



# User Manual

Product:  
WHIC01K



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# Important Safety Instructions

1. Read all instructions carefully before using this appliance.
2. Always turn the power off at the power outlet before you insert or remove the power plug. Remove by grasping the plug and do not pull on the cord.



## **DANGER**

Immediate hazards which **WILL** result in severe personal injury or death.

3. **DANGER:** Do not operate the appliance if:
  - the power cord or plug is split, melted or damaged;
  - the appliance has malfunctioned;
  - the appliance has been damaged in any manner.If any of the above incidents occur, return your appliance to the nearest authorised service center for examination, repair or adjustment.
4. **DANGER:** Do not under any circumstances immerse the power cord, mains plug or appliance body in water or any other liquid.
5. **DANGER:** Ensure that people fitted with cardiac pacemakers or similar medical devices keep a significant distance away from the appliance when connected to power. Consult a medical practitioner before using this product if in any doubts.



## **WARNING**

Hazards or unsafe practices which **COULD** result in severe personal injury or death.

6. **WARNING:** During operation and shortly after, only use the touch panel buttons as some surfaces will become very hot.
7. **WARNING:** If the power cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
8. **WARNING:** Ensure the appliance is cleaned regularly and according to the cleaning & care instructions within this user manual.
9. **WARNING:** Always use the appliance on a stable and heat resistant surface.
10. **WARNING:** Incorrect operation and improper use may damage the appliance or parts thereof, and cause severe personal injury.
11. **WARNING:** Do not move the appliance whilst it is operating.
12. **WARNING:** Combustible materials such as paper, curtains, tablecloths, kitchen towels etc. should not be placed near the appliance whilst in operation.
13. **WARNING:** Do not place the appliance against a wall or against another appliance. Leave at least 10cm free space on the back and sides for sufficient ventilation.
14. **WARNING:** Do not place the appliance into a dishwasher.
15. **WARNING:** After wiping or cleaning the appliance, ensure the appliance is completely dry before use or storage.
16. **WARNING:** Although the appliance is capable of 240 degrees celsius, it is not recommended to use the appliance at this level for extended periods of time as it can burn your food or cause the food to boil over and spill onto the appliance potentially damaging the vitro-ceramic top or causing personal damage.

# Important Safety Instructions



## CAUTION

Hazards or unsafe practices which COULD result in minor personal injury.

17. **CAUTION:** Close supervision is necessary when this appliance is used near children.
18. **CAUTION:** Keep the appliance and its power cord out of reach of children.
19. **CAUTION:** Wait for the appliance to cool before moving. Carry only by the sides or bottom of the appliance.
20. **CAUTION:** During operation, hot air is released through the air vent openings on the sides and back of the appliance. Keep your hands and other body parts at a safe distance from these air vent openings.
21. **CAUTION:** Allow 30 minutes to cool down after cooking before handling or cleaning.
22. **CAUTION:** If using plastic or nylon utensils, do not leave them in the hot cooking vessel.
23. **CAUTION:** The appliance should not be left unattended whilst in use.
24. This appliance is not intended to be operated by means of an external timer or separate remote-control system.
25. Do not permit the power cord or plug to touch hot objects or allow the power cord to lay across the appliance.
26. This appliance is deemed for use indoors only.
27. Children should not play with the appliance.
28. Always use this appliance with a power outlet of the voltage (A.C. only) marked on the rating label of the appliance.
29. Do not use the appliance for any purpose other than its intended use.
30. Do not place your appliance on or near a hot gas flame, electric element, heated oven or any hot surface.
31. Do not place the appliance on top of any other appliance.
32. Do not allow the power cord to hang over the edge of a table or bench top.
33. Avoid using the appliance on metal surfaces, such as a kitchen sink or a hotplate.
34. Ensure the appliance is placed on a horizontal, even and stable surface.
35. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance in a safe way by the person responsible for their safety, and understand the hazards involved.
36. This appliance is intended to be used in private households and not in applications such as:
  - staff kitchen areas, offices and other working environments;
  - farm houses;
  - by guests in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - commercial environments.
37. To maintain an even temperature, this appliance will alternate power to the Induction Zone as apart of it's normal operation.
38. This unit suits induction capable pots and pans that are 12-26cm in diameter.
39. Only induction capable cookware is compatible with this appliance.

# Electrical Requirements

Do not attempt to modify the power cord or plug in any way.

If the power cord is too short, do not use an extension cord. Have a qualified electrician or serviceman install an outlet near the appliance.

Westinghouse recommends the use of a residual current device (RCD) with a tripping current that does not exceed 30mA in the electrical circuit supplying power to all appliances

Neither Westinghouse nor the retailer can accept any liability for damage to the product or personal injury as a result of a failure to observe the electrical connection procedures or instructions within this manual.

