



Manufactured By  
ROBAND AUSTRALIA PTY LTD



# OPERATING INSTRUCTIONS

## MULTI WARMER

Models: MW10 version 1  
MW10CW version 1  
MW10CS version 1

### Special Features:

- Halogen Heat lamp
- Ultra-Durable Stainless Steel Element
- Fits a full size 100mm deep Gastronorm Pan

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, Förje® Cookware, Robalec™ Soup/Rice Warmers, Robatherm® Urns, Robatherm® Microwaves, Halde food processing machines, Austheat® Fryers, Dipo Induction & Autofry.

For a complete set of brochures please contact your nearest authorised dealer or 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 on these machines will get hot. Always be careful when near an operating Multi Warmer, 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.

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## 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 this Multi Warmer should include:

- 1) One Multi Warmer (Appropriate model)
- 2) This manual
- 3) Packaging materials (Foam, Cardboard, Tape etc.)
- 4) One removable chip tank (MW10CW version only)
- 5) One removable 65mm Gastronorm pan (MW10CS version only)
- 6) One spiked tray to fit in pan above (MW10CS version only)

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 24 hours of receipt. No claims will be accepted or entertained after this period.

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## 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 Multi Warmer on a firm, level non-combustible surface in the required position. It is recommended that a well-ventilated air gap of not less than 100mm be maintained around the product. If the machine is near particularly heat-sensitive materials common sense should be employed in determining sufficient distancing.

Familiarise yourself with the general arrangement of the product, the controls are located along the front face of the base of the machine, the heating lamp is in the top of the unit and the element is located beneath the angled chip tank.

**Before** connecting to power ensure the heat lamp bulbs are installed correctly refer to the next section of these instructions *“Lamp replacement and installation”*

**Before** connecting the unit to the power supply ensure that all the controls are in the “OFF” position.

Plug the unit into a standard, single phase, 10Amp power point.

Always ensure the power cable is not in contact with hot parts of the machine when in use, and have any damaged power cord replaced immediately.

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.

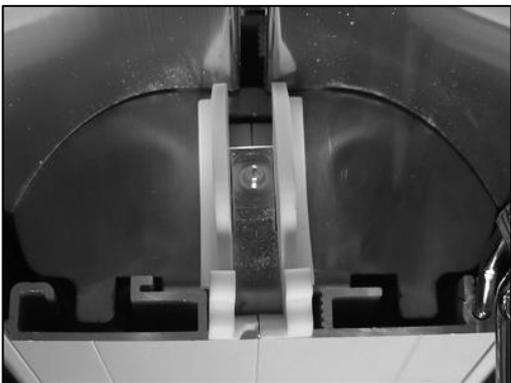
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## LAMP REPLACEMENT & INSTALLATION

- 1) If machine has been running, disconnect unit from power and allow to cool to room temp before replacing lamps.
- 2) Grip wire lamp cover/guard between thumb and forefinger on left and right element guard bars. Squeeze towards the center to release the guard and let the guard rotate down.



- 3) If replacing existing lamps, remove old lamp by gripping around large diameter of ceramic end. Using gentle force, push the lamp to one side so that the opposite end is clear of the Terminal Pin. Rotate lamp down and remove from heat lamp body.
- 4) Remove new lamp from packaging and grip around large diameter of ceramic end. Insert alternate end of lamp into ceramic terminal block, taking care to line up Center Pin of lamp, with Terminal Pin in terminal block.



