



# GOOSENECK KETTLE INSTRUCTION MANUAL

220~240V

1000W-  
1200W

WHGKE01K



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# IMPORTANT SAFETY INSTRUCTIONS

## \*\*\*WARNING\*\*\*

**The temperature of accessible surfaces may be hot whilst the kettle is operating.**

1. Read all instructions carefully before using your new kettle. Save these instructions.
2. Always use this kettle with a power outlet of the voltage (A.C. only) marked on the back of the appliance.
3. Do not operate kettle if:
  - i) the cord or plug is split, melted or damaged
  - ii) the appliance has malfunctioned
  - iii) the appliance has been damaged in any mannerIf any of the above incidents occur, return the kettle to the nearest authorised service center for examination, repair or adjustment.
4. Do not under any circumstances immerse the kettle body, power base, mains cord or mains plug in water or any other liquid.
5. Incorrect operation and improper use may damage the kettle or parts thereof, and cause severe personal injury.
6. When operating the kettle, use handle and buttons only as outer surfaces will become hot whilst the kettle is in use.
7. Do not use the appliance near flammable materials. Do not place the appliance close to curtains or other materials that could catch fire.
8. The kettle should not be left unattended while in operation.
9. Unplug the appliance from mains before cleaning, immediately after use, when moving it to storage or when not in use.
10. Keep the kettle and its cord out of reach of children less than 8 years old.
11. Do not fill the kettle past the max marking as boiling water may be ejected from the lid or spout. Never open the lid during boiling cycle.
12. Never allow the kettle to boil dry or operate with insufficient water volume.
13. Do not use this kettle with any power base other than the one supplied.
14. Always ensure hands are dry before handling the plug or switching on the appliance.
15. Never put other liquids inside kettle – the kettle is only suitable for boiling water.
16. Do not fill the kettle whilst it is on the power base.
17. Ensure the kettle is switched off and unplugged from the power source prior to cleaning.

## IMPORTANT SAFETY INSTRUCTIONS

18. This kettle 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 kettle in a safe way by the person responsible for their safety, and understand the hazards involved.
19. Always turn the power off at the power outlet before you insert or remove the power plug. Remove by grasping the plug - do not pull on the cord.
20. This appliance is intended to be used in private households only and not in applications such as: staff kitchen areas, offices and other working environments; farm houses; by guests in hotels, motels and other residential type environments; bed and breakfast type environments.
21. Always use the appliance on a stable, secure, dry and level surface.
22. This kettle is not intended to be operated by means of an external timer or separate remote-control system.
23. Avoid spillage on the base and kettle connectors.
24. Close supervision is necessary when any appliance is used by or near children.
25. Do not place your kettle on or near a hot gas flame, electric element, heated oven or any hot surface.
26. Do not place the kettle on top of any other appliance.
27. Do not permit the mains supply cord or plug to touch hot objects, or allow the power cord to lay across the kettle body.
28. Do not allow the power cord of this appliance to hang over the edge of a table or bench top.
29. Do not use harsh or abrasive cleaning agents or any sharp instruments for cleaning the appliance. When the appliance is cool to touch, the outside surface may be wiped clean with a soft, damp cloth and then dried thoroughly. If necessary, a mild dishwashing detergent may be applied to the cloth but not directly applied to the kettle. To clean the inside of the kettle, a descaling solution may be used.
30. Immediately unplug the kettle from mains power if malfunction occurs.
31. Any appliance that has been dropped or damaged should not be used until examined by an authorized service center.
32. If the mains supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
33. After use, allow the kettle to cool down approximately 30 minutes before handling or cleaning the appliance.
34. The heating element will retain residual heat after use. Do not touch.
35. Always allow the kettle to cool to room temperature and empty water contents before moving or storing. Carry only by the handle.
36. Do not operate the kettle on an inclined plane. Do not operate the kettle unless the element is fully immersed. Do not move while the kettle is switched on.
37. To prevent damage to the appliance do not use alkaline cleaning agents when cleaning. Instead use a soft cloth and a mild detergent.

