

# ROBAND®

MANUFACTURED BY  
ROBAND AUSTRALIA PTY LTD



## OPERATING INSTRUCTIONS

### BOILING HOT PLATES

**Models: 11, 12, 12-UK & 13**  
VERSION 1 UNITS

#### Special Features:

Multiple Heat Settings  
Stainless Steel Construction  
High Speed Recovery

These instructions cover the models of ROBAND® Boiling Hot Plates listed above. Although there are slight variances between them, the installation, operation, care and maintenance procedure is the same for all.

# Roband®

Roband Australia is a wholly Australian owned company and has been manufacturing quality commercial catering equipment for the food service industry for more than 50 years. Roband products are engineered and manufactured to the highest standards to provide functionality, reliability and durability, and our quality products are exported world-wide.

Included in the comprehensive ROBAND® range are Toasters, Fryers, Milkshake Mixers, Rotisseries, Food Display Cabinets and much more.

Roband® Australia also acts as the Australian agents for Vitamix® Blenders, Noaw® Meat Slicers, Ryno® Stainless Benching, Ceado Juicers, Förje® Cookware, Robalec™ Soup/Rice Warmers, Robatherm Urns, Austheat® Fryers, Dipo Induction & Autofry Machines. Roband also has its own line of commercial cookware and cutlery under the Robinox® brand name.

For a complete set of brochures please contact your nearest authorised dealer or contact Roband directly at our head office.

## Roband Australia Pty Ltd

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For additional Agents in other Countries please email Roband Head office.

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# INTRODUCTION

Congratulations on your purchase of this quality ROBAND® product. With proper care and management your new purchase will give you years of trouble free service.

By reading these instructions carefully you can ensure that this machine is used and maintained properly, helping your new investment to perform well for you now, and to continue performing in the many years to come.

## GENERAL PRECAUTIONS

This machine must only be operated by qualified person(s) who are fully versed in the operating and safety instructions described in this manual. Servicepersons should be instructed to familiarise themselves with any and all safety instructions described in this manual prior to commencement of any maintenance or service.

In the case of new personnel, training is to be provided in advance. These machines should not be operated by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by a person responsible for their safety.



These machines are heating units, and as with any commercial heating unit the surfaces will get hot. Always be careful when near an operating Boiling Plate, and ensure that any risk to unwary customers or staff is minimised with additional signage if necessary. Due to the obvious heat hazard Roband recommends that these units be kept out of reach of children. Do not allow children to play with these units.



The machine should be disconnected from all power and allowed to cool before cleaning.

### **Roband will accept no liability if;**

- ◆ Non-authorized personnel have tampered with the machine.
- ◆ The instructions in this manual have not been followed correctly.
- ◆ Non-original spare parts are used.
- ◆ The machine is not cleaned correctly, with the right product.
- ◆ There is any damage to the unit.
- ◆ The machine has been modified in any way.

## PACKAGING

All care is taken when packing and Roband ensures that every unit is functional and undamaged at the time of packaging.

The Package of these Boiling Hot Plates should include:

- 1) One Boiling Hot Plate (appropriate model)
- 2) This Manual
- 3) Packaging Materials

Any damage to the machine as a result of freight must be reported to the Freight Company and to the agent responsible for the dispatch of said unit within three (3) days of receipt. No claims will be accepted or entertained after this period.



## COMPLIANCE

### C-Tick:

Roband<sup>®</sup> products have been designed and manufactured to comply with any and all specifications set out by the Australian Communications Authority (ACA) in regards to Electromagnetic Compatibility. As testament to such compliance these units bear the C-Tick symbol.

For further information contact the Australian Communications Authority, PO Box 13112, Law Courts, Melbourne VIC 8010.

### CE:

Roband<sup>®</sup> products bearing the CE compliance mark have been designed and manufactured to comply with European Standards and Directives. A copy of the CE Declaration of Conformity is located at the back of these instructions.

## **INSTALLATION**

Remove all the packaging materials and tape, as well as any protective plastic from the machine. Clean off any glue residue left over from the protective plastic using methylated spirit.

