



# User Manual

**Product:**  
WHSM04SS



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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 grip and buttons only as some surfaces may become warm 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 blend hot or boiling food or liquid as there is a risk of burns or scalding.
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:** Always ensure your hands are dry before handling the power cord plug or switching on the power outlet.
11. **WARNING:** Incorrect operation and improper use may damage the appliance or parts thereof, and cause severe personal injury.
12. **WARNING:** The blades of the blender attachment are very sharp, avoid contact with them and any body parts. Handle with care.
13. **WARNING:** Do not plug the appliance into a power outlet until it is fully assembled.
14. **WARNING:** Exercise caution when removing and attaching the attachments and ensure the appliance is turned off and unplugged whilst doing so.
15. **WARNING:** Keep hands, other body parts and utensils out of the blending container whilst blending. A scraper may be used but only whilst the appliance is not connected to power.
16. **WARNING:** Do not operate the appliance with wet or slippery hands.
17. **WARNING:** Do not place the appliance or it's accessories into a microwave.

# Important Safety Instructions



## CAUTION

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

18. **CAUTION:** Close supervision is necessary when this appliance is used near children.
19. **CAUTION:** Keep the appliance and its power cord out of reach of children.
20. **CAUTION:** The appliance needs to be removed from the power outlet before cleaning, immediately after use, when moving to storage and when not in use.
21. **CAUTION:** Allow 10 minutes to cool down after operating before cleaning the appliance.
22. **CAUTION:** The appliance should not be left unattended whilst in use or connected to power.
23. **CAUTION:** Hold the appliance firmly and upright when in use.
24. **CAUTION:** Always use the appliance on a stable, secure, dry and level surface.
25. This appliance is not intended to be operated by means of an external timer or separate remote-control system.
26. Do not permit the power cord or plug to touch hot objects or allow the power cord to lay across the appliance.
27. This appliance is deemed for use indoors only.
28. Children should not play with the appliance.
29. Always use this appliance with a power outlet of the voltage (A.C. only) marked on the rating label of the appliance.
30. Do not place the appliance on top of other appliances.
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 use this appliance with any attachments other than the ones supplied.
34. Do not allow the power cord to hang over the edge of a table or bench top.
35. The whisk is not designed for mixing dough or other dense foods, and doing so will cause damage to the whisk and or the appliance itself.
36. It is not recommended to run the stick mixer continuously for more than 1 minute at a time for light substances. Do not mix dry, thick or heavy mixtures continuously for more than 15 seconds. Stop operation and stir the ingredients before continuing. Allow the motor to rest for 1 minute between each use. Do not operate the appliance without a workload as this may damage the appliance.
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. All stick mixers are designed to only operate when the power buttons remain depressed.

# 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.

**WARNING:** The blades of the blender attachment are very sharp, avoid contact with them and any body parts. Handle with care.

**WARNING:** Exercise caution when removing and attaching the attachments and ensure the appliance is turned off and unplugged whilst doing so.

# Parts & Features



1. Speed Control Dial.
2. Power Button.
3. Turbo Button.
4. Main Body.
5. Attachment Release Buttons.
6. Blender Attachment.
7. Whisk.
8. Beaker.
9. Whisk Housing.

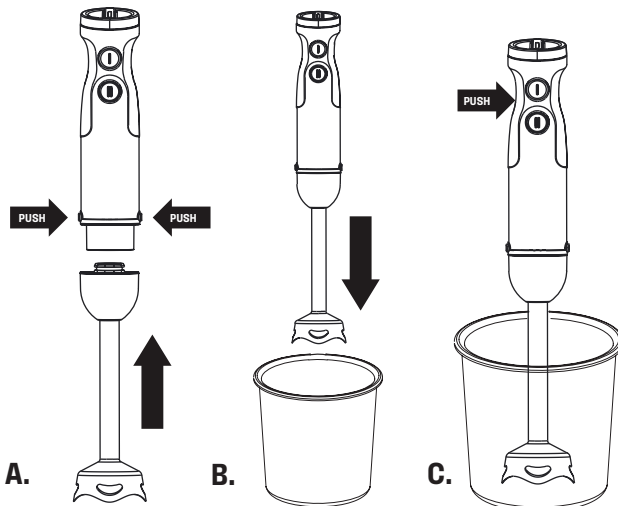
# Operation

**NOTE:** Ensure the appliance and all of its accessories are cleaned before first use.

## Blending

The Blender Attachment is suited for preparing dips, sauces, soups and baby food

1. Place your ingredients into the Beaker or container you wish to use.
2. Ensure the appliance is unplugged from the power outlet.
3. Hold in the Attachment Release Buttons and insert the Blender Attachment onto the Main Body. (see diagram A below). Release the Attachment Release Buttons once the Blender attachment is completely inserted onto the Main Body.
4. Whilst making sure your fingers are not pressing either the Power Button or Turbo Button, insert the power cord plug into the power outlet and switch the power outlet on.
5. Twist the Speed Control Dial to your desired speed. It is recommended to begin on a low speed level first, then incrementally increase the speed should it be necessary.
6. Carefully insert the blade end of the Blender Attachment into the Beaker or container. Ensure to not prematurely press either the Power Button or Turbo Button whilst inserting the Blender Attachment (see diagram B below).
7. Once the blade of the Blender Attachment is in place within the Beaker or container, press and hold down the Power Button to begin blending at the selected speed. Should you wish to blend at full power, press and hold down the Turbo Button (see diagram C below).
8. Once your blending is complete, switch the power outlet off and gently remove the power cord plug from the power outlet. Carefully remove the appliance from the Beaker or container. Hold down the Attachment Release Buttons and separate the Blender Attachment from the Main Body. Ensure the attachment is cleaned before storing.



