

USER INSTRUCTION MANUAL

CHEFMASTER Water Boiler

HEA791 - 10 ltr / HEA792 20 ltr



CAUTION: READ INSTRUCTIONS BEFORE USING THE MACHINE

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European Directives

As a producer and a supplier of cooking appliances we are committed to the protection of the environment and are in the compliance with the WEEE directive. All our electric products are labelled accordingly with the crossed out wheeled bin symbol. This indicates, for disposal purposes at end of life, that these products must be taken to a recognised collection points, such as local authority sites/local recycling centres

This appliance Complies with European Community Directives (CE) for household and similar electrical appliances and Gas appliances where applicable.

This appliance conforms to European Directive 2009/125/EC regarding Eco design requirements for energy-related products.

1.0 - About your Product

My Product

Please complete the form below:

We strongly recommend that you spend some time to fill in the information below and keep it in a safe place. This will save you time if you need to contact our After Sales team.

Important: The serial number can be found on the back of your appliance.

Model Number:

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Product Code:

--	--	--	--	--	--	--	--	--

Serial Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Date of Purchase:

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Purchased from:

Please take some time to fill in the information above and keep it in a safe place. This will save you time if you need to contact our After Sales team.

Introduction

Thank you for purchasing this CHEFMASTER Water Boiler.

To ensure you obtain full benefits from your new appliance:

- Please read this instruction booklet carefully, and follow all instructions.
- If you are unsure of any aspect of the installation, use or performance of your appliance, please contact our After Sales team on 03701 647 647

Important Information

The use of an electrical appliance requires the following common sense safety rules. Primarily there is a danger of personal injury and secondly damage to the appliance and property.

These are indicated in the instructions by the following two conventions:

WARNING: Danger of personal injury.

Important: Damage to the appliance.

CHEFMASTER products are intended for commercial use as detailed in these instructions. CHEFMASTER has a policy of continuous improvement in product quality and design. The Company, therefore, reserves the right to change the specification of its models at any time. CHEFMASTER Water Boilers are designed for continuous operation and should only be switched off for the purpose of maintenance or emergency.

The 3kW model is supplied with a 3 pin plug and lead fitted with a 13Amp fuse as standard.

WARNING: The installation of the unit must be performed by a competent person, taking into consideration:

- Health and Safety at Works Act
- IEE Regulations
- BS Codes of Practice
- Local and National Building Regulations
- Local and National Water Regulations

WARNING: This appliance must only be used for heating water.

Warranty

This water boiler is guaranteed for a period of 12 months from the date of purchase against defective materials or faulty workmanship. This guarantee is given subject to the water boiler being used in accordance with the instructions on the voltage marked on it and to the usual wear and tear standards. The guarantee does not cover consequential damage arising out of any failure acceptable under the guarantee, nor does it cover damage resulting from misuse, accident or unauthorised alterations to the water boiler.

WARNING: FAILURE TO CLEAN & DE-SCALE YOUR WATER BOILER ON A REGULAR BASIS WILL INVALIDATE YOUR WARRANTY. WE RECOMMEND THE BOILER IS DE-SCALED MONTHLY IN HARD WATER AREAS.

Installation

It is essential that this appliance is installed correctly. Installation should comply with all local electrical, and health and safety requirements.

Location:

- Ensure that the appliance must be on a flat, horizontal surface.
- Consideration should be given for serving requirements.
- Ensure that safe operational access to the appliance is unrestricted.
- Do not site the appliance directly beneath wall cupboards, other wall mounted appliances and low ceilings that are susceptible to damage from water vapour.
- Do not use your water boiler outside.
- The appliance should be installed 100mm from any walls
- Do not place appliance on or near hot surfaces.
- Do not allow your appliance to freeze. If this happens, do not operate the appliance and contact the manufacturer.
- Appliance to be installed/operated in ambient temperatures between 5 - 30 degrees.