Place the Boiling Hot Plate on a firm, level surface in the required position. Before connecting the unit to the power supply ensure that all the controls are in the "OFF" position.

National Standards exist outlining the positioning, spacing and ventilation requirements when installing new appliances. These Standards should be consulted and new equipment should be installed accordingly. In any situation where specifications allow a distance of less than 100mm we would still recommend that a well-ventilated air gap of not less than 100mm be maintained. If the machine is near particularly heat-sensitive materials common sense should be employed in determining sufficient distancing.

For all models, plug the boiling hot plate into a standard, single phase, 10Amp power point.

We recommend the use of an RCD (Residual Current Device) rated at not less than 30mA for circuit protection when using these units. Note that if one RCD is used to protect multiple socket outlets, the RCD shall be appropriately rated so as to allow up to 30mA from these machines alone.

## OPERATION

Before using for the first time, turn on the heat switch to the highest setting for 3 to 5 minutes to harden the protective coating.

The cooking utensil used should have a bottom which is as solid and as even as possible and which, at a diameter of about 200mm, has a concavity of less than 1mm.

For smaller pan diameters the concavity should be correspondingly less. Pans with convex bottoms are unfit for use with these boiling hot plates.

The diameter of the bottom of the cooking utensil must not be smaller than the diameter of the hotplate nor should it be over 30mm larger in diameter than the hotplate.

The following table is to be used as a rough guide for the heat switch settings to be used for different cooking applications.

For model 12, when using only one hot plate, use the primary hotplate that is indicated by the red dot on its centre.

### Heat Switch Settings:

<b>HEAT SWITCH SETTING</b>	<b>COOKING APPLICATIONS</b>
<b>0</b>	Off
<b>Between 0 - 1</b>	Simmering delicate foods, thickening sauces etc.
<b>1</b>	Setting for the main stages of slow cooking.
<b>Between 1 - 2</b>	Safe power for simmering of large quantities
<b>2</b>	Frying of meat and pan-dishes
<b>Between 2 - 3</b>	Setting to bring all dishes to cooking and steaming
<b>3</b>	Rapid making of tea or coffee

# ⚡ SAFETY ⚡

## GENERAL SAFETY

This machine contains no user-serviceable parts. Roband Australia, one of our agents, or a similarly qualified person(s) should carry out any and all repairs. Any repair person(s) should be instructed to read the Safety warnings within this manual before commencing work on these units.



Steel cutting processes such as those used in the construction of this machine result in sharp edges. Whilst any such edges are removed to the best of our ability it is always wise to take care when contacting any edge.

Particular care should be taken to avoid contact with any steel edge, and warnings should be given in regards to the danger of such contact to any repair or maintenance person(s) prior to commencement of any servicing.

Do not remove any cover panels that may be on the machine.

This unit can get **very** hot. Ensure everyone is aware that the machine is operating and take care to avoid contact with hot surfaces.

Always ensure the power cable is not in contact with hot parts of the machine when in use.

Ensure that any damaged power cord is replaced before further use.

Keep this unit out of reach of children.

***Electricity is dangerous, and should only be handled by qualified professionals.  
It's your life – Don't risk it.***



## CLEANING, CARE & MAINTENANCE

Attention to regular care and maintenance will ensure long and trouble free operation of your boiling hot plate. Although scheduled servicing is not required we do recommend you adopt a program of regular maintenance to ensure that the hot plate is clean and functional and to avoid inadvertently damaging the unit.

Daily cleaning should be considered mandatory for all cooking equipment. In order to ensure the cooking plates are cleaned properly and to avoid damage to the Hot Plate surface the instructions below should be followed.

- ◆ Clean the appliance with a damp cloth. If the unit is very dirty, clean the hotplate with a domestic cleaning powder and then switch on the hotplate for a moment to dry it. In order to preserve the nice matt finish on the hotplate use one of the hotplate cleaners available in retail shops or apply a trace of oil.
- ◆ The Plate should be cleaned at the end of each day using hot soapy water, with the machine **turned OFF** but while the plates are still warm.
- ◆ **NEVER** put cold water on the warm or hot plates. This may cause the plate to buckle due to the sudden change in temperature.
- ◆ **Wipe** down the remainder of the machine with a cloth or sponge that is only **DAMP** with soapy hot water, taking care to avoid water entering any part of the unit.
- ◆ **Do not** clean these units with the use of a water jet.



