



# Russell Hobbs

## INSTRUCTIONS and WARRANTY



**MODEL NO: RHSWD2**

**RUSSELL HOBBS COLD & AMBIENT  
FREE STANDING WATER DISPENSER**

Extend your 1 year retail warranty to an additional  
1 year by registering your purchase here:



Congratulations on purchasing your Russell Hobbs cold & ambient free-standing water dispenser. Each unit is manufactured to ensure safety and reliability. Before using this appliance for the first time, please read the instruction manual carefully and keep it for future reference.

## FEATURES OF THE RUSSELL HOBBS FREE STANDING WATER DISPENSER

- Cold & Ambient water options
- Cooling Storage Cabinet
- Cooling water capacity & temperature: 10°C, 2L/h
- Cooling power is 85W at 220V~ 50Hz
- Cooling compartment with tray and shelf
- Colour coded ambient & cold indicator switches
- Cold, Ambient & Power illuminated symbols
- Drip tray and water drainage plug
- All the plastic parts are made of antibacterial ABS and \*are\* BPA free
- This model is compatible with most standard purified water bottles or why not purchase the Russell Hobbs purification and mineralisation bottle (RHSFB/RHPM1)
- 2 Year Warranty (1 year retail • 1 year extended upon online registration of product • visit [www.russellhobbs.co.za](http://www.russellhobbs.co.za)).

## IMPORTANT SAFEGUARDS

In order to avoid damage to this appliance or injury to the user, the following list of basic safety measures should always be adhered to. If the user fails to comply with these measures the warranty will become invalid and the supplier cannot be held responsible.

1. Before using your water dispenser, rinse out any dust (Due to transportation).  
-This can be done by running water through the dispenser taps. Empty at least one dispenser water bottle. Then empty the tanks completely by opening the water discharge stopper at the back of the water dispenser.
2. Always ensure that the voltage on the rating label corresponds to the mains voltage in your home.
3. Your close supervision is required when the appliance is used by children or people with reduced physical, sensory and mental capabilities.
4. Children should not play with the water dispenser.
5. The use of an extension cord with this appliance is not recommended. However, if it is necessary to use an extension cord, ensure that the cord is suited to the power consumption of the appliance to avoid overheating of the extension cord, appliance or plug point.  
-Do not place the extension cord in a position where it can be pulled on by children or animals or tripped over.
6. Your water dispenser should be kept away from heat sources such as ovens, heaters, stoves and electric ovens and should not be kept under direct sunlight.
7. Keep away from other electronic appliance, e.g. TV, CD player or Stereo system.
8. Recommended operating environment temperature is between 18 and 38°C
9. **WARNING:** Keep the ventilation openings at the back of the appliance uncovered.  
-Leave enough space (15cm) behind the water dispenser to allow for good ventilation.
10. If two water dispensers are placed side by side, at least 2cm space should be left between them.
11. Ensure that your water dispenser stands balanced on a flat/ level surface. This should be done before the dispenser water bottle is placed onto the dispenser.

12. Always unplug the water dispenser when it is not in use, before cleaning, during maintenance or when removing/adding parts.
13. Remove the plug from the socket by gripping the plug. Do not pull on the cord to disconnect the water dispenser from the mains.
14. Only use dispenser water bottles that have been designed for this water dispenser. ---The use of accessory attachments that are not recommended by the manufacturer may result in injury, fire/electric shock or may damage the water dispenser.
15. Store the water dispenser in a cool, shadowed area.
16. Do not use the water dispenser as a supportive structure.
17. Do not use the water dispenser if it has been dropped or damaged in any way.
18. Do not puncture or damage the gas channels at the back of the water dispenser. If cooling gas comes into contact with skin or eyes it may cause irritation or injury  
-please contact a health practitioner.
19. Do not cover the water dispenser or place objects where they can block the top of the water dispenser.
20. Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
21. This product has been produced only for water heating and cooling purpose. -Do not use the appliance for cooling milk, soda, lemonade, alcoholic drinks etc.
22. Do not tilt your appliance more than 45° during transportation or relocation.
23. If water drip tray fills during daily use, please empty accumulated water.
24. Do not switch the cooling function between on and off positions within 3 minutes. This is important to protect the compressor.
25. Do not use damaged dispenser water bottles.
26. Place the dispenser water bottle inverted onto the water protector on the top part of the water dispenser.
27. If you are not using the appliance during the night; you can turn it to the OFF position to save energy.
28. Be sure to switch off the water dispenser if it is not going to be in use for a long period of time.  
-Empty the water dispenser completely, by opening the tap and letting all the water drain out. Then open the drain valve at the back of the water dispenser and let the water drain out completely.  
**NOTE:** If water is left in the water dispenser for long periods of time, it will begin to smell and may cause damage to the water tank.
29. This appliance is intended to be used in household and similar applications such as
  - staff kitchen areas in shops, offices and other working environments
  - farm houses, hotels, motels, catering and other residential type environments
30. In case of technical problems, switch off the machine and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment or repair. Always insist on the use of original spare parts.

