

**COSO**<sup>®</sup>  
D E S I G N

# Original Operating Manual

## Instant Boiling Water Dispenser

### HW 500 Touch



Item no. 11863

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# 1. Operating Manual

## 1.1 General

Please read the information contained herein so that you can become familiar with your device quickly and take advantage of the full scope of its functions.

Your Water Dispenser will serve you for many years if you handle it and care for it properly. We wish you a lot of pleasure in using it!

## 1.2 Information on this manual

These Operating Instructions are a component of the Water Dispenser (referred to hereafter as the device) and provide you with important information for the initial commissioning, safety, intended use and care of the device. The Operating Instructions must be available at all times at the device. This Operating Manual must be read and applied by every person who is instructed to work with the device:

- Commissioning
- Operation
- Troubleshooting and/or
- Cleaning

Keep the Operating Manual in a safe place and pass it on to the subsequent owner along with the device.

## 1.3 Warning notices

The following warning notices are used in the Operating Manual concerned here.

### **Danger**

**A warning notice of this level of danger indicates a potentially dangerous situation.**

If the dangerous situation is not avoided, this can lead to death or serious injuries.

- ▶ Observe the instructions in this warning notice in order to avoid the danger of death or serious personal injuries.

### **Warning**

**A warning notice of this level of danger indicates a possible dangerous situation.**

If the dangerous situation is not avoided, this can lead to serious injuries.

- ▶ Observe the instructions in this warning notice in order to avoid the personal injuries.

### **Attention**

**A warning notice of this level of danger indicates a possible dangerous situation.**

If the dangerous situation is not avoided, this can lead to slight or moderate injuries.

- ▶ Observe the instructions in this warning notice in order to avoid the personal injuries..

### **Please note**

A notice of this kind indicates additional information, which will simplify the handling of the machine.

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## 1.4 Limitation of liability

All the technical information, data and notices with regard to the installation, operation and care are completely up-to-date at the time of printing and are compiled to the best of our knowledge and belief, taking our past experience and findings into consideration.

No claims can be derived from the information provided, the illustrations or descriptions in this manual. The manufacturer does not assume any liability for damages arising as a result of the following:

- Non-observance of the manual
- Improper repairs
- Use of unauthorized spare parts
- Uses for non-intended purposes
- Technical alterations, modifications of the device

Modifications of the device are not recommended and are not covered by the guarantee.

All translations are carried out to the best of our knowledge. We do not assume any liability for translation errors, not even if the translation was carried out by us or on our instructions. The original German text remains solely binding.

## 1.5 Copyright protection

This document is copyright protected. Caso Design USA LLC. reserves all the rights, including those for photomechanical reproduction, duplication and distribution using special processes (e.g. data processing, data carriers, data networks), even partially.

Subject to content and technical changes.

## 2 Safety

This chapter provides you with important safety notices when handling the device.

The device corresponds with the required safety regulations. Improper use can result in personal or property damages.

### 2.1 Intended use

This device is only intended for use in households in enclosed spaces for

- Boiling water

Uses for a different purpose or for a purpose which exceeds this description are considered incompatible with the intended or designated use.

### Warning

- ▶ Danger due to unintended use!
- ▶ **Dangers can emanate from the device if it is used for an unintended use and/or a different kind of use.**
- ▶ Use the device exclusively for its intended use.
- ▶ Observe the procedural methods described in this Operating Manual.
- ▶ Claims of all kinds due to damages resulting from unintended uses are excluded. The User bears the sole risk.

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## 2.2 General Safety information

### Please note

- ▶ Please observe the following general safety notices with regard to the safe handling of the device.
- ▶ Read all instructions before using.
- ▶ Children shall not play with the appliance.
- ▶ Cleaning and user maintenance shall not be made by children.
- ▶ Unplug the unit when not in use and before cleaning. Allow unit to cool before cleaning.
- ▶ Inspect the unit, its power cord and plug for any damage before using. If there appears to be any damage or if the unit shows signs of malfunctioning, do not use the appliance. Return the appliance to the nearest authorized service facility for inspection and repair.
- ▶ Only qualified electricians, who have been trained by the manufacturer, may carry out any repairs that may be needed. Improperly performed repairs can cause considerable dangers for the user.
- ▶ Only customer service departments authorized by the manufacturer may carry out repairs on the device during the guarantee period, as otherwise the guarantee entitlements will be null and void in the event of any subsequent damages.
- ▶ Defective components must always be replaced with original replacement parts. Only such parts will guarantee that the safety requirements are fulfilled.
- ▶ Do not use accessory attachments that have not been recommended by the manufacturer.
- ▶ Do not use outdoors.
- ▶ Do not allow cord to touch hot surfaces or hang over sharp edges such as those on countertops.
- ▶ Do not place the unit on or near a hot gas or electric burner, or heated oven.
- ▶ Always handle the appliance gently. Do not place it near the edge of the table or counter to protect against the deform or function damage in case it falls down from the table accidentally.
- ▶ Do not use this appliance for any unintended use.
- ▶ SAVE THESE INSTRUCTIONS.

