Frequently Asked Question

What is limescale and how do I minimise it within my kettle?

*Figures and illustrations on all artworks are provided for reference only and may differ from the actual product appearance.

*Product design and specifications may be changed without notice.

What Leads to Limescale Formation

Limescale forms when hard water evaporates, leaving behind calcium and magnesium minerals. This build-up is more common in areas where water is heated. As a result, limescale is often found in appliances like kettles, water heaters and steam irons. Over time, this accumulation can reduce the efficiency and lifespan of these devices.

How to Minimize Limescale in Your Kettle

While you can't completely stop limescale from forming, you can slow its progress by:

- Using filtered, demineralised or distilled water.
- Making sure to dry it thoroughly after use (when cooled down), rather than allowing water to sit inside.
- Installing a water filtration system which removes excess calcium and magnesium from your tap water.
- Regularly descaling the appliance to keep on top of limescale build-up.

Why Limescale is a Concern

Limescale not only looks unpleasant and is difficult to clean, but it can also cause several other problems:

- It can give your water a chalky or metallic taste.
- Appliances like kettles and instant hot water dispensers can suffer damage or reduced efficiency.
- It can decrease the heat transfer efficiency in boilers and cooling systems.
- Over time, limescale can restrict water flow in pipes, potentially causing blockages.

How Often You Should Descale

It's recommended to descale kettles, boilers, coffee machines and steam irons once a month to prevent limescale from becoming harder to manage. The frequency also depends on how often you use these appliances and how hard the water is in your area. Always follow the instructions of your appliance to ensure you descale according to your model.

You may need information about your water to help your kettle work efficiently. This could include your waters level of hardness, acidity/alkalinity (pH), and even dissolved salts that cause scale build-up.

As this changes from state to state, it is your responsibility to review and decide if it is suitable for your use. Scale build up in your Westinghouse Small Appliance is not a fault of the product and can be maintained through regular descaling or using filtered/demineralised water.

We suggest descaling the unit every month, but as there are many factors that can affect the scale build up, you will need to gauge an appropriate descaling interval to ensure the product does not become damaged.

Methods for Descaling

There are three common ways to descale appliances: using a commercial descaler, citric acid, or a DIY solution. Whichever method you choose, start by removing any loose limescale and use a soft-bristled brush or sponge to scrub off any remaining build-up, being careful not to damage any internal coatings.

Using a Commercial Descaler:

1. Follow the product's instructions closely, as some descalers may need to be diluted.
2. Fill the kettle with the recommended solution and water.
3. Boil the kettle, ensuring to stay clear of the fumes emitted from the steam.
4. Let the solution sit for the specified time (usually around 20 minutes).
5. Boil the kettle again with fresh water to remove any chemical residue.

Citric Acid Method:

1. Fill the kettle half way with hot water and add one tablespoon of citric acid powder into the kettle.
2. Boil the kettle, ensuring to stay clear of the fumes emitted from the steam.
3. Allow the solution to soak for an hour.
4. Empty the kettle and rinse.
5. Boil the kettle again with clean water to clear out any leftover acid.

DIY - Vinegar Method:

1. Fill the kettle three-quarters full with water, add a tablespoon of baking soda, and half a cup of distilled white vinegar.
2. Boil the kettle, ensuring to stay clear of the fumes emitted from the steam.
3. Let the solution sit for an hour.
4. Pour out the mixture, then rinse.
5. Boil the kettle again with fresh water to remove any remaining baking soda.

DIY - Lemon Method:

1. Squeeze half a lemon into a kettle half-filled with water.
2. Boil the kettle, ensuring to stay clear of the fumes emitted from the steam.
3. Let the mixture sit for an hour.
4. Pour it out and rinse.
5. Boil the kettle again with fresh water to eliminate any acidic residue.

The information provided here is for general information use only. Ensure to assess your specific situation and apply what is correct for your given circumstances.