**Failure to comply with the above-mentioned pre-cautions and instructions, could affect the safe operation of this machine.**

## PARTS DIAGRAM

Figure 1:

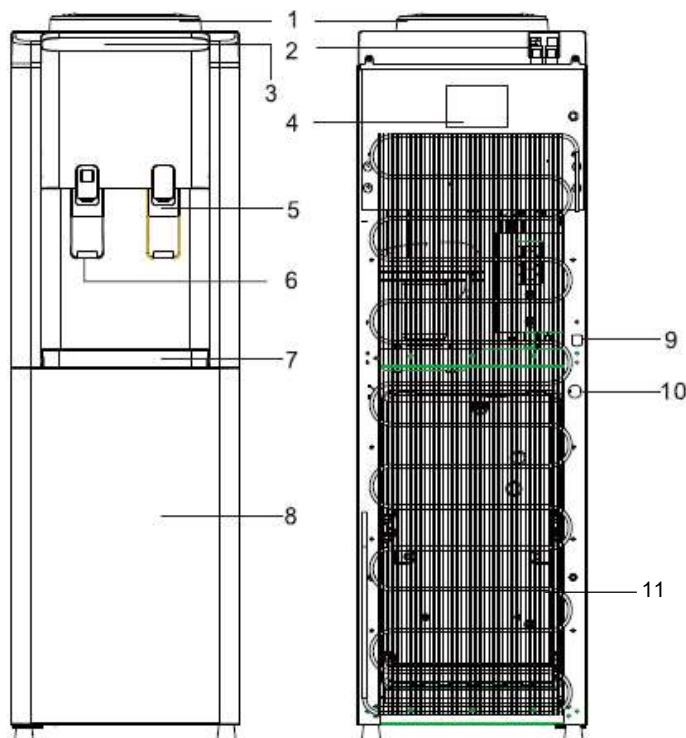


Figure 1 is only for illustration purposes and may differ from the actual unit

Table 1:

Number	Description	Number	Description
1	Dispenser bottle seat	7	Drip tray
2	Power Switch	8	Cooling cabinet
3	Indicator lights	9	Electric power cord
4	Information plate	10	Drain plug
5	Cold water tap/faucet	11	Condenser
6	Ambient water tap/faucet		

## HOW TO INSTALL & OPERATE THE WATER DISPENSER

1. Tear the hygienic label off the pre-filtered water bottle.  
-Alternatively assemble the Russell Hobbs purification and mineralisation water bottle suited for this unit.
2. Always install the dispenser indoors, on a flat surface and at a distance not less than 15 cm from the back wall.  
**Note:** Keep this appliance away from high temperatures and in a dry and ventilated place.
3. Insert the water bottle vertically on the water bottle seat and press the water faucets until water flows out.

4. Push the water tap. Bubbles flowing in the bottle will indicate that water in the bottle is flowing into the hot water tank. Continue pressing the hot water tap until bubbles cease to rise in the water bottle.
5. Insert the power plug to the wall socket and turn the electric switches (at the back of your unit) to ON position to start the appliance. Do not move both switches at the same time.
6. Cooling and ambient indicator lights should light up. This means that the system will start operating.
  - The appliance is designed to provide ambient or cold water whenever you need it.
7. The light turns off automatically when water is cold. When the water temperature increases, the indicator light will illuminate automatically, and the water temperature will reduce again.
8. If you do not want to use cold water, turn off the cold waterpower switch at the back of your unit and the water will be at ambient/room temperature.
9. Vertically pull out the bottle with two hands when the bottle is empty, then replace it with another bottle of water.

## **PRECAUTIONS**

- Before the first use and after a long period of not using it, the water tank and water pipes should be cleaned well. If possible, they should be disinfected and the water must be discarded. If the appliance is not going to be used for a long period of time, unplug it and drain all water in its interior.
- Switch the heating switch to OFF while draining the system.

## **During transportation**

**NOTE:** Original packages and foam may be required for transportation of your water dispenser.

Points to consider during re-transportation of the product;

- Your water dispenser should be emptied and cleaned before the transportation.
- Accessories of your water dispenser should be taped down to prevent movement during transportation.
- Condenser pipes on the back of the water dispenser should be protected against impact and damage before you put it back into the packaging.
- The packaged water dispenser should be securely packed into the transportation vehicle.
- Your appliance should not be tilted more than 45° during the transportation. This is to avoid damaged to the compressor.
  - Should the water dispenser be tilted more than 45° or stored horizontally, **it should be kept in a vertical (upright position) for a minimum of 6 hours before operating.** This instruction allows the refrigerant and compressor lubrication to settle, and prevent early failure.

