



Russell Hobbs



KETTLE  
**HERITAGE**

2 YEAR WARRANTY

RHK32 SERIES

INSTRUCTIONS & WARRANTY

## Spectrum Brands Australia Pty Ltd

Locked Bag 3004 Braeside  
Victoria 3195 Australia

### Customer Service in Australia

TollFree: 1800 623 118  
Email: info@spectrumbrands.com.au  
Website: www.spectrumbrands.com.au

## Spectrum Brands New Zealand Ltd

PO Box 9817 Newmarket  
Auckland 1149 New Zealand

### Customer Service in New Zealand

TollFree: 0800 736 776  
Email: service@spectrumbrands.co.nz  
Website: www.spectrumbrands.co.nz

## Spectrum Brands Australia Pty Ltd and Spectrum Brands New Zealand Ltd Warranty Against Defects



In this warranty:

**Australian Consumer Law** means the Australian consumer law set out in Schedule 2 to the Competition and Consumer Act 2010;

**CGA** means the New Zealand Consumer Guarantees Act 1993;

**Goods** means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand, as the case may be;

**Manufacturer, We or us** means:

1. for Goods purchased in Australia, Spectrum Brands Australia Pty Ltd ABN, 78 007 070 573;  
or
2. for Goods purchased in New Zealand, Spectrum Brands New Zealand Ltd, as the case may be, contact details as set out at the end of this warranty;

**Supplier** means the authorised distributor or retailer of the Goods that sold you the Goods in Australia or in New Zealand; and

**You** means you, the original end-user purchaser of the Goods.

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, or the CGA. You are entitled to a replacement or refund for a major failure and 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. The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Goods which the consumer has under either the Australian Consumer Law or the CGA. The original purchaser of the Goods is provided with the following Warranty subject to the Warranty Conditions:
3. We warrant the Goods for all parts defective in workmanship or materials from the date of purchase (**Warranty Period**), for the period of:-
  - (a) Two (2) years for Russell Hobbs products (see product packaging for details)
  - (b) Two (2) years with five (5) year motor warranty for Russell Hobbs products (see product packaging for details)
  - (c) Limited Lifetime, Ten (10) years for Russell Hobbs cookware.
  - (d) One (1) year for George Foreman, iRobot, Westinghouse, Black & Decker and Spectrum Brands products.

If the Goods prove defective within the Warranty Period by reason of improper workmanship or material, we may, at our own discretion, repair or replace the Goods without charge.

## **Warranty Conditions**

4. The Goods must be used in accordance with the manufacturer's instructions. This Warranty does not apply should the defect in or failure of the Goods be attributable to misuse, abuse, accident or non-observance of manufacturer's instructions on the part of the user. As far as the law permits, the manufacturer does not accept liability for any direct or consequential loss, damage or other expense caused by or arising out of any failure to use the Goods in accordance with the manufacturer's instructions.
5. Exhaustible components (such as batteries, filters and brushes) of the Goods are included under this Warranty only where there is a defect in workmanship or materials used.
6. The warranty granted under clause 3 is limited to repair or replacement only.
7. Any parts of the Goods replaced during repairs or any product replaced remain the property of the manufacturer. In the event of the Goods being replaced during the Warranty Period, the warranty on the replacement Goods will expire on the same date as for the Warranty Period on the original Goods which are replaced.
8. In order to claim under the warranty granted under clause 3 you must:
  - (a) Retain this warranty with your receipt/proof of purchase; and
  - (b) Return the Goods to us at the relevant address or to the Supplier by prepaid freight within the Warranty Period accompanied with (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the Supplier, the date and place of purchase, the product name or other product serial number and (ii) this warranty.
9. This warranty is immediately void if:
  - (a) Any serial number or appliance plate is removed or defaced;
  - (b) The Goods have been serviced or otherwise repaired by a person not authorised to do so by us or where non approved replaced parts are used.
10. The Goods are designed for domestic use only. A limited 90-day Warranty applies to any industrial or commercial use of the Goods. The Goods must be connected to the electrical voltage requirements as specified in the ratings label located on the Goods.
11. This warranty does not cover the cost of claiming under the warranty or transport of the Goods to and from the Supplier or us.
12. This warranty is only valid and enforceable in Australia against Spectrum Brands Australia Pty Ltd and in New Zealand against Spectrum Brands New Zealand Ltd.

