

# TOWER®

*over 100 YEARS of quality*

T10020/T10020W

1.7 Litre Kettle



**3** | YEAR  
GUARANTEE



**GREAT BRITISH**  
DESIGN SINCE 1912

SAFETY AND INSTRUCTION MANUAL  
PLEASE READ CAREFULLY

\*Subject to registering your Extended Guarantee online at [www.towerhousewares.co.uk](http://www.towerhousewares.co.uk).



## Towerbrand

GREAT BRITISH DESIGN, INNOVATION  
AND EXCELLENCE SINCE 1912

Since the turn of the 20th century, Tower has been designing, developing and manufacturing housewares and small appliances used by millions of households throughout the UK and beyond. During the 1960s, the rise in popularity of pressure cooking saw Tower become the UK's largest producer of pressure cookers, right through into the late 1980s. In recent years the Tower brand has been reborn with an exciting and varied range of housewares and electrical appliances that have quickly reinstated the brand's richly deserved status as a household name.

**TOWER**

Visit

[www.towerhousewares.co.uk](http://www.towerhousewares.co.uk)

for more fantastic products.

# Contents:

Thank you for purchasing this appliance from the Tower range.

Please read this manual carefully **BEFORE** using the appliance for your own safety.

It has been designed to provide many years of trouble-free use.

There are many benefits to using a Tower Kettle:

- Boil dry protection that automatically turns the kettle off if it doesn't contain enough water.
- Washable filter that makes maintaining the kettle simple and easy.
- 1.7 litre capacity.
- A cordless design and 360° base make the kettle great for use during cooking as well as offering ease of use for both left and right handed users.

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See back page for Customer Service Information.

## Call us first, we can help.

With advice, spares and returns.

Visit our website: [towerhousewares.co.uk](http://towerhousewares.co.uk) Call: +44 (0)333 220 6066  
(8.30am to 6.00pm Monday-Friday)

# 1 - Specifications:

This box contains:  
Instruction Manual  
Kettle  
Kettle Base



## Structure of your appliance:

- |                          |                                  |
|--------------------------|----------------------------------|
| 1. Cool Touch Handle     | 4. Temperature Gauge             |
| 2. Kettle Lid            | 5. ON/OFF Switch                 |
| 3. Water Level Indicator | 6. Kettle base with cord storage |

## 2 - Technical Data:

Description:	1.7L Kettle
Model:	T10020/T10020W
Rated Voltage:	220-240V
Frequency:	50/60Hz
Power Consumption:	2850-3000W

### Documentation

We declare that this product conforms to the following product legislation in accordance with the following directive(s):

2014/30/EU	Electromagnetic Compatibility Directive.
2014/35/EU	Low Voltage Directive.
2011/65/EU	Restriction of Hazardous Substances Directive.
1935/2004/EC	Materials & Articles in Contact With Food (LFGB section 30 & 31).
2009/125/EC	Eco-Design of Energy Related Products

RK Wholesale LTD Quality Assurance, United Kingdom.

Should you encounter problems or require a replacement part, contact the Tower Customer Support Team: +44 (0) 333 220 6066.

Some spare parts may be ordered from the Tower website. Your warranty becomes void should you decide to use non Tower spare parts. Spare parts can be purchased from [www.towerhousewares.co.uk](http://www.towerhousewares.co.uk)

### Guarantee for spare parts:

The spares and accessories are guaranteed for 1 year from date of purchase. The main body and housing are guaranteed for the extended free warranty subject to registration. If any defect arises due to faulty materials of workmanship, the faulty products must be returned to the place of purchase within 12 months from the date of purchase. Refund or replacement is at the discretion of the retailer.

### 3 - Important Safety Information:

Please read these notes carefully BEFORE using your Tower appliance

- If the supply cord or appliance is damaged, stop using the appliance immediately and seek advice from the manufacturer, its service agent or a similarly qualified person.
- DO NOT let the cord hang over the edge of a table or counter or let it come into contact with any hot surfaces.
- DO NOT carry the appliance by the power cord.
- The use of accessory attachments is not recommended by the appliance manufacturer apart from those supplied with this product. DO NOT use extension cords with the appliance.
- Always attach the plug to the appliance first, and then plug the cord into the wall outlet. To disconnect, turn all controls to “off”, then remove the plug from wall outlet.
- DO NOT pull the plug out by the cord as this may damage the plug and/or the cable.
- DO NOT place on or near a hot gas or electric burner, or in a heated oven.
- Switch off at the wall socket then remove the plug from the socket when not in use or before cleaning.
- Switch off and unplug before fitting or removing tools/ attachments, after use and before cleaning.

- The use of accessories and attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury.
- DO NOT attempt to dismantle the kettle or base. No user serviceable parts are inside the kettle and base. For any problem, contact the authorized service facility for help.
- Close supervision is necessary when any appliance is used by or near children.
- Children should not play with the appliance.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Cleaning and user maintenance should not be undertaken by children without supervision.
- Take care when any appliance is used near pets.
- DO NOT use this product for anything other than its intended use.
- This appliance is for household use only.
- Use only clean cold water, and let the water run for approx. two minutes before filling.
- The appliance operates at very high temperatures.
- CAUTION! There is danger of scalding from escaping water or steam.
- DO NOT touch any part of the kettle except the handle when the appliance is in use, and ensure that the lid is properly closed.

