



# Frequently Asked Question

**What is limescale and how do I minimise it within my Instant Hot Water Dispenser?**



**\*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 water's 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.

### **How to descale your Instant Hot Water Dispenser (WHIHWDO3SS & WHIHWDO4SS Only)**

1. Fill the water tank to the max water level indicator with a descaling solution (premixed to the instructions of the descaling liquid/concentrate).
2. Place a suitable container which can hold more than the maximum volume of your Instant Hot Water Dispenser underneath the Spout (3L for WHIHWDO3SS and 4.5L for WHIHWDO4SS).
3. Press and hold the Volume Button for 3-5 seconds to enter the descaling mode. The unit will begin dispensing according to the descaling process.

*The appliance is programmed to empty the water tank in this descaling process and will not end the descaling process until the water tank has been emptied. Do not refill the water tank whilst the appliance is performing it's descaling process.*

4. Once the descaling process has completed (approx. 5-10min), discard the descaler solution and rinse the Water Tank.
5. Fill the Water Tank with 2L of water and re-insert the Water Tank back into the appliance. Place the suitable container back underneath the Spout and dispense 1L of water to flush through the appliance. The descaling process is now complete.

### **How to descale your Instant Hot Water Dispenser (WHIHWDO2SS Only)**

1. Fill the water tank to the max water level indicator with a descaling solution (premixed to the instructions of the descaling liquid/concentrate).
2. Place a suitable container which can hold 3L or more underneath the Spout.
3. Press the Power Button twice in quick succession to begin the descaling process.

*The appliance is programmed to empty the water tank in this descaling process and will not end the descaling process until the water tank has been emptied. Do not refill the water tank whilst the appliance is performing it's descaling process.*

4. Once the descaling process has completed (approx. 5-10min), discard the descaler solution.
5. Fill the Water Tank with 2L of water and place the suitable container back underneath the Spout and dispense 1L of water to flush through the appliance. The descaling process is now complete.

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.