

West Bend 13500

West Bend Commercial Coffee Urn (Model 13500) - Instruction Manual

INTRODUCTION

This instruction manual provides essential information for the safe and effective use of your West Bend Commercial Coffee Urn, Model 13500. Please read all instructions carefully before operating the appliance and retain this manual for future reference. This coffee urn is designed for commercial or public settings, capable of brewing up to 55 cups of coffee.

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions.
- Do not touch hot surfaces. Use handles and knobs.
- To protect against electrical shock, 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.
- The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
- 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.
- Extreme caution must be used when moving an appliance containing hot liquid.

COMPONENTS

The West Bend Commercial Coffee Urn, Model 13500, includes the following components:

- Coffee Urn Body
- Percolator Stem
- Coffee Basket
- Faucet
- Lid
- Cleaning Tool



Image: The coffee basket, percolator stem, and cleaning tool, essential for brewing and maintenance.



Image: An interior view of the coffee urn, showing the water level markings for accurate filling.

SETUP

1. **Initial Cleaning:** Before first use, wash the coffee basket, percolator stem, and lid in warm, soapy water. Rinse thoroughly and dry. Wipe the interior and exterior of the urn body with a damp cloth.
2. **Assembly:** Insert the percolator stem into the center well at the bottom of the urn. Place the coffee basket onto the percolator stem.
3. **Placement:** Position the coffee urn on a stable, heat-resistant surface away from walls or other appliances to ensure proper ventilation. Ensure the power switch is in the 'OFF' position before plugging in.

OPERATING INSTRUCTIONS

1. **Add Water:** Fill the urn with cold water to the desired level, using the interior markings as a guide. Do not overfill or underfill.
2. **Add Coffee Grounds:** For best results, use regular grind coffee. Place the desired amount of coffee grounds into the coffee basket. Do not use fine grind or espresso grind coffee as it may clog the percolator.
3. **Secure Lid:** Place the lid securely on the urn.

4. **Power On:** Plug the power cord into a standard 120V AC electrical outlet. Flip the power switch to the 'ON' position. The indicator light will illuminate.
5. **Brewing:** The urn will begin brewing. The brewing process typically takes approximately one minute per cup. Once brewing is complete, the urn will automatically switch to a 'keep warm' mode, and the serving light will indicate it is ready.
6. **Serving:** To dispense coffee, press the faucet lever. For continuous flow, lift the lever. Release the lever to stop the flow.



Image: A hand operating the faucet to dispense freshly brewed coffee into a mug.



Image: The base of the coffee urn, showing the power switch and the West Bend logo with an indicator light.

MAINTENANCE AND CLEANING

Regular cleaning ensures optimal performance and longevity of your coffee urn.

- **Daily Cleaning:** After each use, unplug the urn and allow it to cool completely. Discard used coffee grounds. Remove the lid, coffee basket, and percolator stem. Wash these parts in warm, soapy water, rinse, and dry thoroughly. Wipe the interior and exterior of the urn with a damp cloth. Do not immerse the urn body in water.
- **Faucet Cleaning:** The faucet can be disassembled for thorough cleaning. Refer to the diagram for proper reassembly.
- **Descaling:** Mineral deposits can build up over time. To descale, fill the urn with a solution of equal parts white vinegar and water. Plug in and turn on the urn, allowing it to complete a brewing cycle. Let it stand for 20-30 minutes, then drain. Rinse thoroughly by brewing several cycles with clean water. The included cleaning tool can assist in removing stubborn deposits from the percolator stem and basket.
- **Dishwasher Safety:** The coffee urn body is **not** dishwasher safe. Only removable parts like the lid, basket, and stem may be washed in a dishwasher if specified by the manufacturer (check product packaging for specific details).

TROUBLESHOOTING

Problem	Possible Cause	Solution
Coffee not brewing	Urn not plugged in; Power switch off; Insufficient water.	Ensure urn is plugged in and switch is ON. Check water level.
Coffee is weak or too strong	Incorrect coffee-to-water ratio; Coffee grind too fine/coarse.	Adjust coffee amount. Use regular grind coffee.
Coffee not hot enough	Urn not in 'keep warm' mode; Heating element issue.	Ensure brewing cycle completed. If issue persists, contact support.
Leaking from faucet	Faucet not properly tightened; Seal worn or damaged.	Check faucet assembly and tighten. Inspect seals for damage.

SPECIFICATIONS

Feature	Detail
Brand	West Bend
Model Number	13500
Capacity	55 Cups
Color	Silver
Material	Polished Aluminum
Product Dimensions (D x W x H)	19" x 25" x 34"
Item Weight	16 ounces
Wattage	1500 watts
Voltage	120.0 V
Operation Mode	Fully Automatic
Coffee Maker Type	Percolator



Image: A diagram illustrating the dimensions (depth, width, height) of the coffee urn.

WARRANTY AND SUPPORT

This West Bend Commercial Coffee Urn (Model 13500) is covered by a **1-Year Manufacturer's Warranty**. For warranty claims, technical assistance, or to inquire about replacement parts, please refer to the contact information provided with your product packaging or visit the official West Bend website. Keep your purchase receipt as proof of purchase for warranty validation.