



Electric Hot Water Boiler Dispenser Series

User's Instruction Manual and Warranty



CK-2528

Please read this Instruction Manual carefully before using this product.
Product Warranty and Customer Service information are printed on the back page.

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Please note: In high altitude areas above 1000ft. (300m) sea level, the unit may not perform as specified and the boiling period may become irregular. Avoid using in such areas.



Innovative Consumer Goods, Inc.
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Congratulations!

You have just purchased the Classic Kitchen Electric Hot Water Boiler Dispenser. We are sure that you will truly be happy with the high quality and consumer satisfaction inherent in our product. Remember to follow all user instructions including those relating to maintenance of the product. Feel free to tell us how much you enjoy the product using our email address located above.

Your unit is covered by our Limited Warranty located elsewhere in this User Manual. If you encounter any problems with the unit due to a manufacturer's defect, please do not return the unit to the store of purchase. Contact our Customer Service line as listed in the Product Warranty.

Product Specifications

Description	Electric Hot Water Urn
Model Number	CK-2528
Voltage	120V
Frequency	50/60Hz
Power	750W
Average Temperature at Keep Warm	202°F (94°C)
Water Capacity to MAX line	5.4QT (5.1L) – 28 average tea cups
Size	D 9" x H 15"



Before using this new Electric Urn Please note this Maintenance Reminder

The Product Warranty requires you to periodically clean the entire inner tank surface with the solutions recommended in the User Manual to rid the surface of mineral deposits, sediment and scaling buildup from impurities found in all water supplies. In addition, the above maintenance is required to clear any heating mark buildup that may appear at the bottom of the inner tank above the heating element(s) and along the side walls.

To prevent sediment buildup due to impurities or mineral deposits found in the water that may clog or damage the inner parts, periodically clean in and around the spout connection in the tank (see insets A and B) in addition to the lower side walls and bottom of the tank which is above the heating element(s) where heat marks may develop. Brush out any sediment from the spout/tap connection on the inside wall of the tank (see insets A and B).

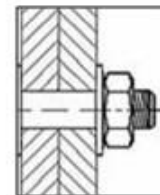
We recommend using “CLR”, an ® endorsed kettle cleaner or lemon juice. It's best to follow the directions on the “CLR” container.

Before storing the unit, make sure the unit is completely dry inside to avoid any slight rust that may form.

**Failure to maintain the unit
may impair operation
and will void
the One Year Warranty.**



Inset A



Inset B

Important Safeguards

Basic safety precautions should always be followed when using electrical appliances, including the following:

1. Read through this User's Instruction Manual before first use of this product! Manufacturer does not accept liability for any damage, malfunction, or injury resulting from not following instructions or from improper use of this appliance.
2. This Electric Water Boiler gets very hot during operation. Unit contains boiling water. Do not touch hot surfaces as noted by Yellow triangle icons. Do not move the unit while it is operating or filled with water as COOL water can spill and HOT water can splash and spill and cause injury.
3. To protect against electrical shock, do not immerse power cord, plugs, or appliance in water or in any other liquid.
4. Close supervision is necessary when this appliance is used by or near children.
5. This appliance (30 cup size) is intended for household use only. Do not use outdoors or for commercial purposes. Do not use in bathroom or near any source of water.
6. Do not use this appliance for liquids other than water.
7. Unplug cord set from wall outlet when not in use and before cleaning.
8. Do not operate this appliance if the power cord is damaged.
9. Do not let the power cord hang over edge of a table or counter or touch hot surfaces.
10. It is strongly suggested not to use any type of extension cord.
11. Do not place the appliance near a hot gas or electric burner, or a heated oven. Do not place appliance near drapes or window shades or hanging (paper) towels above or aside any counter surface.
12. Do not block or cover the steam vent in the lid. Do not use this appliance in closed tight areas especially near walls or under shelving/cabinets as the steam may damage or discolor the walls or shelving.
13. Use extreme caution when moving any appliance containing hot liquids. Allow appliance to cool completely before moving or storing.
14. Make sure that on-off switch has been turned to "off" before removing plug from wall. *Failure to do so may damage heating elements!* Never yank out the cord from either the wall outlet.
15. Always allow remaining water to COOL COMPLETELY before spilling out any remaining water and/or cleaning the unit.
16. When removing the lid, take care of steam if still hot, or of accumulated condensation on the inner lid surface. Note that oxidization may occur discoloring the inside of the top lid.
17. Use caution when cleaning. To clean inner tank from local mineral deposits in water, use lemon juice or vinegar once a month or a kettle cleaner such as CLR brand. Rinse well with cold water. Use a soft cloth to dry. Never use abrasives. Make sure that you clean the tap by letting water through. Clean inner connector parts' edges thoroughly to avoid scaling build up from minerals in the water.