Important: This appliance is only to be installed in locations where it is overseen by and where cleaning/maintenance is restricted to trained personnel.

Important: Access to the service area is restricted to persons having knowledge and practical experience, in particular as far as safety and hygiene is concerned.

Mains Lead:

- The mains lead should reach from the wall socket the water boiler without straining the connections.

- Do not let the cord hang over the edge of the table or the counter and keep it away from any hot surfaces.
- Do not let the lead run across an open space e.g. between a low socket and table.
- Do not place the water boiler where the mains lead could fall into a sink.
- Do not continue to use the water boiler if a fault is indicated instead. Refer to Fault codes section of the handbook.
- Do not use boiler if it has been damaged in any way.
- Do not use accessories or attachments which have not been recommended as they can cause hazards.
- Always switch off, empty and disconnect the water boiler before moving the unit.

WARNING: To avoid being scalded when the water boiler is in operation or has been switched off, keep hands away from any steam. Be particularly careful not to touch any hot surfaces, especially when de-scaling the product.

Product Safety:

- The water boiler is only to be installed in locations where its use and maintenance is restricted to trained personnel.

WARNING: Extreme caution must be used when moving this unit as it is **very heavy**.

WARNING: Metal surfaces may become very hot whilst in operation. Use caution when touching these surfaces.

Before Connection to the Power Supply

- Remove all packaging and plastic coating from the appliance.
- Check the unit has not been damaged in any way during transportation.
If any damage is found, it **MUST** be reported to our After Sales department **immediately** by calling 03701 647 647.
- Remove any protective coating from the outer panels.
- Check the available power supply corresponds to that shown on the rating label of the appliance.

Water Connection

- Connection to the cold water supply and the appliance is made via the hose supplied.
- In hard water areas, it is advisable to fit a filtration unit to limit scale deposits.

Electrical Connection

- All electrical work must comply with all relevant wiring regulations and carried out by a qualified electrician.
- Isolation switches for the appliance must not be obstructed and be within easy reaching.
- To protect against fire, electric shock and personal injury, do not immerse cord, plug or water boiler in water or any other liquid.
- If the mains lead is damaged, it should be discarded and replaced.

WARNING: THIS APPLIANCE MUST BE EARTHED

Fitting a Plug:

If the socket outlets are not suitable for the plug supplied with the appliance, the plug should be removed and the appropriate one fitted.

An appropriate plug must be fitted as follows:

The wires in the mains lead are coloured in accordance with the following code:

GREEN and YELLOW wires	EARTH - E
BLUE wire	NEUTRAL - N
BROWN wire	LIVE - L

Important: The supply cord on this appliance is of a special type. If replaced, only a CHEFMASTER supply cord must be used. The supply cord may become warm when the appliance is in use.

If you are unsure of any aspect of the installation, use or performance of your appliance, please contact the after sales number shown on the page 19.

Make sure that the connections are tight and that there are no loose strands of wire and no insulation trapped under the terminals. Tighten the clamp in the plug making sure that it grips the outer covering of the cord. If fitting a BS 1363 13A fused plug then fit a 13A fuse and tighten the plug cover securely. If you are in any doubt, consult a qualified electrician.

Electrical Requirements:

Check that the voltage on the rating plate of your appliance corresponds with your electricity supply which must be A.C. (Alternating Current).

Overflow & Drainage

- Due to the electronic function of the water boiler, it is highly unlikely than an overflow would occur. The boiler is primarily designed so that any overflow occurrence and condensation is directly vented to the spillage tray.
- As an option the boiler overflow outlet may be connected to a drainage system.

Note: There may be some steam emissions from the vent at the base of the appliance during the initial fill stages but the steam emissions will lessen as the volume of water increases in the tank.

WARNING: The flexible hose connected from the over flow also acts as a vent for the appliance. Under no circumstances should this flexible hose become blocked or restricted in any way.