## Installation Guide

1. Carefully remove the appliance from the box.
2. Remove any packaging around the appliance and power cord. **Do not remove any warning labels.**
3. Clean the appliance, following the Cleaning & Care instructions within this manual.
4. Ensure to read the Operation instructions within this manual before your first use, and always follow these instructions when operating the appliance.

# Parts & Features



1. Vitro-Ceramic Face Plate
2. Induction Zone Ring
3. Timer Button
4. Temperature Button
5. Decrease Control Button
6. LED Display Screen
7. Increase Setting Button
8. Power/Wattage Button
9. On/Off Button

# Operation

1. Insert the power cord plug into the power outlet and switch on the power outlet. The appliance will make a sound indicating that it is now in standby mode and will display the word "OFF" on the LED screen.
2. Press/touch the On/Off Button to power up the appliance. The word "ON" will display on the LED screen.
3. Place your cooking vessel onto the Induction Zone Ring, ensuring that it is central to the ring and of sufficient size for this appliance (12-26cm in base diameter).

**This appliance can be controlled via 2 different functions, temperature and power. Please note that these functions are separate from one another and are not adjustable simultaneously.**

## **Cooking Via the Temperature Function:**

- 4a. Press/touch the Temperature Button to engage the temperature function. Adjust the temperature via the Increase and Decrease Control Buttons until your desired temperature is displayed on the LED screen (the temperature function can be adjusted in 20 degree increments). Please note that the temperature indicated on the LED screen is intended as a guide only. **Temperature fluctuations of 20-30 degrees celsius above or below the selected temperature may be experienced depending on numerous factors including but not limited to the cooking vessel contents, construction and size.**

## **Cooking Via the Power Function:**

- 4b. Press/touch the Power Button to engage the power function. Adjust the power/wattage via the Increase and Decrease Control Buttons until the desired power/wattage is displayed on the LED screen (the power function can be adjusted in 200 watt increments).
5. Once you have finished with the appliance, press/touch the On/Off Button to halt operation of the appliance. The appliance will display "H" to warn that the top is hot and the fans in the appliance will continue to operate for a period of 2 minutes after the appliance has finished operation. **It is important that you do not interrupt the appliance until the fans have completed this cool down cycle.**

**WARNING:** Allow the appliance to cool down after operation before moving or storing away. Be wary that the top will be hot after operation and only touch the buttons until the appliance has cooled down.

**NOTE:** This appliance will automatically shut itself off after a period of 2 hours when using either the temperature or power function.

**NOTE:** To maintain an even temperature, this appliance will alternate power to the Induction Zone as apart of it's normal operation.

# Operation

## Child Lock Function:

1. To enable the child lock function, press/touch both the Increase and Decrease Control Buttons. Now "Loc" will display on the LED screen whilst it is active.
2. To disable the child lock function, hold down on the Increase and Decrease Control Buttons for 2-3 seconds until the display reverts to what is currently active.

## Timer Function:

1. After selecting your desired cooking temperature or power, press/touch the Timer Button and the LED display screen will display "0" (the timer displays in minutes) and the light above the Timer Button will flash.
2. Adjust the timer using the Increase and Decrease Control Buttons whilst the Timer Button light is flashing.
3. Once the appliance has not detected any input for 3-4 seconds, the Timer Button light will stop flashing and the appliance will continue operation. Once the timer has completed, the appliance will automatically cease operation.

# Cleaning & Care

**WARNING:** Allow the appliance to cool thoroughly before cleaning. Exposing the Vitro-Ceramic Face Plate to water whilst hot may result in damage.

1. Once the appliance has cooled down completely, use a damp non-abrasive cloth to remove any stubborn food particles from the Vitro-Ceramic Face Plate and sides.
2. Should this not be enough to remove a stubborn food stain, mild detergent can be used on the Vitro-Ceramic Face Plate only, **do not use mild detergent on the sides and underneath of the appliance**. Ensure to apply a small amount of mild detergent to the damp non-abrasive cloth first and lightly scrub off the stubborn food stain.
3. Ensure that the appliance is completely dry before storage and use. Store in a dry place away from steam and humidity where possible.

**DANGER:** Do not under any circumstances immerse the power cord, mains plug or appliance body in water or any other liquid.