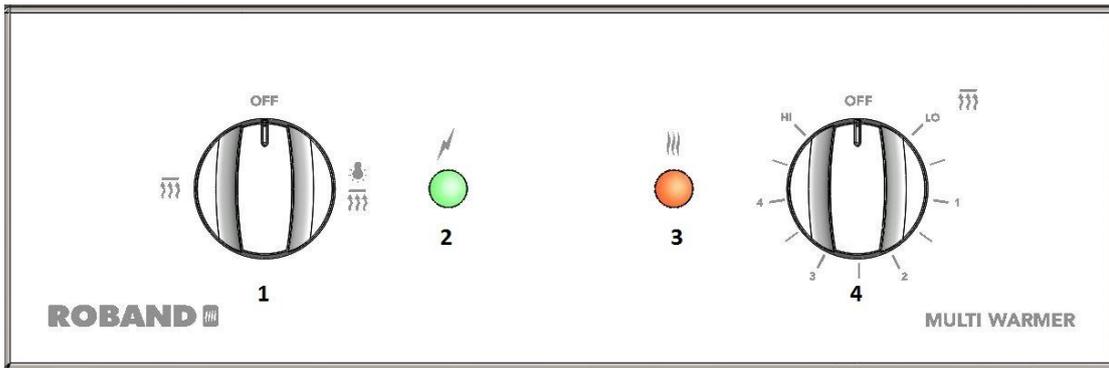
- 5) Using gentle force, push the lamp so that the sprung terminal pin and lamp end are compressed about 4mm, rotate alternate end of lamp up into the terminal block taking care to line up Centre Pin of Lamp with Terminal Pin in terminal block. Release spring and allow lamp to seat between the two terminal blocks. Jiggle lamp slightly to make sure it is secure in place.



6) Snap the lamp guard back in place.



## OPERATION



Item	Description	Function
1	Main Switch	The On/Off Switch controls power to either the element only or both the element and the heat lamp. To switch on the element only, rotate the switch anti-clockwise. To switch on both the element and the heat lamp, rotate the switch clockwise.
2	Power Pilot (Green)	Indicates the machine is powered ON, With the Main Switch in either ON position, the green pilot light will illuminate.
3	Element Pilot	Indicates that the element is cycled ON
4	Element Energy Regulator	The Energy Regulator cycles power to the element. With the dial set to high, the element is constantly ON providing maximum heat. Any other setting on the dial will vary the on/off cycle time in turn varying the total heat produced by the element under the chip tank or pan. With this dial set to <b>OFF</b> , no power will be applied to the element. This can be used if you would like to run the Multi Warmer with only the heat lamp on with no element heat.

### USE WITH CHIPS / WEDGES

Allow the machine to warm up for 5 minutes before using. Start with the low setting on the energy regulator and increase setting as necessary to achieve desired result.

After cooking be sure to shake off any excess oil and place the chips in the angled tank. Chips are best kept together to retain heat and prevent drying out so do not over spread the chips. As required scoop the heated chips from the tank and serve. This unit is not an oven and should not be used in an attempt to bake chips.

To obtain the optimum results from the unit, do not allow salt to build up at the bottom of the tank. Take the oldest chips first to ensure good product turnover. Discard chips when they are too old. Filter the cooking oil regularly in your fryer (if one is used).

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# ⚡ 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 may 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.



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. Disconnect unit from power and allow to cool before attempting to clean the machine.



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.



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. These cords should be replaced by qualified service persons only.



Do not clean this unit with the use of a water jet.

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## CLEANING, CARE & MAINTENANCE

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

Daily cleaning should be considered mandatory for all heating equipment. In order to ensure the unit is cleaned properly and to avoid damage to the Multi Warmer the instructions below should be followed.

- ◆ The unit should be cleaned at the end of each day using hot soapy water, with the machine after the machine is turned OFF and cool.
- ◆ Wipe down 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 and handling the Multi Warmer to avoid injury.



**CAUTION:** Some cleaning agents can damage stainless steel, usually through prolonged use. For this reason we recommend cleaning with soapy water. Any damage to the unit through the use of harsh or improper cleaning agents is entirely the fault of the user.

## TROUBLESHOOTING

If the Multi Warmer does not function as intended check the following points before calling for service.

- ✓ The machine is plugged in correctly and the power switched on.
- ✓ The main switch is in one of the ON positions (turned to the 9 or 3 o'clock position)
- ✓ The energy regulator knob has been set correctly (the element will not be powered in the 0 position)
- ✓ The heat lamp bulb has not blown (the spiral filament inside the bulb is intact)
- ✓ The power point is not faulty.
- ✓ Check Appendix A at the end of this manual on the subject of RCD'S

## SPECIFICATIONS

Model	Power Source	Power Consumption	Nominal Dimensions		
			Width	Height	Depth
MW10	230 Volts AC	685Watts (3 Amps)	395mm	470mm	640mm

