



ROBATHERM

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ROBAND AUSTRALIA PTY LTD



OPERATING INSTRUCTIONS DOUBLE-SKINNED HOT WATER URNS

Models: **UDS10VP, UDS20VP, UDS30VP**

Version 2 Machines

Includes

International Models: **G01, F01, M01**



These instructions cover the models of **Robatherm** Hot Water Urns listed above. Although there are slight variances between them, the installation, care and maintenance procedure is the same for all. The Operation Procedure differs slightly between the Fixed thermostat and Variable Thermostat Versions.

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, 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.

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INTRODUCTION

Congratulations on your purchase of this quality **Robatherm** 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. Service persons should be instructed to familiarise themselves with any and all safety instructions described in this manual prior to commencement of maintenance.

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.

Do not overfill the Urn with water, doing so can lead to spillage as the water heats up and expands.

These machines are heating units, and as with any commercial heating unit the surfaces will get hot. Always be careful when near an operating Hot Water Urn, and ensure that any risk to 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.

The performance of this unit cannot be guaranteed for operational use outside its design parameters.

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.

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 Urn should include:

- 1) One Hot Water Urn
- 2) One Lid
- 3) This Manual
- 4) 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.



Robatherm products have been designed and manufactured to comply with any and all specifications set out by the Australian Communications and Media Authority (ACMA) in regards to Electromagnetic Compatibility. As testament to such compliance these units bear the RCM symbol.

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

INSTALLATION

- Place the urn on a solid, flat level surface with the tap facing the user. It is highly recommended to position the urn with the tap away from the edge of the bench in order that small children do not reach up and accidentally burn themselves. Before connecting the urn to the power supply, ensure that the “ON/OFF” switch is set to the “OFF” position and that the thermostat knob is rotated fully in an anti-clockwise direction to the lowest setting.
- Connect the urn to a standard, single phase, 10A or 15A power point (use a standard 13A or 16A power point for international models). We recommend that the electrical circuit supplying the power point be protected by an approved earth leakage device.
- 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.
- Care has been taken when designing these machines to limit external surface temperatures. In normal operation at 25°C the surface temperature of the body should not exceed 60°C, due to the double-skinned design. Note that higher temperatures will occur on the lid as the steam vapour rises – for this reason we have placed additional warnings on the lid.
- The Urns have been designed to be as safe as possible but, because these machines are frequently placed in publicly accessible areas, it is recommended that a Hazard assessment be carried out and additional signage or protection be placed around the machine if warranted.
- Do not attach any other items to this machine, or use contrary to what is described in this manual.

OPERATION

These Urns are primarily intended for heating clean pure water to a pre-set temperature & maintaining that temperature. The Urns allow easy dispensing of hot water into a cup for tea or coffee. If using liquids other than pure water, then daily cleaning is a requirement (see Cleaning).

The urn features a special mode selector switch that allows either variable or pre-set temperature control.

VARIABLE TEMPERATURE CONTROL MODE

With the mode switch set to “**VARIABLE**”, a wide range of temperatures can be controlled via the graduated knob. Variable mode will suit those operators who require warm or boiling water for their special applications. We do not recommend continuous boiling as it is very wasteful in energy.

PRESET TEMPERATURE CONTROL MODE

Switching the mode selector to “**PRESET 95°C**” will fix the temperature to about 95°C, the optimum temperature for most applications involving tea or coffee. Using Preset mode offers fast and easy setup, achieving consistent temperature every time. Note that, whilst in Preset mode, the knob will not alter the temperature of the water.

BEFORE FIRST USE

- **IMPORTANT:** See installation instructions before first use. Position the Urn on a solid table, with the tap positioned away from the edge, to minimise the risk of small children reaching up & accidentally dispensing hot water over themselves.
- **IMPORTANT:** A non-toxic food grade cleaning oil is used to clean and protect the urn during manufacture and transit. To avoid tasting the oil it is recommended to remove any cleaning oil residue before first use using following procedure:
 - Hand clean the inside of the Urn with soapy water and rag.
 - Fill the Urn with water to the “MAX” level and boil.
 - Drain and rinse with fresh water.

