



User Manual

Product:
WHKE14W



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*Figures and illustrations on all artworks are provided for reference only and may differ from the actual product appearance.

*Product design and specifications may be changed without notice.

Important Safety Instructions

1. Read all instructions carefully before using this appliance.
2. Always turn the power off at the power outlet before you insert or remove the power plug. Remove by grasping the plug and do not pull on the cord.



DANGER

Immediate hazards which **WILL** result in severe personal injury or death.

3. **DANGER:** Do not operate the appliance if:
 - the power cord or plug is split, melted or damaged;
 - the appliance has malfunctioned;
 - the appliance has been damaged in any manner.If any of the above incidents occur, return your appliance to the nearest authorised service center for examination, repair or adjustment.
4. **DANGER:** Do not attempt to disassemble, adjust or repair the appliance yourself.
5. **DANGER:** Do not under any circumstances immerse the power cord, mains plug or appliance body in water or any other liquid.



WARNING

Hazards or unsafe practices which **COULD** result in severe personal injury or death.

6. **WARNING:** Use handle only as some surfaces will become hot whilst the appliance is in use.
7. **WARNING:** If the power cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
8. **WARNING:** Do not cover the appliance whilst in operation.
9. **WARNING:** Ensure the appliance and it's accessories are cleaned regularly and according to the cleaning & care instructions within this user manual.
10. **WARNING:** 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 operation.
11. **WARNING:** The insides of the appliance will become very hot during and after operation. Do not touch.
12. **WARNING:** Incorrect operation and improper use may damage the appliance or parts thereof, and cause severe personal injury.
13. **WARNING:** Never allow the appliance to boil dry.
14. **WARNING:** Combustible materials such as paper, curtains, tablecloths, kitchen towels etc. should not be placed near the appliance whilst in operation or after.
15. **WARNING:** Do not place the appliance against a wall or against another appliance. Leave at least 10cm free space on the back and sides and 10cm free space above the appliance.
16. **WARNING:** Always ensure your hands are dry before handling the power cord plug or switching on the power outlet.
17. **WARNING:** Do not touch the appliance's body after use as it will retain heat.
18. **WARNING:** Do not fill the kettle whilst it is on the power base, always remove it to fill.
19. **WARNING:** Ensure the appliance is removed from the power outlet before cleaning.

Important Safety Instructions



CAUTION

Hazards or unsafe practices which COULD result in minor personal injury.

20. **CAUTION:** Close supervision is necessary when this appliance is used near children.
21. **CAUTION:** Keep the appliance and its power cord out of reach of children.
22. **CAUTION:** During operation, hot steam is released through the spout. Keep your hands and other body parts at a safe distance from the spout.
23. **CAUTION:** Allow 30 minutes to cool down after operating before handling or cleaning.
24. **CAUTION:** The appliance should not be left unattended whilst in use.
25. **CAUTION:** Ensure the lid is inserted onto the kettle completely before operating the unit.
26. This appliance is not intended to be operated by means of an external timer or separate remote-control system.
27. Do not permit the power cord or plug to touch hot objects or allow the power cord to lay across the appliance.
28. This appliance is deemed for use indoors only.
29. Children should not play with the appliance.
30. Always use this appliance with a power outlet of the voltage (A.C. only) marked on the rating label of the appliance.
31. Do not use the appliance for any purpose other than its intended use.
32. Do not place your appliance on or near a hot gas flame, electric element, heated oven or any hot surface.
33. Do not place the appliance on top of any other appliance.
34. Do not allow the power cord to hang over the edge of a table or bench top.
35. Do not place anything on top of the appliance.
36. Ensure the appliance is placed on a horizontal, even and stable surface.
37. 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 in a safe way by the person responsible for their safety, and understand the hazards involved.
38. This appliance is intended to be used in private households 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;
 - commercial environments.
39. Never put any liquids other than water into this appliance. It is only suitable for boiling water.
40. Ensure that the power base and kettle connectors do not come in contact with any liquid.
41. Do not use this kettle with a power base other than the one supplied with this unit.
42. Do not move the appliance whilst it is operating.
43. Do not pour the appliance at an angle over 90 degrees.

Important Safety Instructions

44. Failure to descale your appliance is considered a breach of the maintenance requirements for this appliance. Any faults caused from mineral build up will not be covered under the warranty of this appliance.
45. Ensure the power cord is completely unwrapped from the cord storage during operation.

Electrical Requirements

Do not attempt to modify the power cord or plug in any way.

If the power cord is too short, do not use an extension cord. Have a qualified electrician or serviceman install an outlet near the appliance.

Westinghouse recommends the use of a residual current device (RCD) with a tripping current that does not exceed 30mA in the electrical circuit supplying power to all appliances

Neither Westinghouse nor the retailer can accept any liability for damage to the product or personal injury as a result of a failure to observe the electrical connection procedures or instructions within this manual.

Installation Guide

1. Carefully remove the appliance from the box.
2. Remove any packaging around the appliance and power cord. **Do not remove any warning labels.**
3. Clean the appliance and it's accessories, following the Cleaning & Care instructions within this manual.
4. Ensure to read the Operation instructions within this manual before your first use, and always follow these instructions when operating the appliance.

Parts & Features



1. Lid.
2. Spout.
3. Handle.
4. Water Level Indicator.
5. On/Off Switch.
6. Power Base.
7. Cord Storage (underneath the power base).

Operation

Complete the initial rinse cycle as per the below instructions before your first use.

