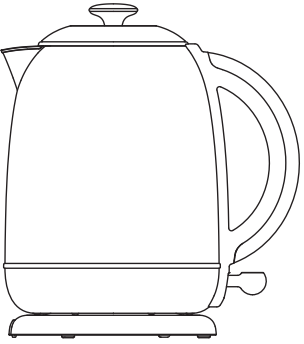


九阳 国际营销BU		STYLEMASTER NO.
型号：JK-15K50	版本：1	1/1/2024 初稿输出
内容：使用说明书		
设计：盛梓峰		
审核：		
日期：1/1/2024		
尺寸：105mm*140mm		
颜色：K100		
工艺：80g哑粉纸，彩页		
1. 本文件版权归九阳有限公司所有。		
2. 未经九阳有限公司书面许可，不得复制或传播。		

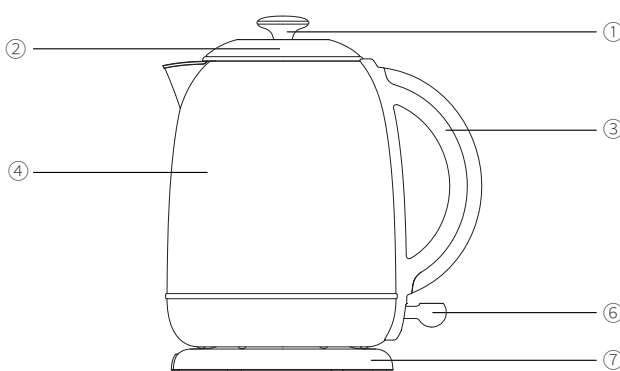
Joyoung User Manual Kettle JK-15K50  Please read this user manual carefully before using the product and keep it properly	Safety Precautions Warning: Be aware of risks that could result in personal injury, serious harm, or significant property damage. Caution: Pay attention to risks that could cause personal injury or damage to property. Warnings: - The product generates high temperatures and steam during operation. Avoid touching or getting close to the steam vents or other hot parts to prevent burn injury. - To prevent electric shock or short circuits, do not immerse the product or power cord in any liquid. Caution: - This product is not intended for use by children or individuals with physical, sensory, or mental disabilities unless supervised and guided by a responsible person regarding the use of the product. Keep children away from this product to ensure they do not play with it. - This product is for home use only. Joyoung is not responsible for any malfunctions resulting from commercial use, inappropriate use, or failure to follow the instructions in this manual. Such malfunctions and damages are not covered by the warranty. - This product is designed only for boiling water and should not be used for any other purposes. Do not add beverages, coffee, soup/milk, or other substances to the water. - This product must be used with the power base provided by the company. - After unpacking, please dispose of the plastic bag in the trash to prevent children from playing with it and risking suffocation. - Do not insert pins, wires, or other metal objects into any gaps or openings on the housing or base to prevent electric shock and injury. - Ensure the power cord does not come into contact with sharp edges, rough surfaces, other protruding sharp objects, or high-temperature items to avoid electric leakage, electric shock, or fire. - A dangling power cord can cause accidents. It is recommended to position the power cord reasonably during use to avoid tripping hazards. - Before connecting the power, check that the voltage indicated on the product	matches the power supply voltage to prevent damage to components or fire. - Use a grounded socket with a rating of 10A or higher. Ensure the plug is fully inserted into the socket to prevent poor contact, which can cause overheating, component damage, short circuits, or fire hazards. - Ensure the product operates on a flat surface. Do not use it on flammable materials such as carpets, towels, plastics, or paper to prevent the risk of fire. - Do not place this product on an unstable, moist, high-temperature, smooth, or non heat-resistant surface to avoid injuries or property damage caused by spilled boiling water, electric shock, fire, or slipping. - Keep this product away from high temperatures, strong magnets, and flammable or explosive gases (e.g., natural gas, methane) to prevent damage to the device, malfunction, or fire. - Never leave the product unattended during operation to prevent fire or other hazards. - Avoid dry boiling to prevent discoloration, malfunction, or caused fire. Ensure sufficient water is added before use. - Do not exceed the maximum water level line to prevent spill and create hazards, or else water may enter temperature control components and cause malfunction. - Do not heat sealed containers to avoid explosion risk. - Do not use external timers or remote controls to prevent short circuits or fire hazards. - To avoid burns, ensure the lid is properly closed before using the product. - During heating or when the water is boiling, do not open the lid or move the product to prevent burns. - Before the kettle fully cools down, close the lid using the heat-resistant handle. - Do not keep the product plugged in when the room temperature is below 0°C, as the temperature control may automatically reset, causing overheating and potential fire hazards. - Do not plug or unplug the power cord with wet hands or clean the socket with a wet cloth, as it may cause electric shock. - When unplugging, hold the plug firmly and avoid pulling or twisting the power cord to prevent damage and the risk of electric shock. - Be cautious when pouring water to avoid spills that could cause burns. Pay extra attention if wearing clothing or footwear that exposes skin to prevent burns. - To prevent electric shock or fire, ensure the power is disconnected in the following situations: when there is no water in the kettle, when adding water, when not in use, when cleaning or moving the product, or when there is a problem with the product. - If the product malfunctions or is damaged, stop using it and take it to an authorized	service center for repair. Do not attempt to repair it yourself to avoid danger. - If the power cord is damaged, it must be replaced by the manufacturer, its service department, or similarly qualified personnel to avoid risks. - To prevent electric shock or short circuits, remove the base before cleaning, and ensure both the bottom of the kettle and the base are completely dry before reuse. Do not immerse the kettle or base in water for cleaning. - This product is not suitable for use at altitudes above 2000 meters, as it may not function properly at higher elevations. - When discarding this product, please cut off the power cord and hand it over to a qualified department for recycling and disposal.
--	--	---	--

Welcome to use

Thank you for using the Joyoung kettle. All content in the user manual is for reference only during user use and maintenance. For any matters not covered, please feel free to inquire our customer service department.

