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# SMARTSTREAM KETTLE

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## Information for use

Thank you for purchasing this DMD SmartStream Kettle. You can remotely control the 1.5-litre DMD SmartStream Kettle using a smartphone app or voice commands through an Alexa Speaker. You can set it to any specific temperature or choose from pre-set options for coffee, green tea, and more. Please keep the user manual and read all instructions carefully before using your appliance.



# Health and Safety Guidelines

- Always unplug the unit when not in use, before cleaning, or when adding or removing parts. Please read the instructions carefully before using any appliance.
- Always ensure that the voltage on the rating label corresponds to the mains voltage in your home.
- Incorrect operation and improper use can damage the appliance and cause injury to the user.
- Only household use is the intended use for the appliance. Commercial use nullifies the warranty, and the supplier is not liable for any harm or damage that results from using the appliance beyond its intended use.
- Do not let children use this appliance unsupervised.
- Regularly check the power cord and plug for damage. Only qualified individuals must replace the damaged supply cord to avoid a hazard.
- If you have dropped or damaged the appliance in any way, do not use it. Take the damaged unit in for examination and/or repair by an authorised service agent.
- To reduce the risk of electric shock, do not immerse or expose the motor assembly, plug, or power cord to water or any other liquid.
- For cleaning purposes, never immerse the unit in water or any other liquid. Do not reach for an appliance that has fallen into the water. Unplug immediately.
- By gripping the plug, remove it from the socket. Do not pull on the cord to disconnect the appliance from the mains.
- Injury, fire, or electric shock could result from the use of accessory attachments that the manufacturer has not approved or supplied.
- A short cord is provided to reduce the hazards of becoming entangled in or tripping over a longer cord.
- Do not let the cord hang over the edge of a table or counter.
- Make sure the cord is not in a position where accidental pulling is possible.
- Do not allow the cord to touch hot surfaces, and do not place it on or near a hot gas or electric burner or in a heated oven. Do not place the unit on a hot surface.
- This appliance is not suitable for outdoor use. Do not use this appliance for anything other than its intended purpose.
- Do not carry the unit with the power cord.
- The manufacturer does not accept responsibility for any damage or injury caused by improper or incorrect use or repairs carried out by unauthorised personnel.
- In the event of technical problems, switch off the appliance and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment, or repair.
- Always insist on using the original spare parts. Failure to comply with the above-mentioned precautions and instructions will affect the safe operation of this machine.
- Do not allow the wires to touch the hot surface. The product must cool completely before removal and cleaning.
- When the power plug is not in use, unplug it from the power outlet.

- Do not operate this product with any damage to the power cord. In order to avoid electric shock, do not disassemble and reassemble. We will not provide a warranty for unauthorised repair, modification, or non-product design use.
- Touching hot metal parts may result in burns.
- Do not touch the inside of the product while it is working.
- You cannot connect this product to an external timer.
- When you first use this appliance, you might notice a slight smell and some white smoke. It is a normal status. Please ensure sufficient ventilation; those smells and white smoke will disappear quickly.
- Warning: Do not open the cover while the water is boiling.
- Warning: Avoid spillage on the connector.
- Warning: Potential injury from misuse.
- Before using this product, remove all packaging materials.
- After unpacking, check for damage and make sure there are no missing parts.
- Place all packaging materials, including plastic bags, polyfoam, tape, etc., away from children's reach to prevent suffocation or even death.
- Use only the parts provided in the product and packaging; otherwise, they may pose a hazard to the user and damage the product.
- Do not allow the power cord to touch a sharp edge or a hot surface during operation.
- The warranty does not include parts; if you need to replace them, please contact support.
- Because of the insulation material, you may notice an odour and gas when using the appliance for the first time. This is harmless and will subside quickly.
- If you notice any abnormal noise, smell, or smoke during use, immediately turn off the power supply. If you have any questions, please ask our customer service department for assistance.
- When the product is working, it will release steam. To avoid burns, keep your hands and face away from the kettle's mouth. Avoid placing objects susceptible to steam on top of the product, and refrain from covering the steam outlet with wipes or similar items to prevent accidents or product failure.
- When powered on, do not move the product.
- When the water is boiling, or just after the water has boiled, avoid contact with the steam in the kettle mouth.
- When using, pour boiling water carefully and slowly, and don't tilt the kettle too quickly.
- Be careful adding water when the kettle is hot.
- Do not touch hot surfaces. Use the handle.
- You cannot use the included stand with other products or for other purposes.
- You should only boil water in the kettle; never boil milk, soup, coffee, tea, or other liquids.