Important Safeguards

18. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
19. Do not use this appliance on an inclined plane or an unstable surface.
20. Always take care when using the tap; always make sure that there is a cup or vessel to collect the hot water to avoid spills or splash of hot water
21. The safest way to fill the boiler is using a pitcher or other utensil.
22. Do not fill past the “MAX” or “FULL” water level line.
23. The unit should never be moved when it is filled with water. HOT water can spill and cause injury or severe burns. COOL water can spill and cause a slip or fall. As well, the filled unit can be very heavy and the weight and unsteady load can cause injury or strain.
24. This appliance has a polarized plug (one blade is wider than the other). To reduce risk of electric shock, this plug is intended to fit into a polarized grounded outlet only one way. Do not attempt to use a grounding adapter. It is strongly suggested NOT to use any extension cord. If supply cord is damaged, it must be replaced.
25. To prevent accidental “Boil-Dry” should one forget to refill the unit when water drops very low, the appliance has a built-in safety function called - “Boil dry protection”. Should the water level in the urn become low and remaining water boils out, the limiter will activate and the appliance will turn itself off although the lamp will remain on. If you experience “Boil-Dry” in any case, **the unit should be immediately turned off and unplugged so that it can cool down before it can be able to reset itself.** Once unit has cooled down (usually after 60 minutes), Fill the unit to MAX or FULL line with water, plug the cord into a wall outlet and power on the unit. If the light goes on, then the unit has reset itself and is in normal working mode. If unit is left more than 24 hours as such, the internal safety fuse will trip thereby shutting off the unit for safety & requiring replacement of the entire unit

NOTE: The Electric Boiler is not designed to *constantly* BOIL water. It is designed to first boil the water and then maintain it at a temperature that is ideal for hot beverages such as tea or coffee.

TIP: When filling cups etc, with hot water, hold them as close to the tap as possible to avoid hot splashes. (An additional Rubber Stopper is included as a customer service- do not discard when unpacking the unit – see page 12)



CAUTION: Be careful during operation as some surfaces indicated by this symbol may be hot to the touch.

Instructions for Use

CAUTION: Do not immerse Water Boiler unit or cord into water or into any other liquid.
Do not lift the unit by the top handle which is intended for use to only twist on/off the top cover.
Always lift unit by the two handles located on the top of the side walls. Never lift with hot water inside!

BEFORE FIRST USE

1. Remove all contents and packaging from the Water Boiler.
2. Rinse with warm water or lemon juice. (See to page 8). Rinse with clean water and dry.

HOW TO USE

1. Place the Boiler on a dry, stable, flat without an incline, and heat resistant surface that supports the weight of the unit when filled with water and is not heat sensitive.
2. Turn the lid anti-clockwise to open and fill the Boiler with water to the "MAX" ("FULL") line. It is suggested to fill using a pitcher or utensil.
3. After filling the Boiler, replace the lid with clockwise motion to "close" position.
4. Plug the Power Cord into a 110V grounded outlet. Do not use a grounding adapter.