## **In case of any power failure;**

- Within the first six hours of the first use, unplug the water dispenser, wait for one hour then plug in the water dispenser.
- If it occurs after the first six hours of operation, your appliance will start to operate automatically after 10 minutes.

- If your appliance has not started to cool after the above-mentioned time periods, call an Authorised Service Centre.

## CLEANING YOUR APPLIANCE

- Before cleaning, disconnect the power of your water dispenser by unplugging it from the wall socket.
- Wash and disinfect the water dispenser every 3-6 months with a suitable detergent.
- Clean the outer surfaces of the water dispenser by wiping with a soft damp cloth. **-Do not** use abrasive cleaners such as bleach or detergents. Use a little baking soda dissolved in warm water.
- Never use vapor or steam cleaning materials for cleaning purpose. Do not spray water directly onto the water dispenser. This may cause a short circuit or electric shock, should the water come into contact with the electrical circuits.
- Keep the area around the water dispenser free of dust by using a brush or vacuum cleaner. If the condenser becomes dirty, clean with a soft damp cloth.
- Dry the appliance completely after cleaning.

## TROUBLESHOOTING

Turn off the water dispenser and disconnect it from the electricity source.

**Table: 2**

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<b>Lights are not in working order / Dispenser does not operate</b>	1. Appliance is not connected to an electric source 2. The switch is not ON 3. The overheat protection switch has tripped	1. Make sure the plug is connected 2. Turn the switch ON 3. Take to Russell Hobbs service department
<b>Leakage</b>	1. The water container is broken 2. The water pipe is broken 3. The faucet is damaged	1. Replace the water container with a new one 2. Replace the water pipe 3. Replace the faucet
<b>Not producing cold water/ not cooling the water</b>	1. Cooling switch is damaged or does not make contact 2. An electrical connection is loose 3. The cooling switch is not ON 4. Water dispenser has not been placed far enough away from the wall	1. Replace the switch and check the connections 2. Repair connections 3. Ensure that cold water button on the back is switched on 4. Move the water dispenser further away from the wall
<b>Compressor stops operating frequently</b>	1. Room temperature is too high 2. Water dispenser has not been placed on the distance sufficiently far from the wall	1. Use indoors only and place in a cooler room 2. Move the water dispenser further away from the wall. Between 10-20 cm
<b>Water dispenser vibrates</b>	1. Water dispenser is not on level surface	1. Ensure that the water dispenser is placed on a level surface
<b>Water dispenser is noisy</b>	1. Noise may be caused from flow of cooling agent. 2. Clicking sounds may occur as a result of contraction and expansion because of heating and cooling of water tanks.	1. Do not panic, this is normal. -You will hear a flow sound at the end of each circulation 2. This is normal

## SERVICING THE APPLIANCE

There are no user serviceable parts in this appliance. If the unit is not operating correctly, please check the following:

- You have followed the instructions correctly
- That the unit has been wired correctly and that the wall socket is switched on.
- That the mains power supply is ON.
- That the plug is firmly in the mains socket.

If the appliance still does not work after checking the above:

Consult the retailer for possible repair or replacement. If the retailer fails to resolve the problem and you need to return the appliance, make sure that:

- The unit is packed carefully back into its original packaging.
- Proof of purchase is attached.
- A reason is provided for why it is being returned.

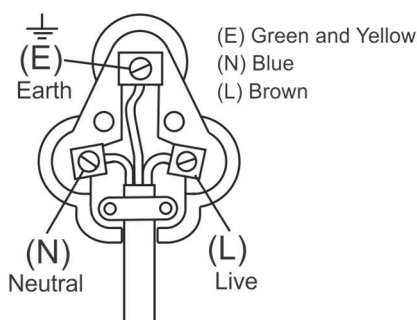
If the supply cord is damaged, it must be replaced by the manufacturer or an authorised service agent, in order to avoid any hazard. If service becomes necessary within the warranty period, the appliance should be returned to an approved Home of Living Brands (Pty) Ltd service centre. Servicing outside the warranty period is still available, but will, however, be chargeable.

## CHANGING THE PLUG

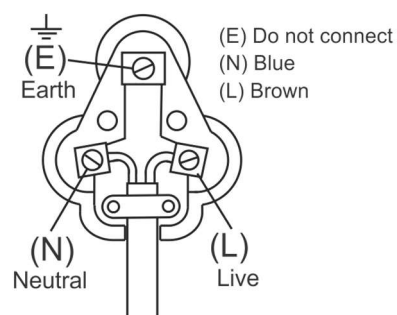
Should the need arise to change the fitted plug, follow the instructions below.