## Cleaning and maintenance

1. When using the kettle for the first time, we recommend cleaning it with dishwashing liquid first, adding a few slices of lemon, boiling it once or twice with the maximum capacity of water, and then pouring the water out. Wipe the surface with a clean, soft cloth.
2. When cleaning the product, unplug the power cord first, and then clean it after cooling down.
3. Clean the main body or the base with a wrung-out soft cloth; if necessary, clean the inside with water or something non-corrosive (keep in mind that the metal part of the base that is in contact with the base should not be wet with water).
4. Use detergent and a sponge to clean the pot. To avoid damaging the surface, do not use hard steel wire to clean, so as not to damage the surface.
5. Do not use corrosive liquids and hard objects to clean the inside and outside of the product (for example, gasoline, decontamination powder, a hard brush, etc.) Wipe the product's exterior with a soft cloth that has been wrung out.
6. Do not immerse the kettle or base in water. Do not clean the kettle with highly corrosive or polishing detergents.
7. For best performance, please check the filter screen and filter holes regularly; if there are any burrs, please rinse with water or remove them with a soft brush (metal cleaners are prohibited).
8. It is forbidden to use a dishwasher or a dish dryer for cleaning, so as to avoid the danger of deformation or explosion.
9. To prevent the product from being damp and affecting its use, please clean and dry it, put it in a packing box, and store it in a dry and ventilated place when it is not in use for a long time.

## Scale cleaning

1. Add some citric acid (usually 2 spoons) to the water before boiling.
2. Close the cover, fit the kettle on base and connect the power.
3. Press to start boiling; when water begins to boil, the kettle will automatically shut off. 30 minutes later, flush the kettle with clean water several times.
4. If necessary, repeat the above steps for a complete cleaning.

## Parts



## Using electric kettle

1. Place the kettle on the level surface.
2. To fill the kettle, remove it from the power base and open the cover by pressing the kettle cover, fill with the desired amount of water, and then close the cover.

The water level should not exceed MAX marks or sit below MIN level. Too little water will cause the kettle switching off before the water has boiled.

**NOTE: Do not fill the water over the maximum level, as water may spill out of the spout when boiling. Ensure that the cover is firmly in place before plugging the power outlet.**

3. Position the kettle on the power base.
4. Connect the plug into a power outlet. Press , kettle will start to boil water, once the water has been boiled, the kettle turns off automatically. You can shut off the power by pressing  at any moment during boiling water. If you want to boil water again, only press  directly to restart the kettle.

**NOTE: Ensure that the cover is firmly closed.**

5. Lift the kettle from the power base and then pour the water.  
**NOTE: Please operate the kettle carefully when pouring the water from your kettle as boiling water may result in scalding your skin. Do not remove the cover while the water is boiling, and position the cover so that steam is directed away from the handle.**
6. The kettle will not re-boil until  is pressed again. The kettle may be stored on the power base when not in use.

**NOTE: Always disconnect the power supply when not use.**

## Operating the Kettle Functions

### 1. Standard Kettle Mode

Press the “” button. Operates like a traditional kettle, heating water to 100°C (the auto preset).

### 2. Maintain Temperature Mode

Press the “” button, then use the “+/-” button to select your desired temperature between (40°C - 55°C - 80°C - 90°C). The kettle then heats the water to 100°C and then maintains then cools to the pre-selected temperature for approximately 2 hours.

### 3. Custom Temperature Mode

Press the “+/-” buttons to select a desired temperature between (40°C - 55°C - 80°C - 90°C). Heats water to the specific temperature you select without reaching 100°C. Maintains the selected temperature for approximately 2 hours.

**Please Note:** You do not need to press the power button for this function; simply choose your desired temperature and it will reach that point and no higher. Also when using function 3, we recommend using purified water for optimal performance, as the kettle will not reach boiling point.

# Connecting Your Smart Kettle to Wi-Fi

To ensure your smart kettle works correctly with the app, it must connect to a **2.4GHz Wi-Fi** network. Newer routers sometimes use higher frequency bands (5GHz or 6GHz), which are not compatible with the kettle.

## Why this matters:

The kettle cannot detect or connect to 5GHz networks. If your app cannot find your Wi-Fi name, your router may be using a higher frequency.

## How to fix this:

1. Check your router settings to ensure 2.4GHz Wi-Fi is enabled.
2. If your router combines 2.4GHz and 5GHz under the same network name (SSID), try separating the frequencies.
3. Connect your kettle to the 2.4GHz network and follow the app instructions to complete setup.



## Controlling the appliance via the Smart Life APP

The Smart Life APP allows you to control the appliance remotely by using your smartphone.

1. Download the Smart Life APP on your smartphone.
2. Connect to WiFi.

## Register your Smart Life account:

If you don't have an app account, register your account using your email address.