GENERAL USE

- Ensure that that no excess water has splashed onto the plug, before plugging into wall power outlet.
- Fill the urn with water in situ, with the use of a jug or carefully handled hose. Do not fill above the maximum line, or else water could boil over the rim.
- **IMPORTANT:** The urns can be very heavy when filled with water. The Urns are not designed to be carried or moved when full of water as the weight could cause injury or strain, and the handles may be damaged. To ensure

operator safety in lifting the machines, Urns should *never* be moved when more than ½ full. Never move the Urn whilst hot.

- Ensure the wall power outlet is on. Switch the urn on by pushing the Power switch to the “On” position (marked on the switch as “1”. The green pilot light will be illuminated, indicating that the machine is “On” and is ready to start heating.

The amber pilot light will be lit when heating the water. When the amber pilot light has switched off, the water has reached the control temperature. Note that the thermostat will continue to cycle the heating element (and amber pilot light) ON and OFF to maintain the control temperature.

- Position a ceramic cup, or a drink container with appropriate heat resistance and insulation, under the tap and carefully press the lever to dispense water to the desired level.
- The urns have a sight glass that will show the approximate number of cups of water remaining. The scale is based on a 160mL cup size commonly used for tea or coffee.
- To refill, switch off the Urn and carefully remove the lid to add more water. When removing the lid be careful to avoid touching any hot metal, and avoid any hot condensate that may drip off the lid. Also beware of steam that may be released. We recommend that you refill the Urn when the water drops to approximately ¼ capacity and allow time to reheat.
- Do not leave the urn operating unattended for long periods. Regularly check the water level to ensure that this unit does not boil dry.
- Switch off the Urn when not in use. It is not necessary to empty the Urn of clean water if it is to be used the next day, but check whether cleaning is required.
- Ensure the Urn has cooled down sufficiently before emptying and moving. This may take some time. Once cool take off the lid and with an appropriately sized jug remove enough water to allow easy lifting. Never lift the urn if is more than ½ full. Tip any remaining water down the sink.
- Clean and store the urn as described in the following section.

Special Notes for using Preset Mode:

- An internal sensor controls the heating so no manual temperature adjustment is available or required.
- **NOTE:** Preset mode is not suitable for use at high altitudes above 800m as it will boil continuously (because the boiling point of water reduces at altitude). Only use Variable mode if at high altitude.

Special Notes for using Variable mode:

- Set the Thermostat to the desired temperature setting using the dial indicator on the control knob.
- **WARNING:** If the control is set above 100°C then the urn will boil continuously until the setting is changed or until the water boils dry. We recommend only using settings above 100°C when maximum water temperatures are required and only for short periods.
- **NOTE:** Liquid water can never get hotter than 100°C when at sea level on Earth; no matter how vigorously it is boiling. The Urn will use many times more energy *Boiling* water at 100°C than it will maintaining a temperature of 97°C, just under boiling. Please do not waste energy boiling unnecessarily.
- **NOTE:** Continuous boiling stresses individual components and may shorten the overall lifespan of the urn.
- **NOTE:** Continuous Boiling will produce excessive steam & water condensate. Some condensate may run down the outside of the urn onto the table.
- **NOTE:** The Urn will Boil Dry much faster if left boiling continuously. Ensure to check water levels regularly if continuous boiling.
- **NOTE:** Turning the Thermostat to its maximum position (above 100°C) will not apply more energy to make the Urn heat up faster.

BOIL DRY SAFETY PROTECTION

If ever the Urn is left operating unattended and allowed to boil dry, a boil dry safety cutout will turn the element off, and the amber pilot light, to stop the urn overheating.

- Should a boil dry occur, turn the Urn off using the “ON/OFF” switch, and unplug from the wall.
- Partially refill with cold water (about 1ltr)
- Wait 3 minutes
- Tilt machine backwards and press the reset button located on the underside of the machine
- Switch the power back on. The Unit should begin operating normally.