# Error Guide

ERROR CODE	CAUSE	SOLUTION
E0	Cooking vessel is not placed on the Induction Zone Ring correctly.	Ensure your induction capable cooking vessel is placed in the centre of the Induction Zone Ring.
	Cooking vessel is too small.	Use a cooking vessel which meets the minimum diameter requirement of this appliance (12cm +).
	Cooking vessel is not induction capable cookware.	Ensure to use induction capable cookware. To test this, wait for your cooking vessel to cool down and place a fridge magnet on the base underneath. If it sticks, the cooking vessel should be induction capable.
	Cooking vessel has a scratched/damaged induction base.	Use a different cooking vessel which isn't scratched or damaged on the base.
E2	Short Circuit.	Appliance requires repair.
	Open Circuit.	
E3	A/C voltage is too high.	Connect the appliance to another power outlet which has been confirmed with the correct voltage.
E4	A/C voltage is too low.	
E5	Vitro-Ceramic Face Plate has overheated.	Allow the appliance to cool down, turn off the power at the power outlet and then turn on again.
E6	Circuit board has overheated.	

# Troubleshooting

**Before calling for service**, if the appliance fails to operate:

- Check that the appliance is plugged in correctly and securely. If it is not, remove the plug from the power outlet, wait 10 seconds and then plug it back in correctly and securely.
- Inspect your home's circuit breakers to see if any have blown or tripped. If these seem to be working correctly, test another appliance in the same power outlet to ensure the power outlet is working correctly. If appropriate, test the appliance in another power outlet within your house.
- Ensure that you have read and followed all instructions within this manual, including but not limited to the instructions within the following segments of this manual:
  - » Important Safety Instructions;
  - » Electrical Requirements;
  - » Installation Guide;
  - » Operation;
  - » Cleaning & Care.
- Review the below Troubleshooting chart and attempt to remedy the issue if appropriate/ applicable in your situation.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
The appliance is showing an EO error code when I turn it on.	Your cooking vessel is not placed in the Induction Zone Ring correctly.	Ensure to place your cooking vessel central within the induction Zone Ring before setting your desired temperature or power.
The cooking vessel is not heating around the entire diameter of the base.	Your cooking vessel has a larger diameter than the Induction Zone of the appliance.	We recommend a maximum cooking vessel diameter of 26cm for complete heating. Larger diameter cooking vessels can be used, however they will not heat through the entirety of the base.
The appliance is switching on and off when operating.	Appliance is operating as intended.	This appliance will alternate power whilst operating to maintain an even temperature.

**If none of the above solves the problem, DO NOT try to adjust or repair the appliance yourself.**

Should you be unable to contact your place of purchase for assistance or resolution, call our customer service centre at:

**Australia:**

1300 883 109 / Mon-Fri 8:00am - 4:00pm WST

**New Zealand:**

09 588 4444 / Mon-Fri 8:30am - 4:30pm NZDT



Visit our website for FAQ's, helpful tips & hints or to leave a review.

# Peace of Mind Guarantee

Our Westinghouse small appliances are backed by a 12 month guarantee as part of our dedication to provide quality products for our customers. This means that if you purchase a Westinghouse small appliance which has a manufacturer defect/fault, or does not meet the seller's specifications as a result of a defect/fault, then the seller will either repair or replace the unit, or refund the purchase price of the unit at their own discretion (refer to clause 4 of the Limited Warranty).

This does not apply to products which have been misused/abused, poorly maintained or serviced, damaged due to negligent handling, accidentally damaged or normal wear and tear. Ensure to follow all instructions within this instruction manual, including the Cleaning & Care section for correct maintenance. (See page 6)

Your warranty does not cover the following:

- Damage caused by power surges, voltage supply issues, power dips or usage of the incorrect voltage.
- Damage caused by service or modification of the unit which are not performed by authorised service centres or personnel.
- Damage caused by the use of accessories, attachments, consumables, parts or devices which are not produced for the product by Westinghouse and it's licensees.
- Damage caused by exposure of the product to abnormally corrosive conditions.
- Damage caused by incorrect or improper operation and/or installation.
- Damage caused by a failure to follow additional instructions.
- Products which have had the serial number and/or rating label removed.
- Usage of the product which are outside of the intended applications (refer to page 1-2).
- Freight costs incurred during a claim, consumables, loss, damage or accessories which require periodic replacement by nature (filters, seals etc.).

## **How to claim under this warranty:**

1. Carefully check the operating instructions, user manual and the terms of this warranty;
2. Have the model and serial number of the appliance available;
3. Have the proof of purchase (e.g. receipt) available;
4. Return the unit to place of purchase;
5. If unable to return to the place of purchase, call our service centre on 1300 883 109.

If your warranty claim is accepted, the product may be replaced with a similar or refurbished unit or repaired using refurbished parts. If your warranty claim is not accepted, the seller will inform you and provide any further options which are available in your situation. If the product is to be repaired or shipped as a result of this, you will be responsible for the cost of repair and/or any freight charges incurred.

