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## Instruction Manual

QUARTZ HEAT LAMP ASSEMBLIES

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Models

HQ450E, HQ900E, HQ1200E, HQ1500E,  
HQ1800E, HQ2100E  
HUQ375E, HUQ825E, HUQ1125E, HUQ1425E,  
HUQ1725E, HUQ2025E

Version 2

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## PRODUCT FEATURES

### ALL MODELS

All models feature a simple mounting system.

### STANDARD MODELS - HQ

Standard heat lamp assemblies come with a control box that houses the isolating on/off switch, complete with 10 Amp plug & cord.

### FABRICATOR MODELS - HUQ

Fabricator heat lamp assemblies come without the control box and can be connected to a remote switch.

## SPECIFICATIONS

### STANDARD \*

Model	Lamps	Current Amps	Power Watts	Length mm
HQ450E	1	1.5	350	450
HQ900E	2	3.0	700	900
HQ1200E	3	4.6	1050	1200
HQ1500E	4	6.1	1400	1500
HQ1800E	4	6.1	1400	1800
HQ2100E	5	7.6	1750	2100

### FABRICATOR \*

Model	Lamps	Current Amps	Power Watts	Length mm
HUQ375E	1	1.5	350	375
HUQ825E	2	3.0	700	825
HUQ1125E	3	4.6	1050	1125
HUQ1425E	4	6.1	1400	1425
HUQ1725E	4	6.1	1400	1725
HUQ2025E	5	7.6	1750	2025

\*Specifications subject to change

## PARTS INCLUDED

- One Heat Lamp Assembly (appropriate model)
- Instruction Manual

Any damage to the machine as a result of freight must be reported to the Freight Company and to the agent responsible for the despatch within 24 hours of receipt. No claims will be accepted after this period.

## IMPORTANT INFORMATION

### HUQ FABRICATOR MODELS

HUQ units are provided without switches, control boxes or a plug and cord. They are designed to be hard wired into a suitable location with an appropriate switch. The 1500mm long flying leads (Active, Neutral and Earth) extend outside the unit for connection by an authorized technician.

## SAFETY INSTRUCTIONS

Read all Instructions and safety warnings prior to use. Keep user manual for future reference.

Service and repair should only be performed by qualified technicians who have read and understand this manual.

Personnel must be trained prior to operating this appliance.

This product is suitable for commercial use only.

This machine 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.

Keep out of reach from children.

Avoid contact with the exterior of this machine as surfaces can get hot.

Do not position appliances where hot surfaces may be accidentally touched.

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

Regularly inspect the supply cord/plug and discontinue use immediately if damage is found. Return to manufacturer or authorised repairer for repair prior to use.

This machine contains no user-serviceable parts. Roband Australia, one of our agents, or a similarly qualified person(s) should carry out repairs.

Keep cord away from heated surfaces.

Do not remove cover panels from the machine.

Roband will accept no liability if:

- Non-authorized personnel have tampered with the machine.
- The instructions in this manual have not been followed.
- Non-original spare parts are used.
- There is any damage to the unit.

## CLEANING & MAINTENANCE

**CAUTION:** Disconnect from power and allow to cool before cleaning.

**CAUTION:** Steel cutting processes used in the construction of this machine can result in sharp edges. Avoid contact with sharp edges during cleaning and maintenance.

Do not clean with the use of a water jet or immerse in water.

Do not use caustic or abrasive cleaning products as they will damage the machine.

Wipe all surfaces of the machine with warm soapy water using a damp non-abrasive cloth.

Do not let any moisture enter inside the heat lamp or near the halogen lamps

Do not use caustic or abrasive cleaning products as they will damage the heat lamp.

Regular cleaning will prevent a build-up of dust and keep the machine looking new.

## INSTALLATION

### VIBRATION

All HQ range heat lamps have halogen globes which are inherently very fragile. These heat lamps *are not suitable* for applications where vibration or motion can occur. Warranty does not cover globe failures including failure caused by vibration or motion. Before moving the heat lamp ensure power is switched off for at least one minute to allow for sufficient cooling.

