

# User Instruction Manual

# BURCO

## COMMERCIAL

## Electric Catering Urn

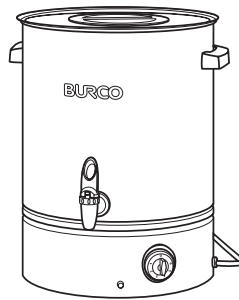


Please read and  
keep these  
instructions

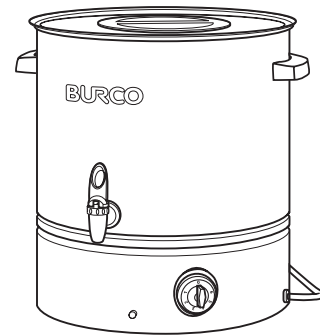
These instructions cover the Burco 10, 20 and 30 litre electric catering urns  
SKU's 444448528, 444448529 & 444448530



**C10STHF**  
**444448528**



**C20STHF**  
**444448529**



**C30STHF**  
**444448530**

Glen Dimplex Professional Appliances  
Stoney Lane, Prescot, Merseyside, L35 2XW  
Tel: 0844 815 3755

**[www.burco.co.uk](http://www.burco.co.uk)**

## INTRODUCTION

To ensure you obtain full benefits from your new catering urn:

- Please read this instruction booklet carefully, and follow all instructions.
- If you are unsure of any aspect of the installation, use or performance of your appliance, please contact the after sales number shown on the back page.

## SPECIFICATIONS

Model		C10STHF	C20STHF	C30STHF
SKU Number		444448528	444448529	444448530
Dimensions	Height	380mm	380mm	480mm
	Diameter	305mm	390mm	390mm
Water volume		10 litre	16.5 litre	25.5 litre
Maximum draw off		8.5 litre	13 litre	22.5 litre
Weight		3kg	4kg	5kg
Voltage		220-240V ~50/60Hz		
Power rating		2520-3000W		

## INSTALLATION

### Installation Requirements:

It is essential that this appliance is installed correctly. Installation should comply with all local electrical, and health and safety requirements.



WEEE directive registration no. WEE/DK0059TT

At end of unit life, dispose of appliance and any replacement parts in a safe manner, via a licenced waste handler. Units are designed to be dismantled easily and recycling of all material is encouraged whenever practicable.

### Before Connection to Power Supply:

Remove all packaging.

Check the appliance for damage. Report any damage immediately to the carrier or supplier.

Remove any protective plastic coating.

Any water in the urn is due to testing and is normal.

Check the available power supply corresponds to that shown on the appliance rating label.

### Location:

This catering urn is for indoor use only.

Allow at least 100mm clearance from any wall.

Only use on a flat level surface, that is adequate to support the weight when full of water.

Do not lift or move the urn when it contains hot water or when the mains lead is plugged in.

The appliance is only to be installed in locations where its use and maintenance is restricted to trained personnel.

The mains lead should reach from the mains socket without straining the connections.

Do not let the mains lead hang over the edge of the table or counter, and keep it away from any hot surfaces.

Do not let the mains lead run across an open space.

Do not place the appliance where the mains lead could fall into a sink.

Do not place the appliance near a hot gas or electric burner.

**Electrical Connection:**

Fitting a plug:

The mains lead of this appliance will already be fitted with a BS1363 13A plug. If the fuse has to be replaced, use a 13 amp fuse complying with BS 1362.

If the plug is not suitable for your socket then the plug must be cut off and disposed of safely.

An appropriate plug should be fitted as follows:

**IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:

Green and Yellow - Earth

Blue - Neutral

Brown - Live

The wire which is coloured green and yellow must be connected to the terminal in the plug which is marked with the letter E or the earth symbol or coloured green or green and yellow.

The wire which is coloured blue must be connected to the terminal which is marked with the letter N or coloured black or blue.

The wire which is coloured brown must be connected to the terminal which is marked with the letter L or coloured red or brown.

Make sure that the connections are tight and that there are no loose strands of wire and no insulation trapped under the terminals. Tighten the clamp in the plug making sure that it grips the outer covering of the cord. If fitting a BS 1363 13A fused plug then fit a 13A fuse. Tighten the plug cover securely. If you are in any doubt, consult a qualified electrician.

**IMPORTANT:** if the supply cord is damaged, it must be replaced by the manufacturer, service agent or similar qualified person in order to avoid a hazard. The supply cord may become warm when the appliance is in use.

**WARNING - THIS APPLIANCE MUST BE EARTHED**

Electrical connection: 220-240V ~50/60Hz, 11.5-12.5A, 2520-3000W

**Before Use:**

Fill, heat and discard the water twice before general use.

# USER GUIDE

**DURING USE THE URN BECOMES HOT. BE CAREFUL NOT TO TOUCH HOT SURFACES WHEN OPENING THE LID OR FILLING.**

**TO AVOID BEING SCALDED, KEEP HANDS AWAY FROM ANY STEAM FROM THE LID WHEN THE URN IS OPERATING OR HAS JUST BEEN SWITCHED OFF.**

**TURN OFF THE POWER SUPPLY AND REMOVE THE PLUG WHEN NOT IN USE, BEFORE CLEANING, AND BEFORE REPLACING ANY PARTS.**

## **Filling:**

**IMPORTANT:** always put water in the urn before switching on.

Lift the lid and fill the urn with the desired amount of water. Do not fill above the 'MAX' capacity mark.