**CAUTION:** Although every care is taken during manufacture to remove all sharp edges, care should be taken when cleaning to avoid injury.

## TROUBLESHOOTING

If the Boiling Hot Plate does not heat up check the following points before calling for service.

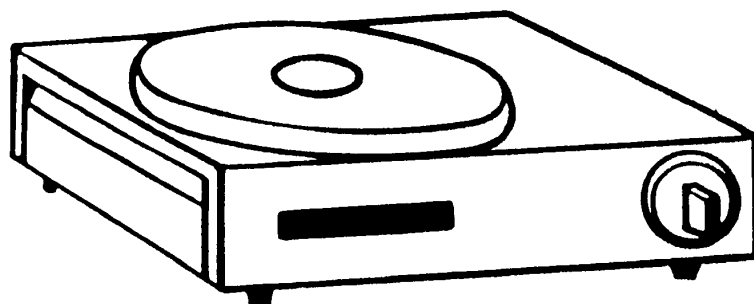
- ✓ The unit is plugged in correctly and the power is switched on.
- ✓ The power point is not faulty.
- ✓ The heat switch has been turned to the appropriate setting.
- ✓ The heat switch is not loose or broken, rendering the thermostat inoperable. Check Appendix A on page 13 of this manual on RCD'S

Only after all these points have been checked should you call for service.

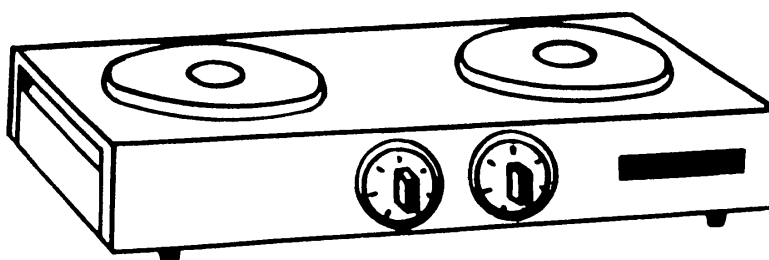
## SPECIFICATIONS

Model	Power Source	Power Rating	Width mm	Depth mm	Height mm	Hot Plate Diameter mm	Shipping Weight Kg
11	240Volts AC	2000 Watts	300	290	105	1 x 190	4
12 & 12-UK	240Volts AC	2400 Watts	510	290	105	2 x 150	5
13	240Volts AC	2000 Watts	360	320	105	1 x 230	5.5

Constant research and development may necessitate specification changes at any time.



