



Manufactured By
ROBAND AUSTRALIA PTY LTD



OPERATING INSTRUCTIONS

QUARTZ HEAT LAMP ASSEMBLIES

Models	HQ450E, HQ900E, HQ1200E, HQ1500E, HQ1800E, HQ2100E HUQ375E, HUQ825E, HUQ1125E, HUQ1425E, HUQ1725E, HUQ2025E	Version 2
--------	--	--------------

Includes

International models: ...-Gxx and ...-Fxx
Alternative plate models: ...+S and ...+R
Fabricator models HUQ...

Special Features:

- On/Off Isolating Switch(HQ Models only)
- Stylised Design
- Long-Life, Special Purpose Lamps & Lampholders
- Easy Fit Lamps



These instructions cover the models of ROBAND® Quartz Heat Lamps Assemblies only. Although there are slight variances between models, the installation, operation, care and maintenance procedure is the same for all.

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.

Roband Head Office Sydney, Australia	
Roband Australia Pty Ltd 1 Inman Road Dee Why NSW 2099 AUSTRALIA	Tel: +61 2 9971 1788 Fax: +61 2 9971 1336 Email: sales@roband.com.au Web: www.roband.com.au
International Agents For additional agents please email Head Office	
Belgium Linum Europe Ph: +32 (0)56 35 92 96	Noumea: Comptoir Materiel Professionnel Ph: +687 28 50 43
Fiji: Hotel Equipment Ltd Ph: +679 672 0666	Papua New Guinea: Brian Bell & Company Pty Ltd Ph: +675 325 5411
Germany Lolsburg Ph: +49 93059878-0	Singapore: Allied Foodservice Equipment Ph: +65 62525880
GREECE K&N Engineers Ltd Ph: +30 210 520 0440	South Africa Foodservice Solutions (Pty) Ltd Ph: +31 306 017 442
Hong Kong: Chung Wah Kitchen Machine Ltd Ph: +852 2334 5411	Thailand: Seven Five Distributors Co Ltd Ph: +662 866 5858
Italy NOAW Ph: +39 0331 219723	United Kingdom Metcalfe Catering Equipment Ph: +44 (0) 1766 830456
Malaysia: Allied Food Equipment Ph: +603 9133 5833	United Arab Emirates: Boncafe Middle East LLC +9714 282 8742
Maldives: Radiant Heat Maldives Pty Ltd Ph: +960 333 4845	United Arab Emirates: Nisa Trading LLC +9714 396 6132
New Zealand: Roband New Zealand Ph: +649 274 1354	U.S.A. Smart Kitchen Solutions Ph: +1 508 244 1365

© Copyright 2015 – Roband® Australia Pty Ltd

All rights reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying or posting to a website, without the written permission of the publisher. The material contained within this document is intended entirely for instructional purposes.

CONTENTS

INTRODUCTION	1
GENERAL PRECAUTIONS	1
PACKAGING	2
COMPLIANCE.....	2
IMPORTANT INFORMATION FOR ALL LAMP MODELS.....	3
HUQ SERIES FABRICATOR MODELS	4
INSTALLATION	4
MOUNTING PROCEDURE – STANDARD MOUNTS.....	5
SQUARE AND ROUND MOUNTS (...+S & ...+R).....	7
ELECTRICAL CONNECTION.....	8
LAMP INSTALLATION.....	9
OPERATION.....	9
CLEANING, CARE & MAINTENANCE	11
LAMP REPLACEMENT & INSTALLATION.....	12
TROUBLESHOOTING.....	13
SPECIFICATIONS.....	14
HQe SERIES CIRCUIT DIAGRAM	15
HUQe SERIES CIRCUIT DIAGRAM.....	16
SPARE PARTS LIST	17
EC DECLARATION OF CONFORMITY.....	18
WARRANTY	20

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 Heat Lamp assemblies will get **very hot**. Always be careful when near an operating Heat Lamp, 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.

The performance of this unit cannot be guaranteed for operational use outside its design parameters. These Heat Lamp assemblies are designed mainly for the heating and warming of food. They are **not** designed for the cooking of food.

 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

Roband ensures that every unit is functional and undamaged at the time of packaging, and all care is taken.

The Package of this Heat Lamp Assembly should include:

- 1) One Heat Lamp Assembly (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 24 hours of receipt. No claims will be accepted or entertained after this period.



RCM:

Roband® 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.

CE:

Roband® 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.

IMPORTANT INFORMATION FOR ALL LAMP MODELS

PACKAGING

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 or tape.