**WARNING:** if the urn is overfilled there is a risk that boiling water will be ejected from around the lid.

Underfilling may cause the thermal cut-out to operate (and may shorten the element life).

The urn is not suitable for heating liquids other than water, or for heating water containing solids. For tea making, it is best to make the tea in another container. However if it is necessary to make tea in the urn, the tea leaves should be suspended clear of the urn bottom and heating element in a muslin bag. If it is intended to heat items such as puddings or hams, they should be suspended clear of the urn bottom and heating element.

## **Controls:**

The green power indicator will be illuminated whenever power is connected to the urn.

Turn the thermostat to the desired setting:

Knob setting	Approximate water temp
1	37°C (99°F)
2	55°C (131°F)
3	68°C (155°F)
4	82°C (180°F)
5-6	97°C (207°F)

**THIS URN IS NOT INTENDED TO CONTINUOUSLY BOIL WATER, DUE TO THE HAZARDS OF STEAM AND WATER ESCAPING FROM UNDER THE LID.**

If it is necessary to keep the water at an exact temperature, use a thermometer to check. Stir the water before taking the temperature and when the desired temperature has been reached, turn the control knob slowly to the left until a click from the thermostat is heard. The thermostat will then cycle on and off to maintain the temperature.

## **Safety tap:**

The tap is locked or unlocked by turning the tap lever so that either the closed or opened padlock symbol is lined up with the white dot at the front of the tap body.

There are two open positions, one self-holding so that the tap remains open, and the other self-closing so that the tap closes as soon as the lever is released. To change the tap position, turn the tap lever through 180°.

Open the tap by depressing the lever tap to the horizontal position.

Close the tap by returning the lever to the vertical position.

## **After use:**

Turn the control knob to 0 and disconnect from the mains supply.

Water may be left in the urn when not in use for short periods, but to maintain a supply of fresh water, it should be emptied periodically and cleaned out.

**WARNING:** only move the urn when it is disconnected and cool.

**Protective cut-out:**

The heating element is fitted with a thermal cut-out which protects the urn from damage if allowed to boil dry or switched on without water. It is essential to keep the heating element free from scale to ensure correct operation of this cut-out. Scale can cause the cut-out to operate when water is heating up normally.

If the cut-out operates, allow the urn to cool down, drain out any water then press the red reset button situated under the base.

**Cleaning:**

**ALWAYS TURN OFF THE POWER SUPPLY AND REMOVE THE PLUG BEFORE CLEANING, ALLOW THE URN TO COOL**

**THIS URN IS NOT WATERPROOF**

**DO NOT USE A WATER JET SPRAY TO CLEAN THE INTERIOR OR EXTERIOR OF THE APPLIANCE, OR USE A WATER JET IN THE VICINITY OF THE APPLIANCE**

**Exterior**

Clean with water and detergent. Do not use harsh abrasive cleaners as this could damage the surface finish.

**Interior**

Brush any scale or sediment from the element and rinse thoroughly with clean water.

