

## Catering Kettle



**IG4350**

Batch code:

**Please read these instructions carefully before use and retain for future reference**

**Before switching on you appliance**

**Always check for any damage which may have been caused in transit**

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## IMPORTANT SAFETY INSTRUCTIONS

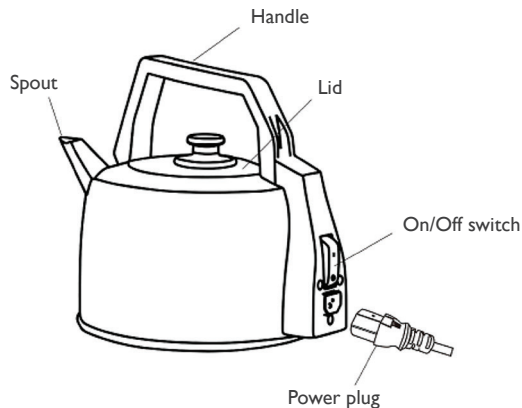
Read and follow all of the instructions even if you feel you are familiar with the product, and find a place to keep this manual handy for future reference.

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

- Check the voltage of the appliance matches the household voltage, which is located on the rating label.
- All electrical repairs must be carried out by a qualified electrician. Inadequate repairs may result in a major source of danger for the user and invalidate the warranty.
- Always allow the appliance to fully cool down before storing away.
- Always disconnect the appliance from electrical socket when filling with water or emptying and when not in use.
- Always unplug the appliance before attempting to move.
- Always unplug the appliance before cleaning.
- This appliance cannot be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge
- Children shall not play with the appliance.
- This appliance cannot be used by children as they do not understand the hazards involved.

- Cleaning and user maintenance shall not be made by children
- Keep the appliance and its cord out of reach of children.
- Do not immerse the appliance in water or any other liquids.
- Do not operate the appliance with a damaged cord or plug, after it malfunctions or has been dropped or damaged in any way.
- Do not place the appliance on or near a gas or electric burner.
- Do not touch hot surfaces, use handles or knobs.
- Do not leave the appliance plugged in when not in use.
- Keep the appliance, cord and plug away from sources of heat.
- Never leave the appliance unattended whilst in use.
- Place the appliance on an even and heat resistant surface, out of the reach of children.
- Take care when using the appliance as boiling water can burn.
- Do not fill the appliance beyond the “MAX” indicator.  
If too much water has been put in the appliance, boiling water may spit out.
- This product is for indoor use only.
- When disconnecting from the electricity supply, pull the plug, not the cord.

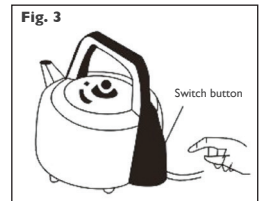
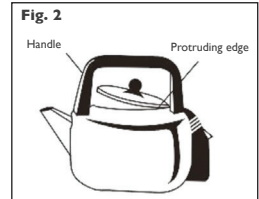
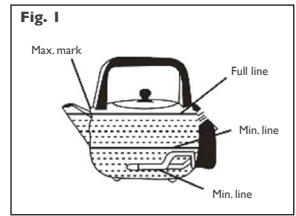
## APPLIANCE OVERVIEW



# OPERATING INSTRUCTIONS

Before using for the first time it is recommended that you fill the kettle and boil at least twice.

1. Remove the power plug from the appliance and remove the lid.
2. Fill water level up to cover the heating element, but not beyond the “Max” level (Fig. 1).
3. The lid has a protruding edge. Slightly tilt the protruding edge downwards when securing the lid on to the kettle. Lift the opposite end first to remove the lid (Fig 2).
4. Push the lead firmly into the socket on the kettle. Then plug into the mains electricity supply and press the “On” button. (Fig 3).
5. When the kettle is on, the neon will light up.
6. The appliance will automatically switch off when the water reaches boiling point.
7. To stop it manually; press the” Off” button.
8. This appliance is designed with overheat protection. If the kettle has just been switched off, wait for a few minutes to reset the thermostat before switching it back on again.
9. If there is no enough water in the kettle, or the kettle is switched on when it is empty, the safety cut-out will switch off the power automatically. If this happens, refill and wait a few minutes for the element to cool, then use as normal.



## Boil Dry

The appliance features a boil dry function this will protect the element if the water level becomes too low. If the water level becomes low then the appliance will automatically switch off, if this occurs allow the kettle to cool down before filling with cold water and re-boiling.

## Cleaning and Maintenance

Ensure the appliance is unplugged from the electricity supply before cleaning.

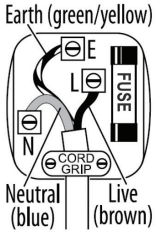
### Exterior

Use a clean, damp soft cloth to wipe the exterior surface of the appliance, to remove any stains or residue, and dry thoroughly.