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 THAT LAMPS ARE INSTALLED CORRECTLY

Check that lamps 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.”

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”.

CAUTION HOT

These units must not be installed near flammable materials or near surfaces that could be adversely affected by high temperatures. The area immediately above the heat lamp will become very hot when the heat lamp is switched on.

HUQ SERIES FABRICATOR MODELS

The section below relates only to HUQ models. Information in this section does not relate to HQ models.

HUQ units are provided without switches, control boxes or plug and cord. They are designed to be wired into a fabricated food bar. The 1500mm long flying leads (Active, Neutral and Earth) extend outside the Heatlamp for connection by an Authorised technician.

All HUQ units are suited to 220-240V AC 50-60Hz Power supply.

It is the Technician's responsibility to ensure that the product is installed in accordance with all state and LGA requirements. Provisions for switching and power disconnection are the responsibility of the installer. This can include a remotely located switch.

These units will get very hot during operation. For this reason it is recommended that all care be taken to avoid operation in areas where contact is likely to occur. All surfaces on these units will be hot when in use.

As these heat lamps are intended for use by equipment manufacturers and their application and installation are beyond Roband control, they are only covered by a limited warranty against faulty workmanship and materials for a period of 12 months from date of purchase. The tungsten halogen lamps are not included in this warranty. All goods that are claimed under this warranty must be returned to the factory, 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 HUQ series heat lamps please continue to read this manual in full, ignoring any reference to the control box, cord and plug that is present on other models.

INSTALLATION

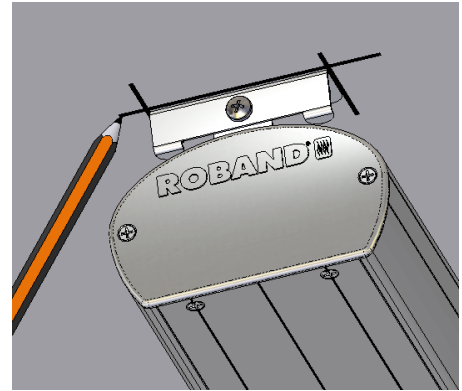
These units are designed to be mounted above food serving and preparation areas providing both **HEAT** and **LIGHT**.

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.

MOUNTING PROCEDURE – STANDARD MOUNTS

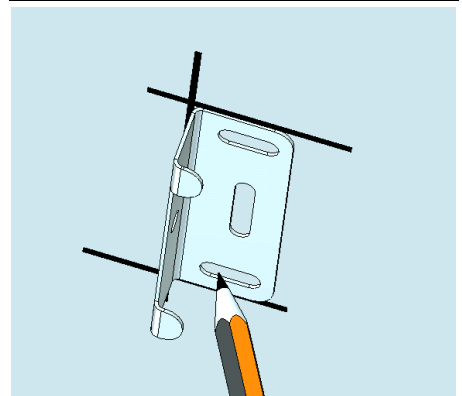
STEP 1,

Hold the heat lamp in the position where it is to be mounted and mark the position of the mounting plates as shown.



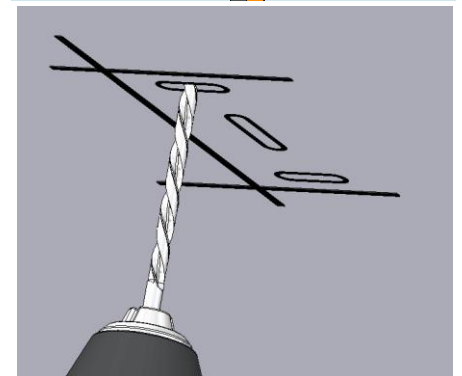
STEP 2,

Remove the mounting plates from the Heatlamp and position within the markings previously made and mark the drilling position for the holes through the slots in the plate as shown.



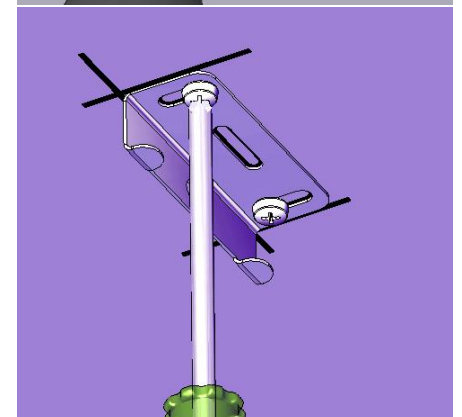
STEP 3,

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 as shown.