Contact us or the Supplier for further details.

## **Register your product online**

If you live in Australia please visit: [www.spectrumbrands.com.au/warranty](http://www.spectrumbrands.com.au/warranty)

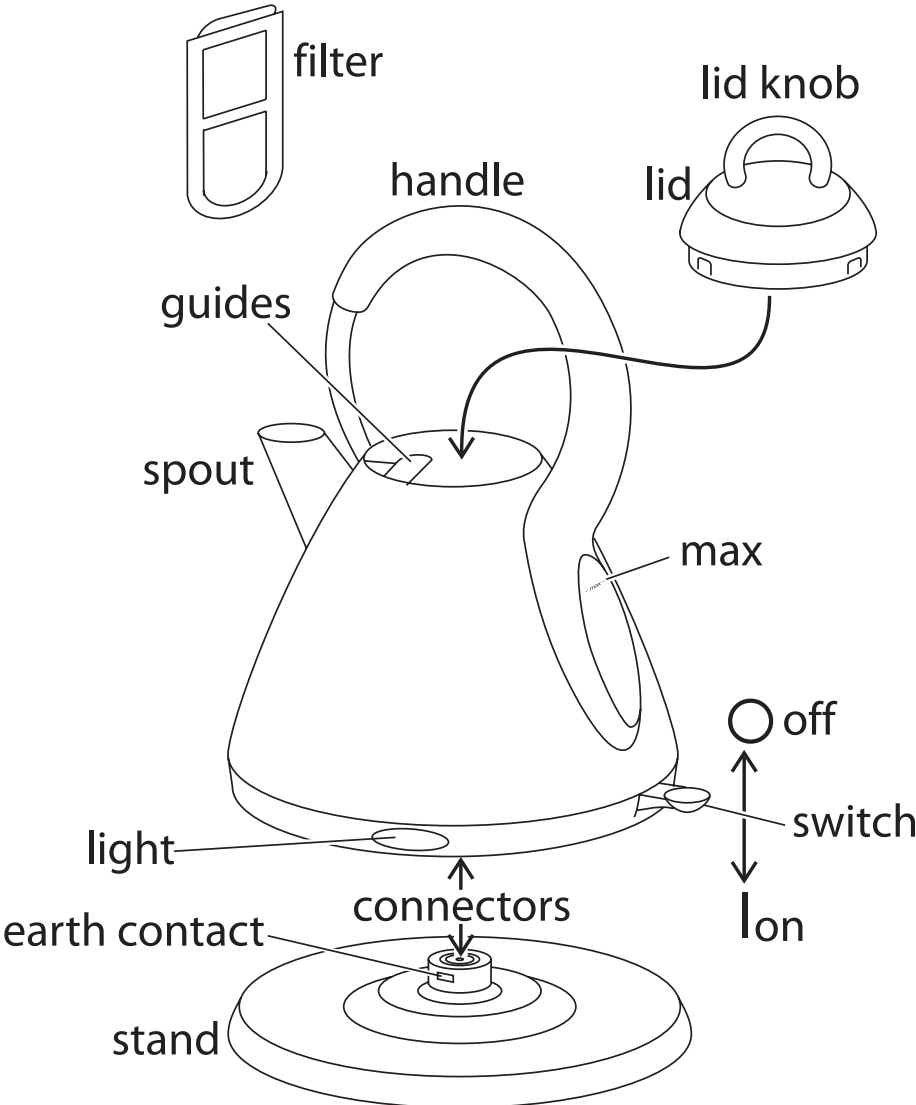
If you live in New Zealand Please visit: [www.spectrumbrands.co.nz/warranty](http://www.spectrumbrands.co.nz/warranty)

Registration of your warranty is not compulsory, it gives us a record of your purchase AND entitles you to receive these benefits: Product information; Hints and tips; Recipes and news; Information on special price offers and promotions.

