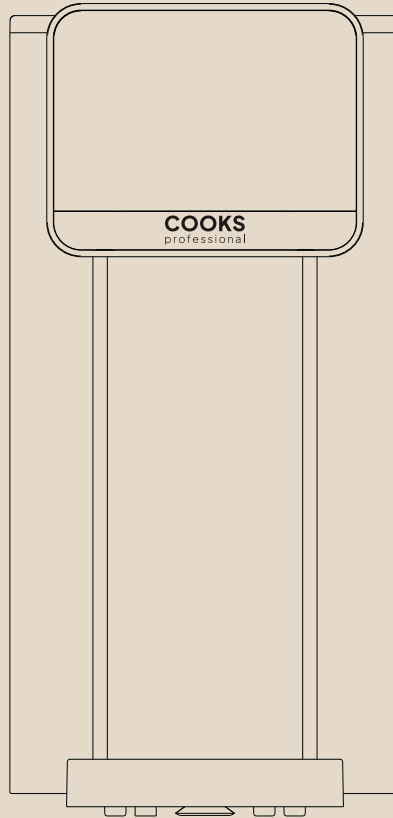


COOKS
professional



Digital Hot Water Dispenser Instruction Manual

Product Code: K872 • K873

After Sales Support
care@cooksprofessional.co.uk

For correct usage, please read these instructions carefully before use and keep in a safe place for future reference.

REGISTER NOW FOR EXTENDED 2-YEAR WARRANTY

When you buy direct from the Cooks Professional website your free 2-year warranty is automatically applied upon purchase (no further action required).

If you purchased your product through a different retailer website you can register your product for an extended 2-year warranty by visiting www.cooksprofessional.co.uk/extended-warranty or scan the QR code.



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INTRODUCTION

Congratulations!

You have made an excellent choice with the purchase of this quality Cooks Professional product.

By doing so you now have the assurance and peace of mind which comes from purchasing a product that has been manufactured to the highest standards, performance and safety.

We want you to be completely satisfied with your purchase, so this Cooks Professional product is backed by our comprehensive manufacturer's guarantee and an outstanding after sales service through our dedicated Customer Care team.

We hope you enjoy using your product for many years to come.



1. SAFETY INSTRUCTIONS

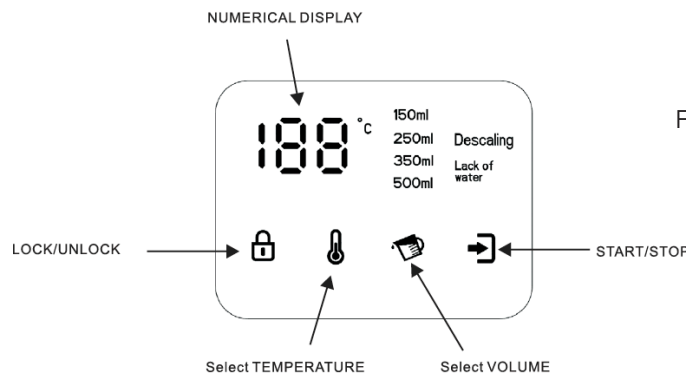
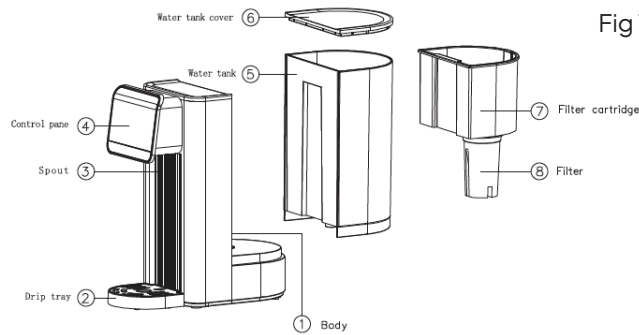
Please read all instructions carefully before using this appliance and keep this booklet for future reference.