Other Safety Considerations

- Disconnect the appliance from the mains supply when cleaning or not in use.
- Keep the exterior surfaces of the boiler clean and dry at all times.
- Do not touch hot surfaces. Always use handles or knobs.
- Do not immerse the appliance in water or other liquid and always ensure the electrical connections are kept dry.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Ring the helpline number for advice on examination and repair.
- The use of non CHEFMASTER attachments or tools may cause fire, electric shock or injury and will invalidate warranty.
- Do not use abrasive cleaners on the outside of the appliance, as they may scratch the surface. Only clean with a soft damp cloth.
- Do not use the appliance for anything other than its intended purpose.
- Scale formation within hot water appliances is problematic and more so in hard water areas. Damage to the appliance caused by excessive scale build up, may invalidate the warranty - see notes on de-scaling.
- Use only the supplied parts with the appliance. Introducing foreign components not approved by the Manufacturer may cause tainting of the water and may also invalidate warranty.
- Do not place foreign objects in the tank of the appliance.

Important: Do not use a water jet to clean this appliance.

Important: Do not use this appliance in an area a water jet can be used.

- Maintenance other than cleaning and de-scaling should be carried out by the manufacturer while this product is within guarantee. (Contact our service helpline on 03701 647 647).

Operation

First Use

THE FOLLOWING PROCEDURE MUST BE COMPLETED BEFORE USE

1. Remove yellow steam cap from steam pipe (see steam label on front of product) **FAILURE TO DO SO WILL CAUSE THE PRODUCT TO STOP OPERATING**

WARNING: This appliance is not intended for use of 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 application by a person responsible for their safe

WARNING: Turn off the power supply and remove the plug before cleaning or before replacing any parts.