NOTE: For **Shabbat and Yom Tov Use** skip to items #7 through #9

5. **For daily regular Weekday Use only:** To boil the water, put BOTH switches marked BOIL and KEEP WARM in the ON position. The switches will illuminate and heating elements will be activated.
6. Wait for the water to reach boiling temperature which usually takes around 35 minutes. It is natural to hear sounds of the water boiling during this process.
Once the water has reached its boiling temperature, the unit will automatically go into Power Save Mode and the BOIL SWITCH will no longer illuminate. If cold water is added, and/or if water temperature suddenly drops due to ambient temperature in the room, the unit will automatically reboil.

Skip now to "How to Dispense Water" section on the next page.

7. For Shabbat and Yom Tov (holiday) Use:

The water in the Boiler must be completely boiled prior to Shabbat or Yom Tov. *The use of this model on Shabbat follows the opinion of the RAMA"H only. His opinion requires water to be fully boiled and a small amount be dispensed before the onset of Shabbat in order that the pre-Shabbat boiled water flows fully through the tube.*

It is suggested to follow the next step about 45-60 min. to make sure that the water is boiled and cooked before Shabbat/Yom Tov.

8. To boil the water, push the switch marked BOIL to the ON position. The switch will illuminate and heating to boil high wattage element will be activated. It will illuminate until the boiling process is done.
9. At end of the boiling process of an average of about 35 minutes (or right before the onset of Shabbat and Yom Tov), the illuminated BOIL switch light will go out. Now, turn **off** the BOIL switch and push the KEEP WARM switch to the ON position if it has not been turn on already. The switch will illuminate and secondary heating element will be activated.

Do not leave the Boil Switch on over Shabbat or Yom Tov.

Do not add water on Shabbat! Do not change switch modes on Shabbat or Yom Tov.

Instructions for Use

HOW TO DISPENSE THE WATER

Use the new TWISTLOC™ Safety tap to dispense water:

- Place a cup or mug close to the bottom of the spout.
CAUTION: The metal spout may be hot to the touch!
- Rotate the tap handle so that the **Unlock Icon** is lined up with dot imprint on the top of the spout (see photo).
- Pull tap **FORWARD** to dispense water and release the tap when finished. Tap will spring back to a vertical position. Wait until last drip(s) of water stop before removing the cup.
- To **LOCK THE TAP** to prevent any dispensing of water, **rotate tap handle to the right** and match/line up the **Lock Icon** with the dot imprint on the top of the spout (see photo).



NOTE: Icons need to be aligned for the Twistloc™ tap to work properly. Forcing the Twistloc™ tap when not correctly aligned or when locked may result in tap breakage, not covered by the Warranty.

**** **RED** Arrow direction to **LOCK** – **BLUE** Arrow direction to **UNLOCK** ****

NOTE: Be careful of “rebound” splash of hot water during dispensing. Dispense water only when the Red Keep Warm light is on.

In the unlikely event of a slight tap leakage drip between uses, when the unit has cooled, first tighten the metal base of the tap at the bulge above the tapered part of the spout. As a customer service, we have provided an extra rubber stopper gasket for use as a replacement. Instructions for replacement can be found on page 11.

Note the water level of the Boiler through the water level gauge. When the water level is low, or at the Refill line, it is suggested to refill the Boiler with additional water.

HOW TO REFILL (For Yom Tov Refill instructions, see special section below)

1. Open lid with counter clock-wise motion. BE CAREFUL OF STEAM THAT MAY COME OUT FROM REMAINING WATER OR BUILT UP CONDENSATION ON INNER LID!
2. Refill the Boiler with any amount of water up to the MAX or FULL level using a pitcher.
3. After filling the Boiler, replace top lid with clockwise motion. This locks the lid in place.
4. After a few seconds delay, the programmed dual heating elements will increase the heating level to boil the water. Wait until water has boiled (about 35 minutes) and the unit goes to keep warm temperature level before dispensing water again.

