



## **Hot water urns.**

**All models including keep hot and  
simmerstat**

## **IMPORTANT SAFETY INFORMATION**

### **It is essential that you read this section first in order to operate the urn safely**

- Avoid touching the metal parts of the urn as they become hot during use
- Be mindful of hot steam coming from the lid vents
- Do not leave electrical appliances unattended when in use
- Always site the urn on a clean, level surface that can withstand the weight of the urn - including water.
- Always switch off and disconnect the urn from the mains supply before cleaning or when not in use.
- NEVER attempt to move the urn when it is full of hot (or cold) water
- Do not allow the urn to be immersed in liquid
- Do not attempt to disassemble the urn – there are no user serviceable parts inside.
- ALWAYS disconnect from the mains supply and allow the water to COOL COMPLETELY before attempting to clean or descale the urn.
- NEVER OVERFILL THE URN
- Do not allow cold water to sit in the urn for more than 2 days as it could stagnate, which is very unhygienic. Empty the water out completely and refill if the urn has been stood idle over the weekend.
- Your appliance must never be switched on through an external timer or any kind of separate remote control system.
- 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 appliances by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

**DO NOT POSITION THE URN SO THAT THE TAP HANGS OVER THE COUNTER EDGE. IT IS NOT DESIGNED TO BE USED THIS WAY AND COULD LEAD TO SERIOUS SCALDS SHOULD THE TAP BE SWITCHED ON BY MISTAKE**

## **USING YOUR HOT WATER URN**

SWAN hot water urns are constructed almost entirely of hygienic stainless steel and should give many years of trouble-free service as long as they are used in accordance with these instructions. Before first use, rinse out the urn with warm water (without detergent).

Fill the urn with the desired amount of water taking care not to fill past the MAX level indicator. Avoid under filling the urn as this will cause the overheat protection system to operate and could reduce the life of the element.

Connect the urn to a suitable 220-240V AC 13 Amp mains supply turn on the ON/OFF switch and the urn will begin to boil. Typical boiling time from cold for the 20 litre model is about 1 hour.

**NOTE:** The urn is not designed to constantly BOIL water. This would simply fill the room with steam. It is designed to heat water and maintain it at a temperature that is ideal for hot beverages such as tea or coffee.

**TIP:** When filling cups etc with hot water, hold them as close to the tap as possible to avoid hot splashes.

## **SAFETY CUT-OUT**

SWAN urns feature a boil dry protection system, which will switch off the element if the water level is too low. To reset the safety cut out, switch off and unplug the urn and allow it to cool. Empty out the water and press the RESET button underneath the urn. Refill with cold water and switch the urn back on again. The urn will automatically reboil.

## **MODELS WITH KEEP HOT FEATURE**

After the urn has boiled, the KEEP HOT feature maintains the water at a suitable temperature for hot beverages. If the water cools sufficiently the urn will automatically reboil itself. The benefit of the KEEP HOT feature is that it saves a great deal of energy by NOT boiling the urn unnecessarily every few minutes. Instead, the urn switches over to a low energy element, which uses about 5% of the energy required for the boil function.

## **MODELS WITH SIMMERSTAT**

After the urn has boiled, the simmerstat switches the element on and off for brief periods which maintains the water at a suitable temperature for hot beverages. Setting 1 will keep the water at a lower temperature than a higher numbered setting. On setting 5 the urn will boil constantly. Typically a simmerstat setting of 3 or 4 will be sufficient for most uses. If the water is too cool, increase the simmerstat setting. If the urn boils too frequently then reduce the simmerstat setting.

## **CLEANING & MAINTENANCE**

### **ALWAYS LET THE URN AND WATER COOL BEFORE CLEANING**

The outside of the urn can be cleaned with a moist cloth and a small amount of detergent. If you need to use detergent solution for the inside of the urn please rinse thoroughly before use. Dry the urn with kitchen towel or similar after cleaning.

## **DESCALING**

Excessive limescale build-up can cause the element to overheat and can even cause the tap to malfunction! Make regular checks of the inside of the urn for signs of limescale. It is essential that limescale deposits be cleaned using proprietary descaling tablets, powders or liquids (available from most supermarkets. Those in hard water areas may need to descale the urn every week. Those in soft water areas won't need to descale the urn quite as often.

For a heavily scaled urn use approximately FOUR TIMES the amount of descaling product required for a kettle. Repeat if necessary.

YOUR WARRANTY DOES NOT COVER MALFUNCTIONS CAUSED BY EXCESSIVE LIMESCALE BUILD UP.

## **WIRING INSTRUCTIONS**

The wires in the mains lead are coloured in accordance with the following code:

BLUE	<b>NEUTRAL</b>
BROWN	<b>LIVE</b>
GREEN/YELLOW	<b>EARTH</b>

As the colours of the wire in the mains lead of this appliance may not correspond with the colour markings identifying the terminals on your plug, proceed as follows:

- The wire which is coloured BLUE must be connected to the terminal which is marked with the letter N or coloured black.
- The wire which is coloured BROWN must be connected to the terminal which is marked with the letter L or coloured red.
- The wire which is coloured GREEN/YELLOW must be connected to the terminal which is marked with the letter E or (earth symbol) and is coloured GREEN or GREEN/YELLOW

**WARNING: THIS APPLIANCE MUST BE EARTHED**

## **WARRANTY**

This product is guaranteed against failure due to faulty materials or workmanship for a period of 12 months from the date of purchase. This warranty does not cover damage arising from abuse, accidental damage, attempted disassembly or failure to use the product in accordance with these instructions. This warranty does not cover damage arising from failure to descale the product regularly. Please attach your store receipt to this section of the instruction book for easy reference in future.

In the unlikely event that the product fails during the warranty period please return it to the store it was purchased for prompt replacement

**Service or Parts Enquiries tel: 01384 573999**

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