



# Swan

PROFESSIONAL

## Hot Water Urns

all models

Helpline

**01384 573999**

v3.0





## IMPORTANT INFORMATION - RETAIN FOR FUTURE USE

When using any electrical appliance, basic safety precautions should always be followed including the following:

- Always ensure that the voltage on the rating label corresponds to the mains voltage in your home
- Incorrect operation and improper use can damage the appliance and cause injury to the user.
- This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years. Check the power cord and plug regularly for any damage. If the cord or the plug is damaged, it must be replaced by the manufacturer or qualified person in order to avoid an electrical hazard.
- Do not use the appliance if it has been dropped or damaged in any way. In case of damage, take the unit in for examination and/or repair by an authorised service agent.
- **Never immerse the unit in water or any other liquid for cleaning purposes.**
- Remove the plug from the socket by gripping the plug. Do not pull on the cord to disconnect the appliance from the mains. Always unplug the unit when not in use, before cleaning or when adding or removing parts.
- The use of accessory attachments that are not recommended or supplied by the manufacturer may result in injuries, fire or electric shock.
- Do not let the cord hang over the edge of a table or counter. Ensure that the cord is not in a position where it can be pulled on inadvertently.
- Do not allow the cord to touch hot surfaces and do not place on or near a hot gas or electric burner or in a heated oven.
- Do not use the appliance on a gas or electric cooking top or over or near an open flame.
- Use of an extension cord with this appliance is not recommended. However, if it is necessary to use an extension lead, ensure that the lead is suited to the power consumption of the appliance to avoid overheating of extension cord, appliance or plug point. Do not place the extension cord in a position where it can be pulled on by children or animals or tripped over.
- This appliance is not suitable for outdoor use. Do not use the appliance for anything other than its intended use.



## IMPORTANT INFORMATION - RETAIN FOR FUTURE USE

- Do not carry the appliance by the power cord.
- Do not leave the appliance unattended during use. Always unplug the unit when not in use or before cleaning.
- Always operate the appliance on a smooth, even, stable surface. Do not place the unit on a hot surface.
- Ensure that the unit is switched off after use.
- The manufacturer does not accept responsibility for any damage or injury caused by improper or incorrect use, or for repairs carried out by unauthorised personnel.
- In case of technical problems, switch off the product and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment or repair. Always insist on the use of original spare parts. Failure to comply with the above mentions precautions and instructions, could affect the safe operation of this product.
- Your appliance must never be switched on through an external timer or any kind of separate remote control system



## TECHNICAL DATA

Model: SWU8LS

Rating: 220-240V ~ 50Hz 1600 Watts



Model: SWU10L

Rating: 220-240V ~ 50Hz 1600 Watts

Model: SWU16LS

Rating: 220-240V ~ 50Hz 2200 Watts

Model: SWU20L

Rating: 220-240V ~ 50Hz 2200 Watts

Model: SWU26L

Rating: 220-240V ~ 50Hz 2500 Watts



**CAUTION: Surfaces become hot during use**



## HOW TO USE

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.

### For all models:

Before first use, remove all packaging, 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.

### For auto models: SWU10L, SWU20L, SWU26L

Connect the urn to a suitable 220-240V AC 13 Amp mains supply and turn on the ON/OFF switch. The light will illuminate and the urn will begin to heat the water. Typical boiling time from cold for the 20 litre model is about 1 hour. This will be less or more depending on the size of the urn and the ambient temperature in the room.

### Temperature control

Once the water has reached temperature, the urn will switch itself off. As the water cools or if more cold water is added, the urn will switch itself back on again. Typical temperature range on auto models is 96C to 85C. Plenty hot enough for tea!

### For Simmerstat models: SWU8LS, SWU16LS

The simmerstat (pictured right) gives more control over the water temperature. The range is around 60C to 100C depending on setting and ambient temperature in the room.

NOTE: The simmerstats on Swan urns are more reliable temperature-based, not timer based

### To Use

Fill the urn as directed above, taking care not to

over (or under) fill. Connect to suitable mains supply. Set the Simmerstat to setting 4 or 5. The urn will heat the water. From cold, this will take between 30 mins and 1 hour depending on the size of the urn and ambient temperature in the room. Once the water has boiled, you can set the Simmerstat at a lower setting to save energy. A setting of around 3-4 is usually sufficient.





## TIPS & TROUBLESHOOTING

### Safety first!

- NEVER attempt to move the urn when it is full of hot water!
- DO NOT site the urn when it can be knocked off the counter top or where someone could lean on the tap accidentally.
- ALWAYS sit the urn on a surface that can withstand the weight of the urn and the water in it. For 8L models that's around 11kg. For 26L models that's around 31kg!
- DO NOT leave the urn switched on overnight if it is not in use. It wastes energy and the urn could boil dry, which can damage the element.
- DO NOT operate the urn without the lid securely fastened.

### Boil Dry Protection Switch

If the urn boils dry, it is equipped with a cut-off switch. This needs to be reset manually before the urn can be used again. The reset switch is underneath the urn. To operate:

1. Switch off the urn and unplug from mains.
2. Allow to cool FULLY.
3. Empty out the water.
4. Press the reset switch.
5. Refill the urn according to above instructions
6. Connect to mains supply.

### 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.



## DOCUMENTATION

We NLC Services Ltd declare that this product conforms to the following product legislation in accordance with the following directive(s):

2004/108/EC The EMC Directive (the Electromagnetic Compatibility Directive).

2006/95EC. The LVD Directive (Low Voltage Directive).

2011-65-EU. The RoHS directive (Restriction of Hazardous Substances Directive)

EC 1935/2004 Food Contact



## WARRANTY

This product is guaranteed for One year from the date of original purchase. If any defect arises due to faulty materials of workmanship the faulty products must be returned to the place of purchase. Refunds or replacement is at the discretion of the store.

**The following conditions apply:**

- The product must be returned to the retailer with proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide.
- It does not cover wear and tear, damage, misuse or consumable parts or limescale damage.
- Swan Products Ltd has limited liability for incidental or consequential loss or damage.
- This guarantee is valid in the UK and Eire Only.



## BS PLUG

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

BLUE	NEUTRAL
BROWN	LIVE
GREEN/YELLOW	EARTH

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**



## DISPOSAL OF UNIT



Appliances bearing the symbol shown here may not be disposed of in domestic rubbish. You are required to dispose of old electrical and electronic appliances like this separately. Please visit [www.recycle-more.co.uk](http://www.recycle-more.co.uk) or [www.recyclenow.co.uk](http://www.recyclenow.co.uk) for access to information about the recycling of electrical items. Please visit [www.weeireland.ie](http://www.weeireland.ie) for access to information about the recycling of electrical items purchased in Ireland. The WEEE directive, introduced in August 2006, states that all electrical items must be recycled, rather than taken to landfill. Please arrange to take this appliance to your local Civic Amenity site for recycling, once it has reached the end of its life.



## SWAN BRAND HERITAGE



## Did you know...

Swan has been making hot water urns since 1933. Swan were the first to develop an electric heating element that could be immersed in water. This revolutionised the boiling of water using electricity. The model shown above had a dual heating element system. One for boiling the water and a smaller element to keep it hot - just like this 21st century one!





[www.swan-brand.co.uk](http://www.swan-brand.co.uk)



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