

## CROWN INDUSTRIES IS HERE TO ASSIST YOU

If you are in any doubt regarding the safety of your urn or how to operate it effectively, you should cease to operate the urn immediately and make contact with CROWN Industries as soon as possible.

We will give you all the assistance you need.

**Phone:** +61 3 9739 6966

**Email:** [Info@crowindustries.com.au](mailto:Info@crowindustries.com.au)

**Web:** [www.crownindustries.com.au](http://www.crownindustries.com.au)



# PORTABLE ELECTRIC HOT WATER URN INFORMATION BOOKLET

### CROWN URN MODELS

**Standard Urn:** HW10TC, HW20TC, HW30TC, HW40TC

**Safety Urn:** SU10TC, SU20TC, SU30TC, SU40TC

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**Made in Australia**



Your Urn Serial Number:

PLEASE READ THROUGH THIS INFORMATION BOOKLET, ATTACH YOUR RECEIPT OF PURCHASE AND KEEP IT IN AN 'EASY TO FIND' PLACE FOR FUTURE REFERENCE

Tel: +61 3 9739 6966 - Email: [info@crowindustries.com.au](mailto:info@crowindustries.com.au) - Web: [www.crownindustries.com.au](http://www.crownindustries.com.au)

Address: Factory 47, 70-72 Cave Hill Rd LILYDALE VIC 3140 Australia

## A Big THANK YOU!

A big THANK YOU from the team at CROWN Industries for purchasing a CROWN Stainless Steel Portable Electric Hot Water Urn

- We are a 100% Australian family owned business and if you didn't already know, we are proud to inform you that your new Hot Water Urn was made right here at home in Australia.
- You can rest in the knowledge that we made your urn using the highest quality food-grade stainless steel. It includes leading-edge components and is designed to outlast every other portable hot water urn in the market today.
- Best of all, if you ever have any questions or concerns about your urn, we are here to assist.
- If you ring, we will answer; if you email us, we will reply.
- In the unlikely event that you have a potential warranty issue, we will not run and hide. Rather, we will do everything we can to get your urn running beautifully, as it should be.

## Register Your New Urn

### PLEASE REGISTER YOUR NEW CROWN HOT WATER URN

We understand you are excited about your new urn, and no doubt; can't wait to boil-up some water so you can experience that memorable 'first cuppa.' However; before you forget, can you please register your purchase with us? Simply, go to our website and complete the New Product Registration form at:

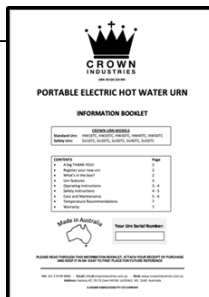
[www.crownindustries.com.au/product-registration](http://www.crownindustries.com.au/product-registration)

By registering your product, the relevant details will be saved on our system and this will ensure you receive a quick turn-around on any queries you may have in the future, including any challenges which are covered under warranty.

## What's In The Box?

When unpacking the contents of the box, you will find the following items:

- 1 x CROWN Portable Hot Water Urn with tap, gauge tube, thermostat knob, carry handles, power cord, neon light (and 2 x stainless steel safety clips if you purchased a safety urn).
- 1 x Urn Lid with lid knob.
- 1 x Information Booklet.



## Temperature Setting Recommendations

A 'hotly' debated topic in the world of hot beverages is *brewing temperature settings*.

Temperature settings is personal preference, however; we have provided a brewing temperature guide which may assist you.

There are many variables in the art of brewing, so we recommend you conduct your own research and enjoy the experimentation process particularly if you are new to the many different types of teas and coffees available today.

• BLACK TEA: .....	92°C - 97°C
• GREEN TEA: .....	70°C - 76°C
• WHITE TEA: .....	78°C - 85°C
• OOLONG TEA: .....	80°C - 86°C
• COFFEE: .....	85°C - 95°C
• HOT CHOCOLATE: .....	70°C - 85°C

## WARRANTY

Your new CROWN urn is backed by a 24 Month Standard Warranty against poor workmanship and failing components, from the date of purchase.

Should you be interested in extending your Warranty out to 48 Months for the stainless steel body and 36 Months for the components, you can either call us on **03 9739 696** or email us at **info@crowindustries.com.au** and we will assist you. You have up to (and including) 60 days from the date of initial purchase, to purchase an Extended Warranty.

### WARRANTY CLAIM PROCESS

If you believe your unit is faulty and is covered under warranty, you will be required to complete the **Warranty Claim Application** form on our website. We will get back to you within 24 hours of receiving your application and will work through the process with you.