NOTE: The machine must have cooled down in order to re-set the boil dry safety cutout.

IMPORTANT: The Boil dry safety protection should NOT be used in normal operation. Never intentionally let boil drying occur. If boil drying occurs on numerous occasions it will eventually cause the boil dry sensor fail, which will require a repair.



⚡ 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 repairs. Any repair person(s) should be instructed to read the Safety warnings within this manual before commencing work on these units.

- Do not use for any applications outside the scope of these instructions
- Do not remove any cover panels that may be on the machine, unless being repaired by an authorized repairer. Sharp edges may exist inside the machine; repairers should take care when servicing the machine.
- Ensure the table is sufficiently strong to take the weight of the urn at full capacity. The 30L Urn will weigh up to about 30kg when at full capacity.
- Particular care must be taken when dispensing hot or boiling water. Serious burns could occur if used carelessly. **Ensure the urn is never left unattended around children or the inept.**
- **Do not position the urn with the tap protruding over the edge of a table.** Small children could reach up and grab the tap, which may cause burns. Additionally, if the tap protrudes, it will be more prone to be knocked and/or damaged by passing traffic.
- Ensure that the cup used during dispensing is designed for hot liquid use.
- Allow a 100mm spacing between the machine and any surrounding structure or device. If the machine is near particularly heat-sensitive materials common sense should be employed in determining sufficient distancing.
- When cleaning DO NOT immerse the urn in water or use a water jet. When cleaning always ensure the machine is off and disconnected from the wall power point.
- Always ensure the power cable is not in contact with other hot machines.
- DO NOT carry the urn when filled with water to more than half the maximum capacity to avoid injury.
- DO NOT carry the Urn before it has cooled down to avoid the risk of burns.

CLEANING, CARE & MAINTENANCE

Attention to regular care and maintenance will ensure long and trouble free operation of your Hot Water Urn. Although scheduled servicing is not required we do recommend you adopt a program of regular cleaning to ensure that the Urn remains functional.

- The Urn is primarily intended for heating pure water only, and if so it can be kept filled with water overnight when used often. If any other types of liquids are being heated then the urn should be emptied daily, cleaned and dried inside and out. Note that heating liquids other than water may void warranty.
- In bore water areas (i.e. where tap water contains excessive minerals), use distilled or filtered water only. Otherwise rusting may occur.
- If the urn is not being used the next day it is recommended that it is emptied, cleaned and dried.
- After long periods of non-use rinse the urn with clean water prior to operation.
- The inside of the urn should be checked regularly for any scale or other crusty deposits that may build up, which are caused by minerals in the water.
- The water should be checked from time to time to ensure no dust or small insects have found their way in.
- To clean the inside of the urn use a non-metallic scourer and soapy water, rinsing well with clean water. Build-up of crusty deposits can be removed by filling the urn with a solution of 1 part vinegar to 8 parts water and allowing it to soak overnight **without** turning the urn on. After emptying, if any heat stains remain then rub some baking soda onto it whilst still wet, leave for a 10 minutes and rub off. This should then be followed by the usual clean with soapy water and a very thorough rinsing. Ensure that the tap is flushed of any residue with clean water. In areas where water has a higher mineral content then removal of scale and other deposits will be required more often.
- Regular cleaning of the external parts of the machine should be conducted daily, when the machine is turned off and cool. Wipe down the outside of the machine with a cloth or sponge that is only **DAMP** with warm water. Add some detergent to the water if required. Take care to avoid water entering any part of the urn. Dry with a tea towel.
- Toxic cleaners should be avoided when cleaning the inside of any Urn as residual chemicals may remain in the Urn if rinsing is inadequate. This residue may present a risk if mixed with drinking water and consumed. Caustic cleaners should **always** be avoided, as they may damage components inside and outside the urn.
- Although every care is taken during manufacture to remove all sharp edges, care should be taken when cleaning to avoid injury.
- This unit is not suitable for cleaning with the use of a water jet or immersion.

