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> Prochef PU100 Professional Series Stainless Steel 100 Cup Insulated Hot Water Urn User Manual

Prochef PU100

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Model: PU100

INTRODUCTION

Thank you for choosing the Prochef PU100 Professional Series 100 Cup Insulated Hot Water Urn. This manual provides important information regarding the safe operation, maintenance, and troubleshooting of your appliance. Please read it thoroughly before use and retain it for future reference.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock, or injury, always follow basic safety precautions when using electrical appliances.

- Read all instructions before operating the urn.
- Do not touch hot surfaces. Use handles and knobs.
- To protect against electrical hazards, do not immerse cord, plugs, or the appliance in water or other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or has been damaged in any manner. Contact customer support for examination, repair, or adjustment.
- The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock, or injury to persons.
- Do not use outdoors.
- Do not let cord hang over edge of table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off", then remove plug from wall outlet.
- Do not use appliance for other than intended use.
- Exercise extreme caution when moving an appliance containing hot liquid.
- Ensure the lid is securely closed during operation to prevent scalding.

PRODUCT OVERVIEW

The Prochef PU100 is a professional-grade 100-cup insulated hot water urn designed for efficient and safe hot water dispensing. It features a durable stainless steel construction and an intelligent heating system.





Image: Prochef PU100 Professional Series 100 Cup Insulated Hot Water Urn. This image shows the complete urn with its stainless steel body, black base, handles, lid, and dispensing spout.

Key Components:

- **Lid:** Heat-resistant cover for safety and heat retention.
- **Handles:** Heat-resistant side handles for safe transport.
- **Stainless Steel Body:** Double-wall insulated tank for durability and temperature retention.
- **Water Level Gauge:** Built-in indicator to monitor water level.
- **Dispensing Spout:** Two-way dripless spout for easy and controlled serving.
- **On/Off Switch:** Water-resistant switch with indicator lights.
- **Indicator Lights:** "Boiling" (red) and "Keep Warm" (green) lights to show operational status.
- **Power Cord:** Detachable or integrated power cord.

SETUP INSTRUCTIONS

1. **Unpacking:** Carefully remove the urn and all accessories from the packaging. Retain packaging for future storage or transport.
2. **Initial Cleaning:** Before first use, wash the interior of the urn and the lid with warm, soapy water. Rinse thoroughly with clean water. Wipe the exterior with a damp cloth. Ensure all parts are dry before use.
3. **Placement:** Place the urn on a stable, flat, heat-resistant surface, away from the edge of the counter. Ensure there is adequate clearance around the urn for ventilation and to prevent accidental contact with hot surfaces.
4. **Power Connection:** Ensure the On/Off switch is in the "OFF" position. Plug the power cord into a grounded electrical outlet.

OPERATING INSTRUCTIONS

1. **Filling the Urn:**
 - Remove the lid.
 - Fill the urn with cold water up to the desired level, observing the water level gauge. Do not overfill past the MAX line or below the MIN line.
 - Replace the lid securely.
2. **Heating Water:**
 - Ensure the urn is plugged in.
 - Flip the On/Off switch to the "ON" position. The "Boiling" (red) indicator light will illuminate, signifying that the

"Turbo Boil" concealed heating element system is active and heating the water.

- Once the water reaches boiling temperature, the "Boiling" light will turn off, and the "Keep Warm" (green) indicator light will illuminate. This indicates the water is ready for serving and the urn is maintaining the hot temperature.

3. Dispensing Hot Water:

- Place a cup or container under the dispensing spout.
- Gently press the ergonomically designed, heat-resistant Trip-handle on the spout to release hot water.
- Release the handle to stop the flow. The dripless spout is designed for precise control.

4. After Use:

- Flip the On/Off switch to the "OFF" position.
- Unplug the urn from the electrical outlet.
- Allow the urn to cool completely before emptying any remaining water and cleaning.

CARE AND MAINTENANCE

Regular cleaning and maintenance will ensure the longevity and optimal performance of your Prochef PU100 Hot Water Urn.

1. Daily Cleaning:

- Ensure the urn is unplugged and completely cool.
- Empty any remaining water.
- Wipe the interior of the urn, including the concealed element, with a damp cloth. For stubborn stains, use a mild detergent and a soft sponge, then rinse thoroughly.
- Clean the exterior with a damp cloth. Do not use abrasive cleaners or scouring pads, as they may scratch the stainless steel finish.
- Clean the dispensing spout by running warm water through it. A small brush can be used to clean the spout opening if necessary.
- Dry all parts thoroughly before storage.

2. Descaling (Periodically):

Mineral deposits (limescale) can build up over time, especially in hard water areas, affecting performance. Descale your urn regularly (e.g., monthly or bi-monthly depending on usage and water hardness).

- Fill the urn with a solution of equal parts white vinegar and water, or use a commercial descaling solution designed for kettles/urns.
- Allow the solution to soak for 30-60 minutes (do not heat the solution unless specified by the descaling product instructions).
- Empty the solution and rinse the interior thoroughly several times with fresh water to remove any vinegar odor or descaling residue.

3. Storage: Store the urn in a clean, dry place when not in use.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Urn does not heat.	Not plugged in; power switch off; no power at outlet; faulty unit.	Ensure power cord is securely plugged in. Turn the On/Off switch to "ON". Check the power outlet with another appliance. If problem persists, contact customer support.
Water is not hot enough.	Urn has not completed heating cycle; excessive limescale buildup.	Wait for the "Keep Warm" light to illuminate. Perform descaling procedure if limescale is visible or suspected.
Water leaks from spout or base.	Spout not properly sealed; internal component damage.	Ensure the spout is clean and free of debris. If leaking persists from the spout or base, discontinue use immediately and contact customer support.
Unpleasant taste in water.	New unit odor; residue from previous use; limescale buildup.	Perform initial cleaning thoroughly. Rinse several times. Descale the urn. Use filtered water if tap water quality is an issue.

SPECIFICATIONS

- **Model:** PU100
- **Capacity:** 100 Cups
- **Material:** Stainless Steel (Double Wall Insulated)
- **Dimensions:** 13.9 x 13.8 x 24.8 inches (Product Dimensions)
- **Item Weight:** 12 ounces
- **Manufacturer:** ProChef
- **ASIN:** B00INA3TE8
- **Features:** 2-way dripless spout, concealed heating element, water level gauge, "Boiling" and "Keep Warm" indicator lights, heat-resistant cover/handles/spout.

WARRANTY INFORMATION

Specific warranty details for the Prochef PU100 Hot Water Urn are typically provided with the product packaging or can be obtained by contacting the manufacturer directly. Please retain your proof of purchase for warranty claims.

CUSTOMER SUPPORT

If you have any questions, require assistance, or need to report an issue with your Prochef PU100 Hot Water Urn, please contact Prochef customer support or your retailer. Refer to the contact information provided with your purchase or visit the official Prochef website for support options.

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