

SUSTEAS

Tea Kettle User Manual

DAILY USE

It can be used normally on an induction cooker. When boiling water over an open flame, please keep the heat at a medium-low level (ensure the flame does not rise above the body of the kettle). Even though we use high-temperature-resistant paint, prolonged exposure to an open flame may still pose a risk of the paint peeling off the kettle body. When boiling water each time, please refer to the following recommended water level marks and keep the water volume between 2 and 2.6 liters. Too little water may result in insufficient steam to activate the whistle (based on the working principle of the whistling kettle), while too much water may carry a risk of overflowing. After each use, please empty the kettle completely, wipe it dry with a soft cloth, and place it in a well-ventilated area to prevent limescale buildup.

Note: When cleaning the tea kettle, please use a soft cloth for scrubbing. Avoid using steel wool pads or scouring pad.



ABOUT WHISTLE

1. If the water volume in the kettle exceeds 2.6 liters or is less than 2.0 liters, going beyond this numerical range may cause the spout to fail to whistle.
2. If the lid is not tightly closed, resulting in insufficient air pressure inside the kettle, the spout will not emit a whistle.
3. Check if the spout is intact; if it has come off, the spout will be unable to whistle.
4. If steam gets trapped at the whistle outlet, it can also prevent the whistle from sounding. You can wiggle the wrench 10 times to discharge the steam.

ABOUT LIMESCALE

Different areas have different water quality, and poor water quality is more likely to form scale (similar to rust). It's recommended to use a lemon cut into thick slices to repeatedly scrub the position of scale, then put it in the teapot with water to boil, then put it aside for half an hour and then pour it out and wash it again with running water. Our product is made of 304 stainless steel and is generally rust-resistant. If you are unable to determine whether the discoloration is due to water scale or rust, please contact us.

ABOUT THE HANDLE GETTING HOT

Exposing the body or handle of the kettle to an open and strong flame may cause the handle to become hot. It's recommended to wait 2-3 minutes after boiling the water before handling, and if you are in a hurry, please use the anti-scald gloves that came with the teapot to ensure your safety.

FAQ

What should I do if my kettle doesn't whistle?

First, check if the water in the kettle exceeds 2.6L or falls below 2.0L, as either condition can prevent the whistle from sounding. Next, ensure the lid is securely fastened, as insufficient air pressure inside the kettle due to a loose lid will prevent the whistle from functioning. Finally, inspect the spout to ensure it's intact, as a missing or damaged spout will render the whistle inoperative.

Where can the tea kettle be used for boiling water?

It is compatible with all types of cooktops, including induction, gas, electric, halogen and radiant cooktops.

AFTER-SALES SERVICE

Please ensure that you keep your purchase order number information, as the SUSTEAS team provides a one-year after-sales warranty based on your order details. For non-human-induced product damage, we offer a no-questions-asked return and refund service. Thank you for your support of the SUSTEAS brand.

Customer Service Email: susteas.shop@gmail.com