# ELECTRICAL REQUIREMENTS

## POWER SUPPLY CORD

1. Do not attempt to modify the power cord or plug in any way.
2. A short power supply cord is provided to reduce the risk of becoming entangled or tripping over a longer cord.
3. If the power supply cord is too short, do not use an extension cord. Have a qualified electrician or serviceman install an outlet near the appliance.

**NOTE:** Neither Westinghouse nor the retailer can accept any liability for damage to the product or personal injury resulting due to failure to observe the electrical connection procedures and the instructions within this manual.

**NOTE:** Westinghouse recommends the use of a residual current device (RCD) with a tripping current not exceeding 30mA in the electrical circuit supplying power to all appliances.

# INSTALLATION GUIDE

1. Carefully unpack your kettle.
2. Carefully remove packaging around the kettle and power cord. Do not remove warning labels.

**NOTE:** Before first use, the kettle must complete 2 rinse and clean cycles to remove any residue left from the manufacturing process. See instructions for this process on Kettle Operation (page 5)

## PARTS AND FEATURES

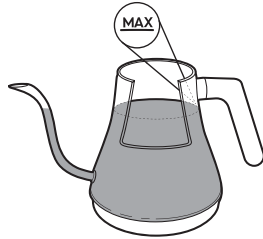


- |                    |                        |
|--------------------|------------------------|
| 1. Lid Handle      | 6. F°/C° Button        |
| 2. Lid             | 7. Hold Button         |
| 3. Gooseneck Spout | 8. Start/Cancel Button |
| 4. Handle          | 9. Control Knob        |
| 5. Main Body       | 10. LCD Display Screen |

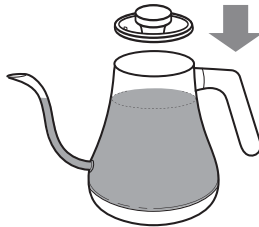
# KETTLE OPERATION

**Before first use**, the kettle must undergo two cycles of heating up the 800ml water to remove any residue that may have been left from the manufacturing process.

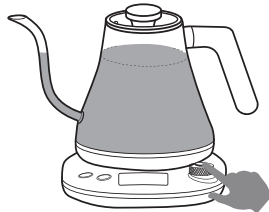
1. Pull lid upward to open. Now fill the jug to the desired quantity, with no less than 200ml and no more than 800ml.



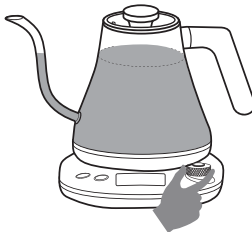
2. Push lid closed and place the kettle jug onto the kettle base.



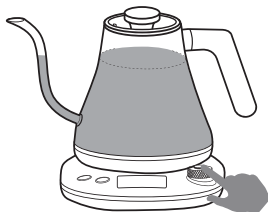
3. Turn the kettle jug so that the spout points away from you and any mains supply.
4. Turn the kettle on by pressing the Start/Cancel button. This will activate the screen.



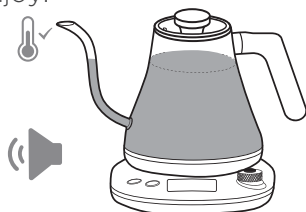
5. Adjust the temperature by twisting the control knob. (twist left to decrease and right to increase)



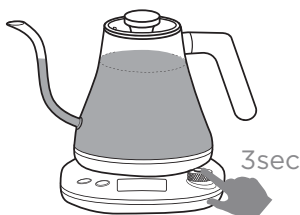
6. Once your desired temperature is set, press the Start/Cancel button to begin operation.



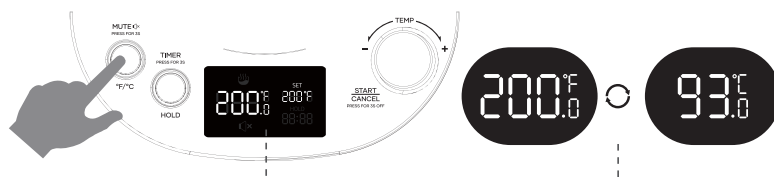
- When your desired temperature has been reached, the unit will beep to alert you that it is complete. Enjoy!