May the Joyoung kettle bring comfort, convenience, and health to your life.

Component and fuctions



No.	Component Name	Component Function
①	Lid Handle	Used to lift the lid
②	Lid	Used to seal the kettle spout
③	Handle	Used for gripping the kettle
④	Kettle Body	Used for holding water and contains the heating element
⑤	Switch Button	Used to turn the water boiling function on and off
⑥	Power Base	Used to place the kettle body

Operating Instructions

- Before using this product, be sure to read this user manual carefully, especially the "Safety Precautions".
- After plugging in the power, cover the kettle with the lid and place it on the base. Then press the switch button. Remember do not press the kettle's switch button before placing it on the base.
- Once the water boils, the kettle will automatically turn off and the switch will return to the "off" position.
- Before pouring water, wait for the water in the kettle to stop boiling.
- If the kettle turns off before the water has boiled, it may be due to excessive scale buildup. Clean the scale to resolve this issue.
- Before using the kettle for the first time, fill it to the maximum water level line, boil the water, and then discard the hot water. Repeat this process to clean the inside of the kettle and remove any odors.
- After use, please disconnect the power.

Maintenance and Care

① How to clean the kettle

- Before cleaning the kettle, always unplug the power cord and allow the kettle to cool down.
- Do not immerse the kettle, power cord, plug, or power base in water.
- Ensure that all electrical components are dry.
- Wipe the exterior of the kettle with a damp cloth. Do not use abrasive powders or cleaning pastes, as they can damage the kettle's finish.

② How to Remove Limescale

To maintain the kettle in good working condition, limescale should be removed regularly. If the kettle frequently turns off automatically before the water boils, it indicates that the kettle needs descaling. You can use the following methods to remove limescale:

- Use a descaling product specifically designed for kettles, following the product instructions.
- Add 0.5 liters of 8-degree white vinegar to the kettle. Let it soak for 1 hour, then discard the vinegar and rinse the kettle 4-5 times with clean water.
- Add 0.5 liters of water and 25 grams of citric acid into the kettle. Boil the water and let it soak for 15 minutes, then rinse the kettle 4-5 times with clean water.

Troubleshooting and Solutions

Symptom	Reason Analysis	Fault Elimination
The water pot turns off automatically before boiling	Usually caused by scale inside the pot	Resolve by cleaning the scale
	May be due to the use of the pot in a dry state or with insufficient water, triggering the dry burn protection device	Add cold water to the pot and after about 2 minutes, the dry burn protection device resets, and the pot can be used again
The water pot does not work	The power plug is not connected properly	Please check the condition of the power cord plug
	The power cord is damaged	Please go to the after-sales service point for replacement and then use it
	When the pot is dry-burned, the dry burn protection device will activate and cut off the power	After the power is turned off, please add an appropriate amount of cold water to the pot
There is an odd taste in the water	This phenomenon usually occurs the first time it is used	1. Resolve according to the method in "Operating Instruction" item 6; 2. If the problem persists, add water to the pot up to the maximum mark, add 2 spoons of baking soda, bring the water to a boil, and then pour it away
Scale forms inside the pot, or the water in the pot becomes turbid	This is caused by the high hardness of local water quality, with calcium carbonate and magnesium carbonate in the water	Clean the scale in time.

Friendly Reminder

- The above methods address common troubleshooting and resolution. For other issues, please contact your local service center for repairs. Do not attempt to disassemble or repair the product yourself.

Terms & Conditions of Warranty
1. Warranty Period: This product comes with a two year manufacturer's warranty effective from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date [if the delivery date is later than the purchasing date]. 2. Warranty Coverage: If the product has a manufacturing defect during the warranty period, you can contact Joyoung Malaysia after-sales service team or authorized distributor/retailer. Upon verification of the defect, you can apply for free Warranty Repair Service. Note: Packing materials like boxes, interior foam, paper cards, user manual and other consumables parts are not covered under warranty. 3. Exclusion from warranty: The warranty does not cover: - Normal wear and tear. - Use of the product in commercial usage. - Alterations to the product spare part from non-authorized service centres. - Damage caused by improper use, including mishandling or damage by third parties - No warranty for accessories/consumable parts. 4. Paid Repair Services (within warranty period): Free warranty repair service will not be applicable in any of the following situations, though paid repair services are available: - Products purchased from unauthorized dealers or sellers. - Product does not comply with Malaysia product standard, including differences in voltage and adapter compatibility. - Damage caused by improper use, maintenance, and storage. - Defects found after the warranty period has expired. - Damage from unauthorized disassembly - Damage due to natural disaster, accidents, or ven beyond our control (e.g. acts of God,

floods, accidents, governmental orders) - Failure or damage due to misuse or abuse such as incorrect operation, liquid exposure, inappropriate voltage, or transportation damage. 5. Charges for Non-Warranty Repairs - After receiving the defective product sent by the customer, Joyoung Malaysia service team will inspect the product to determine whether it is covered by the warranty. - If the damage is due to misuse or is outside the warranty, you will be responsible for the repair fees, parts costs, and one-way shipping costs if you opt for repair services. - If you choose to cancel the repair for non-warranty products, you will be responsible for both round-trip shipping costs. Note: SC Alliances (M) Sdn Bhd reserves the right to reject any warranty claim if the appliance is used for commercial or semi-commercial purposes, or if the product does not comply with Malaysian product standards, including differences in voltage and adapter compatibility. Contact us: 1. General inquiry: Please contact our customer service team: +6010-8801010. 2. Live Chat: Joyoung Malaysia (Shopee/Lazada) 3. Technical Support: Please contact our service centre at 03-8026 6226 (Highpoint Service Network Sdn Bhd) Operation Hours: 9am -6pm (Mon-Fri) Closed on Public Holiday
--

安全注意事项

⚠ 警告:

对可能导致人员危险、重伤、重大财产损失的风险要警惕；

⚠ 注意:

对可能导致人员受伤或物品损害的风险要关注；

⚠ 警告:

1.