### CHECK GLOBES ARE INSTALLED CORRECTLY

Check that globes have been installed correctly in the heat-lamp. Due to the fragile nature of the lamps, the lamp is occasionally shipped uninstalled, in separate or additional packaging to protect it from failure during transit. If the lamp is not installed, or if electrical connection has been lost as a result of transportation, consult the installation section of this manual for further information on Lamp Replacement and Installation.

### MOUNTING PROCEEDURE – STANDARD MOUNTS

These units are designed to be mounted above food serving and preparation areas providing both **HEAT** and **LIGHT**.

We recommend mounting heights between 300mm and 400mm above the surfaces / products to be heated. Note the lower the mounting height the smaller the heated area will be and the higher the temperature. The higher the mounting height, the larger the heated area but the lower the temperature.

*Follow these easy steps for installation of the mounting plates.*

## VENTING FOR HEATLAMPS MOUNTED IN ENCLOSED SPACES

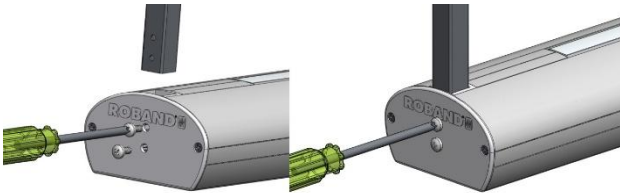
Units must be mounted using the mounting brackets supplied with the unit or bought separately through a Roband supplier. As ventilation is most important to dissipate heat, the units should not be fully "boxed in".

## SQUARE AND ROUND MOUNTS (+S & +R)

For additional mounting flexibility these models are supplied with either the round or square (pictured) mount.

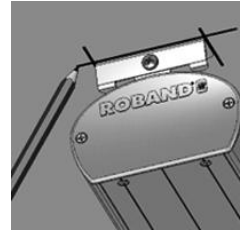
- **Square Mount** will accept a 3/4" (19mm) OA Square Tube (not supplied).
- **Round Mount** will accept a 3/4" (19mm) OA Round Tube (not supplied).

Use screws to attach your desired tube (not included) in place, the tube needs to have adjoining screw holes drilled in it to allow the tube to be secured correctly to the heat lamp.



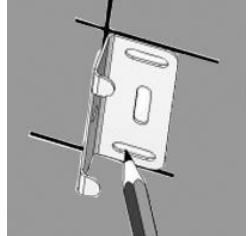
### STEP 1.

Hold the heat lamp in the position where it is to be mounted, mark the position of the mounting plates



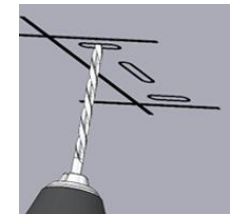
### STEP 2.

Remove mounting plates from Heat lamp, position within the markings previously made, mark the drilling position for the holes through the slots in the plate



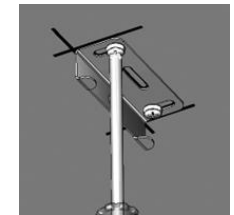
### STEP 3.

Drill holes on of the correct size for the mounting screws / bolts being used.



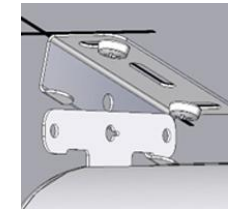
### STEP 4.

Screw / bolt the mounting plates to the mounting face



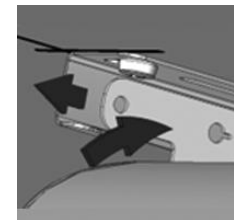
### STEP 5.

Fit the heat lamp hanging brackets into the mounting plates both ends at once



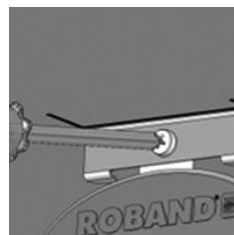
### STEP 6.