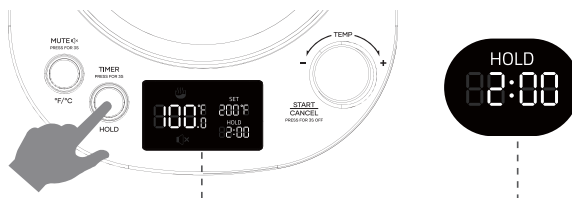
- To turn the kettle off, hold down the Start/Cancel button for 3 seconds.



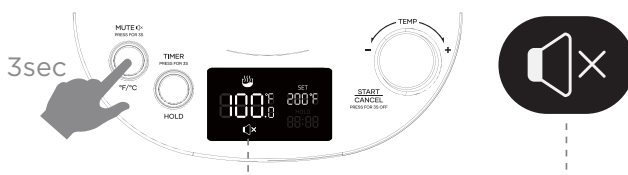
**Temperature Units:** To change between Celsius and Fahrenheit, press the F°/C° button.



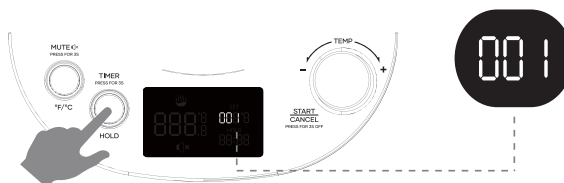
**Hold Function:** The hold function (keep warm) can be set by pressing the Hold button after selecting your desired temperature. Follow the normal operation procedure and the kettle will maintain the selected temperature for 2 hours. To cancel the Hold function early, press the Hold button once more. (The indicator light around the button will become illuminated when the Hold function is activated)



**Mute Function:** To mute the kettle, hold down the F°/C° button for 3 seconds and the mute icon will appear. To unmute the kettle, hold down the F°/C° button for 3 seconds and the mute icon will disappear.



**Brew Stopwatch:** This kettle features a Brew Stopwatch to help keep track of your brew time. To start, press and hold the Hold button for 3 seconds, then the stopwatch will begin after a 3 second countdown. To turn off the stopwatch, press and hold the Hold button for 3 seconds again.



**Memory Function:** This kettle features an internal memory function which allows for up to 5 minutes with the kettle jug removed from the base before the kettle resets. If returned to the base within 5 minutes, it will automatically return to the heating and/or hold cycle that it left from.

**Sleep Mode:** When left idle for 10 minutes, this kettle will revert to “Sleep Mode”. During “Sleep Mode”, the heating and display will be off, but your last selections will remain in the unit’s memory.

## OPTIMAL BREWING TEMPERATURES

**Note:** The guide below is general in nature and based on popular suggestions. If your tea, coffee or other hot drink comes with brewing instructions, we recommend you follow their instructions.

Boil	100°C(212°F)
Coffee	90-96°C(195-205°F)
White/Green Tea	76-93°C(179-200°F)
Oolong Tea	85-93°C(185-200°F)
Herbal/Black Tea	85-100°C(200-212°F)
Hot Chocolate	71-85°C(160-185°F)

## CLEANING & CARE

1. Do not allow your kettle to boil dry as this may cause damage to the kettle.
2. Do not use harsh or abrasive cleaning agents. The outside surface may be wiped clean with a soft, damp cloth and dried thoroughly. If necessary, a mild dishwashing detergent may be applied to the cloth but not directly applied to the kettle.
3. Allow the kettle to cool thoroughly after use before storage.
4. When cleaning the outer surfaces of the kettle, non-abrasive cloths may be used to remove stubborn particles from the kettle body. Do not use abrasive cloths and cleaning materials as they will damage the surface.
5. This kettle needs to be descaled every month. In areas which have hard water, it may be necessary to descale the kettle more frequently.
6. Store in a dry place away from steam and humidity where possible.