**Descaling**

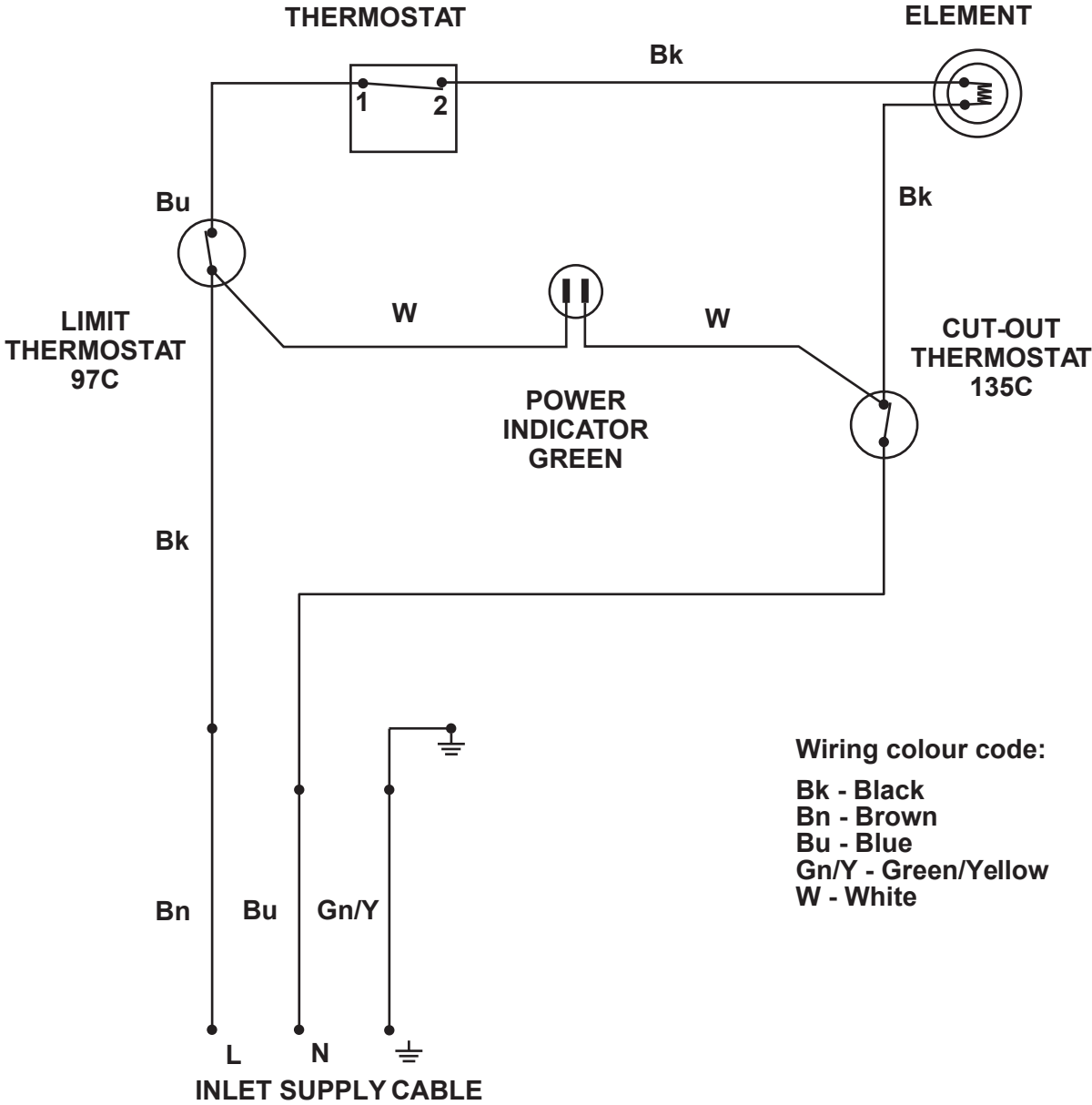
In hard water areas scale will form on the element and interior. This will adversely affect the operation of the urn if allowed to accumulate. Descale on a regular basis, using a proprietary descaler recommended for stainless steel kettles. Follow the instructions provided with the descaling product.

Scale build-up can also cause the tap to drip. If this should occur, turn off the power supply and remove the plug. Empty the urn and allow it to cool. Unscrew the top of the tap from the body. Wipe, scrape and break the scale away from the rubber flexible seal and from the sealing surfaces inside the plastic body of the top. Reassemble, tightening the top of the tap until the white dot is towards the front.

**Trouble-shooting:**

Fault	Possible Cause	Remedy
The appliance does not operate.	No power to the appliance.  Thermostat or element faulty.	Check supply socket is switched on. Check fuse and circuit breaker. Check green power indicator is illuminated.  Replace thermostat or element.

# WIRING DIAGRAM ELECTRIC CATERING URN



## SPARES LIST

**ALWAYS TURN OFF THE POWER SUPPLY AND REMOVE THE PLUG BEFORE REPLACING ANY PARTS**

Part Number	Description	Qty
62831	Element kit inc. seal, cut-out thermostat	1
082620290	Thermostat/knob kit	1
62100	Thermostat control knob	1
082626774	Neon green	1
082626777	Tap assembly	1
082626760	Tap actuator	1
60109	Handle assembly	2
62657	Reset rod tube	1
62784	Conical spring	1
62832	Reset rod C10	1
62822	Reset rod C20, C30	1
62818	Limit thermostat	1
62658	Spiderfixes push-on	2
62511	Lid assembly C10	1
62523	Lid assembly C20, C30	1
083184000	Handbook	1

## GUARANTEE

This catering urn is guaranteed against defective materials or faulty workmanship, for a period of 12 months on labour and 36 months on parts.

This guarantee is given subject to the appliance being used in accordance with the instructions supplied, and on the supply voltage marked on the rating label. The guarantee is subject to fair wear and tear conditions.

The guarantee does not cover consequential damage arising out of any failure acceptable under guarantee, nor does it cover damage resulting from misuse, accident or unauthorised alterations to the appliance.

Proof of purchase will be required.

In any communication with the supplier or manufacturer, quote the model and serial number marked on the appliance rating label.

This guarantee does not affect your statutory rights.

The products are intended for commercial use as detailed in these instructions.

The Company has a policy of continuous improvement in product quality and design. The Company therefore reserves the right to change the specification at any time.

**IMPORTANT: any service call resulting from a lack of regular descaling is not covered by this guarantee, and will be chargeable.**

## **Customer helpline**

**For spares and after-sales service please contact**

**Burco on:**

**T: 0844 815 3755**

**F: 0844 815 3748**

**E: [info@gdha.com](mailto:info@gdha.com)**

**Glen Dimplex Professional Appliances  
(A Division of Glen Dimplex Home Appliances)**

**Stoney Lane,  
Prescot,  
Merseyside L35 2XW**

**[www.burco.co.uk](http://www.burco.co.uk)**



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