**NOTE:** Constant Research and Development may necessitate machine changes at any time.

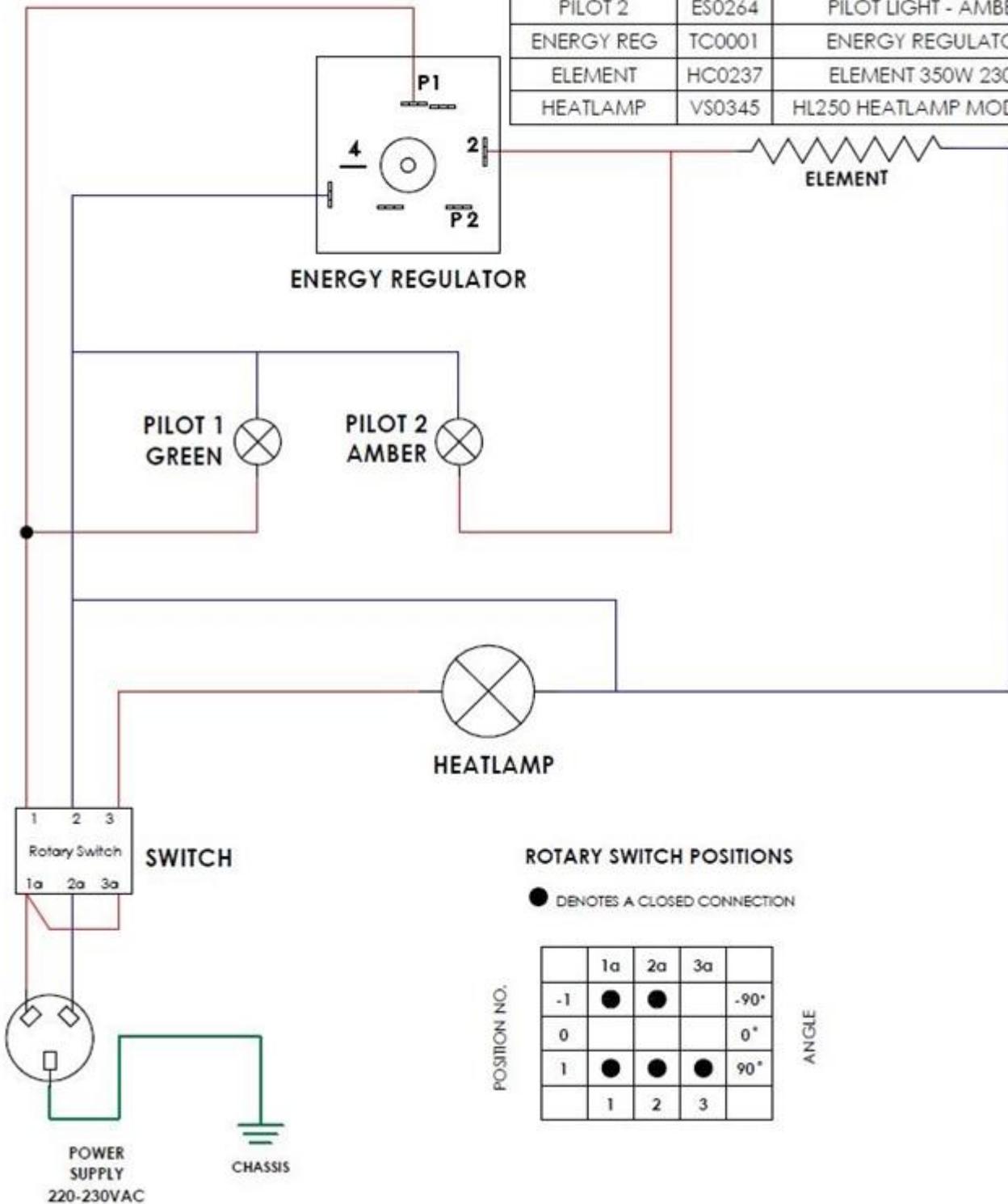
## SPARE PARTS LIST

Part #	Description	QTY
EC0030	Terminal Block - Polyamide	1
EC0031	Terminal Block - Porcelain / Steatite	1
EC0239	Plug & Cord - 10 Amp Black Thermoset Elastomer - 2BL 1E	1
ES0258	Rotary Switch & Aluminium Knob - 3 Position	1
ES0264	Pilot Light and Viton O-ring - Amber, 10mm screwed (includes nut)	1
ES0265	Pilot Light and Viton O-ring - Green, 10mm screwed (includes nut)	1
HC0237	Element 435W 230V - Full Size Pan	1
PC0060	Cord Clamp - 10A	1
PS0147	Foot Assembly	4
SS3073	Terminal Block Bracket	1
TS0021	Energy Regulator and Aluminium Knob	1
VS0345	HL350 with Modified Mount	1
EC0420	Terminal Block - Lamp	2
EC0422	Lamp - 250W 230V, R7s Easy Fit with Protective Glass Outer Tube	1
MC0929	Heat-Lamp Globe Guard	1
PC0469	PTFE Sleeve Grey 4 ID x 0.4 wall 210mm long	1
<b>MW10CW – Chip Warmer Version Only Spares</b>		
SS3107	Chip Tank	1
<b>MW10CS – Carving Station Version Only Spares</b>		
ZZ11065	Full Size Steam Pan – 65mm Deep	1
Z11025-PS	Spiked Tray	1

# CIRCUIT DIAGRAM

## MW10

ITEM	PART NO.	DESCRIPTION
SWITCH	EC0209	ROTARY SWITCH
PILOT 1	ES0265	PILOT LIGHT - GREEN
PILOT 2	ES0264	PILOT LIGHT - AMBER
ENERGY REG	TC0001	ENERGY REGULATOR
ELEMENT	HC0237	ELEMENT 350W 230V
HEATLAMP	VS0345	HL250 HEATLAMP MODIFIED



### ROTARY SWITCH POSITIONS

● DENOTES A CLOSED CONNECTION

POSITION NO.	1a	2a	3a	ANGLE
-1	●	●		-90°
0				0°
1	●	●	●	90°
	1	2	3	

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

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## APPENDIX A

### RESIDUAL CURRENT DEVICES (RCD'S)

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

Although RCD's are mandatory in domestic installations, and in the final sub-circuits of residential-type areas, the Australian Standards quote that the requirement of an RCD does "not apply to a socket-outlet....for the connection of fixed electric cooking appliances, such as ranges, ovens or hotplates"

In installations that are neither Domestic nor Residential-type, AS/NZS 3000 2.5.3.3 states that RCD's are needed only in situations where equipment may represent an increased risk of electric shock to the user, and there are many special comments related to the use of heating elements.