Upon receipt of your concerns, we will work with you to initially diagnose the problem. It is very common that a problem is due to a misunderstanding on how to use the appliance and/or on caring for the appliance.

Generally, we are able to solve a problem almost immediately; however, if the problem is something that requires more attention, we will work with you to get it sorted.

- Based on the nature of the problem, CROWN will make a decision to:
- Arrange for a repairer to come to your site, or
- Send you a replacement part (*where a part is simple and safe to replace*), or
- Bring the item back to CROWN for further assessment and correctional work, or
- Replace the item, or
- A combination of the above.

As we move through the process with you, we will maintain close communication to ensure you have full knowledge of where we are at in getting you up and running again, as soon as possible.

### Cleaning the Interior

The cleaning process for the urn interior is referred to as 'descaling' and is a very simple process as follows:

1. Fill your urn to the desired water level.
2. Add a packet of CROWN Urn Cleaner.
3. Keep on the boil for 10-15 minutes.
4. Allow the water to cool to a manageable temperature.
5. Fill a cup/mug from the urn tap and then tip that water into the sink.
6. Unplug the urn.
7. Pour out the urn water using a swirling motion.
8. Rinse the urn interior with cold water.
9. Go back to using your urn as per normal.

#### NOTES:

- Having completed the descaling process, the interior of your urn should be free from particulates and have a shine to it. If this is not the case, it is recommended that you repeat the descaling process.
- As an alternative to using a packet of CROWN Urn Cleaner, you can cut a lemon into quarters and add those to the water. You will need to ensure that you do not allow any of the lemon to become lodged in the tap system when you undertake point 5 above.

### TAP MAINTENANCE

If a customer has a problem with their CROWN urn, it is generally to do with the tap system. The urn tap consists of moving parts and like all moving parts, is subject to different forces (depending on user care, frequency of use and application, etc.)

Our recommendation is very simple – do not do anything with your tap system unless it ceases to operate as it should. If, however, your tap drips or the water does not flow effectively during operation, then it is time to consider some tap maintenance.

CROWN carries stock of complete tap assemblies and tap components and if necessary, we can talk you (or your repairer) through the simple fixing process.

Your urn will be up and running again in no time.

### Technical Data

PRODUCT CODE	CAPACITY (Litres / Cups)	HEIGHT (mm)	WIDTH (mm)	WEIGHT (kg)	POWER (Volts / kW / Hz / Amps)
<b>STANDARD URN</b>					
HW10TC	10 / 50	340	240	3.80	220-240 / 1.5 / 50-60 / 6.25
HW20TC	20 / 100	435	290	5.10	220-240 / 2.4 / 50-60 / 10
HW30TC	30 / 150	485	340	6.40	220-240 / 2.4 / 50-60 / 10
HW40TC	40 / 200	585	340	6.90	220-240 / 2.4 / 50-60 / 10
<b>SAFETY URN</b>					
SU10TC	10 / 50	340	240	3.90	220-240 / 1.5 / 50-60 / 6.25
SU20TC	20 / 100	435	290	5.20	220-240 / 2.4 / 50-60 / 10
SU30TC	30 / 150	485	340	6.50	220-240 / 2.4 / 50-60 / 10
SU40TC	40 / 200	585	340	7.00	220-240 / 2.4 / 50-60 / 10

### Urn Features

1. Concealed water heating element with boil dry protection.
2. Thermostat probe with T304 stainless steel cover.
3. T304 stainless-steel body (including 2 x steel safety clips if you purchased a safety urn).
4. T304 stainless-steel lid with breathers.
5. Flexible water level gauge tube with end covers.
6. Non-Drip Chrome Tap.
7. Heat resistant lid knob.
8. Heat resistant temperature dial.
9. Heat resistant lift handles.
10. Neon indicator.
11. 1.9m long power cord.



### Operating Instructions

1. Unpack the contents of the box.
2. Carefully read through this Information Booklet paying particular attention to the Safety Instructions before operating your urn.
3. Place your new urn on a flat surface (such as a kitchen bench top).
4. Add the desired level of water (noting the water level in the gauge tube).
5. Place the lid on the urn. (If a safety urn - clamp the lid down with the 2 x steel clips).
6. Plug the power cord into a power socket and switch the power socket to ON.
7. Turn the temperature dial clockwise until it stops or to our desired temperature. (The urn is now operating and the water is beginning to heat).
8. Once the water is boiling, turn the temperature dial counterclockwise to your preferred temperature as shown on the thermostat dial. (Your urn will now maintain the water temperature in accordance with the setting you have chosen).
9. Prepare your cup/mug with coffee, tea, hot chocolate etc.
10. Place the cup/mug under the urn tap.
11. Pull the tap towards you and fill the cup/mug to your desired level.
12. Enjoy your hot beverage!