产品在工作期间会产生高温和蒸汽，请勿触摸或靠近蒸汽孔等高温部分，以防烫伤。

2.

为防止触电或短路等危险，切勿将本产品 and 电源线浸入到任何液体中。

⚠ 注意:

1.

本产品不打算由儿童或有肢体、感官或精神能力缺陷的人使用。除非有负责他们安全的人对他们进行与产品使用有关的监督和指导。应照顾好儿童，确保他们不玩耍本产品。

2.

本产品仅供家庭使用，任何商业用途、不适当用途或未遵守本说明书使用引起的故障，本公司均不负任何责任，此等故障损坏不在保修之列。

3.

本产品只能用于烧水，不能作为其他用途。切勿向水中加速溶饮料、咖啡、汤/牛奶等。

4.

本产品必须和本公司提供的电源底座配套使用。

5.

打开包装后，请即刻将塑料袋放入垃圾桶，以免儿童玩耍，造成窒息的危险。

6.

请勿向壳体、底座任何缝隙或开口处插入大头针、铁丝或其他金属物品，以防触电造成伤害事故。

7.

确保电源线不会与尖锐的边缘、毛边、其他突出尖锐物或表面高热的物品接触。以防漏电，造成触电或火灾。

8.

电源线悬垂易引起事故，建议使用时将电源线布置在合理的位置，以免绊倒带来危险。

9.

连接电源之前，请检查产品上标示的电压是否与供电电源电压相符，以免损坏元器件或发生火灾。

10.

必须单独使用10A或以上带接地的插座，插头需彻底插入插座，以防接触不良而导致元件过热烧坏，引发短路或火灾等危险。

11.

请在水平台面上操作，请勿在地毯、毛巾、塑料、纸等易燃物上操作本产品，以防引起火灾。

12.

请勿将本产品放在不平稳、潮湿、高温、光滑、不耐热的台面上使用，

13.

以免沸水溅出、触电、起火、滑落等造成伤害事故和财产损失。

14.

请勿将本产品靠近高温、强磁、易燃易爆气体(如天然气、沼气等)，以防引起器件损坏、故障或火灾。

15.

切勿在无人看管的情况下让产品工作，以防产品突发情况造成火灾等危险。

16.

请勿让产品干烧，以免引起壶体发黄、故障或发生火灾造成伤害事故和财产损失，请在使用前确认壶内有适量冷水。

17.

装水量不要超过最大水位线，否则可能会出现沸水溅出而造成危险或者水流入温控器件导致故障的发生。

18.

请勿将密闭的容器放置在壶内加热，会有爆炸的危险。

19.

请勿在外接定时器或独立的遥控控制系统的方式下运行该产品，以防短路、自然等危险。

20.

为避免烫伤，使用产品前，请务必确认上盖已正确盖好。

21.

加热过程中、水沸腾时，请勿打开上盖或移动产品，以防烫伤。

22.

壶体未充分冷却前，请通过壶盖的防烫部位来关闭壶盖。

23.

在室温低于0°C时，勿让产品一直和电源插座连接，否则温控器可能会自动复位导致元件发热产生自然等危险。

24.

严禁用湿手插/拔插头或用湿布清洁插座，否则会造成触电。

25.

拔下插头时，须握住插头拔出，切勿用力猛拉或扭曲电源线，以防电源线损坏，产生漏电危险。

26.

倒水时应小心操作，防止水溅出烫伤身体，在穿着裸露皮肤的衣服、鞋子时要更加注意，防止烫伤。

27.

为防止触电或火灾，下列情况必须保证电源是断开的：壶中无水时、加水时、不使用时、清洁或移动产品时、当产品出现问题时。

28.

如产品发生故障或损坏，请停止使用，可以送到我公司的售后服务点维修，切勿自行修理，以免发生危险。

29.

如果电源软线损坏，为了避免危险，必须由制造商、其维修部或类似部门的专业人员更换。

30.

为防止触电、短路等造成损害事故，清洗本产品时，请取掉底座，再次使用前必须把底部和底座擦干，不得浸入水中清洗。

31.

丢弃本产品时，请切断电源线并交由有相关资质部门回收丢弃。

32.

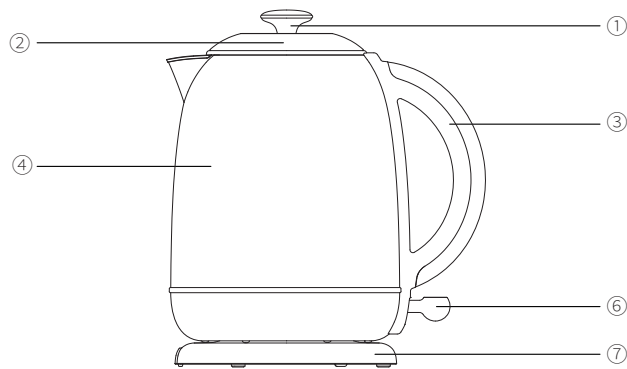
本产品经胶密封圈等具有抗菌性能，以大幅杀菌和金黄色葡萄球菌为试验菌面，依据GB 21551.2-2010进行抗菌性能测试并符合标准要求，该类配件在产品日常使用过程中其抗菌性能可能存在正常的功能衰减及变化。

欢迎使用

感谢您使用九阳开水煲，书中所有内容仅供用户使用和维修时参考，未尽事宜，欢迎向本公司的客户服务部门咨询。

愿九阳开水煲给您的生活带来舒适、便捷与健康。

部件及功能



序号	部件名称	部件功能
①	提手	用于打开壶盖
②	壶盖	用于密封壶口
③	手柄	用于抓握水煲
④	壶体	用于盛水并带有加热部件
⑤	开关按钮	用于煮水开关
⑥	电源底座	用于放置壶体

使用方法

1.