## 2.3 Danger of burns

### Warning

- ▶ The water heated in the device and the device can become very hot.
- ▶ Please observe the following safety notices in order not to burn or scald yourself or others.
- ▶ When boiling water, the device becomes hot.
- ▶ Do not touch the hot surface and not the spout when the device is in operation. Danger of burns.
- ▶ Open the lid of the water tank slowly, to prevent scalding by the escaping steam.
- ▶ Always test the temperature of the water before you drink it.
- ▶ Pay attention to the hot water steam that is produced during cooking process. Risk of burns.

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## 2.4 Dangers due to electrical power

### **Danger**

#### **Mortal danger due to electrical power!**

Mortal danger exists when coming into contact with live wires or subassemblies!

Observe the following safety notices to avoid dangers due to electrical power:

- ▶ Do not dip the cable, device or plug into water or other liquid to prevent an electric shock.
- ▶ If the connection lead is damaged, you will need to have a special connection lead installed by an authorized electrician.
- ▶ Do not operate this device if its power cable or plug is damaged, if it does not work properly or if it is damaged or has been dropped. If the power cable is damaged, it will need to be replaced by the manufacturer or his service agency or a similar qualified person, to avoid any dangers.
- ▶ Do not open the housing on the device under any circumstances. There is a danger of an electrical shock if live connections are touched and the electrical or mechanical structure is altered. In addition, functional faults on the device can also occur.

## 3 Commissioning

This chapter provides you with important safety notices during the initial commissioning of the device. Observe the following notices to avoid dangers and damages.

### **Please note**

- ▶ Before using the device for the first time it must be calibrated.
- ▶ A device that is operated without prior calibration may not work properly and could be damaged.
- ▶ Please pay attention to the instruction for calibration of your device at chapter 14.1.

### 3.1 Safety information

#### **Warning**

**Personal and property damages can occur during commissioning of the device!**

Observe the following safety notices to avoid such dangers:

- ▶ Packaging materials may not be used for playing. There is a danger of suffocation.

### 3.2 Delivery scope and transport inspection

As a rule, the Water Dispenser is delivered with the following components:

- Water Dispenser
- Water filter
- Operation Manual

#### **Please note**

- ▶ Examine the shipment for its completeness and for any visible damages.
- ▶ Immediately notify the carrier, the insurance and the supplier about any incomplete shipment or damages as a result of inadequate packaging or due to transportation.

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### 3.3 Unpacking

To unpack the device, proceed as follows:

Remove the device out of the carton and remove the packaging material.

### 3.4 Disposal of the packaging



The packaging protects the device against damages during transit. The packaging materials are selected in accordance with environmentally compatible and recycling-related points of view and can therefore be recycled. Returning the packaging back to the material loop saves raw materials and reduces the quantities of accumulated waste. Take any packaging materials that are no longer required to “Green Dot” recycling collection points for disposal.

### 3.5 Setup location requirements:

In order to ensure the safe and trouble-free operation of the device, the setup location must fulfil the following prerequisites:

- The device must be set up on a firm, flat, horizontal surface with sufficient load-bearing capacity for the HW 500 Touch.
- Place the device only on a waterresistent surface.
- Do not use the device outdoors.
- Do not operate the product near hot gas or hot stove.
- Choose the setup location in such a way that children cannot reach the device.
- The device is not intended to be installed in a wall or a built-in cupboard.
- Do not set up the device in a hot, wet or extremely damp environment or near flammable material.
- The electrical socket must be easily accessible so that the power lead can be disconnected easily, in the case of an emergency.
- The installation and assembly of this device in non-stationary setup locations (e.g. on ships) must be carried out by specialist companies / electricians, provided they guarantee the prerequisites for the safe use of this device.

