



## FOOD WARMING MAT INSTRUCTION MANUAL

220-  
240V

350W

WHFWM01K





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*Figures and illustrations in this User Manual are provided for reference only and may differ from actual product appearance.*



## IMPORTANT SAFETY INSTRUCTIONS



### DANGER

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



### WARNING

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



### CAUTION

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

1. Read all instructions carefully before using your new appliance.
2. Always turn the power off at the power outlet before you insert or remove the power plug. Remove by grasping the plug - do not pull on the cord.
3. **DANGER:** Do not operate appliance if:
  - i) the cord or plug is split, melted or damaged.
  - ii) the appliance has malfunctioned.
  - iii) 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 appliance, power cord or mains plug in water or any other liquid.
5. **DANGER:** Always ensure the surface you are placing the mat onto is dry, flat and free of any debris.
6. **DANGER:** Do not place the food warming mat on any surface which may become damaged under this heating mat.
7. **WARNING:** Do not touch the mat whilst in operation or shortly after.
8. **WARNING:** If the mains supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
9. **WARNING:** Incorrect operation and improper use may damage the appliance or parts thereof, and cause severe personal injury.
10. **WARNING:** The appliance will become very hot during and after operation. Do not touch.
11. **WARNING:** Combustible materials such as paper, curtains, cloths, towels etc. should not be placed near the appliance whilst in operation.
12. **WARNING:** Do not place the appliance against a wall or against another appliance. Leave at least 10cm free space from the back, sides and above the appliance.
13. **WARNING:** Immediately unplug the appliance if you see any smoke coming from the unit.
14. **WARNING:** Do not place any flammable materials onto this food warming mat during operation.
15. **CAUTION:** Close supervision is necessary when this appliance is used by or near children.
16. **CAUTION:** Keep the appliance and its cord out of reach of children under the age of 8 years old.

## IMPORTANT SAFETY INSTRUCTIONS

17. ⚠ **CAUTION:** Wait for the appliance to cool before moving and storing away. Carry only by the sides.
18. ⚠ **CAUTION:** Do not rinse this appliance under water or allow it to come in contact with sharp objects.
19. Any appliance that has been dropped or damaged should not be used until examined by an authorised service center.
20. Do not permit the mains supply cord or plug to touch hot objects or allow the power cord to lay across the appliance.
21. This appliance is deemed for use indoors only.
22. Do not use harsh or abrasive cleaning agents. The outside surface may be wiped clean with a soft, damp cloth and dried thoroughly.
23. 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.
24. Children should not play with the appliance.
25. Your appliance should not be unattended while in use.
26. This appliance is intended to be used in household and similar applications such as: in residential homes; in hotels, motels and other residential type environments.
27. Always use this appliance with a power outlet of the voltage (A.C. only) marked on the back of the appliance.
28. Do not use the appliance for any purpose other than its intended use.
29. Do not allow the power cord of this appliance to hang over the edge of a table or bench top.
30. Keep liquids away from the appliance.
31. Do not use any other cables than the one provided with the unit.

## ELECTRICAL REQUIREMENTS

### POWER SUPPLY CORD


1. Do not attempt to modify the power cord or plug in any way.
2. A short power supply cord is provided to reduce the risk of becoming entangled in or tripping.
3. If the power supply cord is too short, do not use an extension cord. Have a qualified electrician or serviceman install an outlet near where the appliance is to be used.

**NOTE:** Neither Westinghouse nor the retailer can accept any liability for damage to the product or personal injury resulting due to failure to observe the electrical connection procedures.

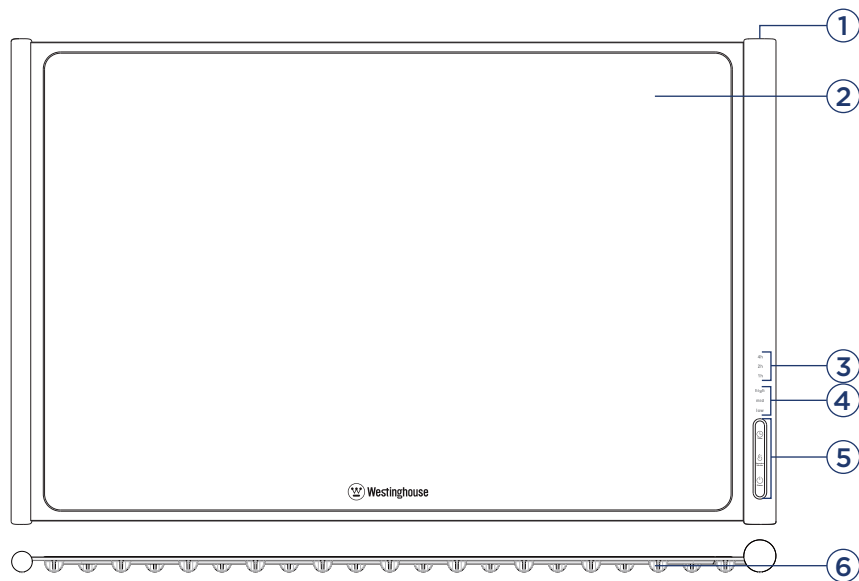
**NOTE:** Westinghouse recommends the use of a residual current device (RCD) with a tripping current that does not exceed 30mA in the electrical circuit supplying power to this appliance.