**Any questions?** Please contact Customer Service for advice.

Congratulations on the purchase of your Russell Hobbs appliance. Each unit is manufactured to ensure safety and reliability. Before using the appliance for the first time, please read the instruction booklet carefully and keep it for future reference. Pass it on if you pass on the appliance.

When using electrical appliances, basic safety precautions should always be followed.



## **BEFORE USING FOR THE FIRST TIME**

Fill the kettle with water to the 'max' level, boil, discard the water, and then rinse. Do this three times, to remove any dust, residues, etc., from the kettle.

- Ensure the filter is in place; otherwise the kettle may not switch off and may spit water from the spout.

## **POSITIONING**

- Place the power base on a stable, level surface.
- Route the cable so it does not overhang, and cannot be caught or tripped over.
- Wind excess cable beneath the power base.

## **FILLING**

*Caution: If the kettle has just boiled it will be full of steam. Keep hands clear as steam will escape from the kettle when opening the lid.*

- Remove the kettle from the power base.
- Remove the lid.
- Fill the kettle with at least 2 cups of water.
- Do not fill above the 'max' line. If overfilled, the kettle may spit boiling water.
- Replace the lid.
- Check the lid is fully closed or the kettle may not switch off when it boils.

## **SWITCHING ON**

*Caution: Keep clear, as steam will escape from the spout when boiling.*

- Plug the power cord into the wall power outlet and switch it on.
- Place the kettle on the power base – take care not to spill any water.
- Press the ON / OFF switch down.
- The kettle will heat up.

## **SWITCHING OFF**

- When the water boils, the kettle will switch itself off.
- To switch off manually, lift the ON / OFF switch or lift the kettle from the power base and replace it. The ON / OFF switch will pop up.

## **GENERAL**

- Remove the kettle from the power base before pouring.
- To avoid the risk of splashing, pour slowly and do not over-tilt the kettle.
- Do not tilt the kettle backwards as water might get into the control area.
- If this happens, empty any remaining water and allow the kettle dry before further use – sit it somewhere warm for 12 hours.
- When you lift the kettle, you may see moisture on the power base. This is the steam used to switch the kettle off automatically, which then condenses and escapes via vents under the kettle. This is normal.

## **USING WITH INSUFFICIENT WATER**

- Using the kettle with insufficient water will shorten the life of the element.
- If the kettle is accidentally switched on when it does not contain sufficient water, a boil-dry cut-out will switch the kettle off.
- To prevent the kettle cycling on and off, remove it from the power base and the boil switch will pop up.
- Sit the kettle on a stable heat resistant surface until it has fully cooled down.
- Do not fill the kettle with water until it is cold, or it may spit.

## CARE AND MAINTENANCE

- Check that the kettle is switched off by lifting the kettle from the power base and replacing it.
- Switch the power off and remove the plug from the wall power outlet.
- Allow the kettle to cool down fully.
- Wipe over the outside of the kettle and power base with a damp cloth. A mild dishwashing detergent may be used if required.
- Keep all connectors and sockets dry.
- Do not immerse the kettle or power base in liquid.
- Do not use alkaline cleaning agents or harsh abrasives when cleaning this appliance.
- Clean the inside of the kettle using the instructions in the “DE-SCALE REGULARLY” section.

## DE-SCALE REGULARLY – EVEN IN SOFT WATER AREAS

Water contains minerals that will form deposits on the inside of your kettle, commonly referred to as scaling. Scaling discolours the internal surfaces and can affect the performance.

To maintain the performance of your kettle, it should be de-scaled every three months or so. De-scale more frequently if you live in a hard water area.

- Add 2 to 3 teaspoons of citric acid or a commercial de-scaler to the empty kettle.
- Fill the kettle with fresh cold water to the MAX level mark on the water gauge.
- Switch the ON/OFF switch to ON and allow the kettle to boil.
- Once the water has boiled allow the kettle to cool.
- Once the kettle has cooled, discard the water into the sink.