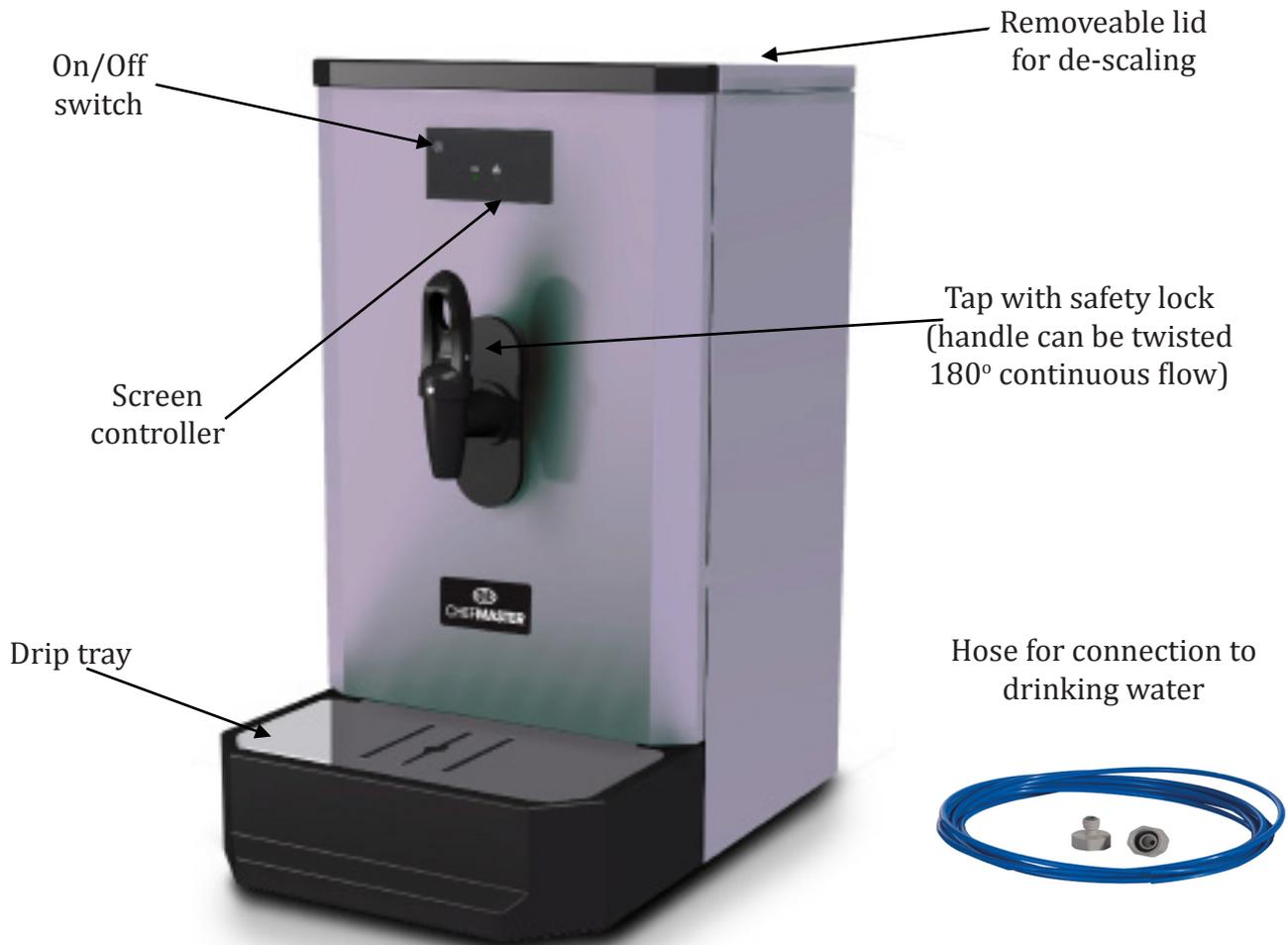
Product Specification

Model	HEA791 - 10L	HEA792 - 20L
Height	574 mm	692 mm
Width	344 mm	344 mm
Depth	464 mm	464 mm
Capacity	10 L	20 L
Weight (Kg)	9.6	11.4
Ambient Temperature (°C)	5 °C - 30 °C	5 °C - 30 °C
Water Inlet Pressure	0.1 - 0.8 (MPa)	0.1 - 0.8 (MPa)
Voltage	220 - 240V - 50/60Hz	220 - 240V - 50/60Hz
Power Rating	3kW	3kW

Parts Diagram

ChefMaster water boilers are designed for continuous operation and should only be switched off for the purpose of maintenance or emergency.

The 3kW model is supplied with a 3 pin plug and lead fitted with a 13Amp fuse as standard.



Important: Genuine replacement CHEFMASTER parts must be fitted by a qualified service engineer. If generic non CHEFMASTER parts are fitted, you may stop your appliance from operating safely and invalidate the warranty.

2.0 - User Guide

Screen Control



Green – Appliance is on

Red – Descale or requires maintenance

Power button – Turn appliance on/off

Before Using the Appliance

WARNING: Turn off the power supply and remove the plug before cleaning or before replacing any parts.

Connections & Overflow:

Connection to a water supply:



The blue pipe connects to the grey fitting which can be found underneath the appliance. The grey fitting can be unscrewed, and the blue pipe slots into it. Then screws back onto the appliance.

Connection to mains water supply:

The other end of the blue pipe can be fitted with the same type of grey fitting, which is connected to your main water supply.

Overflow:



If the appliance has an overflow, the water will be placed into the drip tray. The water in the drip tray can then be emptied out into a drain. Check and empty the drip tray on a regular basis.