使用本产品前，请一定要仔细阅读本说明书，尤其是“安全使用注意事项”。

2.

插上电源后，将水煲盖盖好，放在底座上，再按下开关按钮，记住不要将水煲的开关按钮按下后再放置在底座上。

3.

水烧开后，水煲会自动断电，开关调回到关的位置。

4.

倒水前，请等待煲中的水停止沸腾。

5.

如果水沸腾前水煲提前自动关闭，说明水煲水垢太多，可通过清除水垢来解决。

6.

第一次使用前，在水煲内注满水到最大水位线，烧开后倒掉开水，然后再重复一遍，以清洗水煲内部，去除异味。

7.

使用完后，请切断电源。

保养和维护

① 如何清洁水煲

•

每次清洁水煲前，要拔下电源插头并让水煲冷却。

•

切勿将水煲、电源线、电源插头和电源底座浸入水中。

•

确保电气线路干燥。

•

用湿布擦拭水煲外壳。请勿使用擦洗液、清洁膏等产品，它们会伤害水煲壶体的光泽。

② 如何清除水垢 为了保持水煲良好的工作状态，需要经常清除水垢。如果经常水沸腾前自动关闭，表明您的水煲需要清除水垢了。可以用下面的几种方法来清除水垢： - 使用专用的适合水煲的除垢产品，按照产品说明进行。 - 向壶中加入0.5升8度的白醋，放置浸泡1小时，倒去白醋，用清水清洗4次~5次。 - 加入0.5升的水，然后加入25克的柠檬酸，煮水浸泡15分钟，用清水清洗4次~5次。
--

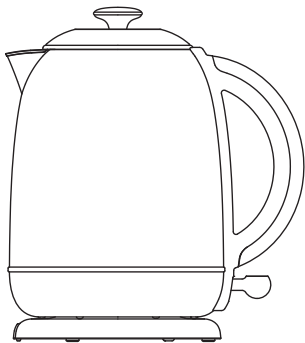
故障分析及排除		
故障现象	原因分析	故障排除
水沸腾前水煲提前自动关闭	通常是由煲内水垢引起的	通过清除水垢来解决
	可能是水煲在无水或水量不足的状态下使用，引起干烧保护装置的启动	往水煲内重新加入冷水，约2分钟后干烧保护装置复位，水煲即可重新工作
水煲不工作	电源插头没有连接好	请检查电源线插头的情况
	电源线损坏	请送当地售后服务部进行维修
	当水煲干烧，干烧保护装置将启动关闭电源	电源关闭后，请往水煲内加入适量冷水
水中含有异味	通常在第一次使用时会有此现象	1、按照“使用方法”第6条的方法解决； 2、如果此问题仍然存在，向煲中加水到最大刻度，加入2勺小苏打，把水烧开，然后倒掉
煲内有水垢生成，或者煲中的水变混浊	这是因为当地水质较硬，水中的碳酸钙和碳酸镁引起的	及时清除水垢即可
温馨提示 以上为常见故障诊断和排除方法，对于其它故障，请送当地售后服务部进行维修，切勿自行拆卸修理。		

保修条款 1. 保修期限： 本产品自购买之日起享有两年制造商保修，需提供有效的购买凭证、原始收据或发票。如交货日期晚于购买日期，则以交货日期为准。 2. 保修范围： 若产品在保修期内出现制造缺陷，用户可联系九阳马来西亚售后服务团队或授权经销商/零售商。经确认缺陷后，用户可申请免费保修维修服务。 注意：包装材料如外箱、内部泡沫、纸卡、用户手册及其他消耗品不在保修范围内。 3. 保修除外条款： 以下情况不在保修范围内： - 正常使用造成的磨损。 - 产品用于商业用途。 - 因非授权服务中心更改或更换的零部件。 - 因不当使用、第三方操作或其他外部原因造成的损坏。 - 附件或消耗品不享有保修。 4. 保修期内的付费维修服务： 如果出现以下情况，即使在保修期内，用户仍需自费维修： - 从非授权经销商或商家处购买的产品。 - 产品不符合马来西亚产品标准，包括电压及适配器兼容性差异。 - 因不当使用、维护及存储导致的损坏。 - 保修期届满后发现的缺陷。 - 因未经授权的拆卸造成的损坏。 - 因自然灾害、事故或不可抗力（如火灾、洪水、事故、政府命令）造成的损坏。 - 因误用或滥用（如操作不当、液体渗入、使用不当电压或运输损坏）导致的故障或损坏。 5. 非保修维修费用： - 九阳马来西亚服务团队在收到客户寄回的有缺陷产品后，会对产品进行检查，以
--

确定是否属于保修范围。 - 若检测结果显示损坏原因是用户误用或不在保修范围内，用户需承担维修费用、零部件费用及单程运费（若选择维修服务）。 - 如用户选择取消非保修产品的维修服务，需承担往返运输费用。 注意：SC Alliances (M) Sdn Bhd 保留拒绝任何因商业或半商业用途使用、或产品不符合马来西亚产品标准（包括电压和适配器兼容性差异）的保修申请的权利。 联系我们： 1.一般咨询：请联系客户服务团队：+6010-8801010。 2.在线咨询：Joyoung Malaysia (Shopee/Lazada) 3.技术咨询：请联系服务中心：03-8026 6226 (Highpoint Service Network Sdn Bhd) 营业时间：周一至周五，上午9点至下午6点 公共假期休息

User Manual

Kettle
JK-15K50



Please read this user manual carefully before using the product and keep it properly

Safety Precautions

 **Warning:** Be aware of risks that could result in personal injury, serious harm, or significant property damage.

 **Caution:** Pay attention to risks that could cause personal injury or damage to property.

 **Warnings:**

1. The product generates high temperatures and steam during operation. Avoid touching or getting close to the steam vents or other hot parts to prevent burn injury.
2. To prevent electric shock or short circuits, do not immerse the product or power cord in any liquid.