### 3.6 Electrical connection

In order to ensure the safe and trouble-free operation of the device, the following instructions must be observed for the electrical connection:

- Before connecting the device, compare the connection data (voltage and frequency) on the rating plate with those of your electrical network. This data must agree in order that no damages occur in the device. If in doubt, ask your qualified electrician.
- The electrical outlet must be protected by a 16A safety cut-out switch.
- The use of multiple plugs or gangs is prohibited because of the danger of fire that is involved with this.
- Make sure that the power cable is undamaged and has not been installed under the ice maker or over hot or sharp surfaces.
- The electrical safety of the device is only guaranteed if the device is connected to a properly installed protective conductor system. Operations using an electrical outlet without a protective conductor are prohibited. If in doubt, have the house installation checked over by a qualified electrician.
- The manufacturer cannot be made responsible for damages that are caused by a missing or damaged protective conductor.

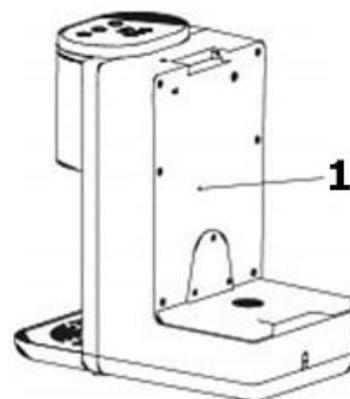
### 3.7 Overheating protection & reset

The appliance is equipped with an overheating protection facility. If the temperature of the appliance exceeds the critical limit the appliance shuts off further power supply for safety reasons.



By pressing the reset button (1) the appliance can be reactivated. Unplug the device before reset. When the device is only producing cold water please press reset button.

Please use enclosed reset-key for the reset-button.



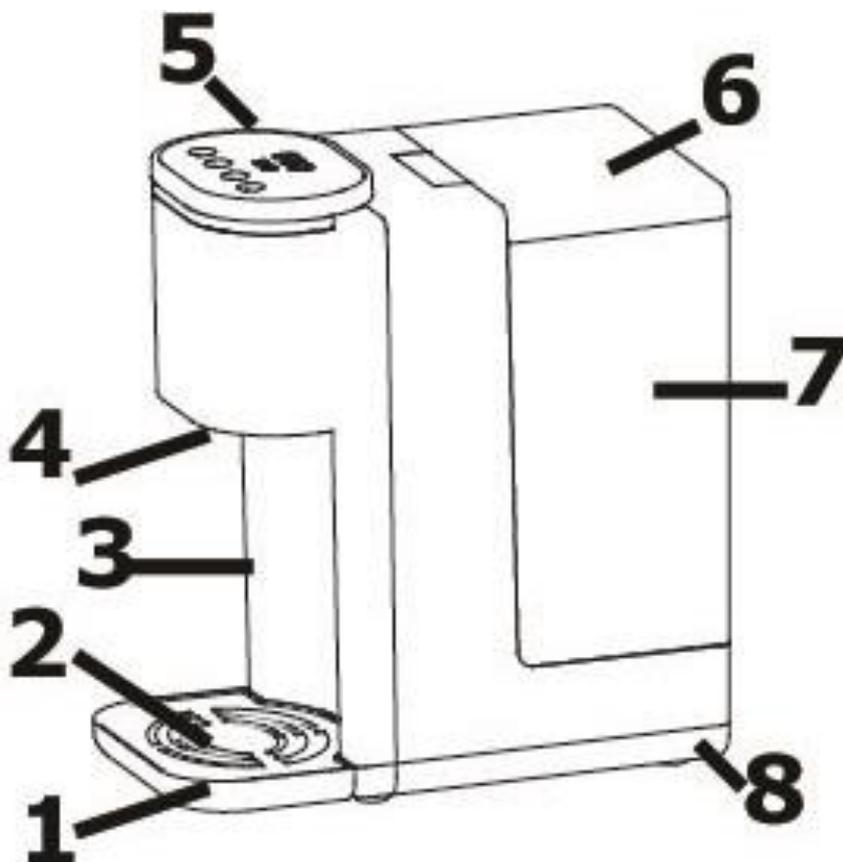
## 4 Design and Function

In this chapter, you'll find important information on the design and function of the device.

### 4.1 Overview

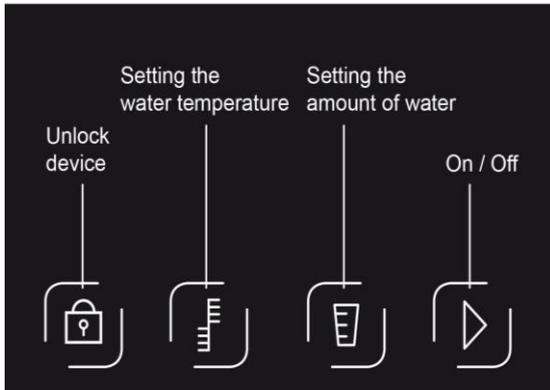
#### Warning

- ▶ Warning symbol: hot steam.
- ▶ Caution hot steam can escape at device. Risk of burns.