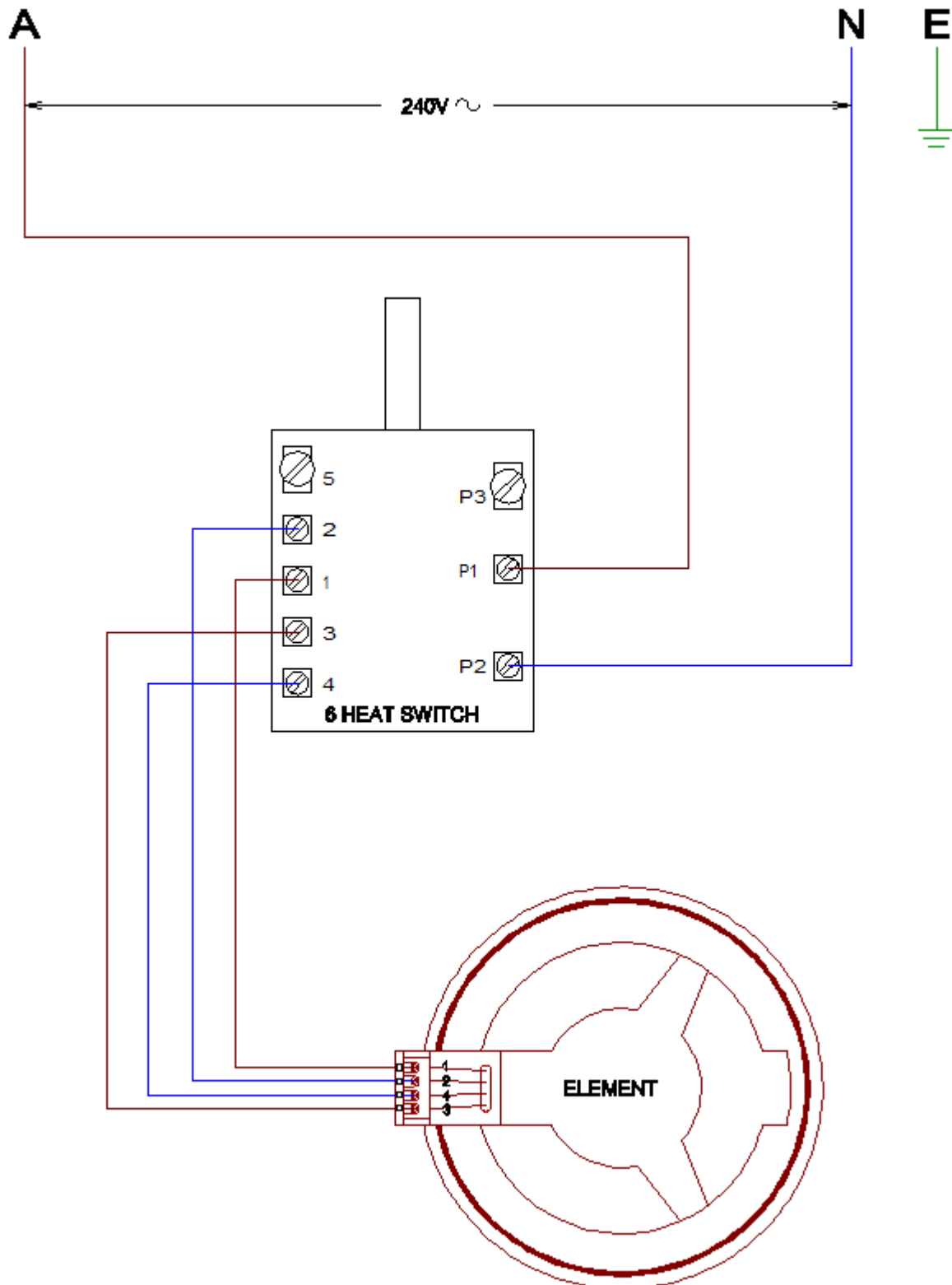
(model 13 pictured)



(model 12 pictured)

