

Catering Urn



For models:

IG4008, IG4015, IG4018 & IG4030

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:

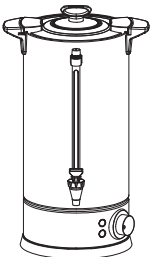
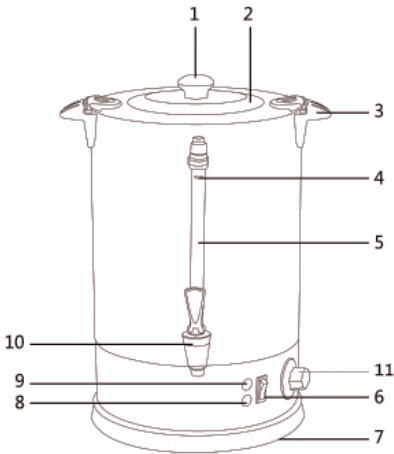
- Do not operate the appliance with a damaged cord or plug, after it malfunctions or has been dropped or damaged in any way. All electrical repairs must be carried out by a qualified electrician. Inadequate repairs may result in a major source of danger for the user and invalidate the warranty.
- Check the voltage of the appliance matches the household voltage, which is located on the rating label.
- Do not immerse the appliance in water or any other liquids.
- Never leave the appliance unattended whilst in use.
- Be careful of hot steam coming from the vent in the appliances lid.
- This should only be used by adults
- Cleaning and user maintenance shall not be made by children
- Keep the appliance and its cord out of reach of children.
- Children shall not play with the appliance.
- Appliances cannot be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Always unplug the appliance before attempting to move.
- Always unplug the appliance before cleaning.
- When disconnecting from the electricity supply, pull the plug, not the cord.
- This product is for indoor use only.

SPECIFICATIONS

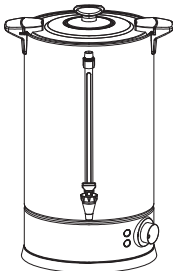
Product	Capacity (Litres)	Wattage	Voltage
IG4008	8.8	900-1000	220 – 240V ~ 50/60Hz
IG4015	15	1500-1800	220 – 240V ~ 50/60Hz
IG4018	18	2100-2600	220 – 240V ~ 50/60Hz
IG4030	30	2500-3000	220 – 240V ~ 50/60Hz

APPLIANCE OVERVIEW

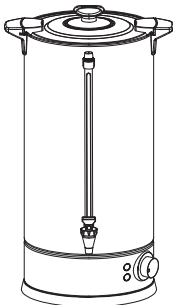
- 1. Lid knob
- 2. Lid
- 3. Cool- touch handles
- 4. Max line
- 5. Water gauge
- 6. On/ Off switch
- 7. Reset button
- 8. Keep warm light
- 9. Heating light
- 10. Water tap
- 11. Adjustable thermostat



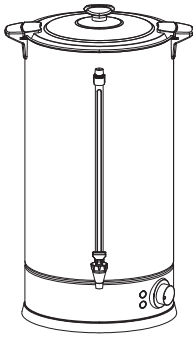
IG4008



IG4015



IG4018



IG4030

OPERATING INSTRUCTIONS

Before use clean the appliance with warm water. Fill the urn to the maximum capacity, indicated on the water level indicator; allow to boil, once cooled discard the water and rinse out, this process should be repeated several times to remove dust and residue before use.

1. Turn the lid anti-clockwise to open.
2. Fill the appliance with the required amount of water ensuring that the level is between the "MAX" and "MIN" marks.
3. Replace the lid and turn clockwise to lock into place.
4. Set the thermostat dial to 100°C.
5. Plug the appliance into the electrical supply and switch the appliance on by pushing the ON/OFF button, the red indicator light will illuminate and the appliance will begin to heat the water. Once water has reached the preset temperature, the red indicator will go off and the orange indicator will illuminate to indicate that the appliance will go into keep warm function.
6. Adjust the thermostat dial to a lower temperatures if required. Please note that if left at 100°C the urn will continue to boil and thermal cut-out will activate, if the water is left to boil dry.
7. Check the water gauge during use for the water level. Add more water if required and repeat from 'Step 4'
8. Use the tap to dispense water.
9. When finished empty water, switch appliance off and disconnect from the electricity supply.

Safety Cut Out

The appliance features a safety cut out switch, this will protect the element if the water level becomes too low.

- To reset the safety cut out, switch off the appliance and unplug from the electricity supply and allow the appliance to cool down.
- Once cold, empty the water out and press the reset button located on the bottom of the appliance.
- Refill with cold water and plug into the electricity supply, the appliance is now ready to be switched back on again.

CLEANING AND MAINTENANCE

Descaling

If allowed to build-up, limescale can cause the element to overheat and can cause the tap to stop working correctly. Regular checks need to be made of the inside of the appliance for signs of limescale. It is important that limescale deposits are removed by using descaling tablets, powders or liquids. If you are in a hard water area, the appliance may need to be descaled every week. If you are in a soft water area then descaling the appliance will not need to be carried out so often.

Exterior

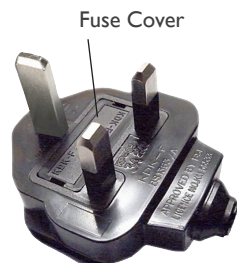
Use a clean, damp soft cloth to wipe the exterior surface of the appliance and dry thoroughly. Important: Do not use abrasive cloths, powders, household cleaners, bleach or wax polish to clean the appliance as these can leave a smell in the appliance and can damage the exterior.

Important: If tap begins to not flow correctly, clean and descale with citric acid or vinegar to remove limescale deposits.

MAINS PLUG FUSE REPLACEMENT

Fuse Replacement (Class I)

This appliance must be earthed. Remove the fuse cover with a small flat head screw driver. Take out the fuse and replace with a new fuse of the same Amp. Replace the fuse cover and push back into place.



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">1. Not properly plugged into the electricity supply.2. No power.3. On/Off switch not turned on.4. Safety cut-out activated	<ol style="list-style-type: none">1. Plug in firmly.2. Check fuse or breaker.3. Push On/Off switch to on.4. Empty the urn and allow to cool for 30 minutes. Press the reset button on the base of the appliance and refill with water.
The appliance cuts out before it boils.	<ol style="list-style-type: none">1. Large build-up of scale in the appliance.2. Appliance overheated and activated the thermal cut out.	<ol style="list-style-type: none">1. Use a descaling agent to clean the appliance.2. Empty the urn and allow to cool for 30 minutes. Press the reset button on the base of the appliance and refill with water.
Appliance scales up quickly	<ol style="list-style-type: none">1. You live in a hard water area.	<ol style="list-style-type: none">1. Regularly descale the appliance.
Tap is leaking	<ol style="list-style-type: none">1. Limescale build up.	<ol style="list-style-type: none">1. Regularly descale your appliance to prevent limescale affecting the appliance. Spare taps can be purchased at www.igenix.co.uk

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.



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.