Initial Rinse Cycle

1. Remove the kettle from the Power Base and fill the kettle up to the MAX level mark. Place the Lid back onto the kettle and return the kettle to the Power Base (ensure that the outside of the kettle is dry before placing back on the Power Base).
2. Insert the plug of the power cord into the power outlet and switch the power outlet on.
3. Press the On/Off Switch downward until it lights up, indicating that it is switched on. The kettle will now begin boiling.
4. Once the kettle has finished boiling the water, it will switch off automatically, returning the On/Off Switch to the upper position and the indicator light will switch off.
5. Discard of the water and repeat steps 1-5 once more.
6. Your kettle is now ready for use.

Regular Use

1. Remove the kettle from the Power Base and fill the kettle up to the MAX level mark. Place the Lid back onto the kettle and return the kettle to the Power Base (ensure that the outside of the kettle is dry before placing back on the Power Base).
2. Insert the plug of the power cord into the power outlet and switch the power outlet on.
3. Press the On/Off Switch downward until it lights up, indicating that it is switched on. The kettle will now begin boiling.
4. Once the kettle has finished boiling the water, it will switch off automatically, returning the On/Off Switch to the upper position and the indicator light will switch off.

WARNING: Use Handle only as some surfaces will become hot whilst the appliance is in use.

WARNING: 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 operation.

WARNING: Combustible materials such as paper, curtains, tablecloths, kitchen towels etc. should not be placed near the appliance whilst in operation or after.

WARNING: Always ensure your hands are dry before handling the power cord plug or switching on the power outlet.

WARNING: Do not fill the kettle whilst it is on the Power Base, always remove it to fill.

CAUTION: During operation, hot steam is released through the Spout. Keep your hands and other body parts at a safe distance from the Spout.

CAUTION: The appliance should not be left unattended whilst in use.

NOTE: Ensure the power cord is completely unwrapped from the Cord Storage during operation.

Cleaning & Care

CAUTION: Allow 30 minutes to cool down after operating before handling or cleaning.

1. Ensure that the kettle has cooled down, is unplugged from power and is empty of any water.
2. The outside surface of the kettle can be cleaned with a soft, damp and non-abrasive cloth. If necessary, a small amount of mild detergent can be applied directly to the cloth.
3. The kettle will need descaling on a monthly basis. In areas which have hard water, it may be necessary to descale the appliance more frequently.
4. Should the Power Base need cleaning, a soft, damp and non-abrasive cloth can be used. However ensure that the connector of the Power Base does not come in contact with the cloth or any liquid.
5. Ensure that Power Base and kettle are dried thoroughly before combining once more and storing. Store the appliance in a dry place away from steam and humidity where possible.

DANGER: Do not under any circumstances immerse the power cord, mains plug or appliance body in water or any other liquid.

WARNING: Ensure the appliance and it's accessories are cleaned regularly and according to the cleaning & care instructions within this user manual.

WARNING: Ensure the appliance is removed from the power outlet before cleaning.

CAUTION: Allow 30 minutes to cool down after operating before handling or cleaning.

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



For instructions, tips and hints on how to descale this appliance, please visit our article via this QR code.

Troubleshooting

Before calling for service, if the appliance fails to operate:

- Check that the appliance is plugged in correctly and securely. If it is not, remove the plug from the power outlet, wait 10 seconds and then plug it back in correctly and securely.
- Inspect your home's circuit breakers to see if any have blown or tripped. If these seem to be working correctly, test another appliance in the same power outlet to ensure the power outlet is working correctly. If appropriate, test the appliance in another power outlet within your house.
- Ensure that you have read and followed all instructions within this manual, including but not limited to the instructions within the following segments of this manual:
 - » Important Safety Instructions;
 - » Electrical Requirements;
 - » Installation Guide;
 - » Operation;
 - » Cleaning & Care.
- Review the below Troubleshooting chart and attempt to remedy the issue if appropriate/ applicable in your situation.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Boiling water is coming out of the spout when operating.	The kettle has been filled with water over the MAX water level indicator.	Do not fill the kettle with water over the MAX water level indicator.
White flecks are appearing in the boiled water from the kettle.	Limescale has built-up in the kettle, therefore descaling is required.	Descale the kettle. See our descaling instructions, tips & hints on the web page of the QR code on page 6 of this manual.
It looks like there is rust forming on the bottom of the inside of the kettle.	Discolouration of the concealed element.	Clean the bottom of the inside of the kettle with a scourer pad and a suitable abrasive cleaning cream.
The On/Off Switch does not stay down when pressed.	The appliance is not connected to power correctly.	Ensure that the plug of the power cord is inserted into the power outlet correctly. If it is, test the appliance on another power outlet if appropriate.

If none of the above solves the problem, DO NOT try to adjust or repair the appliance yourself.

Should you be unable to contact your place of purchase for assistance or resolution, call our customer service centre at:

Australia:

1300 883 109 / Mon-Fri 8:00am - 4:00pm WST

New Zealand:

0508 776 546 / Mon-Fri 8:30am - 4:30pm NZDT



@Westinghouse Small Appliances Australia



@westinghousesmallappliancesau



Visit our website for
FAQ's, helpful tips & hints
or to leave a review.

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 6)

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 it's 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 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.

To register your product, view the most up-to-date user manuals and FAQ's, visit the product page by scanning the QR code on your product'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.

Limited Warranty

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.

Limited 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**



www.westinghousesmallappliances.com.au
1300 883 109

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