TROUBLESHOOTING

If the Urn is not heating then:

- ✓ Check that the machine is plugged into the power point correctly and the power is switched on.
- ✓ Check that the electrical circuit supplying the power point has not tripped. This could occur if:
 - The circuit breaker has tripped. Too many machine's connected to the circuit will exceed the current limit. Remove some machines from the circuit and try again.
 - The Earth Leakage Device has tripped. It is normal for heating element devices to leak some current through the insulation to Earth. If multiple machines with heating elements are connected to the same circuit it could exceed the leakage current limit. Remove some machine from the circuit and try again.
- ✓ Check that the Urn is switched to the ON position. The green pilot light indicates the urn is on and power is available. If the green light is not on check the power point is not faulty.
- ✓ In Variable mode check that the Thermostat is turned on by rotating it clockwise to an appropriate temperature setting. The amber pilot light indicates the urn is heating.
- ✓ If the unit has boiled dry, turn the machine off, allow to cool, tilt backwards and press the reset button located on the base of the machine, refill the machine with cold water and turn it back on. See Operation.

If the Urn boils continuously:

- ✓ For Variable Mode turn down the thermostat to below 100°C and check whether the amber pilot light turns off.
- ✓ For Preset Mode check your altitude above sea level. The Preset thermostat may boil continuously at high altitudes above 800m. This is because the boiling point of water decreases as altitude increases. It is not possible to recalibrate the internal thermostat for high altitude use. Use Variable Mode only at high altitudes.

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

Note that if the machine has been used for any application contrary to what is described in this manual, all warranty is void.

SPECIFICATIONS

Model	UDS10VP	UDS20VP	UDS30VP
Power Source	220-240 Volts AC / 50-60Hz		
Power Consumption	2250 Watts	2250 Watts	2250 Watts
Nominal Volume	10 L	20 L	30 L
Capacity (160ml Cup)	50 Cups	120 Cups	160 Cups
Diameter	240 mm	330 mm	330 mm
Height	480 mm	550 mm	645 mm
Heat Up Time (from 25°C to 96°C – max water)	15 minutes	40 minutes	53 minutes

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

SPARE PARTS LIST

COMMON PARTS FOR ALL URNS

Part Number	Description:	Qty
EC0519	Plug and Cord 10A	1
EC0385	Pilot Light Green	1
EC0386	Pilot Light Amber	1
EC0407	ON-OFF Switch	1
EC0457	MODE Selection Switch	1
MC1087	Tap Top Assembly (Top Only)	1
MC1088	Tap Assembly Complete	1
PC0589	Tap Tank Seal	1

Part Number	Description:	Qty
PC0456	Plastic Tank Washer 8.2OD, 4.0ID	1
PC0060	Cord Clamp 10A	1
PC0453	Sight Glass Upper Mount	1
TC0037	Fixed Thermostat 95°C	1
TC0049	Boil Dry Cutout	1
PC0593	Push Rod – Boil Dry Cut-out	1
TS0025	Variable Thermostat & Knob	1
PC0591	Base Access Panel	1
PC0594	Dial / Knob Thermostat	1

PARTS FOR UDS10VP

Part Number	Description	Qty
MS0458	Sight Glass Assembly 10L	1
PC0464	Base 10L	1
VS0253	Side Handle Kit 10L	1
VS0254	Lid Assembly 10L	1
TC0051	Thermal Fuse Link	1

PARTS FOR UDS20VP

Part Number	Description	Qty
MS0460	Sight Glass Assembly 20L	1
PC0457	Base 20L & 30L	1
VS0252	Side Handle Kit 20L & 30L	1
VS0251	Lid Assembly 20L & 30L	1
TC0052	Thermal Fuse Link	1

