

[Manuals.plus](#) /

› [Urnex](#) /

› Urnex Dezcal Descaling Powder Solution - User Manual

## Urnex 15-DEZC4-1

# Urnex Dezcal Descaling Powder Solution User Manual

Model: 15-DEZC4-1

## INTRODUCTION

This manual provides instructions for the safe and effective use of Urnex Dezcal Descaling Powder Solution. Regular descaling is crucial for maintaining the performance and longevity of your coffee and espresso machines, kettles, and other hot water equipment.

Mineral scale buildup can negatively impact brew temperature and water flow, leading to inconsistent beverage quality. Urnex Dezcal is designed to safely and effectively remove these deposits.

## SAFETY INFORMATION

Always read and follow all instructions and warnings before use. Keep out of reach of children. Avoid contact with eyes and skin. In case of contact, rinse thoroughly with water. Do not ingest. If swallowed, seek medical attention immediately.

Use in a well-ventilated area. Do not mix with other cleaning agents or chemicals.

## PRODUCT OVERVIEW

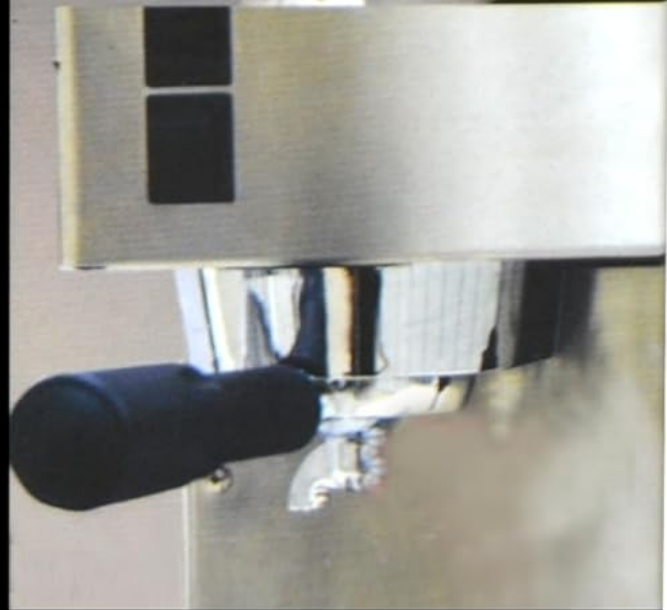
Urnex Dezcal is an activated descaling powder solution designed for various hot water appliances. Each retail carton contains 4 portion packets.



# DEZCAL™

DESCALER FOR HOME COFFEE  
AND ESPRESSO EQUIPMENT

- **Removes scale buildup**
- **Restores brew time**
- **Extends machine's lifespan**
- **Made with safe ingredients**



**4 USES**

Urnex Dezcal Descaling Powder Solution packaging, showing the brand logo, product name, and key benefits like 'Removes scale buildup' and 'Extends machine's lifespan'.



Urnex Dezcal Descaling Powder Solution box surrounded by roasted coffee beans, emphasizing its use for coffee equipment.



# DESCALING BENEFITS

- ✓ **RESTORES** brew time & temp
- ✓ **EXTENDS** machine's lifespan
- ✓ **BETTER** tasting coffee

Graphic illustrating the benefits of descaling: 'RESTORES brew time & temp', 'EXTENDS machine's lifespan', and 'BETTER tasting coffee'.



# WORKS WITH



Single Serve



Drip Coffee



Superautomatics



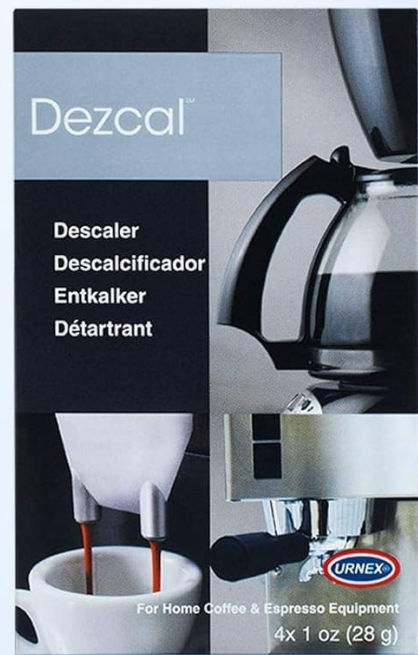
Traditional Espresso

Graphic showing icons of various coffee machines and appliances, indicating compatibility with 'Single Serve', 'Drip Coffee', 'Superautomatics', and 'Traditional Espresso' machines.