- This appliance is intended for domestic use only and similar environments, including staff kitchens, offices, hotels, guest houses, and similar residential settings.
- Ensure the voltage shown on the rating plate matches your mains supply before connecting the appliance.
- Do not use the dispenser if the power cord, plug, control panel, or housing is damaged. If damage is found, stop using the appliance and contact an authorised service agent.
- Always place the dispenser on a stable, flat, heat-resistant surface, well away from edges to prevent tipping.
- Do not allow the power cord to hang over the edge of a worktop or come into contact with hot surfaces.
- Never operate the dispenser without sufficient water in the tank. Running the appliance dry may damage the heating element.
- Do not fill the water tank above the MAX level or operate below the minimum water level.
- The dispenser produces hot water and steam. Avoid touching the water outlet, steam outlet, or heated surfaces during and immediately after operation.
- Do not block the steam outlet while the appliance is in use.
- Never immerse the appliance, power cord, or plug in water or any other liquid.
- Always unplug the dispenser and allow it to cool fully before cleaning or maintenance.
- This appliance must not be used outdoors or in damp environments.
- Do not attempt to dismantle or repair the dispenser yourself. Repairs must only be carried out by authorised service personnel.
- If the appliance malfunctions, unplug it immediately and contact an authorised service centre.
- This appliance is not intended for use by children under 8 years old.
- Children aged 8 years and above, or persons with reduced physical, sensory, or mental capabilities, may use this appliance only if they have been given proper instructions and understand the potential hazards.
- Keep the appliance and power cord out of reach of children.
- Misuse of the appliance may result in injury.

2. PARTS AND CONTROL PANEL

Parts Overview

- Water tank cover
- Water tank
- Filter cartridge
- Drip tray
- Control panel
- Water outlet
- Main body



Control Panel Functions

Lock Button

Press and hold for 3–5 seconds to lock or unlock the control panel. The display will automatically lock after 30 seconds of inactivity.

Temperature Button

Select your desired water temperature:
0°C, 40°C, 50°C, 60°C, 70°C, 80°C, 90°C, or 100°C.

Volume Button

Choose between preset volumes: 150ml, 250ml, 350ml, or 500ml.
For continuous flow, press until all volume indicators are illuminated.

Start/Stop Button

Starts or stops water dispensing.

Low Water Indicator

If the water level is too low, the display will flash to indicate that the tank needs refilling.

Descaling Indicator

After approximately 10 hours of cumulative use, the descaling indicator will flash to signal that cleaning is required.

3. USING THE DISPENSER

Before First Use

1. Remove the water tank and wipe the inside with a clean, damp cloth.
2. Rinse the tank thoroughly with clean water.
3. Refit the tank and fill with fresh water.
4. Dispense water several times and discard before first use.

Filling the Water Tank

1. Remove the lid.
2. Fill the tank with clean drinking water, ensuring the level does not exceed the MAX mark.
3. Replace the lid securely.

Selecting Temperature and Volume

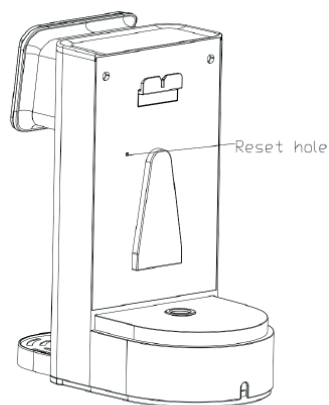
1. Ensure the appliance is plugged in and unlocked.
2. Place a suitable cup on the drip tray beneath the water outlet.
3. Press the Temperature button to select your desired temperature.
4. Press the Volume button to select the required amount of water.
5. Press Start/Stop to begin dispensing. The appliance will stop automatically once the selected volume is reached.

Repeat as required, ensuring there is always sufficient water in the tank.

Notes

- Do not touch hot water or steam during dispensing.
- If the appliance overheats, the safety thermostat will cut power automatically.
- To reset the thermostat, remove the water tank and use the reset key located beneath the drip tray.

Fig 3: Reset hole location

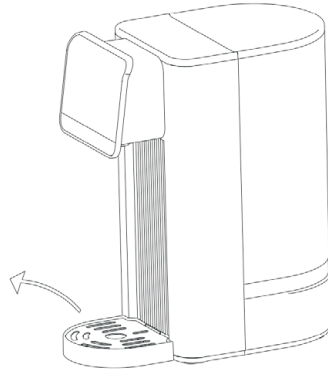


3.3 REMOVING THE DRIP TRAY

When the drip tray is full:

1. Support the dispenser with one hand.
2. Gently lift and remove the drip tray.
3. Empty the tray and reinsert it securely.

Fig 4: Removing the drip tray

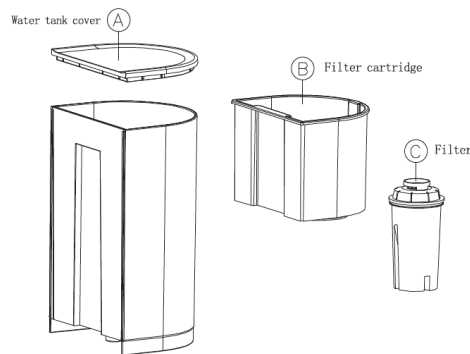


3.4 REPLACING THE FILTER

The filter should be replaced after **approximately 150 litres** of water filtration.