1. Click 'Sign Up' on the home page (Fig 1).
2. The system automatically recognises your country / area. You can also select your country code. Enter your e-mail and tap "Send verification code," as shown in (Fig 2).
3. Enter the verification code from your email, as shown in (Fig 3) to finish registration.

## Sign in with username and password

1. The app automatically recognises your country / area. You can also select your country code (Fig 4). Enter the e-mail and password or alternatively, login with your Google or Apple account.

Fig 1

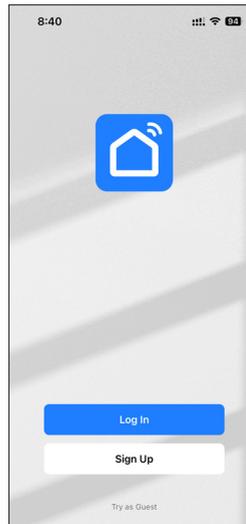


Fig 2

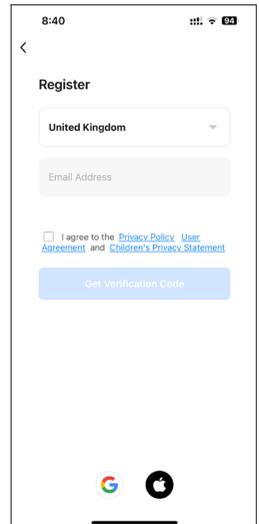


Fig 3

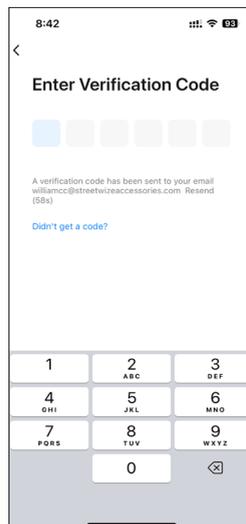
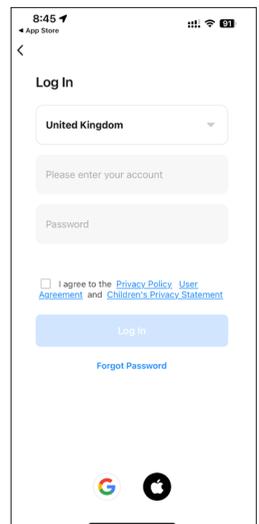


Fig 4



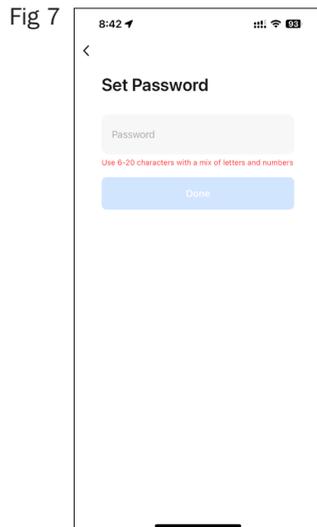
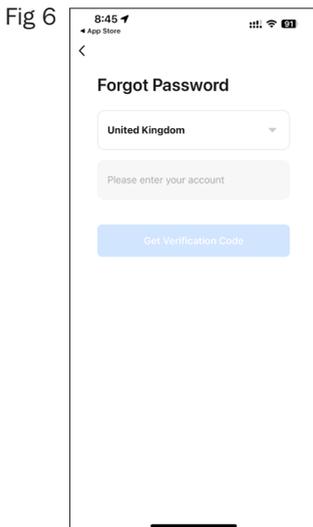
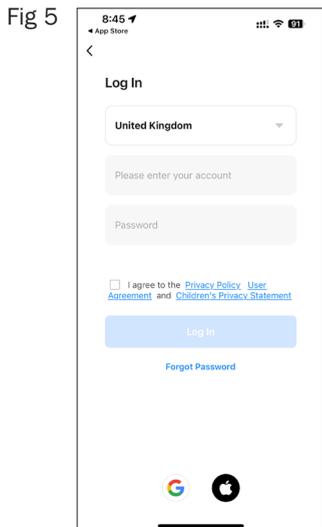
## Forgot password

To get your password back, please follow these procedures:

Tap “Forgot password,” as shown in (Fig 5).

