
Instruction Manual

INFRA-RED HEATING ASSEMBLIES



Models HE900, HE1200, HE1500, HE1800
HUE825, HUE1125, HUE1425, HUE1725
Includes International Models ...-Fxx, ...-Gxx

Version 1

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PRODUCT FEATURES

ALL MODELS

All models feature a simple mounting system.

STANDARD MODELS - HE

Standard heat lamp assemblies come with a control box housing the energy regulator, complete with a plug & cord.

FABRICATOR MODELS - HUE

HUE units are supplied with 1500mm long Active, Neutral and Earth wiring which extends outside the heating assembly.

SPECIFICATIONS

STANDARD *

| Model | Elements | Current Amps | Power 230V | Length mm |
|--------|----------|-----------------|---------------|--------------|
| HE900 | 1 | 3.9 | 900W | 900 |
| HE1200 | 1 | 5.2 | 1200W | 1200 |
| HE1500 | 1 | 6.5 | 1500W | 1500 |
| HE1800 | 1 | 7.8 | 1800W | 1800 |

Includes switch, plug & cord

FABRICATOR *

| Model | Elements | Current Amps | Power 230V | Length mm |
|---------|----------|-----------------|---------------|--------------|
| HUE825 | 1 | 3.9 | 900W | 825 |
| HUE1125 | 1 | 5.2 | 1200W | 1125 |
| HUE1425 | 1 | 6.5 | 1500W | 1425 |
| HUE1725 | 1 | 7.8 | 1800W | 1725 |

Electrician is required for installation

*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

HUE FABRICATOR MODELS

HUE units are provided without controls or a plug and cord. They are designed to be hard wired into a suitable location with an appropriate temperature control device, an energy regulator is recommended. Installations must include accessible dual pole disconnection of mains supply.

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 Heating Assembly or near the metallic elements

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 - MOUNTING

MOUNTING PROCEEDURE – STANDARD MOUNTS

These units are designed to be mounted above food serving and preparation areas to provide HEAT **without illumination**.

We recommend mounting heights between 320mm and 450mm 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.

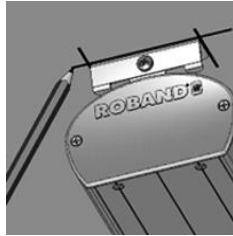
Follow these easy steps for installation of the mounting plates.

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".

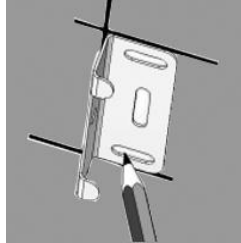
STEP 1,

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



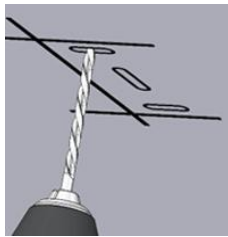
STEP 2,

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



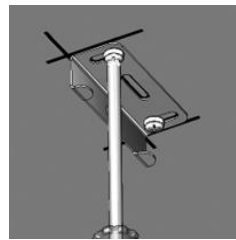
STEP 3,

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



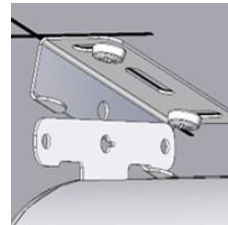
STEP 4,

Screw / bolt the mounting plates to the mounting face



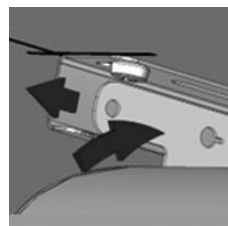
STEP 5,

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



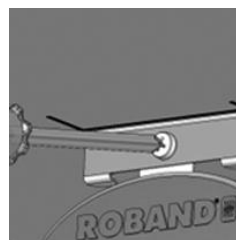
STEP 6,

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.



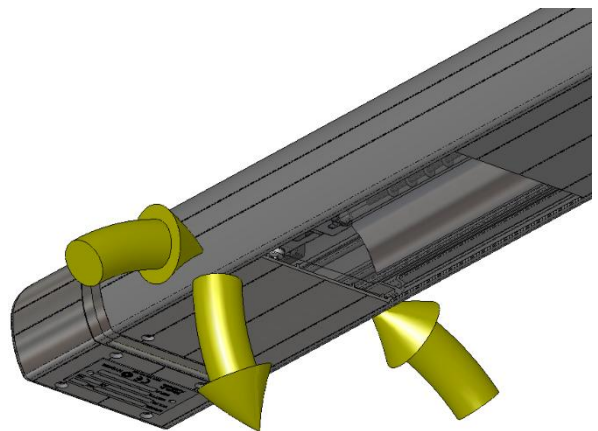
INSTALLATION - ELEMENTS

ELEMENT REPLACEMENT

In the rare case of the element failing, it should be replaced by a qualified person such as an electrician.