For instructions on how to descale this kettle, please visit our website via the QR code below:



**Failure to descale your kettle is considered a breach of the maintenance requirements for this product. Any faults caused from mineral build up will not be covered under the warranty of this appliance.**

<https://westinghousesmallappliances.com.au/pages/descaling-your-appliance>

# TROUBLESHOOTING

## BEFORE CALLING FOR SERVICE

If the kettle fails to operate:

1. Check to make sure the kettle is plugged in correctly and securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it back in securely.
2. Check for a blown or tripped circuit breaker in your home. If these seem to be working correctly, test another appliance in the same outlet to ensure the outlet is working correctly.

**IF NONE OF THE ABOVE SOLVES THE PROBLEM, DO NOT TRY TO ADJUST OR REPAIR THE KETTLE YOURSELF.**

## CUSTOMER SERVICE

In the event you believe your appliance to be defective, please return it along with your sales receipt to the place of purchase for resolution.

For any enquiries, please call our service center on Tel: 1300 883 109

## TROUBLESHOOTING

Troubleshoot your problem by using the chart. If the kettle still does not operate correctly, it may be defective.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Kettle does not turn on.	Kettle is not plugged in.	Check that kettle is plugged into a working power outlet and turned on.
White flecks in the water in your kettle.	Descaling is needed.	Purchase descaler and complete descaling process as per instructions on the product packaging.
No display on the screen.	The kettle is in sleep mode.	Press the Start/Cancel button to awaken the kettle.

**Note:** In the event of the screen showing an E1 code, disconnect from power and cease use. Return to your place of purchase.

## PEACE OF MIND GUARANTEE

Our Westinghouse small appliances are backed by a 12 month guarantee as part of our dedication to provide quality products for our customers. This means that if you purchase a Westinghouse small appliance which has a manufacturer defect/fault, or does not meet the seller's specifications as a result of a defect/fault, then the seller will either repair or replace the unit, or refund the purchase price of the unit at their own discretion. (refer to clause 4 of the Limited Warranty)

This does not apply to products which have been misused/abused, poorly maintained or serviced, damaged due to negligent handling, accidentally damaged or normal wear and tear. Ensure to follow all instructions within this instruction manual, including the Cleaning & Care section for correct maintenance. (See page 8)

Your warranty does not cover the following:

- Damage caused by power surges, voltage supply issues, power dips or usage of the incorrect voltage.
- Damage caused by service or modification of the unit which are not performed by authorised service centres or personnel.
- Damage caused by the use of accessories, attachments, consumables, parts or devices which are not produced for the product by Westinghouse and its licensees.
- Damage caused by exposure of the product to abnormally corrosive conditions.
- Damage caused by incorrect or improper operation and/or installation.
- Damage caused by a failure to follow additional instructions.
- Products which have had the serial number and/or rating label removed.
- Usage of the product which are outside of the intended applications. (refer to page 1-2)
- Freight costs incurred during a claim, consumables, loss, damage or accessories which require periodic replacement by nature. (filters, seals etc.)

### **How to claim under this warranty:**

1. Carefully check the operating instructions, user manual and the terms of this warranty;
2. Have the model and serial number of the appliance available;
3. Have the proof of purchase (e.g. receipt) available;
4. Return the unit to place of purchase;
5. If unable to return to the place of purchase, call our customer service centre on 1300 883 109.

If your warranty claim is accepted, the product may be replaced with a similar or refurbished unit or repaired using refurbished parts. If your warranty claim is not accepted, the seller will inform you and provide any further options which are available in your situation. If the product is to be repaired or shipped as a result of this, you will be responsible for the cost of repair and/or any freight charges incurred.