**CAUTION:** Hold the appliance firmly and upright when in use.

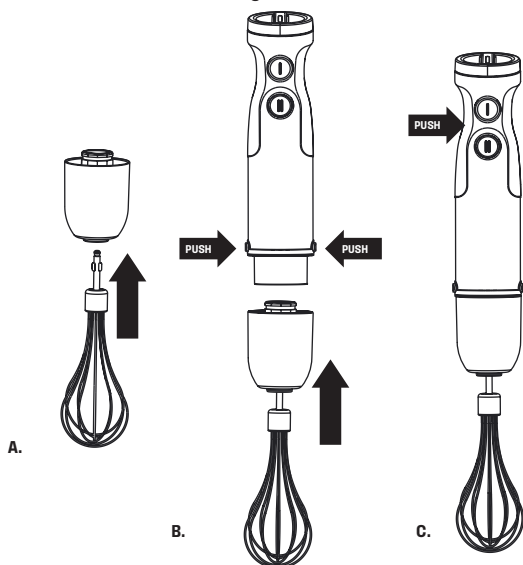
**CAUTION:** Always use the appliance on a stable, secure, dry and level surface.

# Operation

## Whisking

The Whisk Attachment is suited for whipping cream and beating egg whites.

1. Place your ingredients into the Beaker or container you wish to use.
2. Ensure the appliance is unplugged from the power outlet.
3. Insert the Whisk into the Whisk Housing until it locks into place (see diagram A below).
4. Hold in the Attachment Release Buttons and insert the Whisk Attachment onto the Main Body until it locks into place (see diagram B below). Release the Attachment Release Buttons once the Whisk attachment is completely inserted onto the Main Body.
5. Whilst making sure your fingers are not pressing either the Power Button or Turbo Button, insert the power cord plug into the power outlet and switch the power outlet on.
6. Twist the Speed Control Dial to your desired speed. It is recommended to begin on a low speed level first, then incrementally increase the speed should it be necessary.
7. Carefully insert the Whisk into the Beaker or container. Ensure to not prematurely press either the Power Button or Turbo Button whilst inserting the Whisk.
8. Once the Whisk is in place within the Beaker or container, press and hold down the Power Button to begin whisking at the selected speed. Should you wish to whisk at full power, press and hold down the Turbo Button (see diagram C below).
9. Once your whisking is complete, switch the power outlet off and gently remove the power cord plug from the power outlet. Carefully remove the appliance from the Beaker or container. Hold down the Attachment Release Buttons and separate the Whisk Attachment from the Main Body. Remove the Whisk from the Whisk Housing and ensure the Whisk and Whisk Housing are cleaned before storing.



**CAUTION:** Hold the appliance firmly and upright when in use.

**CAUTION:** Always use the appliance on a stable, secure, dry and level surface.

# Cleaning & Care

**CAUTION:** Allow 10 minutes to cool down after operating before cleaning the appliance.

1. Once the appliance has cooled down, the Blender Attachment and Whisk can be rinsed with warm water to assist in the removal of most substances.
2. If necessary, a non-abrasive cloth or plastic bristle brush can be used to remove more stubborn substances.
3. The surface of the Main Body can be cleaned by a slightly damp, non-abrasive cloth. Do not allow liquids to seep into the internals of the Main Body and the accessories.
4. Ensure all accessories and the Main Body of the appliance is dried thoroughly after cleaning.
5. Store 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:** The blades of the blender attachment are very sharp, avoid contact with them and any body parts. Handle with care.

**CAUTION:** The appliance needs to be removed from the power outlet before cleaning, immediately after use, when moving to storage and when not in use.

# 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
Appliance does not turn on.	The appliance is not plugged in correctly.	Check that the power cord plug is inserted correctly into the power outlet. Reinsert if needed, and if the issue persists, try another power outlet and check the RCD of your house is working and untripped.
Blender Attachment blade is not rotating.	Too much food in the Beaker or container.	Reduce the amount of food in the Beaker or container and try again.
Appliance is slowing down and appears to struggle whilst in use.	Food is too dense or there is too much food in the Beaker or container.	Reduce the quantity of food and try again, or adjust the speed level 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 7)

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**



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[www.westinghousesmallappliances.com.au](http://www.westinghousesmallappliances.com.au)

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