STEP 5,

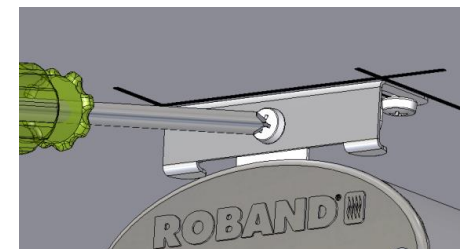
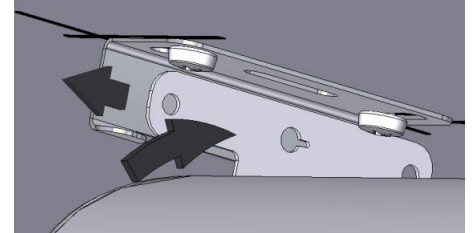
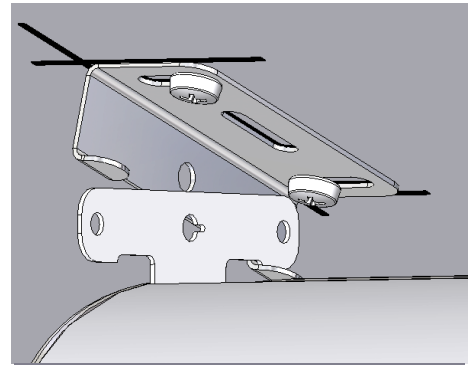
Fit the heat lamp hanging brackets into the mounting plates both ends at once as shown.

STEP 6,

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

STEP 7,

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



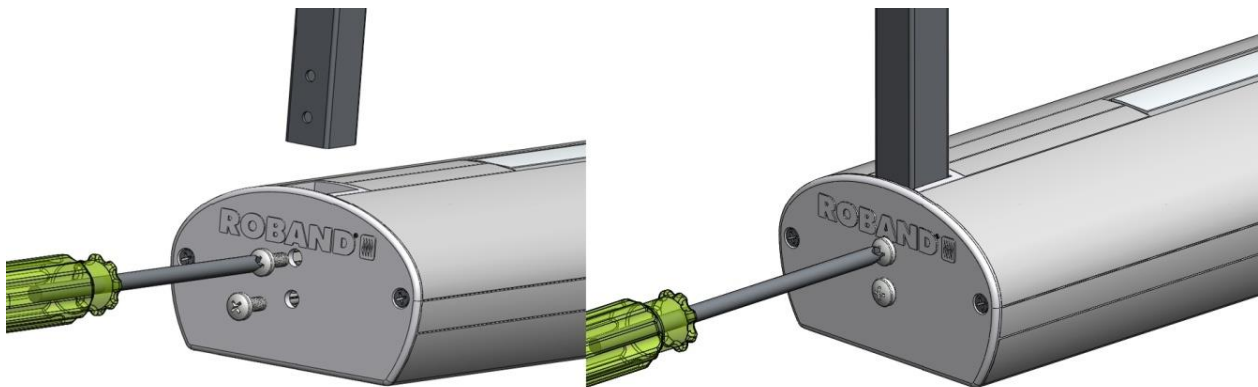
SQUARE AND ROUND MOUNTS (...+S & ...+R)

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

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

The 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.



ELECTRICAL CONNECTION



Make certain that any excess cord length is kept away from the heat lamp body and out of the heated area.

AUSTRALIAN MODELS (HQ...E...)

All Models come with a 1.8m power cord and will plug into a single phase, 10 Amp power point.

EXPORT MODELS (HQ...E...-UK AND -F)

Both models come with 1.8m cord. -UK Models will plug into a standard 13 Amp United Kingdom (Type G) power point. -F Models will plug into a standard 16 Amp European (Type E or F) power point.

FABRICATOR MODELS (HUQ...E..)

For HUQ Series a qualified electrician must connect the lamps to the electrical supply. When installing, the lamp must be wired through a suitable controlling switch placed in a position where it can be easily be operated or controlled by the person/s using the lamp. See HUQ section earlier in this manual.

LAMP INSTALLATION

Before accessing lamps, ensure Heatlamp has had power disconnected.

Make certain that the lamps have been installed correctly in the lamp holder. This can be done by means of a visual check. If it appears that the globes are not installed correctly, consult the “Lamp Replacement” section of this manual.

NOTE: Due to the fragile nature of the lamps, the lamps are occasionally shipped in additional/separate packaging to protect it from failure during transit.

OPERATION

After the heat lamps have been installed, the unit is operable through the use of the rocker switch (HQ model only) or hardwired switch.

These units will get very hot during operation. For this reason it is recommended that all care be taken to avoid operation in areas where contact is likely to occur. All surfaces on these units will be hot when in use.