# CIRCUIT DIAGRAM

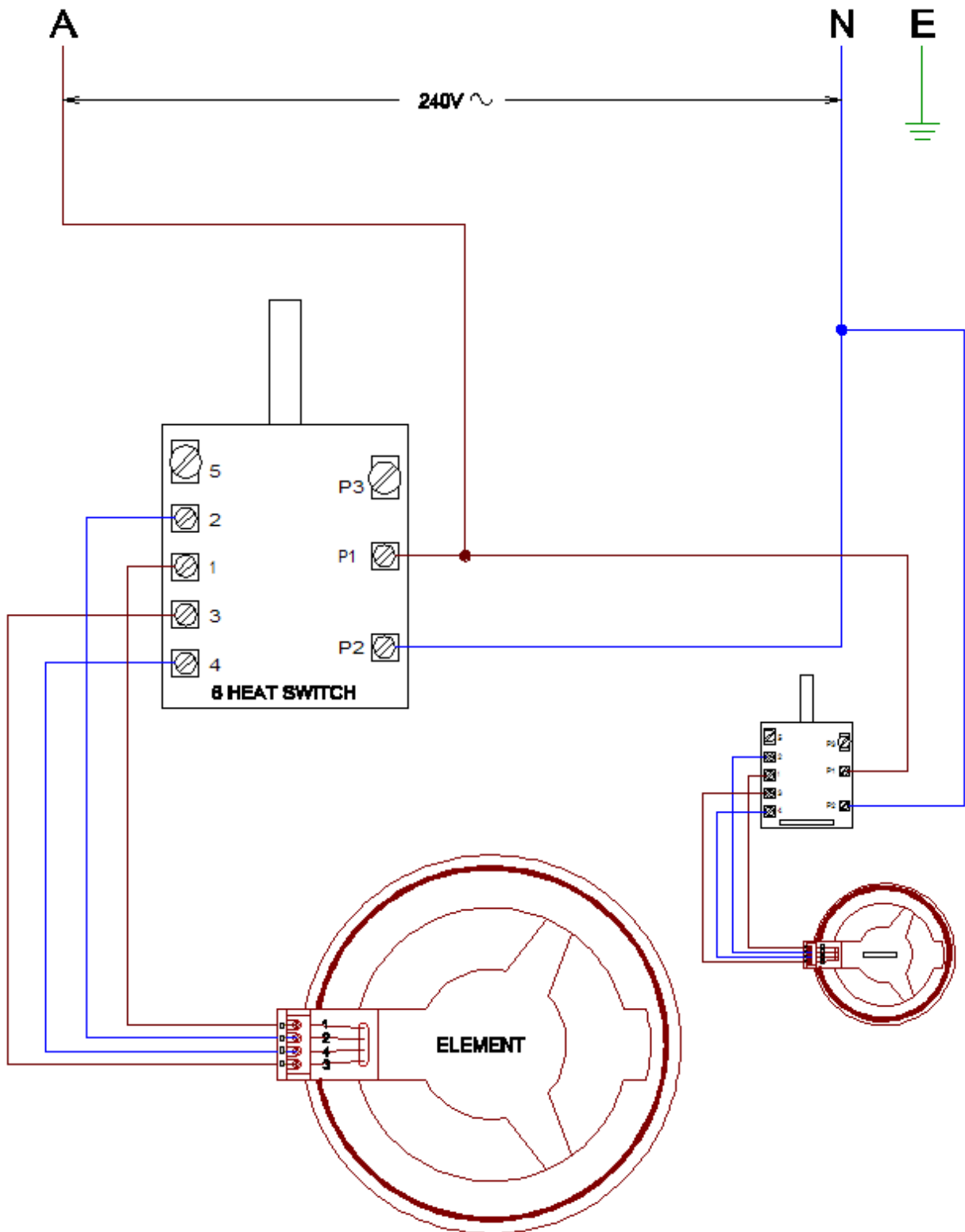
Models: 11 & 13



**NOTE: This circuit diagram has been provided for reference and to assist qualified service and repair agents only. Under no circumstances should person's not suitably qualified attempt repairs to any electrical equipment.**

# CIRCUIT DIAGRAM

Model: 12



**NOTE:** This circuit diagram has been provided for reference and to assist qualified service and repair agents only. Under no circumstances should person's not suitably qualified attempt repairs to any electrical equipment.

# APPENDIX A

## Residual Current Devices (RCD's)

Also known as Earth Leakage Protection systems an RCD is a protective device that automatically disconnects the live conductors of a circuit when an earth leakage current reaches a predetermined value.

Australian and International Standards detail when and where RCD's are to be used in electrical installations, but common practice in many countries is to use a 30mA RCD in general commercial applications. This is typically done because 30mA RCD's are readily available and are used in domestic installations.

For Commercial installations, and for socket-outlets providing power to commercial heating equipment (Toasters, Bains Marie, Grillers), 30mA RCD's are typically unsuitable unless they are protecting only one device. Higher rated RCD's should be considered if protecting multiple socket-outlets, giving appropriate consideration to the type of equipment being protected.

AS/NZS3000 2.5.2 gives the following warnings that should have been taken into consideration when an RCD circuit was installed.