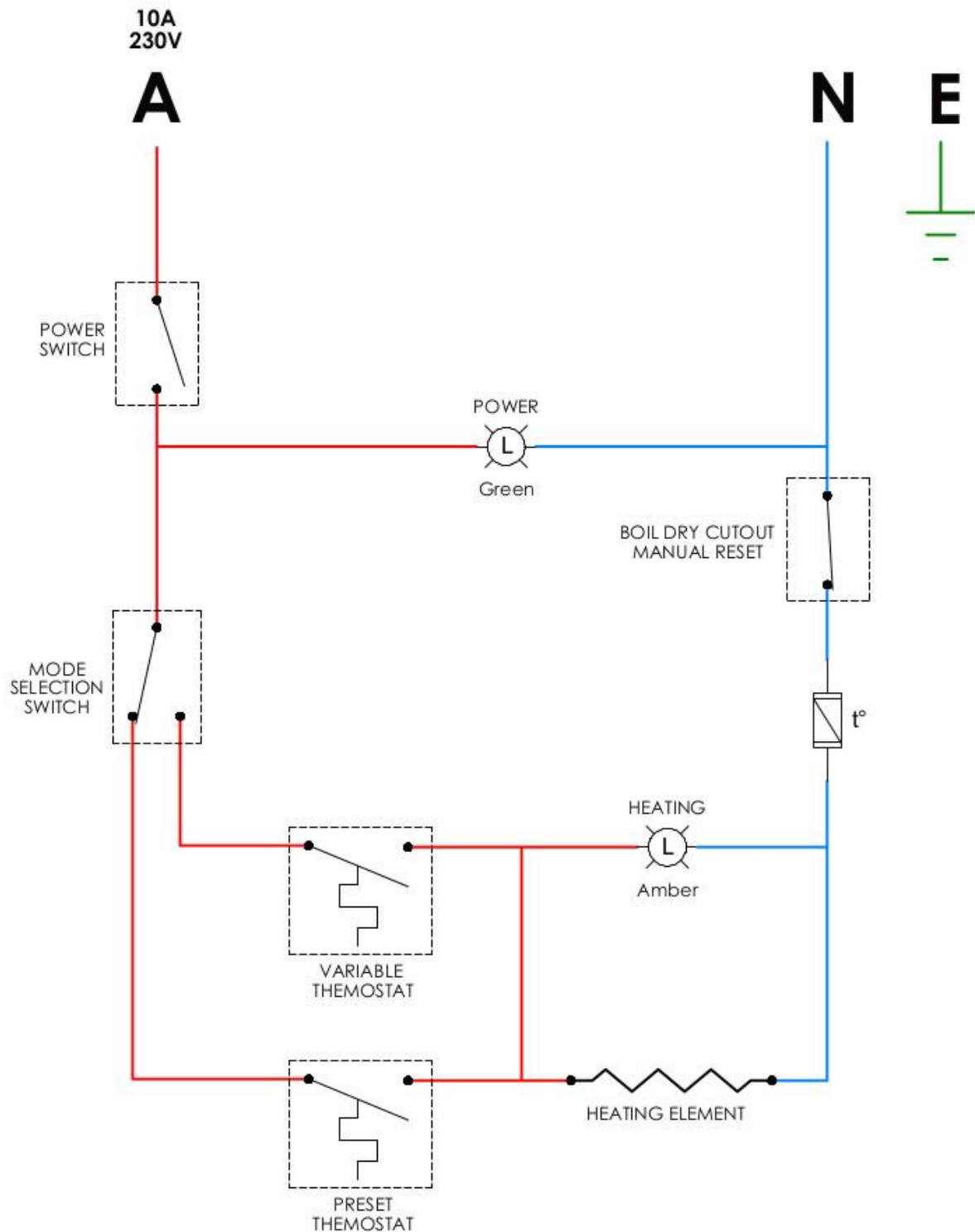
PARTS FOR UDS30VP

Part Number	Description	Qty
MS0539	Sight Glass Assembly 30L	1
PC0457	Base 20L & 30L	1
VS0252	Side Handle Kit 20L & 30L	1
VS0251	Lid Assembly 20L & 30L	1
TC0052	Thermal Fuse Link	1

NOTE: Service and repair should be undertaken by a qualified technician. Constant research and development may necessitate part changes at any time. Please make service enquiries to your local agent.