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 (as mentioned above) 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 if you prefer you can contact Roband and send the unit to one of our offices where we can run the machine on a suitable circuit free of charge (a return freight charge may apply).

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## WARRANTY

Every care is taken to ensure that no defective equipment leaves our factory and all goods manufactured by us are guaranteed against defective workmanship and materials for a period of 12 months from the date of purchase. Roband Australia's obligations pursuant to this express warranty being limited to the repair or replacement of the defective goods or materials, at its option and subject to the terms contained within this Warranty statement. Where relevant, glass, Teflon® and lamps are **not** included in this warranty and RCD tripping due to moisture absorption by Tubular Heating Elements is not a warranty fault.

All goods claimed under this warranty must be returned to the factory or an authorized service agent, freight prepaid, for inspection. All parts deemed to be defective will be replaced, however, no claims will be entertained for second hand products, or parts damaged in transport, misused or modified in any way without our approval. For machines that are not 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 the company.

Any repairs or replacement of defective goods or materials pursuant to this warranty, must be authorized by Roband Australia prior to any action being taken. The 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 other costs incurred for false claims or faults due to incorrect usage etc. are the responsibility of the claimant. Roband Australia Pty Ltd nor any subsidiary company or Agent shall be liable for loss of profit or damage to other equipment and property except where it is in breach of the guarantees provided in accordance with Schedule 2 of the Competition and Consumer Act 2010 (Cth) or the applicable legislation from time to time.

The goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not constitute a major failure.

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

### Roband Australia Pty Ltd

1 Inman Road, Cromer, NSW 2099

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 PURCHASE \_\_\_\_\_

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

**PLEASE RETAIN THIS SECTION FOR YOUR RECORDS**

**DO NOT POST**

**ROBAND® AUSTRALIA PTY LTD**

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