 **Caution:**

1. This product is not intended for use by children or individuals with physical, sensory, or mental disabilities unless supervised and guided by a responsible person regarding the use of the product. Keep children away from this product to ensure they do not play with it.
2. This product is for home use only. Joyoung is not responsible for any malfunctions resulting from commercial use, inappropriate use, or failure to follow the instructions in this manual. Such malfunctions and damages are not covered by the warranty.
3. This product is designed only for boiling water and should not be used for any other purposes. Do not add beverages, coffee, soup/milk, or other substances to the water.
4. This product must be used with the power base provided by the company.
5. After unpacking, please dispose of the plastic bag in the trash to prevent children from playing with it and risking suffocation.
6. Do not insert pins, wires, or other metal objects into any gaps or openings on the housing or base to prevent electric shock and injury.
7. Ensure the power cord does not come into contact with sharp edges, rough surfaces, other protruding sharp objects, or high-temperature items to avoid electric leakage, electric shock, or fire.
8. A dangling power cord can cause accidents. It is recommended to position the power cord reasonably during use to avoid tripping hazards.
9. Before connecting the power, check that the voltage indicated on the product

matches the power supply voltage to prevent damage to components or fire.

10. Use a grounded socket with a rating of 10A or higher. Ensure the plug is fully inserted into the socket to prevent poor contact, which can cause overheating, component damage, short circuits, or fire hazards.
11. Ensure the product operates on a flat surface. Do not use it on flammable materials such as carpets, towels, plastics, or paper to prevent the risk of fire.
12. Do not place this product on an unstable, moist, high-temperature, smooth, or non heat-resistant surface to avoid injuries or property damage caused by spilled boiling water, electric shock, fire, or slipping.
13. Keep this product away from high temperatures, strong magnets, and flammable or explosive gases (e.g., natural gas, methane) to prevent damage to the device, malfunction, or fire.
14. Never leave the product unattended during operation to prevent fire or other hazards.
15. Avoid dry boiling to prevent discoloration, malfunction, or caused fire. Ensure sufficient water is added before use.
16. Do not exceed the maximum water level line to prevent spill and create hazards, or else water may enter temperature control components and cause malfunction.
17. Do not heat sealed containers to avoid explosion risk.
18. Do not use external timers or remote controls to prevent short circuits or fire hazards.
19. To avoid burns, ensure the lid is properly closed before using the product.
20. During heating or when the water is boiling, do not open the lid or move the product to prevent burns.
21. Before the kettle fully cools down, close the lid using the heat-resistant handle.
22. Do not keep the product plugged in when the room temperature is below 0°C, as the temperature control may automatically reset, causing overheating and potential fire hazards.
23. Do not plug or unplug the power cord with wet hands or clean the socket with a wet cloth, as it may cause electric shock.
24. When unplugging, hold the plug firmly and avoid pulling or twisting the power cord to prevent damage and the risk of electric shock.
25. Be cautious when pouring water to avoid spills that could cause burns. Pay extra attention if wearing clothing or footwear that exposes skin to prevent burns.
26. To prevent electric shock or fire, ensure the power is disconnected in the following situations: when there is no water in the kettle, when adding water, when not in use, when cleaning or moving the product, or when there is a problem with the product.
27. If the product malfunctions or is damaged, stop using it and take it to an authorized

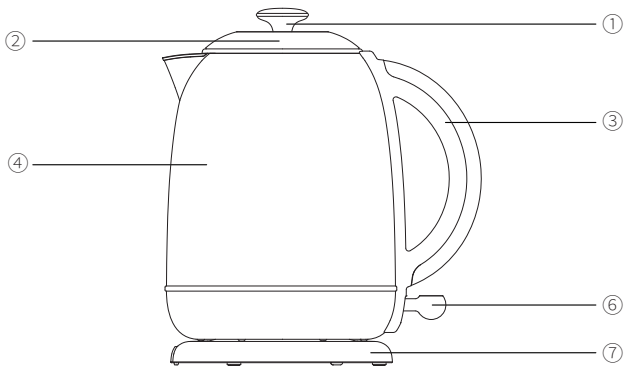
- service center for repair. Do not attempt to repair it yourself to avoid danger.
28. If the power cord is damaged, it must be replaced by the manufacturer, its service department, or similarly qualified personnel to avoid risks.
 29. To prevent electric shock or short circuits, remove the base before cleaning, and ensure both the bottom of the kettle and the base are completely dry before reuse. Do not immerse the kettle or base in water for cleaning.
 30. This product is not suitable for use at altitudes above 2000 meters, as it may not function properly at higher elevations.
 31. When discarding this product, please cut off the power cord and hand it over to a qualified department for recycling and disposal.

Welcome to use

Thank you for using the Joyoung kettle. All content in the user manual is for reference only during user use and maintenance. For any matters not covered, please feel free to inquiry our customer service department.