# BETTER THAN VINEGAR

- ✓ Stronger
- ✓ Works Faster
- ✓ No Odor



Graphic comparing Dezcal to vinegar, highlighting that Dezcal is 'Stronger', 'Works Faster', and has 'No Odor'.



# IT'S TIME TO DESCALE



every 1-3 months,  
depending on local  
water hardness



when your machine  
takes longer than  
normal to brew



when your coffee brews  
cooler than usual

Graphic providing guidance on when to descale: 'every 1-3 months', 'when your machine takes longer than normal to brew', and 'when your coffee brews cooler than usual'.

## Key Features:

- Universally compatible with various coffee and espresso machines, and kettles.
- More effective and faster than vinegar, with no odor.
- Helps extend the lifespan of your equipment.
- Improves coffee taste by removing limescale.
- Easy to use powdered formula that dissolves in warm water.

## SETUP

Before beginning the descaling process, ensure your appliance is unplugged (if applicable) and cool. Remove any coffee grounds, filters, or capsules from the machine. Empty the water reservoir.

For kettles, ensure it is empty and cool.

## OPERATING INSTRUCTIONS

## General Descaling Procedure:

1. Empty the water reservoir of your machine.
2. Dissolve one packet of Urnex Dezcal powder in 32 oz (1 liter) of warm water. Stir until fully dissolved.
3. Pour the solution into the water reservoir of your machine.
4. Initiate a brew cycle. If your machine has a descaling cycle, follow its specific instructions. Otherwise, run a full brew cycle.
5. After the cycle, discard the descaling solution from the carafe or drip tray.
6. Rinse the water reservoir thoroughly with fresh water.
7. Fill the reservoir with fresh water and run at least two full rinse cycles to remove any residual descaler.
8. Your machine is now descaled and ready for use.

## Specific Appliance Instructions:

### For Coffee Brewers (Drip, Single Serve):

Follow the general procedure. For single-serve machines, ensure no pod is inserted during the descaling and rinsing cycles.

Your browser does not support the video tag.

Video: Demonstrates the general descaling process for a coffee machine, including running a brewing cycle and discarding the solution.

### For Kettles:

Follow the general procedure. After pouring the solution, allow it to sit for 15-30 minutes before boiling. Then, boil the solution, discard, and rinse thoroughly with fresh water multiple times.

## MAINTENANCE

For best results, descale your equipment quarterly. However, the frequency may need to be increased depending on the hardness of the water in your area. Signs that your machine needs descaling include:

- Slower brew times than usual.
- Coffee brewing cooler than usual.
- Visible mineral deposits (limescale) in the water reservoir or on heating elements.

Regular descaling prevents damage to heating elements, corrosion, and component malfunctions, extending the overall lifespan of your appliance.

## TROUBLESHOOTING

### Problem: Descaling solution not flowing through the machine.

**Solution:** Ensure the water reservoir is properly seated and the machine is powered on. If the machine is severely clogged, you may need to repeat the descaling process or consult your appliance's specific manual for deep cleaning instructions.

### Problem: Residue or unusual taste after descaling.

**Solution:** This indicates residual descaler. Run additional rinse cycles with fresh water until no taste or residue is

detected. It is crucial to rinse thoroughly.

### **Problem: Machine still brewing slowly or coffee is not hot enough.**

**Solution:** The machine may require another descaling cycle, especially if water hardness is high or if it hasn't been descaled in a long time. If the problem persists after multiple descaling attempts, the issue might be mechanical and require professional servicing.

## **SPECIFICATIONS**

<b>Attribute</b>	<b>Detail</b>
Product Name	Dezcal Descaling Powder Solution
Brand	Urnex
Model Number	15-DEZC4-1
Item Form	Powder
Scent	Fragrance Free
Specific Uses	Coffee Machines, Espresso Machines, Kettles, Garment Steamers
Material Feature	Biodegradable
Product Dimensions	2 x 2 x 3 inches
Item Weight	3.87 ounces
Ingredients	Citric Acid; Sodium Salt; Sulfamic Acid; Aluminum Sulfate; Hydrated Silica

## **WARRANTY AND SUPPORT**

For specific warranty information or product support, please refer to the official Urnex website or contact their customer service directly. General return policy for this product is 30 days for refund/replacement.

Official Urnex Website: [www.urnex.com](http://www.urnex.com)