1. Remove the water tank cover.
2. Take out the used filter cartridge.
3. Insert a new filter cartridge as shown in the diagrams.
4. Follow the filter preparation instructions below before use.

Fig 5: Replacing the filter



3.5 PREPARING A NEW FILTER

1. It is normal for new filters to contain carbon dust. Rinse the filter thoroughly under clean running water.
2. Submerge the filter fully in clean water and allow it to soak for approximately 15 minutes.
3. Gently shake the filter to release trapped air bubbles.
4. Rinse again and insert the filter into the dispenser.
5. Fill the tank and dispense water until it runs clear before drinking.

4. CLEANING AND MAINTENANCE

1. Always switch off and unplug the appliance before cleaning. Allow it to cool completely.
2. Do not immerse the appliance in water or other liquids.
3. Clean the exterior using a soft, damp cloth only.
4. Do not use abrasive materials, chemicals, or metal scourers.

Descaling

When to descale

After around 10 hours of use, the Descale indicator light will flash to remind you to descale.

Descaling Instructions

Step 1 – Run descaling cycle

1. Add your chosen descaling product to the water tank:
 - 80g citric acid, or
 - 100ml white vinegar, or
 - Descaling solution (as directed by the manufacturer)
2. Add water until the tank is half full, then mix.
3. Press and hold the Volume button for 3 seconds to enter descaling mode.
4. Allow the machine to run until the tank is empty.

Step 2 – Soak

1. Refill the tank with the same descaling product (same dosage as above).
2. Fill the tank half full with water and mix.
3. Select 45°C and select 200ml.
4. Leave the appliance to soak for approximately 2 hours.

Step 3 – Repeat descaling cycle

After 2 hours, repeat Step 1 (run descaling mode again until the tank is empty).

Step 4 – Rinse (repeat twice)

To remove any remaining descaling solution:

1. Fill the tank fully with clean water only.
2. Repeat Step 1 (run descaling mode until empty).
3. Refill the tank fully with clean water again and repeat once more.

Finished

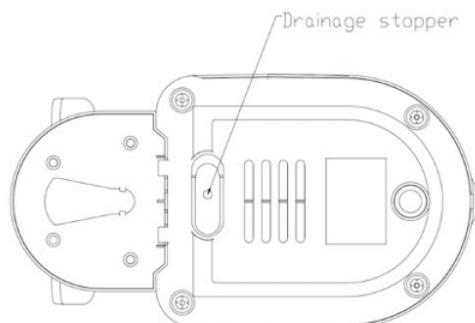
Once the rinse cycles are complete, descaling is finished and the appliance is ready to use normally.

Drainage Stopper

After cleaning:

1. Remove the drainage stopper to release any remaining water.
2. Refit the stopper securely before use.

Fig 6: Drainage stopper location



Need replacement water filters?

Check your retailer website for Cooks Professional replacement water filters. Or order direct from cooksprofessional.co.uk



TECHNICAL SPECIFICATIONS

Model: FWD30B
Capacity: 2.7L (Max)
Dimensions: 27 x 14.8 x 30.8 cm
Net Weight: 2.1 kg
Gross Weight: 2.3 kg
Voltage: 220-240V ~ 50Hz
Power Consumption: 2200-2600W

GUARANTEE IMPORTANT

Please do not return this product without first emailing our Customer Services at:

care@cooksprofessional.co.uk

Thank you for purchasing this product, which has been made to demanding high quality standards and is guaranteed for domestic use against manufacturing faults for a period of 12 months from the date of purchase.

This guarantee does not affect your statutory rights. If your product fails due to a defect in material or workmanship during this period, please return it to the place of purchase. Normal wear and tear is not covered under the guarantee. Any guarantee is invalid if the product has been misused or subject to neglect or an attempted repair other than by our own service centre. Due to continuous product improvement, we reserve the right to change the product specification without prior notice.

EXTENDED 2 YEAR WARRANTY

WHEN YOU BUY DIRECT FROM THE COOKS PROFESSIONAL WEBSITE YOUR FREE 2 YEAR WARRANTY IS AUTOMATICALLY APPLIED UPON PURCHASE.

If you purchased your product through a different retailer you can register your product for an extended 2-year warranty by visiting our website www.cooksprofessional.co.uk/extended-warranty. The product must be registered, along with your contact information, within 14 days of purchase.

For full terms and conditions please visit our website.

E-mail: care@cooksprofessional.co.uk

Please retain for future reference.
Colours and contents may vary.

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

Please note that all products with the symbol below must be recycled.



PLUG WIRING

THESE SAFETY INSTRUCTIONS SHOULD BE READ CAREFULLY AND KEPT IN SAFE PLACE FOR FUTURE REFERENCE.