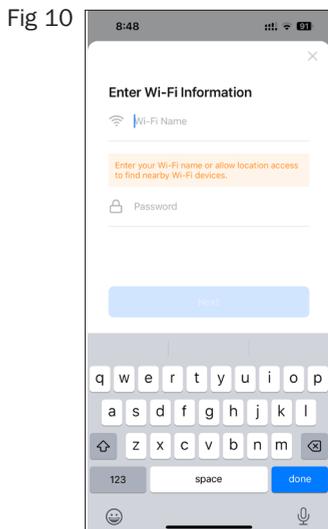
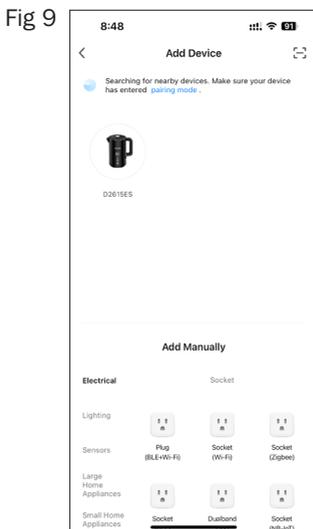
The system automatically recognises your country / area. You can also select your country code yourself. Enter the mobile number/email and tap “Next,” as shown in (Fig 6).

Enter the verification code in the message/email, as shown in (Fig 7), and enter the new password. Tap “Confirm” to finish.



## Add Device

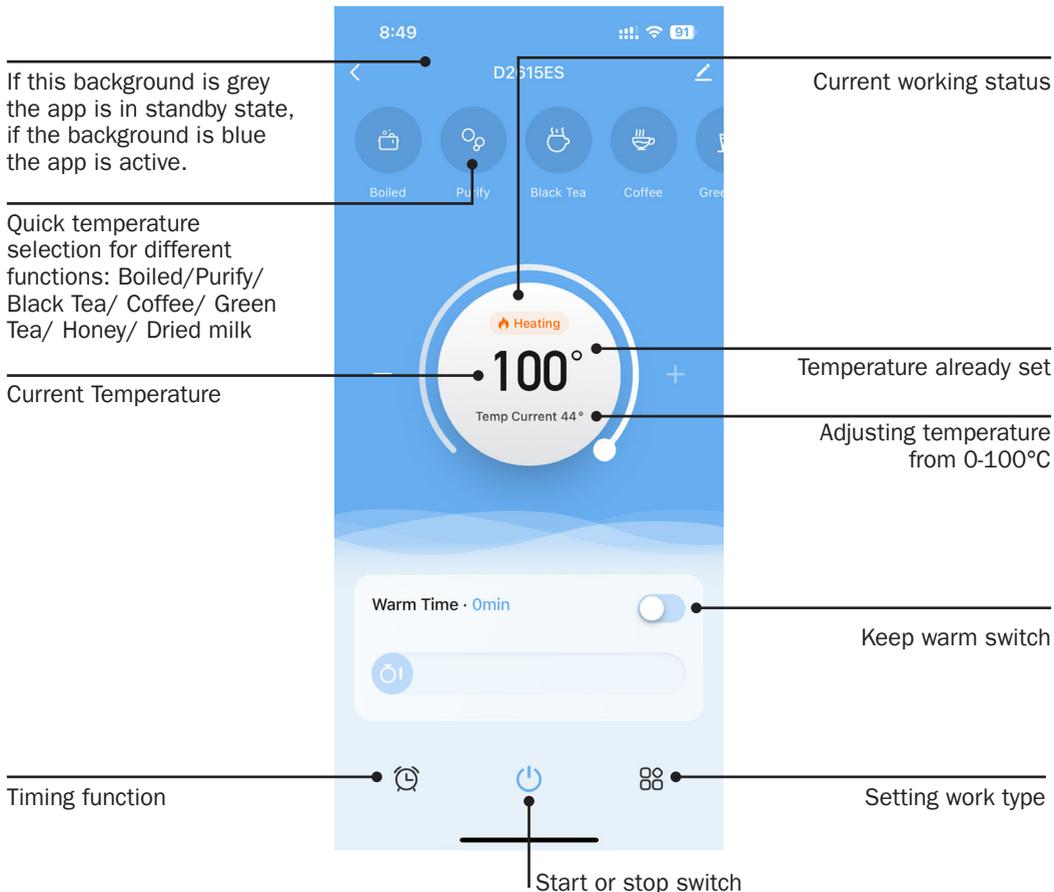
1). To connect the kettle to the app, press and hold the power button  until the lights flash, (Fig 8A) indicating that it is ready to pair.



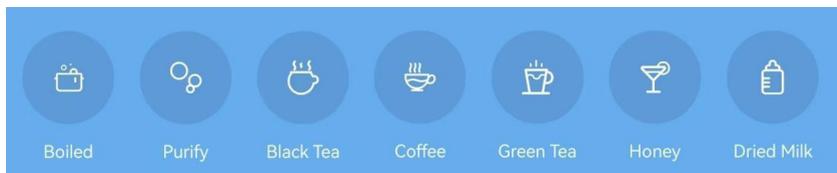
2). Enter the app, click “Add Device” (Fig 8), choose the Smartstream Kettle (Fig 9) and then enter the network connection page, as shown in (Fig 10) above.