HOW TO REFILL ON YOM TOV (Holidays)

1. Follow the “How to Refill” steps 1-3 above (with the BOIL switch having been turned off after initial boiling of the water prior to Yom Tov).

(continued on next page)

Instructions for Use

(continued from the prior page)

2. When this new cold water is added, the unit requires 7-8 hours to reheat back to average 204°F (94°C) Keep Warm temperature.

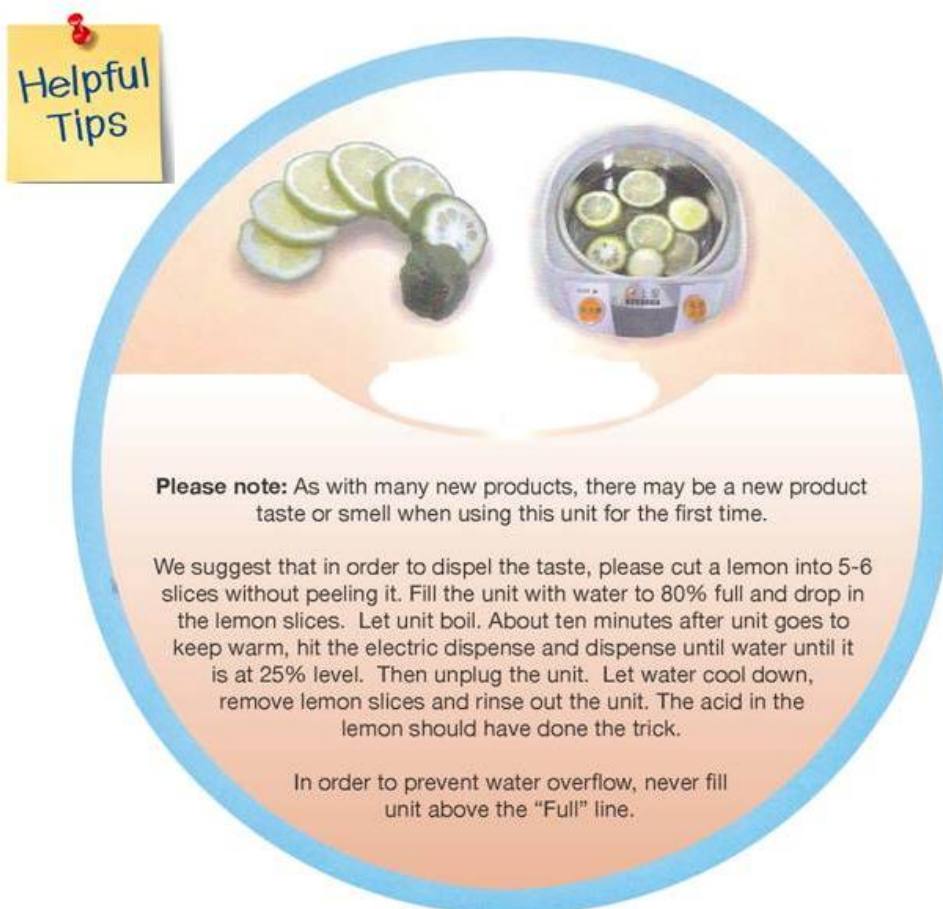
We recommend adding water on Yom Tov in the evenings so that you will have HOT water in the morning.

Check with your Rav about refilling with warm, room temperature, or cool/cold water.

HOW TO EMPTY THE BOILER AFTER USE AND HOW TO KEEP BOILER CLEAN:

1. Make sure that on-off switch has been turned to “off” before removing plug from wall. Never yank out the cord from a wall outlet.
2. Allow remaining water to COOL COMPLETELY before spilling out and/or cleaning unit.
3. Use caution when cleaning. To clean inner tank from local mineral deposits in water, use lemon juice or vinegar once a month. Rinse well with cold water. Use a soft cloth to dry. Never use abrasives. Make sure that you clean the tap by letting water through. Clean inner connector parts’ edges thoroughly to avoid scaling build up from minerals in the water. (Refer to Maintenance and cleaning method Page 9). Note that oxidization may discolor the inner lid.
4. **IMPORTANT!** Make sure that the unit is COMPLETELY DRY before storing away for next use.

