



Instruction Manual

Benchtop Urn

Model: WHW



Authorised Dealer/Agent

Manufactured by:
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A guide to the use, care and maintenance
of your quality Woodson product

Your New Woodson Product

Thank you for choosing this quality Woodson product. All our products are designed and made to meet the needs of food service professionals. By using, caring and maintaining your product according to these instructions, your Woodson product should give you many years of reliable service.

Woodson is a wholly Australian owned company, which has manufactured quality commercial catering equipment since 1954. All Woodson products are engineered and manufactured to give excellent results whilst offering-value-for-money, ease-of-use and reliability.

Woodson manufacture a comprehensive range of equipment for kitchens, food preparation and presentation. Our range includes toasters, griddles, food warmers, fryers, hot and cold food display cabinets and many other quality products.

For details of your nearest dealer contact our head office.

Woodson

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Repair & Warranty Procedures

Warranty Procedure

If your Woodson product is not working whilst still under warranty and has not been subject to improper use or treatment follow the procedure listed below to obtain repairs:

- 1) Follow the trouble shooting procedures on page 8 of the manual to ensure that your product is not working.
- 2) Locate the silver ratings plate sticker on your Woodson product and list the model number and serial number. Also make a clear description of the problem. Please also obtain your proof of purchase.
- 3) Phone or fax through these details stated to our service listed below.
- 4) For all Woodson countertop products (excluding hot and cold food bars). We reserve the right to reject warranty calls where circumstances fail to meet our warranty conditions.
- 5) For all hot and cold food bars. We will arrange for an authorised service technician to visit you as soon as possible (subject to your location). We reserve the right to reject warranty calls where circumstances fail to meet our warranty conditions.

For General maintenance & Repairs

If your Woodson product requires any maintenance or repairs this must be undertaken by a qualified technician. Woodson have accredited technicians and agents who are experienced in the product and carry commonly used spare parts. Contact our national service number listed below for details of your nearest service agent.

For Warranty, Maintenance & spare parts and repairs, contact:

Tel: 07 3344 2444 Fax: 07 3344 6166 email: service@stoddart.com.au

Safety

All Woodson products are manufactured and tested according to relevant national and regional standards. All products comply to our test requirements.

This machine contains no-serviceable parts.

Only Woodson, one of our accredited service agents, or a similarly qualified and licensed person(s) should carry out any repairs. Do not attempt to remove any cover panels, open the machine or access any internal parts.

The Stainless steel manufacturing process used in the construction of this machine may result in sharp edges. We take every effort to remove any such edges, however be careful when contacting any raw edges of the product.

Hot Food Displays: This unit can get hot. Ensure everyone is aware that the machine is operating and take care to avoid contact with hot surfaces.

Under no circumstances should the unit be immersed in water. Do not allow any electrical components including cables and plugs to come into contact with water.

If the electrical cables, plug or other connections show any signs of physical damage or wear do not use the machine. In such instances contact Woodson for details of your local repair agents (see page 1). We also recommend regular testing of machine by a trained and qualified technician to ensure it is working effectively and safely.

Compliance

At the time of manufacture Woodson products are designed and made to comply with all relevant Australian Standards.

General precautions

Every person who is to operate this machine must read this manual or obtain suitable training prior to use.

Hot Equipment: These machines include heating elements. As with any commercial heating appliance the surfaces of this unit will get hot. Do not touch the surfaces of the machine whilst it is in use. Be careful when operating near other machinery. If your machine is in an area where unwary customers or staff can touch the unit you should provide additional warning signage if necessary. To avoid unnecessary risks keep this unit out of reach of children. This product is designed for display of hot food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Cold Food Displays: The machine includes refrigeration components. As with any commercial refrigeration appliance can get very cold. Remember cold surfaces can burn – do not touch these surfaces when the unit is fully refrigerated. Be careful when operating near machinery. This product is designed for display of cold food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Do not operate the machine in any areas where the electrical components may come into direct contact with water.

Always ensure the power cable is not in contact with hot parts of the machine when in use and have any damaged power cords replaced immediately.

Woodson will not accept liability if:

- The instructions in this manual have not been followed properly.
- Non-authorised personnel (persons not nominated by Woodson) have tampered with the machine.
- Non-original spare parts are used.
- The machine is not cleaned according to the instructions in this book.
- There is any physical damage to the machine.

Contents and packaging

Woodson pack your product to limit any possible damage caused as a result of transportation. Please unwrap the box carefully, and do not discard any packaging without checking to ensure you have the following items:

- a) One boiling water unit

Should any item have physical damage, report the details to the freight company and to the agent responsible for the despatch within seven (7) days of receipt. No claims will be accepted or processed after this period.