## RINSE AFTER DE-SCALING

- Fill the kettle with fresh cold water to the MAX level mark on the water gauge.
- Switch the ON/OFF switch to ON and allow the kettle to boil.
- Discard the water into the sink.
- Repeat the rinsing process 3 times, discarding the water in the kettle each time.

*NOTE: Products returned under warranty with faults due to scale may be subject to a repair charge.*

## WATER FILTER

Scale particles suspended in the water may give it a cloudy or greasy appearance. The filter will prevent these particles going into your drink. Remove and clean the filter regularly.

## CLEANING THE FILTER

- Check your hands are free from soap, hand cream, or anything which might leave a taint.
- Switch the power off and remove the plug from the wall power outlet.
- Allow the kettle to cool down fully.
- Remove the lid.
- Pull the filter up and out of its housing.

*NOTE: Take care not to press on the mesh part of the filter – you may damage it.*

- Rinse the filter under a running tap whilst brushing with a soft brush.
- Rinse the kettle in case scale particles have fallen inside.
- Turn the filter so the tab at the top of the filter faces the rear of the kettle.
- Slide it down into the guides in the filter housing. Ensure it is firmly in place.
- Refill the kettle and replace the lid.

*Caution: Do not use the kettle without the filter in place – it may spit boiling water.*

## IMPORTANT SAFEGUARDS

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

1. To protect against electrical hazards do not immerse the power cord, plug, power base, or kettle in water or any other liquid.
2. Do not use in the bathroom or near any source of water. Do not use outdoors.
3. Always use the appliances handles as some parts may be hot.
4. 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 by a person responsible for their safety.
5. Always turn off and unplug from the power outlet before cleaning the appliance.
6. Turn the power off at the wall power outlet when not in use.
7. To disconnect, turn off the wall power outlet, then grasp and pull the plug from the wall outlet. Never pull by the cord.
8. Do not operate this appliance with a damaged cord/plug or after the appliance has malfunctioned, or been dropped or damaged in any manner. Contact Customer Service for replacement, examination, repair or adjustment.
9. There are no user serviceable parts. If power cord is damaged, it must be replaced by the manufacturer or similarly qualified person in order to avoid a hazard.
10. Do not use on an inclined plane or unstable surface.
11. Do not move the kettle while it is switched on.
12. Ensure the lid is properly closed or the kettle may not switch off once boiled.
13. Do not open the lid while the water is heating or boiling.
14. Always take care when pouring. Pour slowly, do not over-tilt the kettle.
15. The scalding hazard remains long after the water has boiled. Keep the kettle, power base, and the power cord away from the edge of tables or countertops and out of reach of children or infirm persons.
16. Only use the kettle with the power base provided and vice versa.
17. Wind excess cable beneath the power base.
18. Do not place on or near any heat sources.
19. Do not use this appliance for other than its intended purpose of heating water.
20. Do not switch on the kettle unless there is at least two cups of water.
21. Do not fill past 'max', otherwise boiling water may spill from the spout.
22. Do not use without filter fitted.
23. Do not leave the product unattended when in use or where it may be touched by children or infirm persons.
24. Do not use alkaline cleaning agents or harsh abrasives when cleaning this appliance. Follow the instructions in the 'Care and Maintenance' section when cleaning this appliance.
25. This appliance is not a toy. Children should be supervised to ensure they do not play with the appliance.
26. This appliance is not intended to be operated by means of an external timer or separate remote control system.
27. De-scale the kettle regularly to ensure proper operation.
28. For added safety, electrical appliances should be connected to a power outlet that is protected by a residual current device (RCD), also often referred to as a 'Safety Switch'. Your switchboard may already incorporate an RCD. If unsure, call an electrician for verification and fitting if necessary.



**SAVE THESE INSTRUCTIONS. THIS APPLIANCE IS FOR HOUSEHOLD USE ONLY.**

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