This appliance is fitted with a plug that complies with BS 1363. Only high quality 13A (square pin) plugs that comply with this standard should be fitted.

Wires are coloured as follows:

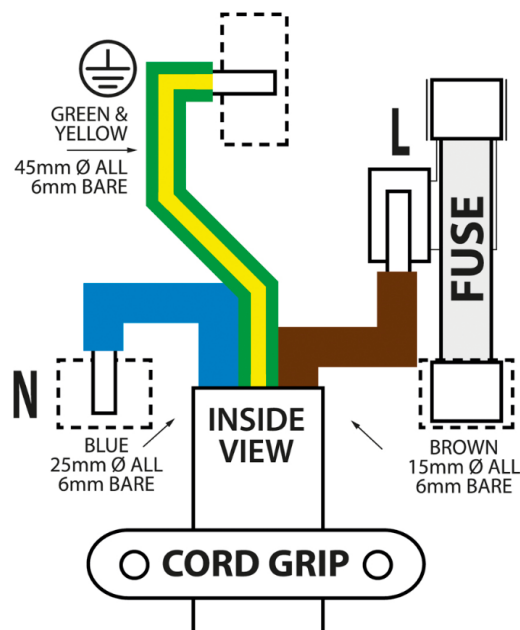
Brown – Live

Blue – Neutral

Yellow & Green – Earth

If the appliance is fitted with a 2-core cable it is double insulated and will not have the yellow and green earth wire.

IT IS ESSENTIAL THAT WIRES ARE ATTACHED ONLY TO THEIR DESIGNATED POSITIONS IN THE PLUG



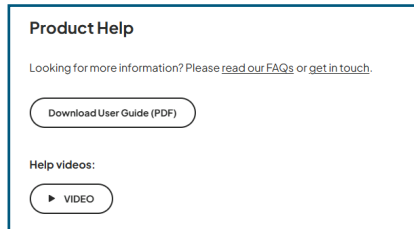
Fuses must be replaced with the same rating as the original; please refer to the fuse rating stated on the plug for this information. Only genuine fuses compliant with BS 1362 should be used.

COOKS PROFESSIONAL 'HELP CENTRE'

Welcome to the Cooks Professional 'Product Help' resource centre!

Visit the Cooks Professional website and search for the product you need help with. At the bottom of the product page you'll find the 'Product Help' section.

Here, you'll find all the resources you need to make the most of your Cooks Professional products. Our online 'Product Help' resources are continually being updated with the latest product manuals, 'How to Use' and 'Hints & Tips' videos. Whether you're a first-time user or a seasoned cook, we have something for everyone.

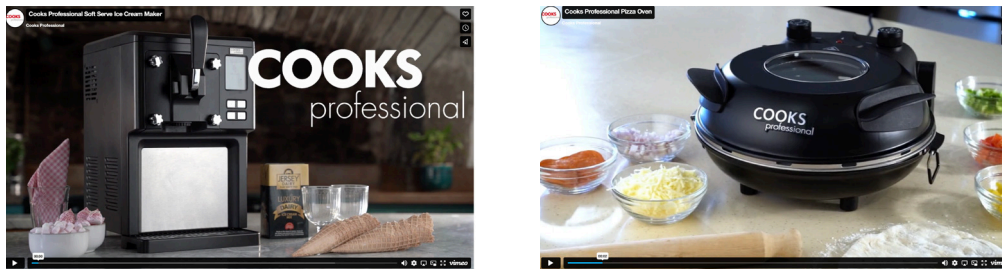


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Latest Product Manuals: Access up-to-date manuals for all our products.



How to Use Videos: Step-by-step guides to help you get started.



Hints & Tips Videos: Expert advice and creative ideas to enhance your cooking experience.

Visit us today and explore our comprehensive collection of resources. If you have any questions, our Customer Care team is available to assist you via Live Chat, email, or our contact form.

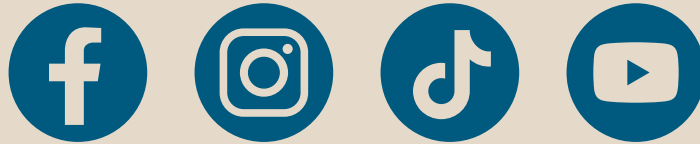
Scan here



cooksprofessional.co.uk



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@Cooksprofessional to be featured!



We'd like to know what you think!

We'd be very grateful if you can spare a few minutes to leave us a review.
Please review on the retailer website where you placed your order.

Need help?

Our friendly customer care team work Monday to Friday.
Message us at:

care@cooksprofessional.co.uk



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