

FAQs

Breville Hot Cup Water Dispensers

Breville's HotCup range is revolutionising how a huge number of families are brewing up, removing the tiresome wait for the kettle to boil, and delivering perfectly-boiled water in a matter of seconds. Perfect for the busy family, the HotCup appliances have become an indispensable part of the kitchen line-up for so many families in the UK.

This makes it incredibly important that all HotCup appliance owners and interested buyers know exactly how to get the very best from their machine. So, at Breville, we've compiled answers to many of the most commonly asked questions in regards to the HotCup range. The expert tech team at Breville can answer your questions and queries succinctly and reliably. This means you won't have to be reaching for the old back-up kettle waiting patiently at the back of the kitchen cupboard.

From identifying the root and cause of potential problems with the HotCup to advice for long-term maintenance, our FAQs section can help you keep your appliance working at its fullest for years and years to come. You and your family will continue to be able to quickly dispense perfectly-boiled water at the touch of a button. Many of the questions and queries have simple solutions, and can be returned to full power quickly. Our simple-to-follow answers to the questions ensure that you'll be able to quickly get your HotCup appliance operating at full pace.

All HotCup appliances ordered from the Breville website come complete with a comprehensive user manual. The manual can help you understand how to operate the appliance, and make the most of its powerful performance, without reverting to the FAQs.

If you have any further questions about the Breville HotCup range, please do not hesitate to contact us or call our customer service team on 0800 525 089.

I need a spare part for my HotCup water dispenser

If you need a spare or replacement part for your HotCup water dispenser, please check the 'Parts & Accessories' page of this website. Alternatively you can contact us.

How do I clean my HotCup water dispenser?

Always switch off and unplug your HotCup water dispenser and allow it to completely cool before cleaning. Never immerse the base unit, power cord or plug in water or any other liquid. Do not use harsh abrasives, chemicals or oven cleaners.

Emptying your HotCup water dispenser

After your HotCup water dispenser has completely cooled down, unplug it from the mains supply socket.

Press the lid release button.

Hot your HotCup water dispenser over a sink and pour the water out.

Still holding your HotCup water dispenser over the sink, turn it the right way up and allow any water to drain out of the dispensing nozzle. If no water drains out of the nozzle, it may be because the stop button has been accidentally or intentionally pressed. Press the start button to allow water to drain from the nozzle.

Repeat steps 3 and 4 until all the water has been emptied from your HotCup water dispenser.

Cleaning the outside

Clean the exterior surface of your HotCup water dispenser with a damp cloth and then polish it with a soft, dry cloth. DO not use steel wool pads or harsh/abrasive cleaners.

I haven't used my HotCup water dispenser for a while, do I need to clean it?

If your HotCup water dispenser will not be used for an extended period (e.g. if you are on holiday), we recommend that you first empty it. Before using your HotCup water dispenser again, carry out several boil cycles discarding the water each time.

How often should I descale my HotCup water dispenser?

To ensure the safe and efficient operation of your HotCup water dispenser, it is important to descale it regularly. The harder your water the more regularly it will need doing. Your water company should be able to tell you how hard the water is in your area. Untreated scale deposits prevent the element conducting heat efficiently, therefore wasting electricity. Scale can also cause your HotCup water dispenser to malfunction or even cause premature failure.

How do I descale my HotCup water dispenser?

Descaling using a proprietary descaling product

Fill your HotCup water dispenser to the MAX fill level and place an empty cup on the drip tray. Press the start button and wait for the water to be dispensed into the cup.

Add a citric acid-based proprietary product to the hot water and close the lid.

Place the empty cup on the drip tray and press the start button.

Wait for the water to be dispensed into the cup.

Discard the water from the cup.

Repeat steps 4, 5 and 6 until the water level is at the MIN mark. Open the lid and empty any remaining water into the sink. Rinse your HotCup water dispenser by filling it with clean water and emptying it into the sink. Fill your HotCup water dispenser with fresh water to the MAX fill level and place an empty cup on the drip tray.

Press the start button and wait for the water to be dispensed into the cup.

Discard the water in the cup. Repeat steps 8 and 9 until the water level is at the MIN mark. Open the lid and empty any remaining water into the sink.

Descaling using vinegar or citric acid

You can use ordinary vinegar (white or malt) or citric acid to descale your HotCup water dispenser. Inexpensive, ordinary vinegar can be purchased in large bottles from any supermarket. Citric acid can be bought from pharmacies, home brewing/wine making suppliers or online retailers.

If you are using vinegar, make up a solution of 1 cup vinegar to 1 cup of water. If you are using citric acid, mix 30g of the citric acid with 500ml of water.

Pour the solution into the tank, close the lid and allow it to stand for 1 hour.

Cycle your HotCup water dispenser (as described in steps 4-6 above) until the level is at a MIN mark. Open the lid and empty any remaining solution into the sink. Rinse your HotCup water dispenser several times by filling it with clean water and emptying it into the sink.

Fill your HotCup water dispenser with fresh water to the MAX fill level and place an empty cup on the trip tray.

Press the start button and wait for the water to be dispensed into the cup.

Discard the water in the cup. Repeat steps 6 and 7 until the water level is at the MIN mark. Open the lid and empty any remaining water into the sink.

Finally, rinse your HotCup water dispenser several times with clean water.

The start switch on my HotCup will not stay in the 'on' position

It is possible that your HotCup water dispenser has not reset itself after the boiling cycle and the appliance is still too hot after the last boil. Wait a few minutes for it to cool slightly before trying again.

The water tank of my HotCup does not illuminate and won't dispense boiling water

Check the appliance is plugged in and switched on at the supply socket.

1. Check that the appliance is positioned correctly on its power base and the the dispensing nozzle is positioned centrally over the drip tray.
2. Check the fuse in the plug.
3. Make sure that the appliance hasn't just boiled try by allowing the appliance to cool down completely then refill it with water.

If none of the above solutions have worked, please contact us.

My HotCup won't dispense a full cup of water

Your HotCup water dispenser may have excessive scale, if you haven't descaled your appliance please do so. Another possible reason is that the dispensing control may be set too low, adjust the dispensing control.

My HotCup is producing steam but won't dispense boiling water

It is possible that your HotCup's water level has dropped below the MIN level. Fill the water between the MIN and MAX markings and then restart the boil cycle.

If you haven't descaled your appliance for some time, it is possible that your HotCup has excessive scale and may need descaling.

My HotCup is making a noise and there is a 'clunk' sound after the water has been dispensed

This is the sound of the internal valve operating after the boil cycle finishes; this is normal operation.

Water drips from my HotCup's dispensing nozzle after the boil cycle has finished

This is a residual amount of water left inside the appliance after the boil cycle; this is normal operation.

Steam is coming from my HotCup water dispenser

If steam is coming out from behind the start button of your HotCup water dispenser and behind the dispensing nozzle this is normal operation - steam is simply being vented in a controlled manner through designed vents.

My HotCup water dispenser immediately turns itself on when it is placed on the power base

The HotCup water dispenser is already switched on; press the stop button.