May the Joyoung kettle bring comfort, convenience, and health to your life.

Component and fuctions



No.	Component Name	Component Function
①	Lid Handle	Used to lift the lid
②	Lid	Used to seal the kettle spout
③	Handle	Used for gripping the kettle
④	Kettle Body	Used for holding water and contains the heating element
⑤	Switch Button	Used to turn the water boiling function on and off
⑥	Power Base	Used to place the kettle body

Operating Instructions

1. Before using this product, be sure to read this user manual carefully, especially the "Safety Precautions".
2. After plugging in the power, cover the kettle with the lid and place it on the base. Then press the switch button. Remember do not press the kettle's switch button before placing it on the base.
3. Once the water boils, the kettle will automatically turn off and the switch will return to the "off" position.
4. Before pouring water, wait for the water in the kettle to stop boiling.
5. If the kettle turns off before the water has boiled, it may be due to excessive scale buildup. Clean the scale to resolve this issue.
6. Before using the kettle for the first time, fill it to the maximum water level line, boil the water, and then discard the hot water. Repeat this process to clean the inside of the kettle and remove any odors.
7. After use, please disconnect the power.

Maintenance and Care

① How to clean the kettle

- Before cleaning the kettle, always unplug the power cord and allow the kettle to cool down.
- Do not immerse the kettle, power cord, plug, or power base in water.
- Ensure that all electrical components are dry.
- Wipe the exterior of the kettle with a damp cloth. Do not use abrasive powders or cleaning pastes, as they can damage the kettle's finish.

② How to Remove Limescale

To maintain the kettle in good working condition, limescale should be removed regularly. If the kettle frequently turns off automatically before the water boils, it indicates that the kettle needs descaling. You can use the following methods to remove limescale:

- Use a descaling product specifically designed for kettles, following the product instructions.
- Add 0.5 liters of 8-degree white vinegar to the kettle. Let it soak for 1 hour, then discard the vinegar and rinse the kettle 4-5 times with clean water.
- Add 0.5 liters of water and 25 grams of citric acid into the kettle. Boil the water and let it soak for 15 minutes, then rinse the kettle 4-5 times with clean water.

Troubleshooting and Solutions

Symptom	Reason Analysis	Fault Elimination
The water pot turns off automatically before boiling	Usually caused by scale inside the pot	Resolve by cleaning the scale
	May be due to the use of the pot in a dry state or with insufficient water, triggering the dry burn protection device	Add cold water to the pot and after about 2 minutes, the dry burn protection device resets, and the pot can be used again
The water pot does not work	The power plug is not connected properly	Please check the condition of the power cord plug
	The power cord is damaged	Please go to the after-sales service point for replacement and then use it
	When the pot is dry-burned, the dry burn protection device will activate and cut off the power	After the power is turned off, please add an appropriate amount of cold water to the pot
There is an odd taste in the water	This phenomenon usually occurs the first time it is used	1. Resolve according to the method in "Operating Instruction" item 6; 2. If the problem persists, add water to the pot up to the maximum mark, add 2 spoons of baking soda, bring the water to a boil, and then pour it away
Scale forms inside the pot, or the water in the pot becomes turbid	This is caused by the high hardness of local water quality, with calcium carbonate and magnesium carbonate in the water	Clean the scale in time.

Friendly Reminder

- The above methods address common troubleshooting and resolution. For other issues, please contact your local service center for repairs. Do not attempt to disassemble or repair the product yourself.

Terms & Conditions of Warranty

1. Warranty Period:

This product comes with a two year manufacturer's warranty effective from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date).

2. Warranty Coverage:

If the product has a manufacturing defect during the warranty period, you can contact Joyoung Malaysia after-sales service team or authorized distributor/retailer. Upon verification of the defect, you can apply for free Warranty Repair Service.

Note: Packing materials like boxes, interior foam, paper cards, user manual and other consumables parts are not covered under warranty.

3. Exclusion from warranty:

The warranty does not cover:

- Normal wear and tear.
- Use of the product in commercial usage.
- Alterations to the product spare part from non-authorized service centres.
- Damage caused by improper use, including mishandling or damage by third parties
- No warranty for accessories/consumable parts.

4. Paid Repair Services (within warranty period):

Free warranty repair service will not be applicable in any of the following situations, though paid repair services are available:

- Products purchased from unauthorized dealers or sellers.
- Product does not comply with Malaysia product standard, including differences in voltage and adapter compatibility.
- Damage caused by improper use, maintenance, and storage.
- Defects found after the warranty period has expired.
- Damage from unauthorized disassembly.
- Damage due to natural disaster, accidents, or even beyond our control (e.g. acts of God,

floods, accidents, governmental orders)

- Failure or damage due to misuse or abuse such as incorrect operation, liquid exposure, inappropriate voltage, or transportation damage.

5. Charges for Non-Warranty Repairs

- After receiving the defective product sent by the customer, Joyoung Malaysia service team will inspect the product to determine whether it is covered by the warranty.
- If the damage is due to misuse or is outside the warranty, you will be responsible for the repair fees, parts costs, and one-way shipping costs if you opt for repair services.
- If you choose to cancel the repair for non-warranty products, you will be responsible for both round-trip shipping costs.

Note: SC Alliances (M) Sdn Bhd reserves the right to reject any warranty claim if the appliance is used for commercial or semi-commercial purposes, or if the product does not comply with Malaysian product standards, including differences in voltage and adapter compatibility.