To access the ELEMENT:

1. Turn the unit off and unplug the machine.
2. Remove the four screws from the base section underneath the element using a T20 Torx screwdriver.
3. Working from one end, squeeze the sides of the Heating Assembly together. The base section can then be pulled down with the other hand and taken off. Or insert a small flat blade screw driver into the slot provided and lever the base section off. **IMPORTANT:** Ensure the base section is supported properly during removal, to ensure it does not fall down unexpectedly. Tying a string around the heat lamp at each end prior to removal will minimise the chance of losing control of the base section, particular for longer Heating Assemblies.
4. Replace element.
5. Snap the cover back in place and refit the four screws.
6. Tag and Test before returning to service.



TROUBLESHOOTING

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

- ✓ The device is plugged in correctly and the power switched on.
- ✓ The power point is not faulty.
- ✓ The on/off switch is not in the OFF position.
- ✓ If appliance is tripping a 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 parts for HE...

| | |
|--------|--|
| EC0397 | Terminal Block Assembly |
| ES0361 | Plug & Cord - 10A |
| MC0096 | Bezel |
| PC0011 | Knob - Energy Regulator |
| PC0060 | Cord Clamp - 10A |
| SS2166 | HQ Chain Bracket (mounting brackets attach to this) |
| SS2168 | HQ Mounting Bracket Short |
| SS2708 | Energy Regulator Holding Plate |
| TC0028 | Energy Regulator - 16A - 240V |
| TS0024 | Energy Regulator, Knob and Holding Plate |

Parts for HE

HE900

HC0170 Element - 900W 230V

HE1200

HC0171 Element - 1200W 230V

HE1500

HC0172 Element - 1500W 230V

HE1800

HC0173 Element - 1800W 230V

Common Parts for HUE...

| | |
|--------|--|
| EC0397 | Terminal Block Assembly |
| PC0362 | Extension Shaft – D - Suit Energy Regulator |
| SS2166 | HQ Chain Bracket (mounting brackets attach to this) |
| SS2168 | HQ Mounting Bracket Short |

Parts for HUE

HUE825

HC0170 Element - 900W 230V

HUE1125

HC0171 Element - 1200W 230V

HUE1425

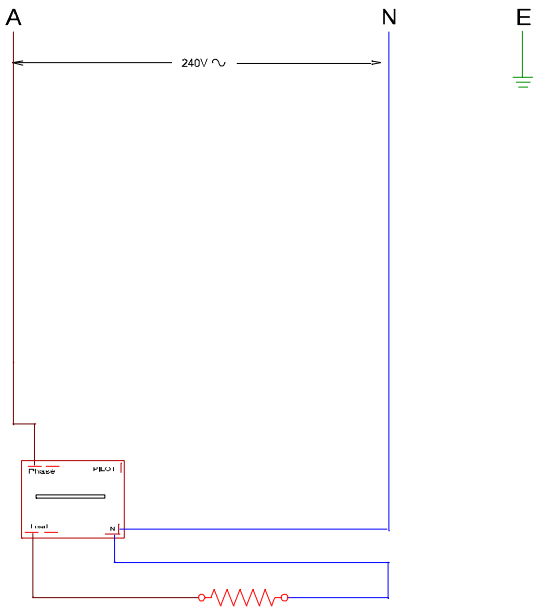
HC0172 Element - 1500W 230V

HUE1725

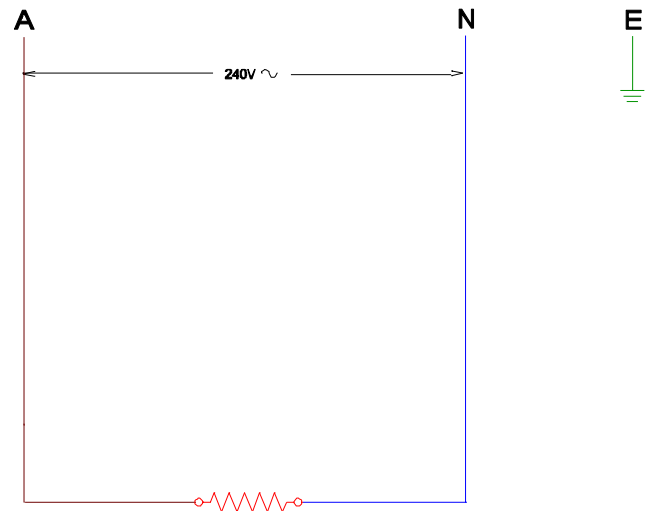
HC0173 Element - 1800W 230V

CIRCUIT DIAGRAM

HE SERIES



HUE SERIES



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

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:

Roband Australia Pty Ltd
1 Inman Road,
Cromer, NSW, 2099, Australia
Warranty: 1800 268 848
Tel: +61 2 9971 1788
Email: sales@roband.com.au
Web: www.roband.com.au

For your nearest International distributor,
please visit:
<https://www.roband.com.au/global/>



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