**To register your product, view the most up-to-date user manuals and FAQ's, visit the product page by scanning the QR code on your product's cord label.**

# Limited Warranty

1. Nothing in this Warranty affects the Consumer's rights under the Australian Consumer Law. The benefits to the Consumer under this Warranty are in addition to the rights and remedies of the buyer under any Consumer Guarantees. The Australian Consumer Law requires that we confirm that:

**Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

2. Subject to Clause 1, the Seller warrants that Westinghouse branded products will be free of manufacturing defects and will perform to the Seller's specifications subject to the following clauses.
3. The benefit of this Warranty extends only to the owner of the property in which the Products manufactured or supplied by the Seller are installed and used by the owner for the duration of the Warranty Period under standard domestic applications.
4. The Warranty commences on the date of the purchase of the product and continues for the benefit of the Owner for the Warranty Period. If within the Warranty Period a manufacturing defect is discovered in the Product, or the Product fails to perform to the Seller's specifications as a result of some defect in material or workmanship in the Product, then the Seller will at its own discretion:
  - a. Repair or replace the Product at the cost of the Seller. Goods repaired or replaced under this Warranty will be warranted for the remaining period of the Warranty. **Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.**
  - b. Refund the purchase price paid by the consumer.
5. The Warranty does not apply to Product that :
  - a. Has failed due to excessive wear and tear beyond what is considered to be reasonable.
  - b. Has been misused or neglected.
  - c. Has been damaged accidentally or by acts of God including fire and flooding.
  - d. Has been used or operated contrary to operating or maintenance instructions.
  - e. Has been damaged by the Consumer or a third party authorised to act for the consumer in transit from the Sellers store to the Consumer.
  - f. Has been modified, altered or tampered with by unauthorized persons.
  - g. Damage caused by insects or vermin and claims based on the presence of insects or vermin.
  - h. Has been used in commercial situations or applications.

# Limited Warranty

It also excludes breakables such as glass and ceramic items, consumable items such as those that require periodic replacement as part of the ordinary use, lack of care or maintenance of the product or as directed by the instruction booklet, minor cosmetic issues (including, without limitation, paint and coatings) and normal wear and tear, and does not cover the cost of claiming under the warranty or transporting the goods to and from the place of purchase.

6. In order to make a claim under the Warranty, the Owner must, where possible return the goods to the Seller's store at the Owner's cost. Proof of purchase must be supplied in all cases.
7. The seller will examine any returned Products and if the Seller determines that there is an apparent defect through no fault of the Owner, the Seller will:
  - a. Make note of the Owner's contact details including the Owner's telephone number which the owner can be contacted during business hours, postal address and e-mail address.
  - b. Make note of the defects reported by the Owner.
  - c. Take back the defective goods from the owner and determine within a reasonable time through dialogue with the Seller whether the goods are defective.
  - d. Advise the owner within a reasonable time frame whether it accepts or rejects the Product claim.
  - e. If the Seller accepts the return of the Product, the Seller must arrange to have
    - i. The Product repaired or,
    - ii. Replace the damaged or faulty Product or,
    - iii. Refund the purchase price.

Note that repairs or replacements may be done with refurbished items or parts, or replaced with a similar item.

8. The Seller will not accept any returned Product which has not been returned strictly in accordance with this Warranty.

# Limited Warranty

9. For the purpose of this Warranty:
- a. Australian Consumer Law means the law as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).
  - b. Consumer means the Purchaser of goods from the seller.
  - c. Consumer means a Consumer as that term is set out in section 3 of the Australian Consumer Law.
  - d. Consumer Guarantees means the guarantees under the Australian Consumer Law.
  - e. Implied terms means any guarantees, conditions, warranties or other terms implied by any Australian Commonwealth, State or Territory laws, (excluding the Australian Consumer Law) or the law of any other jurisdiction.
  - f. Owner has the meaning set out in clause 3.
  - g. Warranty means this warranty.
  - h. Product means the Product/s bought by the Owner from the Seller that fall under this warranty.
  - i. Warranty Period means:
    - i. In relation to Cast Iron Cookware: 3 Year Limited Warranty
    - ii. In relation to Non-Stick Cookware: 3 Year Limited Warranty
    - iii. In relation to Cooking Utensils: 3 Year Limited Warranty
    - iv. In relation to Knives/Knife Block Sets: 3 Year Limited Warranty
    - v. In relation to Stainless Steel Cookware: 10 Year Limited Warranty
    - vi. In relation to Chopping boards: 1 Year Limited Warranty
    - vii. In relation to Small Appliances: 1 Year Limited Warranty**



[www.westinghousesmallappliances.com.au](http://www.westinghousesmallappliances.com.au)

1300 883 109

13 Merino Entrance, Cockburn Central 6164, WA

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