**Important:** Do not use abrasive cloths, powders, household cleaners, bleach or wax polish to clean the appliance as these can leave a smell in the appliance and can damage the exterior.

If allowed to build-up, limescale can cause the element to overheat. It is important that limescale deposits are removed by using citric acid or fresh lemon juice mixed with water.

# MAINS PLUG FUSE REPLACEMENT



## Fuse Replacement (Class I)

This appliance must be earthed. Remove the central screw on the plug and open the shell. Take out the fuse and replace with a new fuse of the same Amp. Install the shell again and tighten the screws.

# TROUBLE SHOOTING

Please refer to the trouble shooting guide when experiencing an issue with your heater. If you still cannot determine the fault then please call our Customer Services number 01473 271272

Problem	Possible Cause	Solution
The appliance does not work or not heating water.	<ol style="list-style-type: none"> <li>1. Not properly plugged into the electricity supply.</li> <li>2. No power.</li> <li>3. On/Off switch not turned on.</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug in firmly.</li> <li>2. Check fuse or breaker.</li> <li>3. Push On/Off switch to on.</li> </ol>
The appliance cuts out before it boils.	<ol style="list-style-type: none"> <li>1. Large build-up of scale in the appliance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Use a descaling agent to clean the appliance.</li> </ol>
Appliance scales up quickly	<ol style="list-style-type: none"> <li>1. You live in a hard water area.</li> </ol>	<ol style="list-style-type: none"> <li>1. Regularly descale the appliance.</li> </ol>
The appliance switched itself off	<ol style="list-style-type: none"> <li>1. No Power.</li> <li>2. No water.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check fuse or breaker.</li> <li>2. Check that the appliance has water in, as the boil dry function may have switched appliance off for safety.</li> </ol>

# DISPOSAL INFORMATION

The European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste.

Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out “wheeled bin” symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.





## Igenix Warranty Terms & Conditions

This product is guaranteed for a period of 12 months as standard from the date of purchase against mechanical and electrical defects. You can extend your warranty for a further 12 months by registering your product.

Upon registration we will cover your product for a period of 24 months from the original purchase date against any mechanical or electrical defects.

To qualify for the guarantee, the product must be used for domestic household use only and in accordance with the instructions in the user manual. Any misuse of the product will result in the warranty being void.

The guarantee does not cover accidental damage, misuse, neglect, tampering or incorrect adjustment or installation.

The guarantee will be rendered invalid if the product is resold, has had its serial number removed (or has an invalid serial number), or if an unauthorised person has carried out any repairs or alterations.

The warranty does not cover accessories or consumable parts that require replacement under normal use. This includes shelving, dials, filters, belts and trays etc.

In the unlikely event of a breakdown please refer to the Troubleshooting guide in your user manual and check all plugs, fuses and the electricity supply.

If you still require assistance please contact our Customer Service department on **01473 271 272** or write to us at the following address:

**Customer Service Department  
38 Bluestem Road, Ransomes Europark  
Ipswich, IP3 9RR**

Please quote the Product Code which begins 'IG' or 'DF' and the Batch Code beginning '5' and give details of the exact fault. We will then decide whether to repair or replace the item.

Before we arrange the repair or replacement you will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed guarantee period, the guarantee for the replacement item will be calculated from the purchase date of the original.

In the event that the product is inspected and no fault is found or the product is not within the guarantee period you will be charged for the repair and any carriage costs.

# igenix

## Thank you for choosing Igenix

As a valued customer we would like to offer you a FREE 2 year warranty to cover your product against any electrical or mechanical defects.

This means that in the unlikely event you develop a fault or problem with your product we will happily repair or replace the item free of charge.

To qualify for the 2 year warranty you must register your product within 30 days of purchase. The full Terms & Conditions of our warranty policy are shown on the opposite page. They are also available on our website. **www.igenix.co.uk**

To register your product, please complete all sections of the form below and return to us at the following address: Igenix, 38 Bluestem Road, Ransomes Europark, Ipswich, IP3 9RR.

Alternatively you can visit the Igenix website and complete the form online.

### Customer Details:

Title: \_\_\_\_\_ First Name \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

### Product Information:

Product Code (Beginning IG or DF): \_\_\_\_\_ Product Description: \_\_\_\_\_

Batch Number (Beginning 5): \_\_\_\_\_ Serial Number (if applicable): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Retailer Name: \_\_\_\_\_

Retailer Location: \_\_\_\_\_

Please tick here to confirm you have read and accept our Terms & Conditions

Please tick here if you DO NOT wish to receive marketing information from us

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# **igenix**

**38 Bluestem Road, Ransomes Europark, Ipswich, IP3 9RR**

**Tel. 01473 271 272**

Disclaimer: Igenix operate a policy of continual improvement and development.  
We therefore reserve the right to change/alter the specification and appearance of our appliances without prior notice.  
All diagrams and images shown in this manual are for illustration purposes only.