



# Russell Hobbs



## Water Urn

RHWU88

### INSTRUCTIONS & WARRANTY

RHWU88\_IB\_271011

## Spectrum Brands Australia Pty Ltd

Locked Bag 3004 Braeside  
Victoria 3195 Australia

### Customer Service in Australia

TollFree: 1800 623 118

Email: [info@spectrumbrands.com.au](mailto:info@spectrumbrands.com.au)

Website: [www.spectrumbrands.com.au](http://www.spectrumbrands.com.au)

## Spectrum Brands New Zealand Ltd

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### Customer Service in New Zealand

TollFree: 0800 736 776

Email: [service@spectrumbrands.co.nz](mailto:service@spectrumbrands.co.nz)

Website: [www.spectrumbrands.co.nz](http://www.spectrumbrands.co.nz)

## Spectrum Brands Australia Pty Ltd and Spectrum Brands New Zealand Ltd



### Warranty Against Defects

In this warranty:

**Australian Consumer Law** means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010;

**CGA** means the New Zealand Consumer Guarantees Act 1993;

**Goods** means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand, as the case may be;

**Manufacturer, We** or **us** means:

1. for Goods purchased in Australia, Spectrum Brands Australia Pty Ltd ABN, 78 007 070 573;  
or
2. for Goods purchased in New Zealand, Spectrum Brands New Zealand Ltd, as the case may be, contact details as set out at the end of this warranty;

**Supplier** means the authorised distributor or retailer of the Goods that sold you the Goods in Australia or in New Zealand; and

**You** means you, the original end-user purchaser of the Goods.

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, or the CGA. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Goods which the consumer has under either the Australian Consumer Law or the CGA. The original purchaser of the Goods is provided with the following Warranty subject to the Warranty Conditions:
3. We warrant the Goods for all parts defective in workmanship or materials from the date of purchase (**Warranty Period**), for the period of:-
  - (a) Two (2) years for Russell Hobbs products (see product packaging for details)
  - (b) Two (2) years with five (5) year motor warranty for Russell Hobbs products (see product packaging for details)
  - (c) Limited Lifetime, Ten (10) years for Russell Hobbs cookware.
  - (d) One (1) year for George Foreman, iRobot, Westinghouse, Black & Decker and Spectrum Brands products.

If the Goods prove defective within the Warranty Period by reason of improper workmanship or material, we may, at our own discretion, repair or replace the Goods without charge.

## **Warranty Conditions**

4. The Goods must be used in accordance with the manufacturer's instructions. This Warranty does not apply should the defect in or failure of the Goods be attributable to misuse, abuse, accident or non-observance of manufacturer's instructions on the part of the user. As far as the law permits, the manufacturer does not accept liability for any direct or consequential loss, damage or other expense caused by or arising out of any failure to use the Goods in accordance with the manufacturer's instructions.
5. Exhaustible components (such as batteries, filters and brushes) of the Goods are included under this Warranty only where there is a defect in workmanship or materials used.
6. The warranty granted under clause 3 is limited to repair or replacement only.
7. Any parts of the Goods replaced during repairs or any product replaced remain the property of the manufacturer. In the event of the Goods being replaced during the Warranty Period, the warranty on the replacement Goods will expire on the same date as for the Warranty Period on the original Goods which are replaced.
8. In order to claim under the warranty granted under clause 3 you must:
  - (a) Retain this warranty with your receipt/proof of purchase; and
  - (b) Return the Goods to us at the relevant address or to the Supplier by prepaid freight within the Warranty Period accompanied with (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the Supplier, the date and place of purchase, the product name or other product serial number and (ii) this warranty.
9. This warranty is immediately void if:
  - (a) Any serial number or appliance plate is removed or defaced;
  - (b) The Goods have been serviced or otherwise repaired by a person not authorised to do so by us or where non approved replaced parts are used.
10. The Goods are designed for domestic use only. A limited 90-day Warranty applies to any industrial or commercial use of the Goods. The Goods must be connected to the electrical voltage requirements as specified in the ratings label located on the Goods.
11. This warranty does not cover the cost of claiming under the warranty or transport of the Goods to and from the Supplier or us.
12. This warranty is only valid and enforceable in Australia against Spectrum Brands Australia Pty Ltd and in New Zealand against Spectrum Brands New Zealand Ltd.

Contact us or the Supplier for further details.