Installation

Remove all packing, plastic coating and tape from the stainless steel before installing the machine. Clean off any remaining glue residue from the exterior of the machine with warm soapy water (refer to cleaning instructions on page 6.)

Place the machine on a level firm work surface. Do not position the machine in a wet area or near inflammable substances.

If placing the unit on a trolley, remove the feet first by unscrewing them. Fit the 90 degree tap (separately packed in box) to the waste outlet by screwing into place. For a fully sealed waste you should apply plumbers tape to the waste outlet prior to fitting the ball valve.

Allow an air gap between the machine and the other objects or surfaces. We recommend a minimum of 100mm gap for normal operational use (if the machine is near any heat sensitive material we suggest you allow additional space). Please consult national and local standards to ensure that your machine is positioned in accordance with any existing requirement.

Plug the Boiling water unit into a standard single phase 10AMP power point.

Your Woodson product is now ready for use.

Troubleshooting

If the machine is not heating up correctly, check the following before calling out your authorised service agent:

- That the unit is plugged in correctly.
- That the power is turned on.
- That the power point is not faulty.
- That the thermostat knob is not loose or broken (this may prevent the machine from operating).

Specifications

Model	WHW
Power Source	240 Volts AC
Power Consumption	2400 Watts
Amps	10 amps

Maintenance & Cleaning

Maintenance

- Clean the unit with a soft sponge and warm soapy

Cleaning

Whilst stainless steel is a very hardy and long lasting material, it must be cleaned regularly and according to the instructions below to prevent deterioration.

Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.

- Wipe the external surfaces down with warm soapy water using a damp sponge or cloth.
- Do not immerse the unit in water or allow the ingress of water into the interior of the machine or any electrical components.

Note: Some cleaning agents can damage stainless steel. For this reason we recommend cleaning with soapy water. Woodson do not take any responsibility for damage caused by the use of inappropriate cleaning agents.

In some areas, particularly seaside environments, stainless steel can be subject to surface discolouration or “tea staining”. This can be removed with an appropriate cleaning agent which contains 10% sodium citrate. Ask your supplier of cleaning chemical for a suitable brand.

Operating Instruction

Remove all packing, plastic coating and tape from the stainless steel and glass before installing the machine.

Fill the unit with water until it reaches the recommended maximum amount, which is visible through the water level sight glass. Allow for water heating time before use.

Regular water level checks should be made to ensure the unit does not run dry.

Pull down on the tap lever to start hot water flow.

WARRANTY REQUEST FORM



Phone: (07) 3344 2444 Int: +617 3344 2444
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Fax: (07) 3344 6166 Int: +617 3344 6166
Email: service@stoddart.com.au

Food Service Equipment
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To ensure we can provide the best possible service we require you to complete this form. Make, model and serial number, along with other essential information. To secure a call, you must also have an account with Stoddart or complete the credit card details below.

THIS FORM MUST BE COMPLETED OR WARRANTY CANNOT BE PROCESSED

Name of contact person on site: _____

Business/Organisation name: _____

Street Address: _____

Suburb: _____ State: _____ Post Code: _____

Phone (Site): _____ Mob: _____

Equipment Type: _____ Brand: _____

Model/PNC no.: _____ Serial no.: _____

Location (large sites only): _____

Date of purchase: _____

Company purchased from: _____

(please provide a copy of your tax invoice or delivery docket as proof of purchase)

Description of fault: _____

Has the following been checked (tick box if appropriate and checked)?

Electrical power supply Gas Water Supply

Name of person requesting warranty (please print): _____

CREDIT CARD DETAILS – Required as security against chargeable work (see note below)

Card type: Visa Mastercard

Cardholder name: _____ Card no.: _____

Signature: _____ Expiry Date: _____

PLEASE NOTE: Warranty call-outs take place Mondays to Fridays between 8.00 and 16.30 (except public holidays). Any calls outside these times will be subject to penalty rates. Certain items such as glass components and light fittings are not covered under warranty. Claims for non-covered parts, no faults found, travel over 50km or other items outside our standard terms and conditions will be chargeable. Any chargeable items will be COD terms – payable onsite.

CREDIT CARD INFORMATION MUST BE PROVIDED AS SECURITY AGAINST NONE WARRANTY CALL-OUTS. FAILURE TO DO SO WILL RESULT IN REQUEST BEING UNATTENDED. NORMAL BUSINESS HOURS ARE 8AM – 4.30PM MONDAY TO FRIDAY