3). Select the Wi-Fi under which the device is working, enter the password, and tap “Next” to enter the network connection process, as shown in (Fig 10). Click “Done,” and then it should link to the “Smart Kettle” successfully.

### WiFi function:



### Quick temperature selection for different functions:



Boiled: 100 °C

Purify: 100 °C for 3 minutes

Black Tea: 98 °C

Coffee:90 °C

Green Tea:85 °C

Honey:60 °C

Dried milk: 45 °C

Keeping warm for 2 hours automatically for functions of coffee, green tea, honey, and dried milk.

## Timer function:

Set different timing task. Keeping warm for 2 hours automatically for functions of coffee, green tea, honey, dried milk.

Fig 11

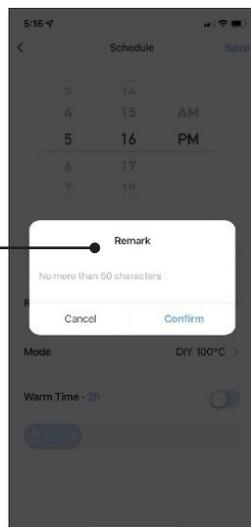


Set time/day

Countdown of keeping warm time: max approx. 12 hrs

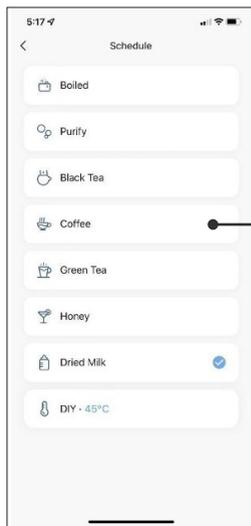
Keep warm Switch

Fig 12



You can write things you want to remind yourself.

Fig 13



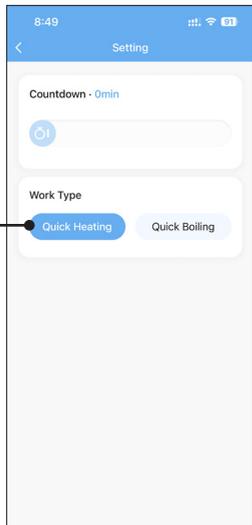
Mode selection: See opposite for explanation.

### Setting Type:

Quick heating: Heat to different temperature you choose.

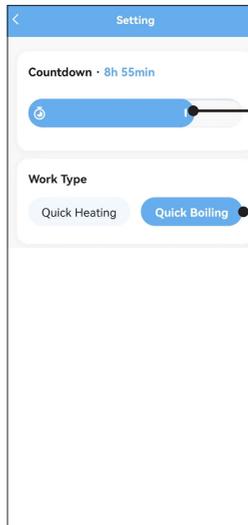
Quick boiling: Cools down to the temperature you chose after heating to 100°C.

Fig 14



Heat to a different temperature you choose.

Fig 15



Countdown of stopping all functions you set: Max approx 12 hours

Cool down to the temperature you choose after heating to 100°C

### Anti-dry protection device

If you accidentally boil the kettle without water, dry boil protection will automatically shut off the power. If this occurs, allow the kettle to cool down before adding cold water. Bring the water back to a boil.

# Setting up Alexa voice control for your kettle



First turn on the Bluetooth, WiFi & Location settings on your phone.

## 1. Connect to the SmartLife App:

- Verify that your Smart Kettle is successfully connected to the Smart Life App.

## 2. Download the Alexa App:

- From either iOS App Store or Google Play App Store, depending on your device.

## 3. Open Alexa App:

- Launch the Alexa App on your device and login.

## 4. Add Echo Device:

- On the 'Devices' section of the Home Page, tap the "+" icon in the top right corner. (Fig 1).
- Select "Add Device." (Fig 2)
- Select "Amazon Echo"

## 5. Select Echo Device:

- Under "Which device would you like to set up?" Select "Echo Smart Speakers" (Fig 3).
- The app will ask if your Echo is displaying an orange light (Fig 4). Select Yes or No. The app will tell you which button on your speaker to press (Fig 5).