## **Register your product online**

If you live in Australia please visit: [www.spectrumbrands.com.au/warranty](http://www.spectrumbrands.com.au/warranty)

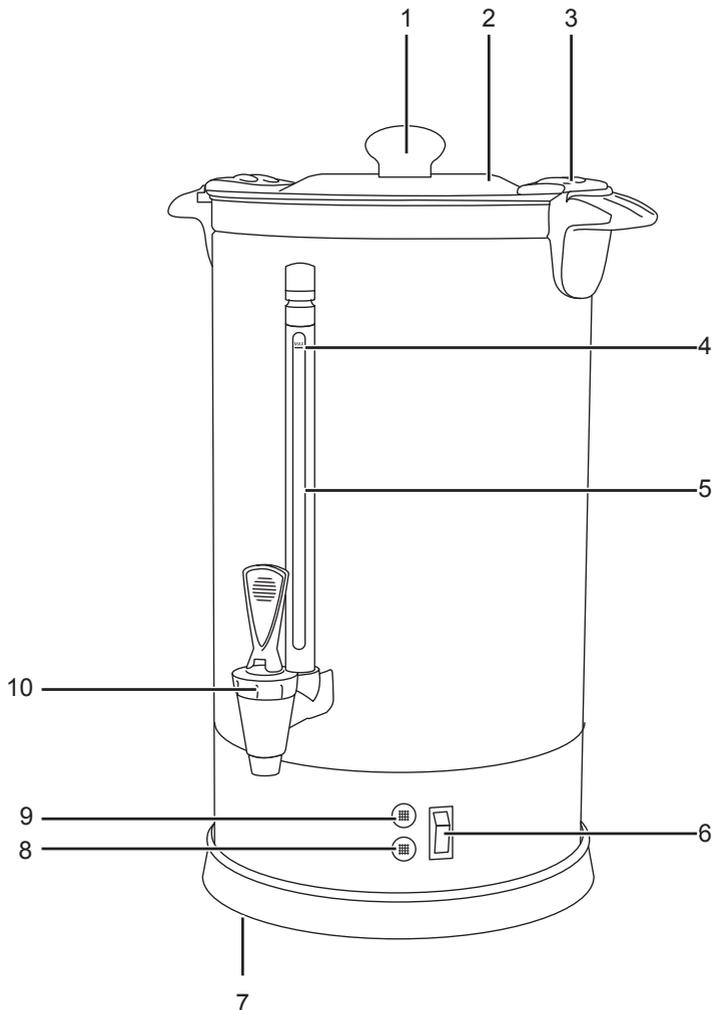
If you live in New Zealand Please visit: [www.spectrumbrands.co.nz/warranty](http://www.spectrumbrands.co.nz/warranty)

Registration of your warranty is not compulsory, it gives us a record of your purchase AND entitles you to receive these benefits: Product information; Hints and tips; Recipes and news; Information on special price offers and promotions.

**Any questions?** Please contact Customer Service for advice.

Congratulations on the purchase of your new Russell Hobbs appliance. Each unit is manufactured to ensure safety and reliability. Before using the appliance for the first time, please read this instruction booklet carefully and keep it for future reference. Pass it on if you pass on the appliance.

When using this appliance, basic safety precautions should always be followed.



- |                       |                  |
|-----------------------|------------------|
| 1. Lid knob           | 6. On/Off switch |
| 2. Lid                | 7. Reset button  |
| 3. Cool-touch handles | 8. Hot light     |
| 4. MAX line           | 9. Heating light |
| 5. Water gauge        | 10. Water tap    |

# OPERATING YOUR URN

## BEFORE FIRST USE

Remove all packaging from the urn.

It is recommended you clean your urn before the first use.

Fill the urn with water to the 'MAX' level, boil, discard the water, and then rinse. Repeat the procedure several times to remove any dust, residues, etc., from the urn.

Follow these quick steps before using the urn:

- Fully extend the power cord.
- Place the urn on a dry, stable and level, heat resistant surface.
- Remove the lid and fill the urn to the 'MAX' line - turn the lid anti-clockwise and to disengage it from the urn.
- After filling the urn, refit the lid and turn clockwise to lock into place.
- Plug the power cord into the wall power outlet and switch it on.
- Set the On/Off switch to On, the "Heating" light will illuminate.
- Wait for the water to reach temperature, the "Heating" light will go out and the "Hot" light will illuminate.
- Set the On/Off switch to Off. Switch off the power and remove the plug from the wall power outlet.
- Drain the urn of all the water using the tap.

*Note: Take care when pouring as the water is hot!*

- There will be some water left in the bottom of the urn. Check that both the urn and the remaining water have cooled to a safe handling temperature. Carefully lift the urn and pour out the remaining water.
- Rinse out the urn with fresh water.

## HOW TO USE

- Turn the urn lid anti-clockwise to open. Lift off the lid, and fill with water. Make sure the water is at or below the 'MAX' water level indicator. To close, refit the lid and turn it clockwise to lock it into place.

*Note: The lid should always be locked in place when in use.*

- Plug the power cord into the wall power outlet and switch it on.
- Set the On/Off switch to the On position. The "Heating" light will illuminate and the water will start to heat up. When the water has reached temperature, the "Heating" light will go out and the "Hot" light will illuminate. The light will toggle between "Hot" and "Heating" as the thermostat cycles.
- To pour hot water, place a cup under the water tap and press down on the tap lever.