## INITIAL CLEAN

Although every new CROWN urn is fully tested and inspected prior to packaging, we recommend that you conduct an initial cleaning procedure before using it for the first time.

See the instructions below:

Follow the Operating Instructions above and when you get to Instruction No' 8, do the following:

1. Allow the urn to remain on the boil for 5-10 minutes.
2. Turn the thermostat knob counterclockwise to the OFF position, switch the power socket OFF and unplug the power cord.
3. Allow the water in the urn to cool to a manageable temperature.
4. Fill a cup/mug from the urn tap and then tip the water into the sink.
5. Carefully empty the remaining urn water into the sink.
6. Give the inside of the urn a rinse with cold water.
7. Your new urn is now ready for action.

## Safety Instructions

Your new urn is specifically designed to heat water to the boil and to maintain the boil for an extended period of time. It will quickly become one of your favorite appliances particularly if you treat it with care and respect.

If you follow our Safety Instructions below, you will get the very best out of your urn for many years and you can be assured that it will be safe and pleasurable to operate.

ENSURE YOU **DO NOT** DO THE FOLLOWING...

- Use your urn for a purpose other than that for which it was designed.
- Operate your urn without water.
- Operate your urn without the lid secured on top.
- Operate your urn in an enclosed space such as a cupboard.
- Overfill your urn above the level of the carry handles; if overfilled, boiling water may be ejected via the lid area.
- Operate your urn unless it is on a flat and stable surface.
- Place any other items on top of the urn whilst it is in operation.
- Submerge your urn into water or any other liquid.
- Take the lid off your urn and look directly above and into it when it is boiling.
- Empty your urn as it is still operating.
- Empty your urn whilst it is plugged into the power socket.
- Place your urn where a child may reach the tap.
- Position your urn in such a manner that the power cord overhangs a benchtop or similar surface.
- Place your urn up against the power socket as this may result in heat transfer from the urn to the power socket.
- Place your urn on a stove or similar heating appliance.
- Tamper with the electronics. This will most certainly place you in danger and void your warranty (if applicable).
- Operate your urn if you have any concerns regarding its safety.

ENSURE YOU **DO** THE FOLLOWING...

- Carefully and thoroughly read through all of the information in this Information Booklet.
- Instruct other users on the correct operating procedure as provided in this Information Booklet.
- Turn the power socket OFF prior to extracting the power cord from the power socket.
- Extract the power cord from the power socket whilst holding the power plug (*as opposed to holding the cord section*).
- Check the water level in the gauge tube and ensure you top-up the water level, as required.
- Keep the inside of your urn clean ensuring there is no build-up of sedimentation.

## Care and Maintenance

It is important that you abide by all of the Safety Instructions provided in this Information Booklet whilst conducting Care and Maintenance on your urn.

### PRE-INSPECTION PROCESS

Ensure your urn is empty and the power plug is removed from the power socket

#### *Inspection Process-Exterior*

Starting at the top (*urn lid*), inspect the urn (*including the underside*) to ensure you identify any current or potential issues. Potential issues may be damaged or loose components such as the tap, carry handles, power cord or the thermostat knob. In the unlikely event that you find a leak, you are to cease using the urn and contact CROWN Industries immediately.

#### *Cleaning the Exterior*

Using a soft damp cloth, wipe over the urn and then polish with a soft dry cloth. A small amount of cleaning agent (*such as soap or dishwashing liquid*) may be used if necessary but under no circumstances are commercial chemicals or abrasives to be used in the cleaning process.

#### *Inspection Process - Interior*

Depending on the age of your urn, its level of use and/or the last time it was cleaned, you will likely find discolouration (*generally a brown colour*) inside your urn. This is the result of baked-on sedimentation from various particulates in the water you are using. If the build-up becomes too thick, it will affect the operation of your urn and will likely lead you to think your urn is faulty when, in fact, it is not. If, however; the urn interior is not cleaned from time to time and the build-up is allowed to continue (*especially on the heating element and thermostat probe*), there is a risk you will damage the urn.

**DAMAGE AS A RESULT OF MISUSE (INCLUDING LACK OF CARE AND MAINTENANCE) IS NOT COVERED UNDER WARRANTY**