Fig 1

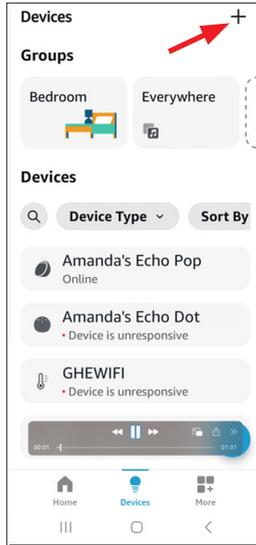


Fig 2

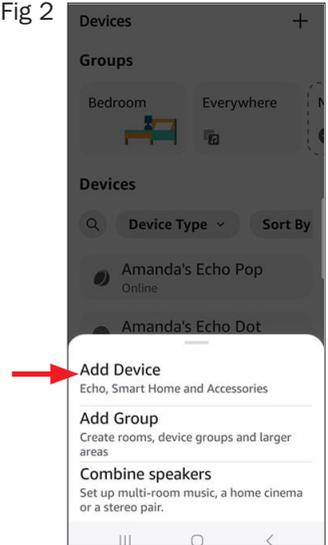


Fig 3

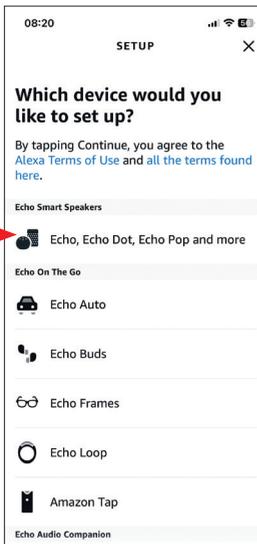


Fig 4

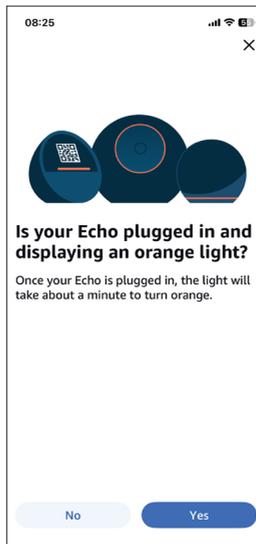


Fig 5



- Select your Echo device. It will connect to the WiFi & ask you where the device is located.

### 5. Add Kettle Device:

- On the 'Devices' section of the Home Page, tap the "+" icon in the top right corner. (Fig 7).
- Select "Add Device." (Fig 8)
- Under "Which device would you like to set up?" scroll down to "Kettle." and select (Fig 9 & 10).

Fig 6

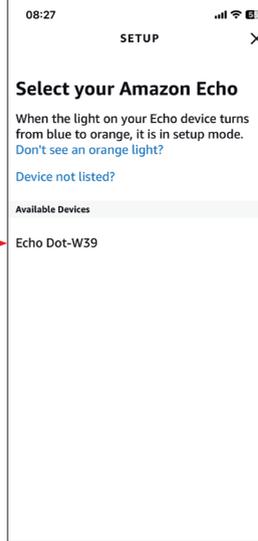


Fig 7

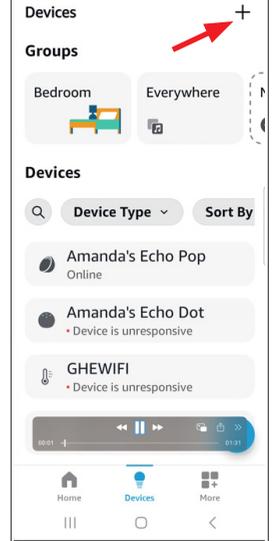


Fig 8

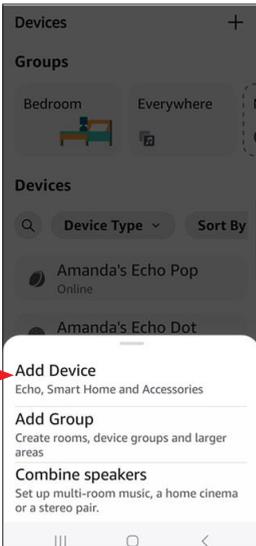


Fig 9

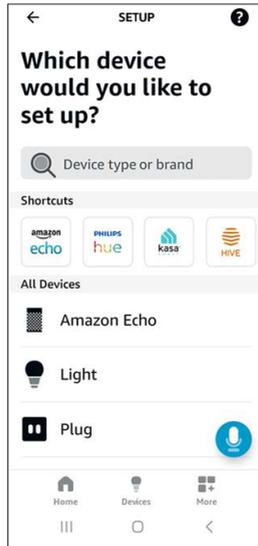
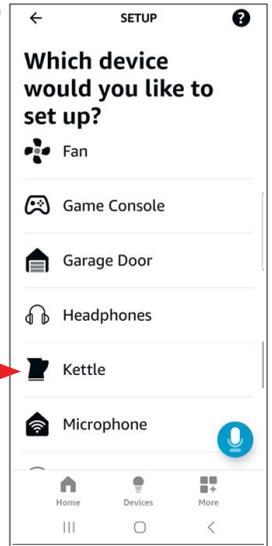


Fig 10



## 6. Choose Brand:

- When asked “What brand is your kettle?” select “Other.” (Fig 11).

## 7. Select Logo:

- On the “Which logo is on your device?” page, choose “Wi-Fi” (Fig 12).