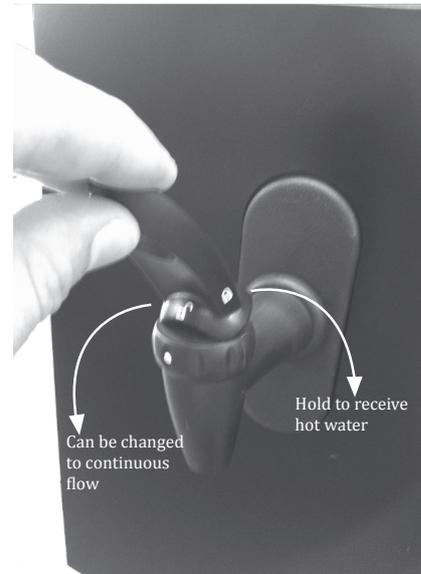
To start the boiler, plug it in and turn on the mains power then hold the Power button for 10 seconds.
Ensure boiler is connected to the mains water supply.

Tap function:

Tap function can be varied between

- (a) User operated flow
- (b) Constant flow

This can be achieved by twisting the tap handle through 180°. In addition, the safety lock can be activated on the tap by twisting it through 90°. When in this position, the tap cannot be operated accidentally.



After Use

Important: Once you have finished using your appliance, please ensure that the power is switched off. This helps to minimize energy consumption, ensuring greater energy efficiency and preventing non-users from burning themselves if they touch the unit.

3.0 - Maintenance & Spare Parts

WARNING: Turn off the power supply and remove the plug before cleaning, de-scaling or before replacing any parts.

- This appliance shall be operated in ambient temperature between 5 - 30°C.
- Do not allow your appliance to freeze. If this happens, do not operate the appliance and contact manufacturer.

Cleaning Instructions

We recommend cleaning your water boiler on a regular basis. Failure to do this may result in the appliance not operating to its full potential and could invalidate your warranty.

CLEANING WARNING: Disconnect from the electrical supply before cleaning and allow water boiler to cool.

Important: Do not immerse the water boiler in water or any other liquids and take care to keep water away from the mains lead and connections.

THERE ARE 2 WAYS WHICH YOU WILL NEED TO CLEAN YOUR WATER BOILER:

EXTERNALLY; TO DO THIS, FOLLOW THE EXTERNAL CLEANING GUIDELINES.

INTERNALLY; TO DO THIS, FOLLOW THE DESCALING PROCEDURE.

IMPORTANT: DO NOT USE ANY ABRASIVE CLEANING FLUIDS OR MATERIALS.

EXTERNAL CLEANING GUIDELINES:

TO CLEAN, WIPE OUTSIDE OF YOUR WATER BOILER WITH A DAMP CLOTH. IT IS RECOMMENDED THAT THIS IS DONE DAILY. STUBBORN STAINS MAY BE REMOVED USING A GOOD STAINLESS STEEL CLEANER OR NON-ABRASIVE CLEANING. HARD TO REACH AREAS SHOULD BE CLEANED USING A SMALL BRISTLE BRUSH AND MILD CLEANING.

IMPORTANT: DO NOT USE ABRASIVE CLEANERS ON YOUR WATER BOILER AS THIS COULD SCRATCH THE FINISH OF YOUR WATER BOILER.

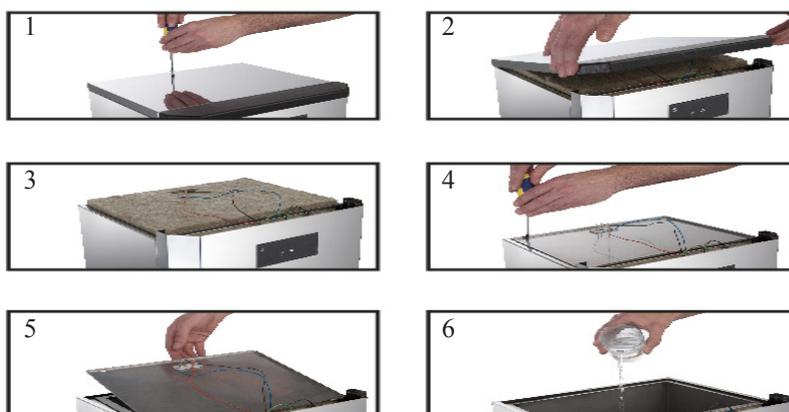
FAILURE TO CLEAN ON A REGULAR BASIS WILL INVALIDATE YOUR WARRANTY

De-scaling

The de-scaling procedure must be performed by trained personnel as it requires the removal of panels from the boiler and access to live electrical components. Always use a de-scaling agent suitable for stainless steel. Please note any relevant Personal Protective Equipment must be worn when undertaking any de-scaling.