As these heat lamps are intended for use by equipment manufacturers and their application and installation are beyond our control, they are only covered by a limited warranty against faulty workmanship and materials for a period of 12 months from date of purchase. The tungsten halogen lamps are not included in this warranty. All goods that are claimed under this warranty must be returned to the factory, 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.

⚡ SAFETY ⚡

This machine contains no user-serviceable parts, with the exception of the Lamp itself. 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.

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 on all sides and that any materials closer than 100mm be non-flammable. If the machine is near particularly heat-sensitive materials common sense should be employed in determining sufficient distancing.

Ensure that any damaged cables are replaced before further use.

Keep out of reach of children or the inept.

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.

CLEANING, CARE & MAINTENANCE

Attention to regular care and maintenance will ensure long and trouble free operation of your heat lamps or heat lamp assembly. Although scheduled servicing is not required we do recommend you adopt a program of regular maintenance to ensure that the heat lamps or heat lamp assemblies are 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 proper cleaning and to avoid damage to the heat lamp assemblies the instructions below should be followed.

- ◆ Ensure the power is off and the heat lamp is cool before attempting to clean any part of the machine.
- ◆ Wipe the lamp cover down with warm soapy water using a **damp** sponge or cloth. **Do not** immerse the heat lamp in water.
- ◆ **Do not** let any moisture enter inside the heat lamp or near the halogen lamps.
- ◆ Always ensure the power cable is not in contact with hot parts of the heat lamp or heat lamp assemblies when in use.
- ◆ Do not clean this unit with the use of a water jet.

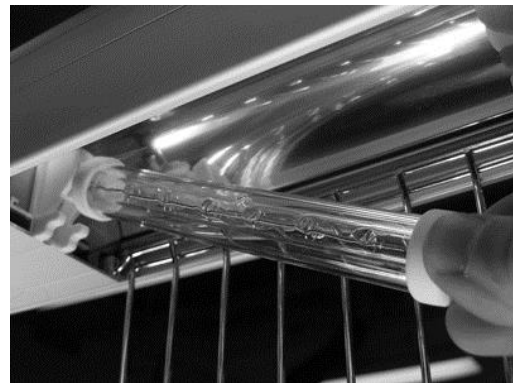
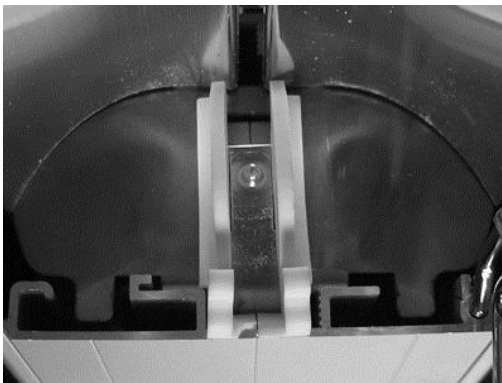
Although every care is taken during manufacture to remove all sharp edges, care should be taken when cleaning and handling the heat lamp assemblies to avoid injury.

LAMP REPLACEMENT & INSTALLATION

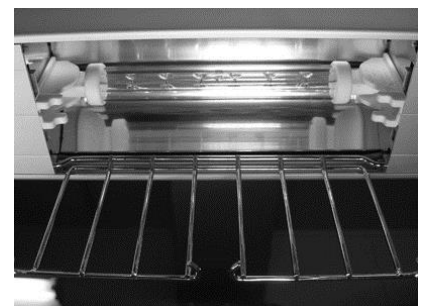
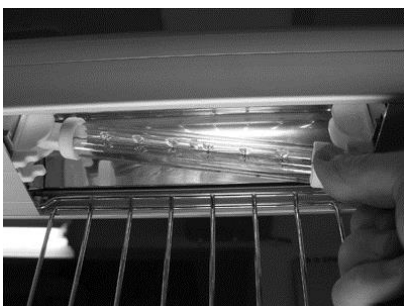
- 1) Turn the unit off, unplug the machine and allow to cool to room temp before replacing lamps. (If the unit is a fixed appliance, ensure power is disconnected).
- 2) Grip wire lamp cover/guard between thumb and forefinger on left and right element guard bars. Squeeze towards the center to release 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 cover back in place.



7) Repeat process for remaining lamps.