Contact us:

1. General inquiry: Please contact our customer service team: +6010-8801010.
2. Live Chat: Joyoung Malaysia (Shopee/Lazada)
3. Technical Support: Please contact our service centre at 03-8026 6226 (Highpoint Service Network Sdn Bhd)

Operation Hours: 9am-6pm (Mon-Fri)

Closed on Public Holiday

安全注意事项

 **警告：**对可能导致人员危险、重伤、重大财产损失的风险要警惕；

 **注意：**对可能导致人员受伤或物品损害的风险要关注；

 **警告：**

- 1、产品在工作期间会产生高温和蒸汽，请勿触摸或靠近蒸汽孔等高温部分，以防烫伤。
- 2、为防止触电或短路等危险，切勿将本产品和电源线浸入到任何液体中。

 **注意：**

- 1、本产品不打算由儿童或有肢体、感官或精神能力缺陷的人使用。除非有负责他们安全的人对他们进行与产品使用有关的监督和指导。应照看好儿童，确保他们不玩耍本产品。
- 2、本产品仅供家庭使用，任何商业用途、不适当用途或未遵守本说明书使用引起的故障，本公司均不承担任何责任，此等故障损坏不在保修之列。
- 3、本产品只能用于烧水，不能作为其他用途。切勿向水中加速溶饮料、咖啡、汤/牛奶等。
- 4、本产品必须和本公司提供的电源底座配套使用。
- 5、打开包装后，请即刻将塑料袋放入垃圾桶，以免儿童玩耍，造成窒息的危险。
- 6、请勿向壳体、底座任何缝隙或开口处插入大头针、铁丝或其他金属物品，以防触电造成伤害事故。
- 7、确保电源线不会与尖锐的边缘、毛边、其他突出尖锐物或表面高热的物品接触。以防漏电，造成触电或火灾。
- 8、电源线悬垂易引起事故，建议使用时将电源线布置在合理的位置，以免绊倒带来危险。
- 9、连接电源之前，请检查产品上标示的电压是否与供电电源电压相符，以免损坏元器件或发生火灾。
- 10、必须单独使用10A或以上带接地的插座，插头需彻底插入插座，以防接触不良而导致元件过热烧坏，引发短路或火灾等危险。
- 11、请在水平台面上操作，请勿在地毯、毛巾、塑料、纸等易燃物上操作本产品，以防引起火灾。
- 12、请勿将本产品放在不平稳、潮湿、高温、光滑、不耐热的台面上使用，

以免沸水溅出、触电、起火、滑落等造成伤害事故和财产损失。

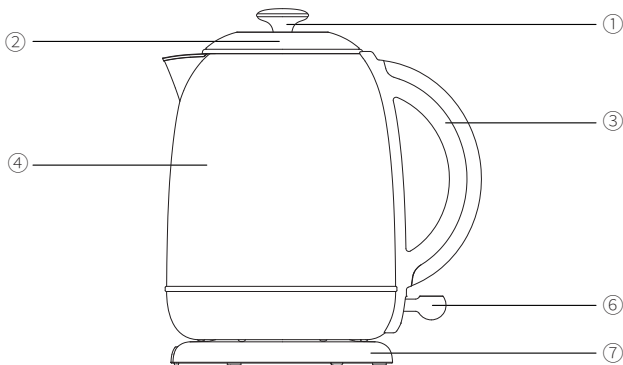
- 13、请勿将本产品靠近高温、强磁、易燃易爆气体(如天然气、沼气等), 以防引起器件损坏、故障或火灾。
- 14、切勿在无人看管的情况下让产品工作, 以防产品突发情况造成火灾等危险。
- 15、请勿让产品干烧, 以免引起壶体发黄、故障或发生火灾造成伤害事故和财产损失, 请在使用前确认壶内有适量冷水。
- 16、装水量不要超过最大水位线, 否则可能会出现沸水溅出而造成危险或者水流入温控器件导致故障的发生。
- 17、请勿将密闭的容器放置在壶内加热, 会有爆炸的危险。
- 18、请勿在外接定时器或独立的遥控控制系统的方式下运行该产品, 以防短路、自燃等危险。
- 19、为避免烫伤, 使用产品前, 请务必确认上盖已正确盖好。
- 20、加热过程中、水沸腾时, 请勿打开上盖或移动产品, 以防烫伤。
- 21、壶体未充分冷却前, 请通过壶盖的防烫部位来关闭壶盖。
- 22、在室温低于0°C时, 勿让产品一直和电源插座连接, 否则温控器可能会自动复位导致元件发热产生自燃等危险。
- 23、严禁用湿手插/拔插头或用湿布清洁插座, 否则会造成触电。
- 24、拔下插头时, 须握住插头拔出, 切勿用力猛拉或扭曲电源线, 以防电源线损坏, 产生漏电危险。
- 25、倒水时应小心操作, 防止水溅出烫伤身体, 在穿着裸露皮肤的衣服、鞋子时要更加注意, 防止烫伤。
- 26、为防止触电或火灾, 下列情况必须保证电源是断开的: 壶中无水时、加水时、不使用时、清洁或移动产品时、当产品出现问题时。
- 27、如产品发生故障或损坏, 请停止使用, 可以送到我公司的售后服务点维修, 切勿自行修理, 以免发生危险。
- 28、如果电源软线损坏, 为了避免危险, 必须由制造商、其维修部或类似部门的专业人员更换。
- 29、为防止触电、短路等造成损害事故, 清洗本产品时, 请取掉底座, 再次使用前必须把底部和底座擦干, 不得浸入水中清洗。
- 30、本产品不适用海拔2000米以上地区, 否则无法确保应有的功能。
- 31、丢弃本产品时, 请剪断电源线并交由有相关资质部门回收丢弃。
- 32、本产品硅胶密封圈等具有抗菌性能, 以大肠杆菌和金黄色葡萄球菌为试验用菌, 依据GB 21551.2-2010进行抗菌性能测试并符合标准要求, 该类配件在产品日常使用过程中其抗菌性能可能存在正常的功能衰减及变化。