## 8. Set up your device using the device manufacturer’s app:

- Once you get to this message (Fig. 13) select “Discover Devices”. Alexa will search for the kettle.

## 9. Confirm Connection:

- Once the Smart Kettle is found and connected, you’ll be asked to select its location in your home. You can skip this step if preferred. (Fig 14-17).
- Once the kettle has been added switch to the **SmartLife** app.

Fig 11



Fig 12



Fig 13

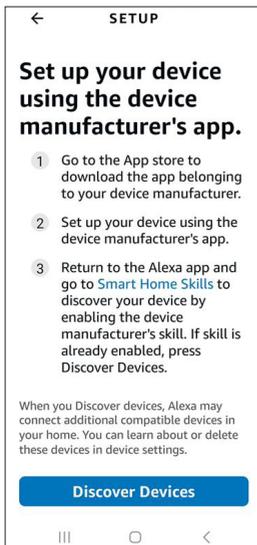


Fig 14

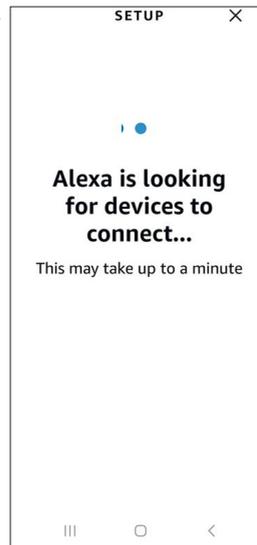
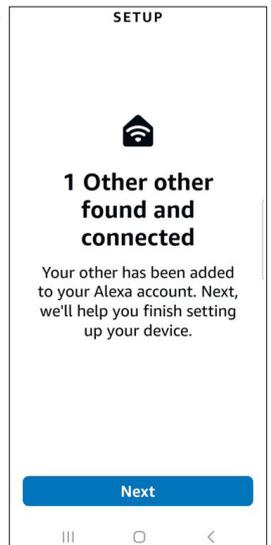


Fig 15



## 9. Connect Alexa to Smart Life:

- On the favourites page of the SmartLife app select **ME** at the bottom right of the page. (Fig. 18).
- Select “Third-party Voice Service” (Fig. 19).
- Select “Amazon Alexa”. (Fig. 20). It will now link the SmartLife app with Alexa. Select “Link to Amazon Alexa” (Figs. 21 & 22). It will say Link Successful. Select “Done”. The SmartLife skill has now been linked to Alexa (Fig. 23).

Fig 18

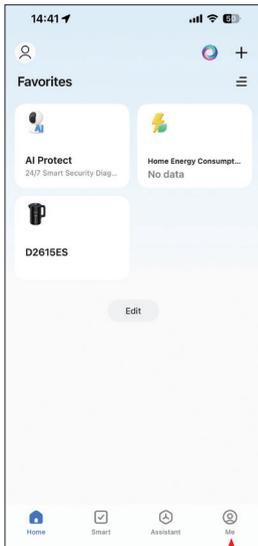


Fig 16

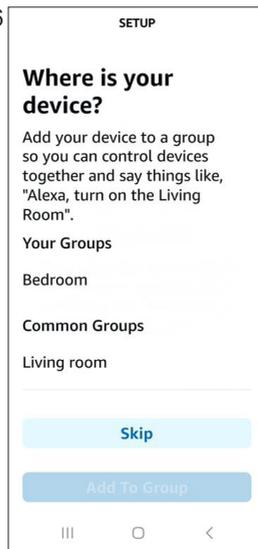


Fig 17



Fig 19

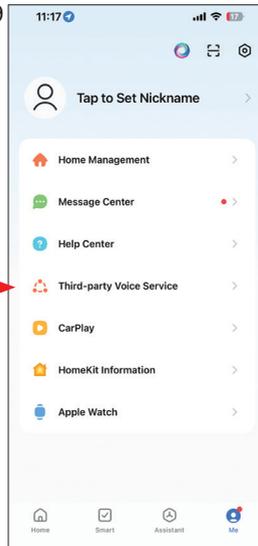
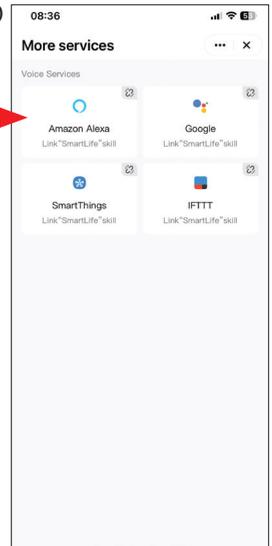


Fig 20



## 10. Use Voice Commands:

In the Alexa App go to the devices section of the home page. Select the kettle & press the “on/off” button (Fig. 24).