Slide the heat lamp into the mounting plates, lift it up at the same time then pull the heat lamp back so that it rests on the hanging brackets



### STEP 7.

Refit the screw locking the mounting plates to the Heat lamp hanging bracket. Do not excessively over tighten the locking screw.



# GLOBE INSTALLATION

## Lamp Replacement and Installation

### STEP 1,

Turn the unit off, unplug the machine and allow to cool to room temp before replacing lamps. If the unit is a fixed appliance, HUQ, ensure the power is disconnected.

### STEP 2,

Grip wire lamp cover/guard between thumb and forefinger on left and right element guard bars.

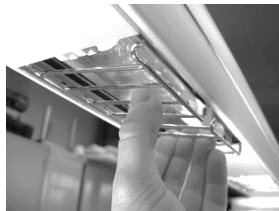
Squeeze towards the centre to release the guard and let the guard rotate down.



### STEP 3,

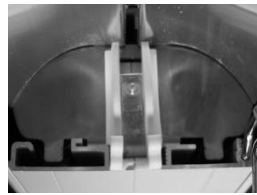
If replacing existing lamps, remove old lamp by gripping around large diameter of ceramic end. Using gentle force, push the lamp to one side so that the opposite end is clear of the terminal pin.

Rotate lamp down, remove from Heat Lamp body.



### STEP 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 the centre pin of lamp, with the terminal pin in terminal block.



### STEP 5,

Using gentle force, push the lamp so that the sprung terminal pin & 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.



### STEP 6,

Snap the lamp cover back in place.



### STEP 7,

Repeat process for remaining lamps.

## TROUBLESHOOTING

If the unit does not function check the following points before calling for service.

- ✓ The machine is plugged in correctly and the power switched on.
- ✓ The power point is functioning correctly.
- ✓ The on/off switch is in the ON position.
- ✓ The globes are installed correctly or have not failed.
- ✓ If appliance is tripping circuit protection device, this may be caused by:
  1. Too many machines on the same circuit. Relocate appliance to another circuit; or
  2. Faulty appliance; or
  3. Moisture absorption into heating element.

Tubular heating elements are subject to moisture absorption which can result in RCDs (residual current devices) tripping, particularly when the appliance is not used for an extended period, or stored in humid conditions.

Regular use can avoid moisture absorption.

## SPARE PARTS

### Common

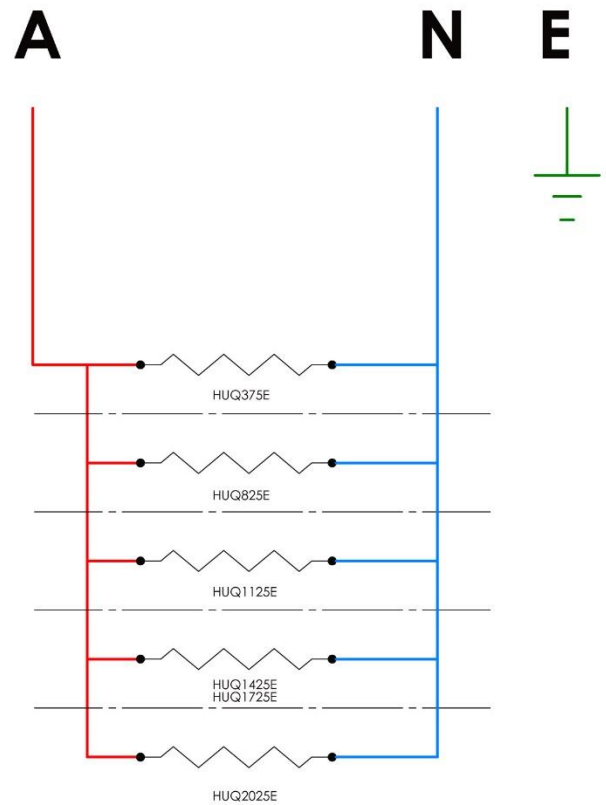
EC0420	Terminal Block - Lamp
EC0421	Lamp – 350W
MC0929	Globe Guard
PC0469	PTFE Sleeve Grey
SC0053	Baffle Plate
SS2166	Mount Bracket
SS2168	Bracket Holder Short