**This unit is designed to operate on the stated current only. Connecting to other power sources may damage the appliance.**

**WARNING:** If your appliance has three wires (Green/Yellow, Blue, Brown) then it **MUST** be earthed. Connect a three pin plug as shown below



If your appliance has only two wires (Blue, Brown) then it does not need to be earthed. Connect a three pin plug as shown below



**PLEASE AFFIX YOUR PROOF OF PURCHASE/RECEIPT HERE  
IN THE EVENT OF A CLAIM UNDER WARRANTY THIS RECEIPT MUST BE PRODUCED.**

**2 YEAR WARRANTY**

*1 year retail | 1 year extended warranty  
upon registration\*  
visit [www.russellhobbs.co.za](http://www.russellhobbs.co.za)*

**W A R R A N T Y AND EXTENDED WARRANTY**

1. Home of Living Brands (Pty) Limited ("Home of Living Brands") warrants to the original purchaser of this product ("the customer") that this product will be free of defects in quality and workmanship which under normal personal, family or household use and purpose may manifest within a period of 1 (one) year from the date of purchase ("warranty period").
2. Home of Living Brands shall extend the warranty period for a further period of 1(one) year ("extended warranty period\*"), on condition that the purchaser registers the product on the website, within 12 months from the date of purchase of the product. The website address for registration is as follows: <http://russellhobbs.co.za/info-pages/warranty-info.aspx>. The extended warranty period only applies to products purchased on or after 1 October 2017.
3. Where the customer has purchased a product and it breaks, is defective or does not work properly for the intended purpose, the customer must notify the supplier from whom the customer bought the product ("the supplier") thereof within the warranty period or if applicable, the extended warranty period. Any claim in terms of this warranty must be supported by a proof of purchase. If proof of purchase is not available, then repair, and/or service charges may be payable by the customer to the supplier.
4. The faulty product must be taken to the supplier's service centre to exercise the warranty.
5. The supplier will refund, repair or exchange the product in terms of this warranty subject to legislative requirements. This warranty shall be valid only where (a) the customer is not the cause of the product breaking, and (b) the product has been used for the intended purpose stipulated in the product manual. The warranty does not include and will not be construed to cover products damaged as a result of disaster, misuse, tamper, abuse or any unauthorised modification or repair of the product.
6. This warranty will extend only to the product provided at the date of the purchase and not to any expendables attached or installed by the customer. In this regard any accessories supplied with the product by the supplier, may be excluded in this warranty or extended warranty (see Exclusions to Warranty and Extended Warranty document).
7. If the customer requests that the supplier repairs the product and the product breaks or fails to work properly within 3 (three) months of the repair and not as a result of misuse, tampering or modification by or on behalf of the customer, then the supplier may replace the product or pay a refund to the customer, subject to the supplier's discretion.
8. The customer may be responsible for certain costs where products returned are not in the original packaging, or if the packaging is damaged. This will be deducted from any refund paid to the customer.

**HOME OF LIVING BRANDS (PTY) LTD (JOHANNESBURG)**

NATIONAL CONTACT CENTRE  
JOHANNESBURG

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TEL NO. (011) 490-9600

[www.homeoflivingbrands.com](http://www.homeoflivingbrands.com)  
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[www.facebook.com/RussellHobbsSA](https://www.facebook.com/RussellHobbsSA)



## *EXCLUSIONS TO WARRANTY AND EXTENDED WARRANTY*

1. Any accessories supplied with the product, including but not limited to, bowls, jugs, mills or carafes made either of glass or plastic and supplied with this appliance (hereinafter referred to as “the accessory or accessories”), is warranted to be free from material and workmanship defects for the duration of the appliance warranty.
2. The accessories should give trouble free service when used in accordance with the directions described in the instruction manual. However, the accessories will be damaged if subjected to impact, and this damage is not covered by the warranty. Such impact damage can occur either from the outside (if for example it is dropped or knocked against a hard surface), or from within (if for example foreign objects are placed within the accessories and the power is switched on).
3. Should you need to replace an accessory during the warranty period; a claim for a free replacement will only be considered if the item (including all shards and broken parts) is returned to the nearest HOLB service centre for examination.
4. The remains of the accessory will be carefully examined by the relevant professionals and if it is determined (at the sole discretion of HOLB) that the damage was caused by impact, then the claim will be refused and will not be covered by the warranty or any extended warranty.
5. Any replacement part provided in terms of clause 4 above will become a chargeable item payable by the customer.



The packaging material used is recyclable; we recommend that you separate plastic, paper and cardboard and give them to recycling companies.

According to the Waste of Electrical and Electronic Equipment (WEEE) directive, WEEE should be separately collected and treated. If at any time you need to dispose of this product, please do NOT dispose of this product with household waste. Please send this product to WEEE collecting points where available.