*To avoid unwanted tripping due to leakage currents and transient disturbances, care should be taken to ensure that the sum of the leakage currents of electrical equipment on the load side of an RCD is less than 1/3 of its rated residual current.*

*To avoid excessive leakage current causing unwanted tripping where socket-outlets are protected by one RCD having a rated residual current not greater than 30mA, consideration should be given to the number of socket-outlets protected and the nature of electrical equipment likely to be connected to the socket-outlets.*

Tubular elements (such as those used in this unit) reaching temperatures greater than 110°C are subject to moisture absorption and therefore earth leakage current generation. Should the installation and use of this unit trip an RCD the unit will need to be run on a circuit without an RCD for approximately 30-60 minutes, after which time the elements should have dried out and the machine should function normally. If you are unable to locate a circuit without an RCD please contact your supplier or contact Roband or our Agent for alternative suggestions.

# EC DECLARATION OF CONFORMITY

Manufacturer	Roband Australia 1 Inman Rd Cromer NSW, 2099 Australia
Model Type	Boiling Plate
Description	Boiling Hot Plate
Date of first CE Marking	1 <sup>st</sup> March 2008
Specific Models	12, 12-UK, 13, 11

## **Standards:**

This machine is designed in compliance with

- Machinery Directive 2006/42/EC
- Low Voltage Directive 2006/95/EC
- EMC Directive 89/336/EEC including amendments to 93/68/EEC
- WEEE Directive 2002/96/EC (WEEE)
- Restriction of Hazardous Substances in Electrical and Electronic Equipment 2002/95/EC (RoHS)
- EN60335.1 Household and similar Electrical Appliances
- EN55014.2: 1997 Electromagnetic compatibility. Requirements for household appliances, electric tools and similar apparatus. Immunity.

## **Environmental:**

This product is designed in order to contribute as little as possible to the quantity and noxious nature of waste and risk of pollution or other environmental contamination.

Packaging materials used in this machine are designed to be recyclable.

## **Declaration:**

I hereby declare under our sole responsibility that the product mentioned above to which this declaration relates complies with the above-mentioned standard(s).

Roband Australia has appointed Valera Ltd as our EU Authorised Representative of :

5-7 The Glade Business Centre, Eastern Ave, West Thurrock, Essex, RM203FH , UK.

Tel: 08 45 270 4321 Fax: 0845 270 4323 E-Mail : info@valera.co.uk

Signature of Authorised Person: \_\_\_\_\_



Date: 14<sup>th</sup> March 2008

Print Name: Gordon Thorpe

Position: Director of Engineering

# ROBAND® Austheat

## Warranty

Every care is taken to ensure that no defective equipment leaves our factory and all goods manufactured by us are guaranteed against faulty workmanship and materials for a period of 12 months from the date of purchase. Glass and lamps are **not** included in this warranty. Generally, all goods claimed under this warranty must be returned to the factory or an authorised service agent, freight prepaid, for inspection. Any part deemed to be defective will be replaced, however, no claims will be entertained for parts damaged in transport, misused or modified in any way without our approval. For machines that are not considered to be portable (e.g. food bars, rotisseries, large hotplates and some bain maries), on site warranty service will be provided in capital city metropolitan areas only. In all other locations, the customer is responsible for all travelling time/service call costs and payment for this will be required prior to the commencement of the repair. The labour costs to actually repair the fault will be met by this company.

This company reserves the right to reject a claim for warranty if it is not completely satisfied with the circumstances under which it occurred and any costs incurred for false claims or faults due to incorrect usage etc. are the responsibility of the claimant. Under no circumstances shall Roband Australia Pty Ltd or any subsidiary company or Agent be liable for loss of profit or damage to other equipment and property.

Generally, authorised service agents are located in all areas which have authorised distribution dealers. For the name of your nearest Australian authorised service agent please contact:

ROBAND AUSTRALIA PTY LTD  
Warranty Number: 1800 268 848  
Phone: (02) 9971 1788 Fax: (02) 9971 1336

All other countries please contact your selling agent.

