at once. Check and clean the filter at the bottom of the water reservoir.
During a brew cycle the lid bounces around	The brewer needs to be calibrated for your location	See Setting up your brewer (pages 8-9)
During calibration the lid bounces around	The lid should not be on during calibration	See Initial Set up and Cleaning (pages 8-9)
At the end of brewing cycle there is over 2 oz of water left in the reservoir	You may be experiencing a reduction of flow out of the reservoir	Brewer has mineral build up. Need to run a clean cycle (from app).
My coffee is sour	This is a journey - you have to experiment	Try grinding finer and/or brewing at a higher temperature
My coffee is bitter	This is a journey - you have to experiment	Try grinding coarser and/or brewing at a lower temperature

App - Setup		
Problem	Possible Cause	Solution
Unable to configure new appliance - DADO button is not flashing	User waited longer than 5 min to attempt configuration and wireless radio powered down due to security restrictions	Press DADO button to initiate configuration mode, confirm DADO button is flashing
Unable to configure new appliance - DADO button is not flashing	User waited longer than 5 min to attempt configuration and wireless radio powered down due to security restrictions	Restart appliance by removing power
Unable to communicate with new appliance during configuration- DADO Button is flashing	User may not have the appropriate app installed for the new appliances	Go to the app store and download/update
Unable to communicate with new appliance during configuration - DADO Button is flashing	User may not have the appropriate app installed for the new appliances	Launch updated application and initiate configuration mode by pressing the DADO button - DADO button should be flashing
User sees appliance, attempts configuration and receives incorrect password error	User entered the incorrect router password and attempt to re-enter the correct password	Re-enter the correct password User should verify security settings (WPA/WPA2)
App - Discovery		
Problem	Possible Cause	Solution
First run, app does not discover an appliance that has been previously setup	Phone is not on the same network at the appliance	Ensure phone and appliance are on the same Wi-Fi network
App does not discover an appliance that has been previously setup	App not communicating properly with the cloud and appliance	Close app and restart
App does not discover an appliance that has been previously setup	App not communicating properly with the cloud and appliance	Power cycle the appliance and wait for it to reboot and connect
App does not discover an appliance that has been previously setup	Appliance is still connecting to the Wi-Fi router	Wait for appliance to complete connecting with the Wi-Fi router. Once user receives a push notification that appliance ready, they may open the app and start using
When restarting the app, the phone does not connect to the appliance	Phone and appliance are not on the same Wi-Fi network	Check to ensure appliance and phone are on the same Wi-Fi network

App - Usage		
Problem	Possible Cause	Solution
Appliance loses communication with the phone or app.	During normal usage, the user may close the phone or app. Once the phone is open and the app is running it can take up to 30 seconds to reconnect	Wait for phone to reconnect to the appliance If after 30 seconds and the appliance is not communicating, restart the app
User stops receiving push notification	Cache full or connection not being made	Restart phone and app typically fixes this issue
Appliance message in app alerts user that it is disconnected	Appliance rebooting or not properly powered	Wait for appliance to finish booting and connecting to the Wi-Fi network
Appliance message in app alerts user that it is disconnected	Appliance rebooting or not properly powered	Check to ensure the appliance is plugged in and properly working
Appliance message in app alerts user that it is disconnected	Appliance rebooting or not properly powered	Power cycle the appliance, restart app, and ensure you are on the same Wi-Fi network
App attempts connection to appliance and does not complete connection (spinner)	Out of range or connection not established	Restart application and attempt to connect to existing appliance
App - General		
Problem	Possible Cause	Solution
No connection	No response during connection	Power cycle the appliance
No connection	Other Internet devices connecting but not the Behmor Brewer	Power cycle the appliance
No connection	No response, not completing scan	Power cycle the router/ modem scan Call Internet provider if issue persists

Behmor Brewer by Behmor Inc.

12 month Limited Warranty: Behmor Inc. warrants to the original purchaser of this product that the Behmor Brewer by Behmor Inc. is free from defects in material and workmanship for a period of **12 months from date of purchase**, provided the Owner has original proof of purchase.

DISCLAIMER OF ALL OTHER WARRANTIES – SALE “AS IS” AND “WITH ALL FAULTS”

EXCEPT FOR THE LIMITED EXPRESS WARRANTY SET FORTH ABOVE, THE SALE OF THIS PRODUCT IS “AS IS” AND “WITH ALL FAULTS.” BEHMOR INC. DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND TITLE.

In the event of a breach of the foregoing warranty, Behmor Incorporated's obligation will be limited to repairing or replacing, F.O.B. any part(s) of the product which is/are defective.

Such warranty will not apply to defects resulting from commercial use, tampering, cosmetic damage, acts of God, accidental breakage, abuse, negligence, neglect or misuse, modification, alteration or repair not authorized by Behmor Inc.. If you choose to have someone other than an authorized service center service your brewer, **THIS WARRANTY WILL AUTOMATICALLY BECOME NULL AND VOID.** Alleged defects caused by the failure to properly maintain the Behmor Brewer as referenced in the manual are not covered under the limited warranty.

If you believe you have a warranty claim within the **FIRST 30 days** of the purchase date, please contact Boyd's for a return label, a return authorization or a new part(s) to replace the defective one(s).

If you believe you have a warranty claim **after the first 30 days but within the 12 month** warranty period, you must take following actions:

1. The machine must be packaged securely to protect from damage or breakage in shipment. **You alone, not Behmor Inc. and/or its affiliates, are responsible for any damage occurring in the shipping process.** Behmor Inc. highly recommends insuring the shipment in case the shipping firm damages the Behmor Brewer.
2. Contact Behmor at 1-800-545-4077 to obtain a Return Merchandise Authorization (RMA). Then **ship prepaid** to Behmor Inc. c/o Boyd's Coffee, 19730 NE Sandy Blvd, Portland, OR 97230, by the most convenient method with the RMA clearly marked on the outside of the box.

This warranty gives you specific legal rights. You may have other or additional rights, depending on the State or Country in which you reside.

Behmor Inc. will not be held liable for any special, incidental, or consequential damage, resulting from possession, use, or loss of use of this product either directly or indirectly.

No returns will be accepted without prior authorization and company issued RMA number. To receive a Return Merchandise Authorization (RMA) email Customer Service at support@behmor.com for RMA instructions.

KEEP ORIGINAL SALES RECEIPT AS PROOF OF PURCHASE FOR WARRANTY PURPOSES

WARRANTY IS VALID ONLY WITH THE ORIGINAL PROOF OF PURCHASE RECEIPT

The Behmor Brewer is intended for indoor (kitchen) household/residential use only.

The Behmor Brewer is not intended to be used commercially or in any commercial/ industrial setting. Any commercial use or attempted commercial use automatically voids any and all warranties.

This warranty is non-transferable



A passion for all
things coffee.

Behmor.com