CIRCUIT DIAGRAM

UDS10VP, UDS20VP, UDS30VP



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.

NOTES

NOTES

EC DECLARATION OF CONFORMITY



Declaration of Conformity

We the undersigned,

Manufacturer	Roband Australia Pty Ltd
Address	1 Inman Road Cromer NSW 2099
Country	Australia
Authorised Representative in EU	Metcalf Catering Equipment
Address	Haygarth Park, Blaenau, Ffestiniog, Gwynedd North Wales LL41 3PF, United Kingdom
Country	United Kingdom

Certify and declare under our sole responsibility the following equipment,

UDS10VP, UDS20VP, UDS30VP

Conforms with the requirements of the following EU Directives,

EMC Directive 2004/108/EC
Low Voltage Directive 2006/95/EC
RoHS Directive 2011/65/EU
Machinery Directive, 2006/42/EC

Based upon the following specifications applied

EN55014.2:1997 Electromagnetic Compatibility. Requirements for household appliances, electric tools and similar apparatus. Immunity.
EN60335.1:2012 Household and similar electrical appliances - Safety.
EN60335.2.75:2013 Household and similar electrical appliances – Safety – Particular requirements for commercial dispensing appliances and vending machines.

Signed:

Printed Name

Position in organisation

A handwritten signature in black ink, appearing to read "Shane Marshall", is written over a light blue horizontal line.

Shane Marshall

Engineering Manager

Roband Australia Pty Ltd

Date:

10th May 2016

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 is 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 considered a warranty fault.

Generally, 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 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 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 _____

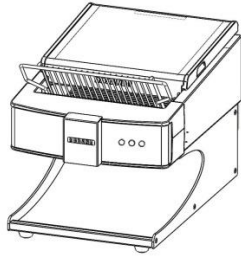
NAME OF DEALER: _____

PLEASE RETAIN THIS SECTION FOR YOUR RECORDS

DO NOT POST

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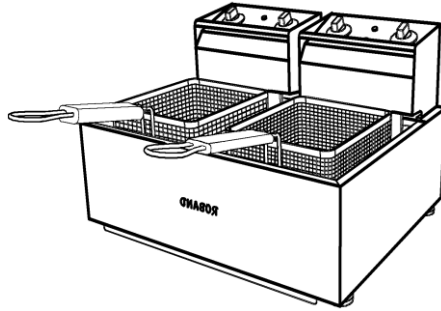
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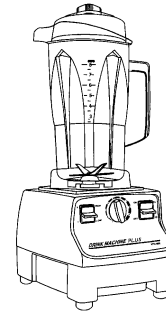
Sycloid Toaster



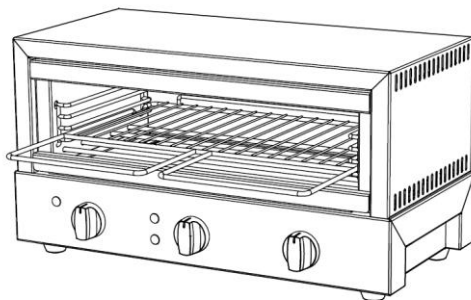
DRINK MIXERS



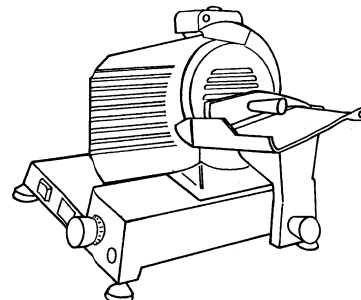
HIGH PERFORMANCE DEEP FRYERS



VITAMIX BLENDERS



GRILLMAX TOASTERS



NOAW Slicers

Manufactured/Imported in Australia by:

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