- This appliance is designed for heating water only. Never put any other liquid into the kettle.
- The appliance must be positioned so that the plug is accessible.
- If the kettle is overfilled, boiling water may be ejected.
- **WARNING!** Position the lid so that steam is directed away from the handle.
- **WARNING! DO NOT** remove the lid while the water is boiling.
- The kettle is only to be used with the stand provided.
- **CAUTION!** Ensure that the kettle is switched off before removing it from its stand.
- **NEVER** use the kettle if it has been dropped on the floor or in any way damaged
- This appliance is intended to be used in household and similar applications such as: Staff kitchen areas in shops, offices and other working environments; by clients in hotels, motels and other residential type environments; farm houses; bed and breakfast type environments.
- In the unlikely event the appliance develops a fault, stop using it immediately and seek advice from the Customer Support Team:  
+44 (0) 333 220 6066

## 4 - Before First Use

1. Remove the parts from the packaging.
2. Prior to initial use, clean your kettle by going through several boiling cycles, using clean water with each cycle and filling the kettle to its upper marking. The water will reach boiling point after approximately 5 minutes. The kettle switches off automatically.
3. Discard the boiled water and wait for the kettle to cool. Then rinse the kettle with cold water.
4. Your appliance is now ready for normal use.
5. Dispose of the packaging in a responsible manner.

## 5 - Using Your Appliance

1. Fill the kettle using either the spout or lid.
2. The water level must be between the MAX and MIN fill lines.
3. Check that the lid is closed correctly.
4. Ensure that both the base unit and the base of your kettle are not wet.
5. Place the kettle onto the base unit and plug in.
6. Switch the kettle on by pushing the ON/OFF switch to the 'ON' position.
7. Your kettle will begin to boil and will switch off automatically when it is done. The ON/OFF switch will automatically move into the 'OFF' position when done. Whilst the kettle is boiling the LED light on the ON/OFF switch will illuminate.
8. The kettle can be switched off manually by putting the On/Off switch to 'Off'.  
Note: The ON/OFF switch will also automatically return to the off position when it is finished boiling.  
Note: You can stop the boil process at any time by pushing the ON/OFF switch up to the OFF position.
9. If you need to boil the kettle again, wait for a few seconds - allow the ON/OFF switch time to reset.
10. When you lift the kettle up, you may see drops of water on the base. This is just condensation from steam.
11. To avoid splashing or spilling, pour the kettle slowly and do not over-tilt it.

### **WARNING! NEVER REMOVE THE LID DURING BOILING**

- Tips: Improve the quality of your drinks by always using fresh water.  
Empty the kettle after each use.  
Be economical and do not boil more water than you need.

### Boil Dry Protection:

- Your kettle will switch off automatically if you try to use it with too little water or if it is empty.
- If this happens, ensure the ON/OFF switch is in the off position, remove it from the base unit and allow it to cool down before re-filling.
- Wait at least 15 minutes for the cut-out to reset before refilling with cold water and boiling.

### Filter:

- Your kettle is fitted with a filter. The filter helps to prevent lime-scale from getting into your drink.
- The filter should be cleaned regularly, in particular if there are noticeable deposits left on it, or if pouring is affected in anyway.
- To clean the filter, rinse it under the tap.

## 6 - Troubleshooting

Questions	Answers
Water is coming out of the spout of the kettle.	<ol style="list-style-type: none"><li>1. Only fill the kettle to the max fill line.</li><li>2. Ensure you wait 10 seconds for the boiling water to settle before pouring.</li><li>3. The kettle may still have de-scaling solutions inside. Follow the full instructions of your de-scaling agent and make sure to rinse the kettle thoroughly before use.</li></ol>
My kettle will not switch off.	<ol style="list-style-type: none"><li>1. This may be due to a build-up of lime-scale - de-scale your kettle regularly.</li><li>2. The lid on your kettle may not be firmly shut. Push the lid down to ensure a tight fit.</li></ol>
There are water droplets on the base unit - should I be worried?	No. The water droplets are there due to condensation. This is completely normal.
My kettle will not switch on.	<ol style="list-style-type: none"><li>1. You may not have enough water in your kettle, causing the boil dry protection to activate. Make sure the water surpasses the min fill line.</li><li>2. Check that the kettle is properly connected to the power supply.</li><li>3. The element may be broken. Contact The Tower Customer Support Team on: +44 (0) 333 220 6066.</li></ol>

# 7 - Recycling

## DISPOSAL OF THE UNIT

Appliances bearing the symbol shown here may not be disposed of in domestic rubbish. You are required to dispose of old electrical and electronic appliances like this separately.

Please visit [www.recycle-more.co.uk](http://www.recycle-more.co.uk) or [www.recyclenow.co.uk](http://www.recyclenow.co.uk) for access to information about the recycling of electrical items.

Please visit [www.weeeireland.ie](http://www.weeeireland.ie) for access to information about the recycling of electrical items purchased in Ireland.