First Time Use and Monthly Maintenance



How to Clean and Maintain the unit:

Always unplug the unit and allow unit to cool completely before cleaning. Never immerse the appliance in water or any other liquid. Appliance is not dishwasher safe. Do not use abrasive cleaners or scouring pads.

1. Wipe the lid and inner tank body clean with a damp cloth.
2. When the unit has cooled completely, wash the stainless steel water tank with warm, soapy water and a sponge. Rinse thoroughly to remove soapy residue.
3. If you live in an area that has hard water, the stainless steel tank may discolor slightly. Filtered water or using water from a filtration system does not take out 100% of the impurities in your water. Therefore mineral build up and scaling can still accumulate. As well oxidization may cause the inner lid to discolor somewhat. A preferred cleaning method is to use "CLR" brand kettle cleaner, an OU certified product. Follow directions on the "CLR" container.

Troubleshooting

	Possible Cause	Solutions
White or glittering flakes floating in the hot water or in inner tank	Water with more minerals will easily generate "scale" or white layer in the water. Locally hard water may also generate scaling.	Clean with lemon acid or CLR brand kettle cleaner (OU certified)
Boiling sounds become louder	Built up scale has adhered to inner tank walls	Clean with lemon acid
Hot water has an unpleasant taste or odor	A mild plastic odor from resin in the manufacturing process or metallic taste from polishing finish may be noticeable during initial use. The odor will gradually fade	Refer to page 8 on "Helpful Tips" to fill unit with lemon slices
Boil-Dry Shut off	Boil-Dry safety feature due to lack of water refill or improper shut down	Wait 30 minutes for unit to cool & reset in case of lack of water
Water does not dispense or pour properly	Scale may have accumulated in the connector from the tank to the water gauge tube.	Clean the filter with a brush or change rubber stopper (pg 11)
Red rust-like spotting appears on the inner tank surface or lid	This oxidization is caused by iron in the water and is not rust forming on the stainless steel interior of the inner tank or lid	Clean with lemon acid or CLR brand kettle cleaner (OU certified)
Boil function does not work	Power cord may not be inserted fully tight into wall outlet	Unplug from wall outlet and reinsert
The outer body becomes overly hot	Since the unit is either boiling or keeping water warm under high temperature, the outer body of the unit may reach a temperature of up to 140°F (60°C).	Not a malfunction – but keep away from children's touch.
Power Cord becomes warm	Increased power going to unit while bringing to a boil	Not a malfunction
Slight drip occurs after dispensing	Tap is not securely closed or the Rubber Stopper Gasket is worn	Tighten tap or replace Stopper (see page 11)

Troubleshooting



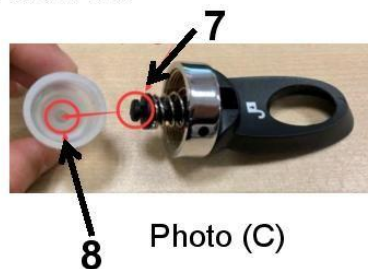
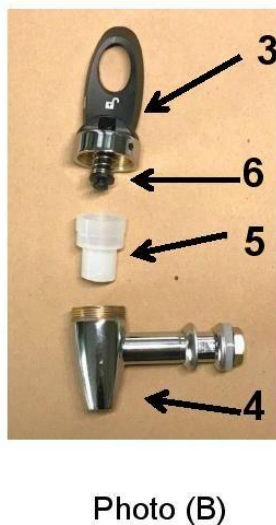
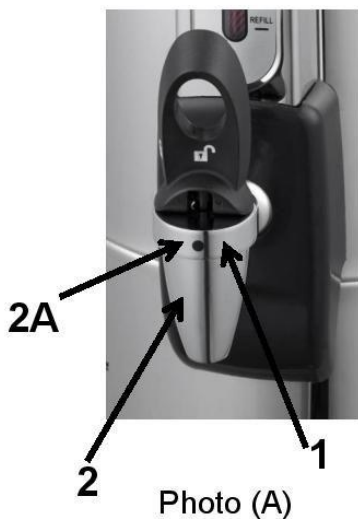
How to Troubleshoot or Replace the Silicone Stopper in the Tap Lever (this should be the remedy for a slight continuous drip from the spout)

