Frequently Asked Question

What is the tubing within Westinghouse Instant Hot Water Dispensers made of?

*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.

At Westinghouse, we're committed to providing instant hot water dispensers that prioritise safety, performance, and long-term reliability. A crucial but often overlooked part of this equation is what's happening inside the unit, specifically, the internal tubing that delivers hot water from the water tank, through the heating element and out of the spout. While many manufacturers use a combination of materials depending on cost or design constraints, we've chosen to use 100% high-grade silicone tubing throughout every unit we make. And for good reason.

Here's why silicone tubing is the ideal material for delivering near-boiling water on demand and why we won't use anything else.

What Makes Silicone Tubing Superior?

Silicone is a premium material with properties that make it exceptionally well-suited for use in hot water appliances. It handles heat with ease, resists degradation over time, and is completely safe for use in food and beverage applications.

1. High Heat Resistance

Our dispensers operate at temperatures that often approach 100°C and silicone doesn't flinch. Food-grade silicone tubing can tolerate continuous exposure to temperatures up to 200–230°C without softening, melting, or releasing any harmful compounds. This ensures reliable performance day after day, even with heavy use.

2. 100% Food-Safe and Non-Toxic

When hot water passes through internal tubing, you want absolute assurance that nothing unwanted leaches into it. That's why we use BPA-free, food-grade silicone that meets international safety standards. It's tasteless, odourless, and chemically inert, meaning it won't affect the quality or purity of your hot water.

3. Flexible Yet Durable

Silicone's natural flexibility allows us to engineer more compact, efficient internal layouts while maintaining full performance. This pliability also reduces the risk of cracks, leaks, or damage from thermal expansion over time. Despite being soft and flexible, silicone is tough and built to last for thousands of heating cycles without wear.

4. Resistant to Scale and Buildup

Unlike metals or some plastics, silicone has a smooth, non-stick interior surface that naturally resists mineral buildup from hard water. This means fewer clogs, better flow, and reduced maintenance over time.

Why We Don't Use Metal or Plastic Tubing

Other brands may incorporate stainless steel, EPDM rubber, or even cheaper plastic tubing in their systems, especially in entry-level models. While each has its place in the broader appliance industry, we believe these materials fall short in one or more key areas:

- Stainless steel is durable but inflexible, costly, and overkill for low-pressure flow paths.
- Rubber (like EPDM) has a lower heat tolerance and may degrade or leach chemicals over time.
- PEX and other plastics can struggle with high temperatures and may affect taste or odour.

By choosing to go exclusively with silicone, we eliminate the compromise and ensure every cup of water is delivered safely, cleanly and consistently.

A Material Choice That Reflects Our Commitment

The internal tubing might be invisible to most users, but at Westinghouse, we know it plays a vital role in the performance of your dispenser. That's why we made the decision to invest in a single, premium-grade material across our product line.

So when you choose one of our instant hot water dispensers, you're not just getting fast, efficient hot water, you're getting peace of mind knowing that every internal component has been chosen with your safety, hygiene, and long-term satisfaction in mind.

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