The WEEE directive, introduced in August 2006, states that all electrical items must be recycled, rather than taken to landfill.

Please arrange to take this appliance to your local Civic Amenity site for recycling, once it has reached the end of its life.



## 8 - Cleaning & Care

### Cleaning The Outside and Base Unit:

1. Remove the plug from the mains socket and allow the appliance to cool down before cleaning.
2. Do not immerse the base unit, kettle or plug/power cord in water or any other liquid.
3. Clean the base unit and outside of the appliance by wiping it with a damp cloth. A little detergent can be added if needed.
4. Do not use scouring pads, steel wool, any form of strong solvents or abrasive cleaning agents to clean the appliance; they may damage the outside surfaces of the appliance.

### De-Scaling:

**IMPORTANT:** Failure to de-scale your kettle may invalidate your guarantee.

If you do not de-scale your kettle regularly, the build-up of lime-scale may result in the following:

- The kettle taking longer to boil.
- Damage to the heating element.
- The safety cut out may operate prematurely, switching the kettle off before the water has boiled.

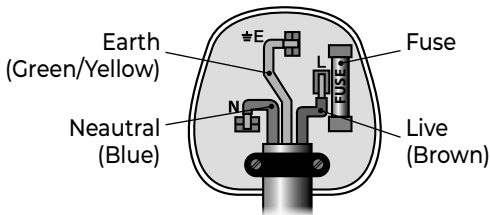
### To Minimise Scale Build-Up:

- Empty the kettle of water after each use.
- Do not allow water to stand in the kettle overnight.
- Using filtered water instead of tap water will help to reduce lime-scale build up.

### How To De-Scale:

- Any regular de-scaling agent may be used, provided the relevant instructions are observed.
- Do not fill the kettle to the upper mark to avoid spillage if the de-scaling agent causes the water to foam.
- To clean the kettle thoroughly of any de-calcification residues let it go through several boiling cycles using clean water.

## 9 - Wiring Safety for UK Use Only



### IMPORTANT

As the colours in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, please proceed as follows:

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

**Blue neutral [N] Brown  
live [L] Green/Yellow  
[EARTH] ⚡**

Plug Fitting Details (Where Applicable).

The wire labelled blue is the neutral and must be connected to the terminal marked [N].

The wire labelled brown is the live wire and must be connected to the terminal marked [L].

The wire labelled green/yellow must be connected to the terminal marked with the letter [E].

On no account must either the brown or the blue wire be connected to the [EARTH] terminal.

Always ensure that the cord grip is fastened correctly.

The plug must be fitted with a fuse of the same rating already fitted and conforming to BS 1362 and be ASTA approved.

If in doubt consult a qualified electrician who will be pleased to do this for you.

### Non-Rewireable Mains Plug

If your appliance is supplied with a non-rewireable plug fitted to the mains lead and should the fuse need replacing, you must use an ASTA approved one (conforming to BS 1362 of the same rating).

If in doubt, consult a qualified electrician who will be pleased to do this for you.

If you need to remove the plug - disconnect it from the mains - then cut it off of the mains lead and immediately dispose of it in a safe manner. Never attempt to reuse the plug or insert it into a socket outlet as there is a danger of an electric shock.

**WARNING:**  
This appliance **MUST** be earthed!

# 10 - Warranty

**3\*** | YEAR  
GUARANTEE



**GREAT BRITISH**  
DESIGN SINCE 1912

As a thank you for purchasing one of our fantastic products, we are offering you an extra 2 years peace of mind in addition to your 1 year guarantee.

To receive your extra 2 year guarantee, register your appliance online within 28 days of purchase by visiting [www.towerhousewares.co.uk](http://www.towerhousewares.co.uk)



This product is guaranteed for 12 months from the date of original purchase. If any defect arises due to faulty materials of workmanship, the faulty products must be returned to the place of purchase. Refund or replacement is at the discretion of the retailer.

The Following Conditions Apply:

- The product must be returned to the retailer with proof of purchase or a receipt.
- The product must be installed and used in accordance with the instructions contained in this instruction guide.
- It must be used only for domestic purposes.
- It does not cover wear and tear, damage, misuse or consumable parts.
- Tower has limited liability for incidental or consequential loss or damage.

This guarantee is valid in the UK and Eire only.

The standard one year guarantee is only extended to the maximum available for each particular product upon registration of the product within 28 days of purchase. If you do not register the product with us within the 28 day period, your product is guaranteed for 1 year only.

To validate your extended warranty, please visit [www.towerhousewares.co.uk](http://www.towerhousewares.co.uk) and register with us online.

Please note that length of extended warranty offered is dependent on product type and that each qualifying product needs to be registered individually in order to extend its warranty past the standard 1 year.

Extended warranty is only valid with proof of purchase or receipt.

# 11 - Your Receipt

Affix your store receipt to this page for safe keeping.

# TOWER®

*over 100 YEARS of quality*

## *thank you!*

We hope you enjoy your appliance for many years. As a thank you for purchasing one of our fantastic products, we are offering you an extra 2 years peace of mind.

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**[www.towerhousewares.co.uk](http://www.towerhousewares.co.uk)**