### Parts for HQE

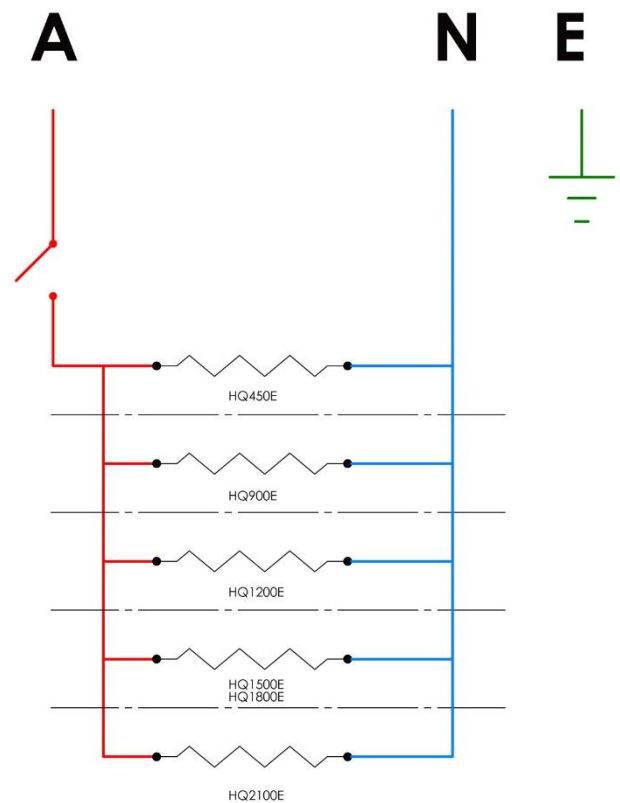
EC0030	Terminal Block
EC0158	Rocker Switch
EC0239	Plug & Cord
PC0060	Cord Clamp

## CIRCUIT DIAGRAM

### HUQE SERIES



### HQE SERIES



## WARRANTY

The warranty conditions set out below are in addition to any warranties implied or governed by law.

Roband Australia warrants that this appliance shall be delivered free from defects in material and workmanship. The warranty for this product is offered to the original purchaser, to be free of fault in both workmanship and materials for a period of 12 months from date of purchase. Roband's obligations pursuant to this warranty are limited to the repair or replacement of the defective goods or materials, at its discretion and subject to the terms contained within this Warranty statement.

### **The following conditions apply:**

The product must be installed, maintained and used under normal operating conditions within the scope of the operating instructions.

All warranty claims must be submitted to Roband or an authorised Roband dealer, and Roband authorisation must be granted prior to repairs being carried out. Proof of purchase is required for any repair authorisation.

Warranty is back to base, meaning delivery to and collection of your product to Roband or an authorized service agent is the responsibility of the purchaser.

Where a product cannot be returned back to base, on-site warranty can be arranged by prior agreement.

### **The following exclusions apply:**

Claims or faults arising from misuse, neglect, transport damage or other mechanical damage, including but not limited to; doors, hinges and interlock switches etc., other than those arising from manufacture or material defects. 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.

Roband or any subsidiary company or Agent shall not 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 applicable legislation.

Roband reserves the right to reject a warranty claim if it is not satisfied with the circumstances under which the fault occurred or where a product has been altered from its original specification.

For on-site repairs outside of capital city metropolitan areas, travel costs, service callout fee and related labour costs etc. are the responsibility of the claimant.

Any costs incurred for false claims or faults due to incorrect usage etc. are the responsibility of the claimant.

Any attempt to repair the product by non-Roband approved service personnel or the use of non-genuine parts will void the warranty agreement.

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

*For the name of your nearest Australian authorised service agent, please contact:*

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For your nearest International distributor,  
please visit:

<https://www.roband.com.au/global/>



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