

# FAQ and Troubleshooting Guide

Title: Swan Nordic Jug Kettle, 1.7 Litre, Pine Green, Rapid Boil, Wood Effect Handle, Scandi Design, Soft Touch Housing and Matte Finish, 3kw, SK14610GREN

Vendor SKU: SK14610GREN

## FAQ.

- [How long is the warranty or guarantee?](#)  
The product is covered by a two-year warranty which you can extend via the manufacturing website, [swan-brand.co.uk](http://swan-brand.co.uk). If the customer is within their first year of purchase with Amazon EU then legally it is Amazon's responsibility to either replace or refund the item at his or her own discretion. When it is the second term of ownership then the responsibility is taken over by the manufacturer. You can extend your warranty via our website, [swan-brand.co.uk](http://swan-brand.co.uk).
- [I have lost the instruction manual, where can I find a replacement?](#)  
If you have lost, damaged or need a replacement for your instruction manual then please visit our website, [swan-brand.co.uk](http://swan-brand.co.uk). Simply search the item using the Vendor SKU and this will bring up the product page. From there, you have the ability to download the manual for safekeeping.
- [Is It BPA Free?](#)  
Yes, all of our devices are lead and BPA
- [How heavy is the kettle?](#)  
The kettle weighs 1kg.
- [Can I order replacement Filter mesh?](#)  
Our Nordic filters can be purchased from our website, please log onto [shop.swan-brand.co.uk](http://shop.swan-brand.co.uk) using the model numbers, SK14610N04 or SK14610N03.
- [What products come with the Swan Nordic Range?](#)  
The Swan Nordic range offers kettles, toasters and microwaves as well as other houseware goods. Please visit the Swan store on Amazon to see a variety of colours and ranges.

# Troubleshooting B07Z8DH5BH

## 1. Unpleasant taste

### Cause:

- Limescale

### Solution:

Try 2 teaspoons of bicarbonate of soda dissolved into the full kettle and leave overnight. NO boiling. Rinse out thoroughly. Fill kettle to the max, boil it and discard the water.

Put 100ml of white vinegar into the empty, cold kettle. Put the lid on and give it a good slosh round. Leave it to stand for 20-30 minutes. DO NOT boil. Rinse out thoroughly. Fill kettle to the max, boil it and discard the water

An additional natural remedy is to use a droplet of lemon juice; this will also help with odours.

## 2. The kettle is leaking

### Cause:

- Misalignment of switch caused by switching off early
- Overfilling the kettle
- Heavy handling has caused damage to the Seal.
- Lid not attached properly
- Cracks or damage to the device

### Solution:

Please avoid switching off the kettle early this will cause damage to the heating element and could potentially cause the kettle to leak. Any suggestions of misalignment, please contact our support line on 0333 220 6050.

Please fill the kettle within the minimum and maximum lines.

If the seal appears damaged or the device shows signs of heavy handling please contact our support line on 0333 220 6050.

Please ensure the lid is attached properly before boiling the kettle. Also check the device for any cracks or signs of potential damage, if this is discovered please contact our support line on 0333 220 6050.

### 3. Tripping the electrics

**Cause:**

- Damage to the heating element caused by switching the kettle off before boiling point.
- Limescale build-up
- Plug does not support kettle power.
- Submerging the base and plug with water

**Solution:**

Please wait until the kettle is boiled before turning off, please try to avoid early switch off before the kettle reaches boiling point.

Lime scale will cause the kettle to use more energy, which could trip your electrics. A layer of Limescale on the heater plate greatly slows the heat getting to the water. This results in localised overheating of the underside of the heater plate where the kettle controls are located, if the product is becoming overheated this may cause the circuit to trip.

Another possible outcome is that the wall circuit in use has been overloaded; a way of troubleshooting this is changing to a different wall socket. Please check the power supply, please check to ensure the device is plugged in and that the plug socket is working and can fulfil the power of the device. It is important to check what other devices are on the same circuit. This includes any other high-power electric including microwaves, coffee machines, and toasters. Such devices need a high surge of power for them to properly function. If other devices are on the same circuit then this will limit the power and could consequently blow the fuse, or cause the fuse to trip the electrical network.

### 4. The device is not turning off after boiling.

**Cause:**

- Lid is not closed properly
- Limescale
- Overfilling the kettle

**Solution:**

Make sure the lid is closed or attached properly before using, if the is slightly unattached then steam will escape from the top and will prevent the thermostat from reaching the needed temperature to activate the auto shut off.

If a lime scale is present then this will increase the kettle boiling time, please descale your kettle according to our instruction manual.

Overfilling the kettle will cause the kettle to use up more energy. If water has entered the steam tube then this will cause continuous boiling. Make sure to fill the kettle between the minimum and maximum lines.

## **5. Outer body is peeling.**

### **Cause:**

- Using harsh abrasive cleaning products

### **Solution:**

To clean it is suggested to use a soft cloth moistened with a mild detergent.