欢迎使用

感谢您使用九阳开水煲，书中所有内容仅供用户使用和维护时参考，未尽事宜，欢迎向本公司的客户服务部门咨询。

愿九阳开水煲给您的生活带来舒适、便捷与健康。

部件及功能



序号	部件名称	部件功能
①	提手	用于打开壶盖
②	壶盖	用于密封壶口
③	手柄	用于抓握水煲
④	壶体	用于盛水并带有加热部件
⑤	开关按钮	用于煮水开关
⑥	电源底座	用于放置壶体

使用方法

- 1、使用本产品前，请一定要仔细阅读本说明书，尤其是“安全使用注意事项”。
- 2、插上电源后，将水煲盖盖好，放在底座上，再按下开关按钮，记住不要将水煲的开关按钮按下后再放置在底座上。
- 3、水烧开后，水煲会自动断电，开关调回到关的位置。
- 4、倒水前，请等待煲中的水停止沸腾。
- 5、如果水沸腾前水煲提前自动关闭，说明水煲水垢太多，可通过清除水垢来解决。
- 6、第一次使用前，在水煲内注满水到最大水位线，烧开后倒掉开水，然后再重复一遍，以清洗水煲内部，去除异味。
- 7、使用完毕后，请切断电源。

保养和维护

① 如何清洁水煲

- 每次清洁水煲前，要拔下电源插头并让水煲冷却。
- 切勿将水煲、电源线、电源插头和电源底座浸于水中。
- 确保电气线路干燥。
- 用湿布擦拭水煲外壳。请勿使用擦洗粉、清洁膏等产品，它们会伤害水煲壶体的光泽。

② 如何清除水垢

为了保持水煲良好的工作状态，需要经常清除水垢。如果经常水沸腾前自动关闭，表明您的水煲需要清除水垢了。可以用下面的几种方法来清除水垢：

- 使用专用的适合水煲的除垢产品，按照产品说明进行。
- 向壶中加入0.5升8度的白醋，放置浸泡1小时后，倒去白醋，用清水清洗4次～5次。
- 加入0.5升的水，然后加入25克的柠檬酸，煮水浸泡15分钟，用清水清洗4次～5次。

故障分析及排除

故障现象	原因分析	故障排除
水沸腾前水煲提前自动关闭	通常是由煲内水垢引起的	通过清除水垢来解决
	可能是水煲在无水或水量不足的状态下使用，引起干烧保护装置的启动	往水煲内重新加入冷水，约2分钟后干烧保护装置复位，水煲即可重新工作
水煲不工作	电源插头没有连接好	请检查电源线插头的情况
	电源线损坏	请送当地售后服务部进行维修
	当水煲干烧，干烧保护装置将启动关闭电源	电源关闭后，请往水煲内加入适量冷水
水中含有异味	通常在第一次使用时会有此现象	1、按照“使用方法”第6条的方法解决； 2、如果此问题仍然存在，向煲中加水到最大刻度，加入2勺小苏打，把水烧开，然后倒掉
煲内有水垢生成，或者煲中的水变混浊	这是因为当地水质较硬，水中的碳酸钙和碳酸镁引起的	及时清除水垢即可

温馨提示

- 以上为常见故障诊断和排除方法，对于其它故障，请送当地售后服务部进行维修，切勿自行拆卸修理。

保修条款

1. 保修期限：

本产品自购买之日起享有两年制造商保修，需提供有效的购买凭证、原始收据或发票。如交货日期晚于购买日期，则以交货日期为准。

2. 保修范围：

若产品在保修期内出现制造缺陷，用户可联系九阳马来西亚售后服务团队或授权经销商/零售商。经确认缺陷后，用户可申请免费保修维修服务。

注意：包装材料如外箱、内部泡沫、纸卡、用户手册及其他消耗品不在保修范围内。

3. 保修除外条款：

以下情况不在保修范围内：

- 正常使用造成的磨损。
- 产品用于商业用途。
- 由非授权服务中心更改或更换的零部件。
- 因不当使用、第三方操作或其他外部原因造成的损坏。
- 附件或消耗品不享有保修。

4. 保修期内的付费维修服务：

如果出现以下情况，即便在保修期内，用户仍需自费维修：

- 从非授权经销商或卖家处购买的产品。
- 产品不符合马来西亚产品标准，包括电压及适配器兼容性差异。
- 因不当使用、维护及存储导致的损坏。
- 保修期届满后发现的缺陷。
- 因未经授权的拆卸造成的损坏。
- 因自然灾害、事故或不可抗力（如天灾、洪水、事故、政府命令）造成的损坏。
- 因误用或滥用（如操作不当、液体渗入、使用不当电压或运输损坏）导致的故障或损坏。

5. 非保修维修费用：

- 九阳马来西亚服务团队在收到客户寄回的有缺陷产品后，会对产品进行检查，以

确定是否属于保修范围。

- 若检测结果显示损坏原因是用户误用或不在保修范围内，用户需承担维修费用、零部件费用及单程运费（若选择维修服务）。
- 如用户选择取消非保修产品的维修服务，需承担往返运输费用。

注意： SC Alliances (M) Sdn Bhd 保留拒绝任何因商业或半商业用途使用、或产品不符合马来西亚产品标准（包括电压和适配器兼容性差异）的保修申请的权利。

联系我们：

- 1.一般咨询：请联系客户服务团队：+6010-8801010。
- 2.在线咨询：Joyoung Malaysia（Shopee/Lazada）
- 3.技术咨询：请联系服务中心：03-8026 6226（Highpoint Service Network Sdn Bhd）

营业时间：周一至周五，上午9点至下午6点

公共假期休息