Please complete the following details and keep this card in a safe place.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

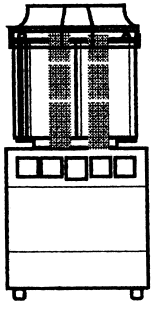
MODEL No.: \_\_\_\_\_ SERIAL No.: \_\_\_\_\_ DATE PURCHASED: \_\_\_\_\_

NAME OF DEALER: \_\_\_\_\_

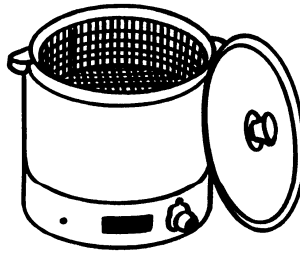
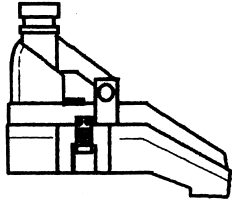
**PLEASE RETAIN THIS SECTION FOR YOUR RECORDS**

**DO NOT POST**  
**ROBAND AUSTRALIA PTY LTD**

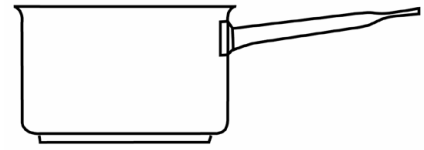
ALSO AVAILABLE AT YOUR ROBAND DISTRIBUTOR



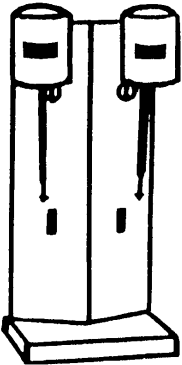
MALAVASI FOOD PROCESSORS



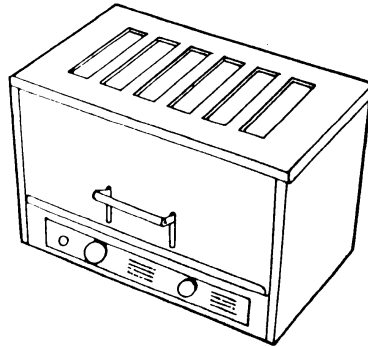
STEAMER



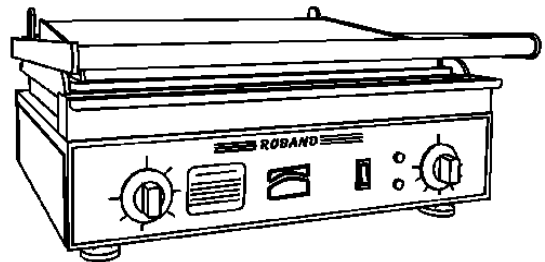
ROBINOX KITCHEN & TABLEWARE



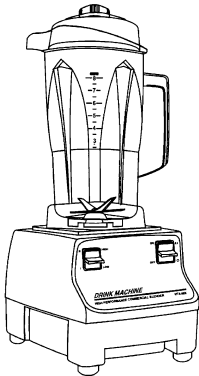
TWIN DRINK MIXER



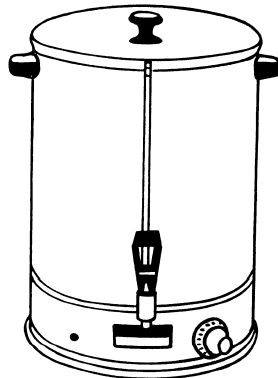
VERTICAL TOASTER



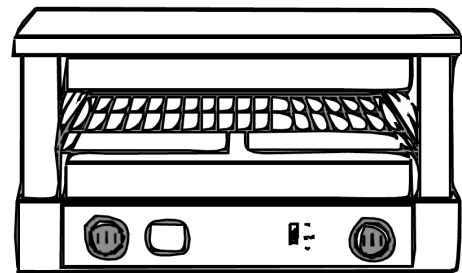
HIGH SPEED CONTACT GRILL



VITA-MIX BLENDERS



HOT WATER URNS



ECO-RAY AUTOMATIC TOASTERS AND GRILLERS

Manufactured/Imported in Australia by  
ROBAND AUSTRALIA PTY LTD

Authorised Distributor/Agent