Troubleshooting:

1. Tighten the Twisloc™ tap connector by grasping the metal round cover (1) with the black dot below the plastic tap that sits over the metal spout (2) See Photo (A)

Replacing the Silicone Stopper with Extra Silicone Stopper (6) Provided with your unit:

1. Grasp the Twisloc™ tap section by the bottom rim (1) and carefully unscrew the entire assembly with the tap handle below the Twisloc™ tap lever base from the Spout (2) section -- See Photo (A). DO NOT USE TAP HANDLE TO UNTIGHTEN!
The Twisloc™ assembly (3) will then detach from the Spout (4) -- See Photo (B)
2. Carefully pull out the old Silicone Stopper (5) -- from inside the spout (4) -- See Photo (B)
3. Take the extra Silicone Stopper that was provided with your unit. Insert the Plunger Head (7) into the center of the Deep Recess Cavity (8) of the new Silicone Stopper. Make sure that the Plunger Head (7) is secure and tightly inserted into the new Silicone Stopper (6) and is a tight fit together. -- See Photo D .
4. Take the entire Twisloc™ tap assembly (Photo D) that you have put together in Step 3 and screw it back into the top of the Spout (2) by rotating its Bottom Rim (1) onto the top of the Spout (4) . DO NOT USE THE TAP HANDLE TIGHTEN!
5. Re-secure the top of the Twisloc™ tap assembly (3) by grasping the bottom of the tap assembly at point (1) and tightening the entire Assembly together at the connecting point of the Twisloc™ tap cover over the top of spout (4)– See Photo (A).
6. Make sure the Black Dot (2A) is aligned in the center facing you as in Photo (A), the UNLOCK icon is aligned with the Black Dot (2A), and that the top assembly is secured tightly to the spout. DO NOT USE THE TAP HANDLE TIGHTEN!





Limited Warranty



Innovative Consumer Goods, Inc. (ICG, Inc.) warrants this product to be free of defect in materials and workmanship for a period of one year from date of original retail purchase.

During this period, ICG, Inc. will, at our option, repair or replace defective parts of this product. This is done at no charge. However, this Warranty does not cover postage, freight, or delivery charges or fees. Product must be sent prepaid to ICG, Inc. Service Center location listed below for repair or replacement. Do not return unit to store of purchase after 30 days as they have been instructed to inform you of the Warranty terms. Unit should be packed carefully, preferable in original packaging, so as not to incur further damages from shipping, for which ICG, Inc. is not responsible. If you are sending the entire unit back with the cordset, please protect the cordset outside the water tank. UPS is suggested for all return shipments as you are insured for \$100.

This Warranty does not cover and is invalid in the case of:

- improper installation, misuse, abuse, or neglect
- non-maintenance of the item due to water impurities as outlined in User Manual
- the product is taken apart
- any damage due to Tovelings or immersion in water
- Over 24 hour Boil-Dry cycle where the inner fuse tripped and has been damaged as per page 5/No. 25

Ship to:
Innovative Consumer Goods, Inc.
Service Center
52 Clinton Road
Brookline, MA 02445 USA

Customer Service Contact:
(we suggest it's best to send an e-mail)
 617-731-3320
 sales@innovativeconsumergoods.com

When sending an email for customer service, we require the following:

- photo of all labels on the bottom cover of the unit
- photo of the inside of the water tank without water
- Proof of purchase
- your name and address