- 1 drip tray
- 2 cover of drip tray
- 3 main body
- 4 spout
- 5 control panel
- 6 tank cover
- 7 tank
- 8 base

## 4.2 Control panel



Press the button for about 3 seconds to unlock. After approximately 10-15 seconds without operation it locks automatically. Press the button again to unlock the device.



Set the desired temperature to one of the six temperatures (115°F, 160°F, 175°F, 190°F, 200°F & 212°F).



Set the water volume to 4oz, 8oz, 12oz, or 16oz.



Start and stop function setting.

## 4.3 Rating plate

The rating plate with the connection and performance data can be found beneath the device.

## 4.4 Recommended tea & more steeping chart

Drink	Type temp (°F)	Steep time (min)
Delicate tea	160 °F	1-2 min
Green Tea	175 °F	2-3 min
White & Oolong tea	190 °F	2-4 min
French Press	200 °F	4-5 min
Black & Herbal tea	212 °F	3-5 min
Cup of soups	212 °F	3 min
Oatmeal & hot chocolate	212 °F	1-2 min

## 5 Operation and Handling

This chapter provides you with important notices with regard to operating the device. Observe the following notices to avoid dangers and damages.

### Warning

- ▶ Do not leave the appliance unsupervised during operation.

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## 4.5 Before initial use

1. Place the device in a safe location and plug it in.
2. Please do not use the filter at this moment yet.
3. Fill the water tank with approx. 68 fl oz of water.
4. Remove the tray.
5. Place a large bowl in front of the device so that it collects the water that runs out of the spout.
6. Start the device with 000 temperature setting until the device dispensed water with normal temperature.
7. Start the device with maximum temperature setting and continuous water flow (see 4.2).
8. After about 30 seconds the calibration of boiling point is finished and the device works steadily.
9. When the water tank is empty, the device beeps and the display shows E7.
10. Remove the plug from the wall outlet and let the device cool down.
11. Refill the water tank again with fresh water. The device is now ready to use.

### Filter

#### Warning

- ▶ The filter is only intended to filter tap water. Do not use water of unknown quality or that has been microbiologically impaired.
1. Remove the filter from all packaging. There may be a small residue of black carbon particles in the bag or adhering to the cartridge body. This is normal. These particles are harmless and will be washed off during the preparation process.
  2. Soak the filter upright in water for 10 min.
  3. Rinse the filter under running water for 10 sec.
  4. The filter is now ready for use.

#### Please note

- ▶ The lifetime of the filter lasts about 4-6 weeks of normal use (filtering of approximately 650 cups of water in total).
- ▶ Store the replacement filter cartridges in a cool location, out of direct sunlight and away from heat sources.

## 4.6 Use

1. **Fill in water**
  1. Open the lid, fill the water tank with the desired amount of water.
  2. Close the lid.



#### Please note

- ▶ The water level must be less than the Max level.

## 2. Obtain desired water

1. Make sure the plug is connected to the wall outlet.
2. Place your cup on the removable drip tray, make sure it aligns with the spout.
3. First press  about 3-5 seconds.  and  light up.
4. Press  to choose your desired temperature and press  to set the water volume.
5. Press  to operate the appliance. After 5-10 s, the desired water will flow out continuously from water spout.

Press  again, when your desired amount of water is obtained. The appliance will stop working at once.

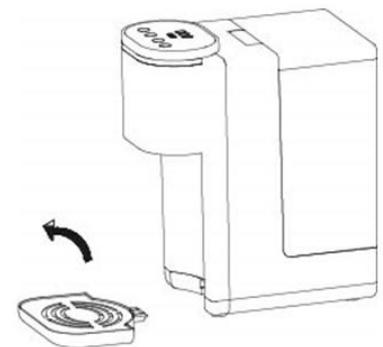
6. If you want to obtain water again, repeat the steps above.

## Please note

- ▶ If device is not used for long periods of time there could be scale deposits despite water filter. In this case let 3 oz with 212 °F run through the device.
- ▶ The appliance has a memory function if the plug is still plugged in. The settings, that were adjusted the last time, are still adjusted. The settings will be reset after unplugging.
- ▶ The ambient temperature changes everyday. This leads to different amounts of water. It can vary up to +- 15%.