## INSTALLATION GUIDE

1. Carefully unpack your appliance.
2. Carefully remove packaging around the appliance and power cord. Do not remove warning labels.
3. Insert the figure 8 end of the power cable into the power cable socket of the unit.
4. Clean the silicone mat, following the 'Cleaning & Care' steps.

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

## PARTS AND FEATURES



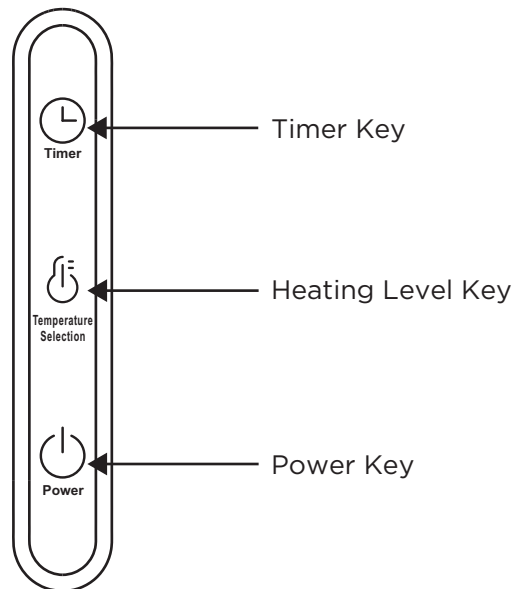
- |                         |                          |
|-------------------------|--------------------------|
| 1. Power Cable Socket   | 4. Heating Level Display |
| 2. Silicone Heating Mat | 5. Control Panel         |
| 3. Timer Display        | 6. Mat Feet              |



**\*Carry Bag Included\***

## OPERATION

1. Before first use, ensure the top side of the silicone mat has been cleaned.
2. Insert the figure 8 end of the power cable into the power cable socket. insert the power cable plug into the power outlet and switch the power outlet on only after the plug has been inserted.
3. Press the Power Key to turn the Heating Level and Timer Displays on. Select the desired heating level and timer settings using the Timer and Heating Keys to cycle between the options. Once the desired settings are selected, the unit will begin operation after 3 seconds of control inactivity.
4. To cease operation before the timer is complete, press the Power Key.



**⚠ DANGER:** Do not place the food warming mat on any surface which may become damaged under this heating mat.

**⚠ WARNING:** Do not place any flammable materials onto this food warming mat during operation.

**⚠ CAUTION:** Do not rinse this appliance under water or allow it to come in contact with sharp objects.

## CLEANING & CARE

### CLEANING

1. ⚠ DANGER: Do not under any circumstances immerse the power cord or food warming mat in water or any other liquid.
2. Do not use harsh or abrasive cleaning agents. The silicone surface may be wiped clean with a soft, damp cloth and dried thoroughly. If necessary, a mild dishwashing detergent may be applied to the cloth but not directly applied to the surface.
3. Ensure the food warming mat has cooled completely before cleaning and storing.

### CARE

1. If the ends of the unit begin to bend upward, roll the unit up in the opposite direction and leave rolled up for 5 minutes before unrolling.
2. Ensure heavy items are not placed on top of the unit whilst rolled up and in storage.



## CUSTOMER SERVICE

### BEFORE CALLING FOR SERVICE

If the appliance fails to operate:

1. Check to make sure the appliance is plugged in correctly and securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it back in securely.
2. Check for a blown or tripped circuit breaker in your home. If these seem to be working correctly, test another appliance in the same outlet to ensure the outlet is working correctly.

**IF NONE OF THE ABOVE SOLVES THE PROBLEM, DO NOT TRY TO ADJUST OR REPAIR THE APPLIANCE YOURSELF.**

### CUSTOMER SERVICE



In the event you believe your appliance to be defective, please return it along with your sales receipt to the place of purchase for resolution.

For any enquiries, please call our service center on: Tel: 1300 883 109  
Mon-Fri 8:00am – 4:00pm AWST

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Food Warming Mat does not turn on.	Food Warming Mat power cable is not plugged in.	Check that Food Warming Mat power cable is plugged into the power cable socket correctly.
Food Warming Mat bends upward.	Food Warming Mat has been in storage for a long time.	Tightly roll the Food Warming Mat in the opposite direction and leave for 5 minutes before unrolling.

## 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.
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, including but not limited to labour and travel costs. Goods repaired or replaced under this Warranty will be warranted for the remaining period of the Warranty.
  - 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.
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.

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- 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 Westinghouse 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.
8. The Seller will not accept any returned Product which has not been returned strictly in accordance with this 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
    - vii) In relation to Personal Care Appliances: 1 Year Limited Warranty



# Westinghouse

**CUSTOMER SERVICE - 1300 883 109**

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