You can now operate the kettle with your voice via your Alexa speaker, allowing you to boil water without being in the room. To boil the kettle, say, “Alexa, turn the kettle on.” To turn it off, say, “Alexa, turn the kettle off.”

**Please Note:** The first time you say a voice command, Alexa may ask, “Did you mean SMART KETTLE DMD123?” Say “yes” to confirm, and the voice control function will work.

**Please Note:** If you become disconnected from the WiFi the kettle will switch itself off in the Alexa App. You will need to turn it back on again to use voice commands. Go to the devices section of the home page. Select the kettle & press the “on/off” button (Fig 24).

Fig 21

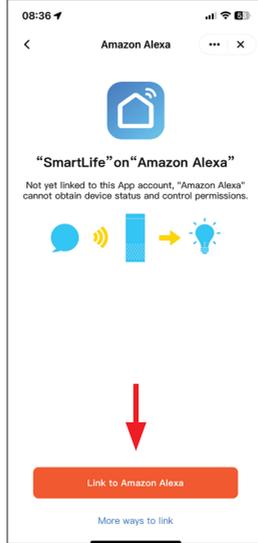


Fig 22

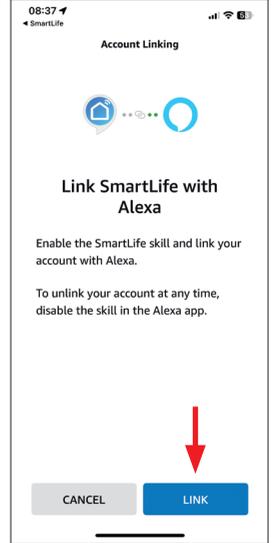


Fig 23

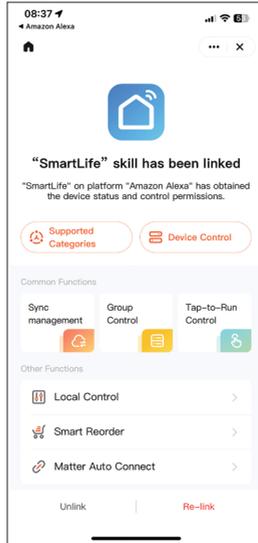
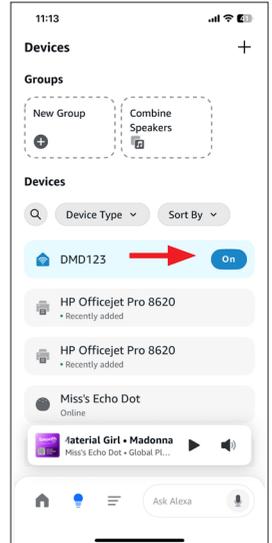


Fig 24



No.	Fault Situation	Reason	Solution
1	No heating	The power cord plug is not connected properly	Re-plug the power cord
		Damaged power cord	Contact customer service centre for return to service for inspection or repair
		Dry-burning protection	After the power is turned off and the product and inner pot are cooled, add water to the ceramic inner pot after it has cooled.
2	key failure	The key is broken and no response	Contact customer service centre for return to service for inspection or repair
3	Light does not shine	Loose or poor internal wire	Contact customer service centre for return to service for inspection or repair
		Damaged electronic board	
4	E1 Error Code	Overheating	Add cold water and allow to cool for 20 minutes. The kettle should resume normal operation after cooling.
5	E2 Error code	Electrical Fault	Contact customer service centre.
6	E3 Error code	Electrical Fault	Contact customer service centre.

## Technical Support

If you require any technical support for your product within the warranty period, please contact us on [support@dmdcollective.co.uk](mailto:support@dmdcollective.co.uk) and provide the product name and supplier code (see Technical Specifications) along with the technical query and proof of purchase.

## WEEE



The WEEE symbol  on this product means that this unit should be ethically dismantled or recycled to minimise environmental impact. Please check with your local authority for more information.

## IMPORTANT: ADDITIONAL SAFETY INFORMATION

This device is **NOT** intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or have been given instruction concerning use of the device by a person responsible for their safety.

**Product Name:**

DMD SMARTSTREAM KETTLE

**Supplier Code:**

DMD123

**Voltage:**

220V~240V

**Frequency:**

50/60Hz

**Power:**

1850 - 2200W

**Capacity:**

1.5 Litre



**Ace Supply Co Ltd.,**  
Suite GA, Marsland House,  
Marsland Road, Sale M33 3AQ

**For Product Support:**  
[support@dmdcollective.co.uk](mailto:support@dmdcollective.co.uk)

**EU Regd. Address:**  
Ace Supply Co (Europe) Ltd,  
Dublin 2, D02 A098, ROI