1. Isolate the boiler from electrical supply.
2. Allow the water to cool approximately 60°C
3. Remove the screw on the back of the boiler and remove the top cover. (PICTURE 1 & 2)
4. Remove the insulation on top of the tank, unscrew and remove the tank lid. (PICTURE 3,4 & 5)
5. Add de-scaling agent in accordance with manufactures instructions.(PICTURE 6)
6. Replace the tank lid/insulation and tap cover.
7. Turn on the electricity and allow the boiler to operate normally for approximately 45 minutes.
8. Isolate the boiler and allow to cool down.
9. Remove the tank lid again, to inspect the tank and level detectors for scale deposits.
10. Drain and flush the de-scaling agent from the tank, using tap on the front of the appliance.
11. To drain the tank completely, remove the front panel by removing 2 screws behind the drip tray and lifting the panel up, over the tap.
12. Connect a hose from the drain into a bucket and open the service valve to drain the water from the tank.
13. When empty, close the valve and replace front panel.
14. Replace tank lid, ensuring the gasket is sealing the top of the tank correctly.
15. Fit top cover and turn on the boiler.

In hard water areas where a large build-up of scale has formed, you may need to physically scrape from the tank. If this is required, ensure care is taken and not to damage the level sensor probes.



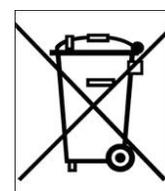
FAILURE TO DE-SCALE ON A REGULAR BASIS WILL INVALIDATE YOUR WARRANTY

Disposal

At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority for recycling advice in your country. Please dispose of this appliance in the accordance with the WEEE Directive.

Replacement Parts

For further information or to purchase any spare parts, please do not hesitate to contact the CHEF-MASTER service line on 03701 647 647. Please ensure that you have your model number, product code and the serial number of your product. The serial number can be found at the rear of the appliance.



4.0 - Troubleshooting

Fault Codes

Your boiler is fitted with a fault system that is able to detect fault conditions. Some of the conditions are less serious and the boiler will continue to operate normally, while other faults are more serious and will disable the appliance. Before calling the service line, make sure that the appliance is switched off at the main supply. Draw off a small amount of water after and then switch back on after 10 minutes. If the fault continues, please call the service line for advice.



Causes	Actions
Red Light	Descal appliance If the red light continues to flash after descaling the appliance, please contact your CHEFMASTER distributor.

FAQ's

1. *Are there any restrictions as to where I should locate my water boiler?*

Yes, your appliance should be positioned on a flat, level surface that is capable of taking the weight of the appliance when full of water. Consideration must also be given to serving requirements and safe operational access to the appliance must also be ensured. For a detailed overview of installation requirement, please refer to pages 4, 5 and 6 of this instruction book.

2. *There is no water coming from the tap?*

Check appliance is connected to the mains water/power supply and there is no blockage/kink in the supply hose.

3. *Why is the mains neon not illuminating?*

Check that the appliance is connected to the mains power correctly.

4. *Why is the red light on the appliance illuminated?*

The red light on the appliance indicates that you should de-scale the appliance immediately.

5. *How often should I clean my water boiler?*

Cleaning should take place on a regular basis. Full cleaning instructions can be found on page 14 of this manual.

6. *How often should I de-scale my water boiler?*

We recommend that you de-scale your product on a regular basis by following the instructions on page 15.

7. *Can I purchase replacement parts?*

Yes, we have a number of replacement parts. To order, please call the CHEFMASTER service line on 03701 647 647.



Telephone Helpline:
03701 647 647