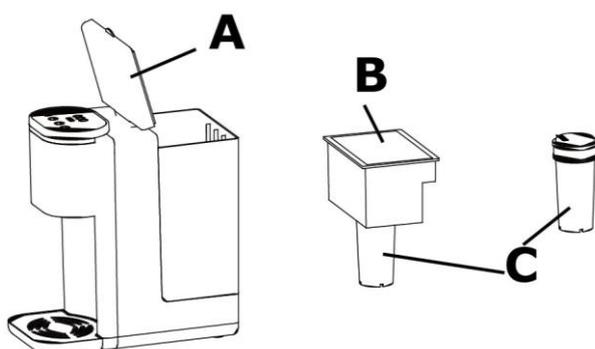
## 3. Water disposal from the drip tray

1. When the drip tray is full, grasp and stabilize the appliance by one hand and use the other hand to lift up the drip tray slightly to remove it.
2. Empty the water tray and insert it into the original place. Make sure it is properly inserted.



## 4. Replacing the filter

1. Open the tank cover and take out the box with the filter.
2. Soak the filter upright in water for 10 min.
3. Rinse the filter under running water for 10 sec.
4. Remove the old filter and replace it with a new filter (see fig.). Take out the filter box, place the new filter and pull it down from the bottom.



A tank cover  
B filter box  
C filter

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## 5. Error code E7

If the appliance stops to operate with a beeping sound and the display shows the error code E7, it means that there is too little water or no water in the water tank. Please fill in enough water into the water tank immediately.

## 5 Cleaning and Maintenance

This chapter provides you with important notices with regard to cleaning and maintaining the device. Please observe the notices to prevent damages due to cleaning the device incorrectly and to ensure trouble-free operation.

### 5.1 Safety information

#### Attention

Please observe the safety instructions, before cleaning your device

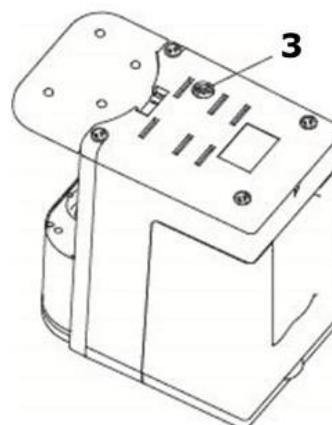
- ▶ Unplug the device when not in use and before any cleaning.
- ▶ Never immerse the unit, cord or plug in water or other liquids and do not place in the dishwasher.
- ▶ Do not use iron brush, abrasive cleaning agent or solvents, kitchen cleaner, or sharp cleaning tool for cleaning.

### 5.2 Cleaning

1. Remove the plug from the outlet and let the device cool down.
2. To maintain the performance of the device, descale the appliance at least once a month. If you use a CASO water filter and change it as regular as described in chapter 5.2 you do not need to descale the appliance.
3. Please use a non-toxic detergent such as citric acid. Add some citric acid into the water and operate the appliance three times. The scale will be removed. After that, pour out the water in the water tank.
4. Do not clean the main machine. Only wipe it with a damp cloth.

#### Drainage stopper

After cleaning the appliance, please take out the drainage stopper (3) in order to clean up waste water. Put the drainage stopper back in after opening it. Make sure it is fastened properly.



### 5.3 Storage

1. If the appliance is not used frequently, unplug and clean it, then put back into the original packing box to avoid that the electrical components from getting humidified or damaged.

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## 6 Disposal of the Old Device

Old electric and electronic devices frequently still contain valuable materials. However, they also contain damaging substances, which were necessary for their functionality and safety.

If these were put in the non-recyclable waste or were handled incorrectly, they could be detrimental to human health and the environment.

Therefore, do not put your old device into the non-recyclable waste under any circumstances.



### Please note

- ▶ Utilize the collection point, established in your town, to return and recycle old electric and electronic devices. If necessary, contact your town hall, local refuse collection service or your dealer for information.
- ▶ Ensure that your old device is stored safely away from children until it is taken away.

## 7 Guarantee

### 12 Months Limited Warranty

Caso Design USA warrants that for a period of 12 months from the date of purchase, this product will be free from defects in material and workmanship. Caso Design USA at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. DO NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty.

This warranty is valid for the original retail purchaser from the date of the initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance.

This limited warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than Caso Design USA service center. Further this limited warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

### What are the limits on Caso Design USA's Liability?

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Some provinces, states or jurisdictions do not allow the exclusion or limitation of the incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from province to province, state to state, or jurisdiction to jurisdiction.

## 8 Technical Data

Device	Instant Boiler Water Dispenser HW 500 Touch
Item No.:	11863
Mains data	120 V, 60 Hz
Power consumption	1800 Watt
Volume	74 fl oz
External measurements (W x H x D):	10.7" x 6.57" x 12.05"
Net weight	83.2 oz