**For the most up-to-date manuals and FAQ's, please visit the product page of your appliance by scanning the QR code on your appliance's cord label.**

## LIMITED WARRANTY

1. Nothing in this warranty affects the Consumer's rights under the Australian Consumer Law. The benefits to the Consumer under this Warranty are in addition to the rights and remedies of the buyer under any Consumer Guarantees. The Australian Consumer Law requires that we confirm that:

**Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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. Subject to Clause 1, the Seller warrants that Westinghouse branded products will be free of manufacturing defects and will perform to the Seller's specifications subject to the following clauses.
3. The benefit of this Warranty extends only to the owner of the property in which the Products manufactured or supplied by the Seller are installed and used by the owner for the duration of the Warranty Period under standard domestic applications.
4. The Warranty commences on the date of the purchase of the product and continues for the benefit of the Owner for the Warranty Period. If within the Warranty Period a manufacturing defect is discovered in the Product, or the Product fails to perform to the Seller's specifications as a result of some defect in material or workmanship in the Product, then the Seller will at its own discretion:
  - a.) Repair or replace the Product at the cost of the Seller. Goods repaired or replaced under this Warranty will be warranted for the remaining period of the Warranty. **Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.**
  - b.) Refund the purchase price paid by the consumer.
5. The Warranty does not apply to Product that :
  - a.) Has failed due to excessive wear and tear beyond what is considered to be reasonable.
  - b.) Has been misused or neglected.
  - c.) Has been damaged accidentally or by acts of God including fire and flooding.
  - d.) Has been used or operated contrary to operating or maintenance instructions.
  - e.) Has been damaged by the Consumer or a third party authorised to act for the consumer in transit from the Sellers store to the Consumer.

- f.) Has been modified, altered or tampered with by unauthorized persons.
- g. Damage caused by insects or vermin and claims based on the presence of insects or vermin.
- h.) Has been used in commercial situations or applications.

It also excludes breakables such as glass and ceramic items, consumable items such as those that require periodic replacement as part of the ordinary use, lack of care or maintenance of the product or as directed by the instruction booklet, minor cosmetic issues (including, without limitation, paint and coatings) and normal wear and tear, and does not cover the cost of claiming under the warranty or transporting the goods to and from the place of purchase.

6. In order to make a claim under the Warranty, the Owner must, where possible return the goods to the Seller's store at the Owner's cost. Proof of purchase must be supplied in all cases.
7. The seller will examine any returned Products and if the Seller determines that there is an apparent defect through no fault of the Owner, the Seller will:
  - a.) Make note of the Owner's contact details including the Owner's telephone number which the owner can be contacted during business hours, postal address and e-mail address.
  - b.) Make note of the defects reported by the Owner.
  - c.) Take back the defective goods from the owner and determine within a reasonable time through dialogue with the Seller whether the goods are defective.
  - d.) Advise the owner within a reasonable time frame whether it accepts or rejects the Product claim.
  - e.) If the Seller accepts the return of the Product, the Seller must arrange to have
    - i) The Product repaired or,
    - ii) Replace the damaged or faulty Product or,
    - iii) Refund the purchase price.

Note that repairs or replacements may be done with refurbished items or parts, or replaced with a similar item.

8. The Seller will not accept any returned Product which has not been returned strictly in accordance with this Warranty.

9. For the purpose of this Warranty:

- a.) Australian Consumer Law means the law as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).
- b.) Consumer means the Purchaser of goods from the seller.
- c.) Consumer means a Consumer as that term is set out in section 3 of the Australian Consumer Law.
- d.) Consumer Guarantees means the guarantees under the Australian Consumer Law.
- e.) Implied terms means any guarantees, conditions, warranties or other terms implied by any Australian Commonwealth, State or Territory laws, (excluding the Australian Consumer Law) or the law of any other jurisdiction.
- f.) Owner has the meaning set out in clause 3.
- g.) Warranty means this warranty.
- h.) Product means the Product/s bought by the Owner from the Seller that fall under this warranty.
- i.) Warranty Period means:
  - i) In relation to Cast Iron Cookware: 3 Year Limited Warranty.
  - ii) In relation to Non-Stick Cookware: 3 Year Limited Warranty
  - iii) In relation to Cooking Utensils: 3 Year Limited Warranty
  - iv) In relation to Knives/Knife Block Sets: 3 Year Limited Warranty
  - v) In relation to Stainless Steel Cookware: 10 Year Limited Warranty
  - vi) In relation to Chopping boards: 1 Year Limited Warranty
  - vii) In relation to Small Appliances: 1 Year Limited Warranty**



# Westinghouse

**CUSTOMER SERVICE - 1300 883 109**

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