*Note: The tap lever will stay down.*

- Lift the tap lever once you have dispensed the required amount of water.

*Note: Always empty the urn before moving it. Never carry or move the urn when it is in operation or while it is hot.*

*Use caution when pouring water from the urn, as boiling water will scald.*

*When in use, steam may escape from the steam holes on top of the urn. Use caution at all times.*

## **BOIL-DRY PROTECTION**

*Note: To prevent the boil-dry feature activating, always make sure water is visible in the water gauge.*

- The urn is protected by a thermal limiter which can be manually reset. The manual reset button is located under the base of the urn.
- If the urn has boiled dry, the thermal limiter will automatically switch off the element. The lights will also remain off until manually reset.

*Note: The urn must be unplugged before it can be reset.*

- To reset the urn, wait until the appliance has cooled down.
- Press the reset button.
- Add water until visible in the water gauge.
- Plug the power cord into the wall power outlet and switch it on.
- Set the On/Off switch to the On position, check if the "Heating" light is on. If the light is on, it indicates the urn has recovered to normal working condition.
- If the "Heating" light is still off, switch off the power and remove the plug from the wall power outlet and repeat the above process again. This may need to be done several times until the urn returns to normal working condition.
- If the resetting process does not switch the urn back on, please call customer service.

*Note: This facility is for the protection of the user as well as the components. Do not attempt to bypass the boil dry protection.*

## **CARE AND MAINTENANCE**

- Switch the power off and remove the plug from the wall power outlet.
- Allow the urn to cool down fully.
- Wipe over the outside of the urn with a damp cloth. A mild dishwashing detergent may be used if required.
- Ensure the power cord and switches remain dry.
- Do not immerse the urn in liquid.
- Do not use harsh or abrasive cleaning agents or solvents.

## **DE-SCALE REGULARLY**

To maintain the performance of your urn, it should be descaled every three months or so. Descale more frequently if you live in a hard water area.

- Fill your urn with fresh water to the 10 cup mark on the water gauge.
- Add 4 to 5 teaspoons of citric acid or a proprietary descaling product to the water in the urn.
- Switch the On/Off switch to the On position.
- Allow the water to heat until the 'Hot' light illuminates. Leave the urn On for an additional 15 minutes.
- Switch the On/Off to the Off position and allow the urn to cool.
- Drain the urn through the water tap. There will be some water remaining in the urn – carefully lift the urn and pour out the remaining water.
- Rinse out the urn with fresh water to remove any descaling solution residue.

## IMPORTANT SAFEGUARDS

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

1. To protect against electrical hazards do not immerse the power cord, plug, or water urn in water or any other liquid.
2. Do not use in the bathroom or near any source of water.  
Do not use outdoors.
3. Always use the appliances handles as some parts may be hot.
4. Do not touch the lid or body of the water urn when it is in use.
5. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
6. Always turn off and unplug from the wall power outlet before cleaning the appliance.
7. Turn the power off at the wall power outlet when not in use.
8. To disconnect, turn off the wall power outlet, then grasp and pull the plug from the wall outlet. Never pull by the cord.
9. Do not operate this appliance with a damaged cord/plug or after the appliance has malfunctioned, or been dropped or damaged in any manner. Contact Customer Service for replacement, examination, repair or adjustment.
10. There are no user serviceable parts. If power cord is damaged, it must be replaced by the manufacturer or similarly qualified person in order to avoid a hazard.
11. Do not use on an inclined plane or unstable surface.
12. Do not move the water urn while it is switched on or filled with water.
13. Do not open the lid while the water is heating or boiling.
14. Steam will escape when removing the lid, ensure you wear oven gloves or use a tea towel.
15. The scalding hazard remains long after the water has boiled. Keep the water urn and the power cord away from the edge of tables or countertops and out of reach of children or infirm persons.
16. Do not place on or near any heat sources.
17. Do not use this appliance for other than its intended purpose of heating water.
18. Do not fill past 'MAX'.
19. Do not leave the product unattended when in use or where it may be touched by children or infirm persons.
20. Do not use alkaline cleaning agents or harsh abrasives when cleaning this appliance. Follow the instructions in the 'Care and Maintenance' section when cleaning this appliance.
21. This appliance is not a toy. Children should be supervised to ensure they do not play with the appliance.
22. This appliance is not intended to be operated by means of an external timer or separate remote control system.
23. De-scale the water urn regularly to ensure proper operation.
24. For added safety, electrical appliances should be connected to a power outlet that is protected by a residual current device (RCD), also often referred to as a 'Safety Switch'. Your switchboard may already incorporate an RCD. If unsure, call an electrician for verification and fitting if necessary.



**SAVE THESE INSTRUCTIONS. THIS APPLIANCE IS FOR HOUSEHOLD USE ONLY.**



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[www.russellhobbs.com.au](http://www.russellhobbs.com.au)

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