TROUBLESHOOTING

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

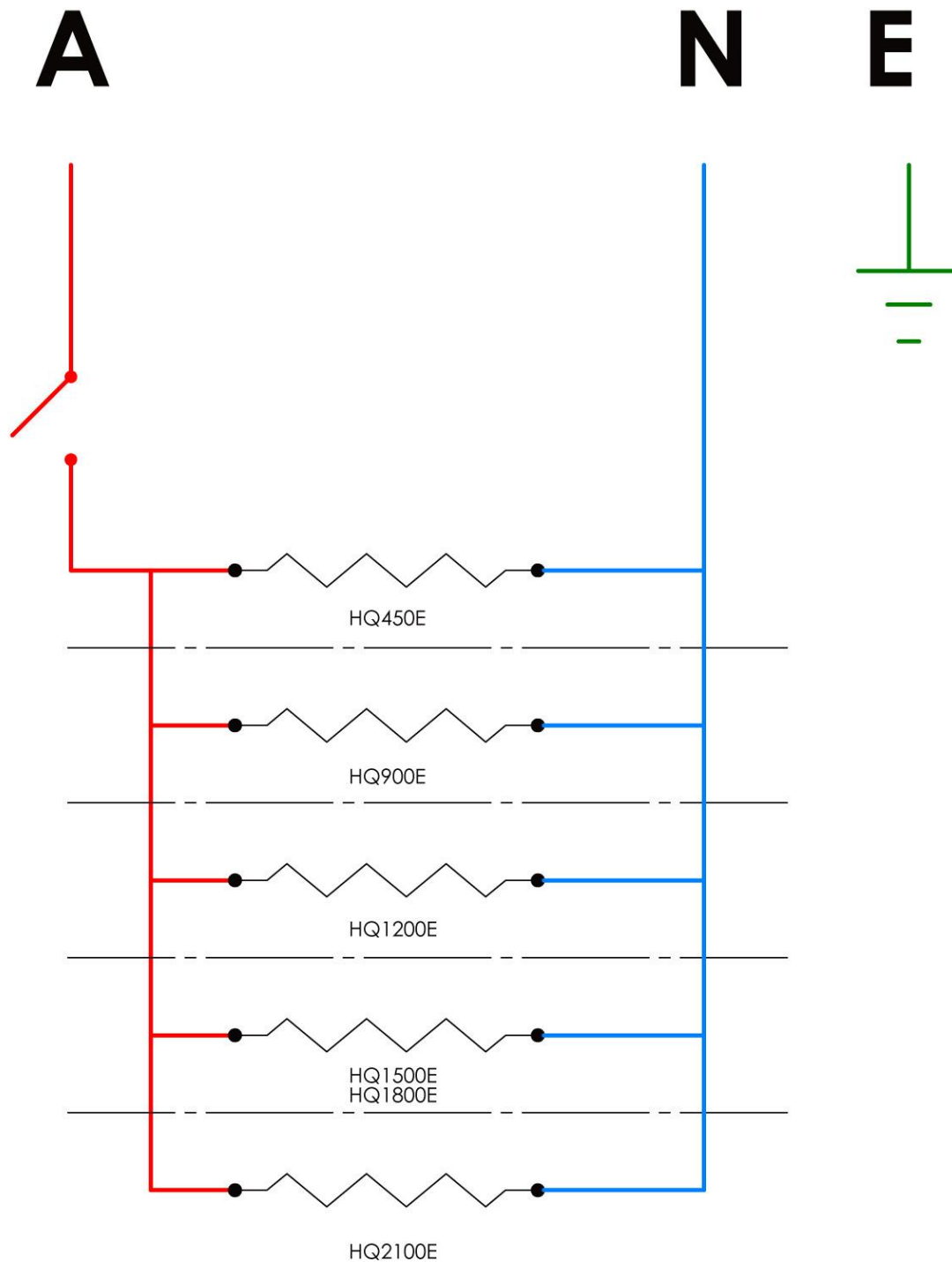
- ✓ The device is plugged in correctly and the power switched on.
- ✓ The power point is not faulty.
- ✓ The halogen heat lamp or lamps have not failed.
- ✓ The halogen lamp is installed

SPECIFICATIONS

Model	Power Source	Power Rating	# Of Lamps	Nominal Dimensions		
				Length mm	Depth mm	Height mm
HQ450E	240 Volts AC	350 Watts	1	450	108	65
HQ900E	240 Volts AC	700 Watts	2	900	108	65
HQ1200E	240 Volts AC	1050 Watts	3	1200	108	65
HQ1500E	240 Volts AC	1400 Watts	4	1500	108	65
HQ1800E	240 Volts AC	1400 Watts	4	1800	108	65
HQ2100E	240 Volts AC	1750 Watts	5	2100	108	65

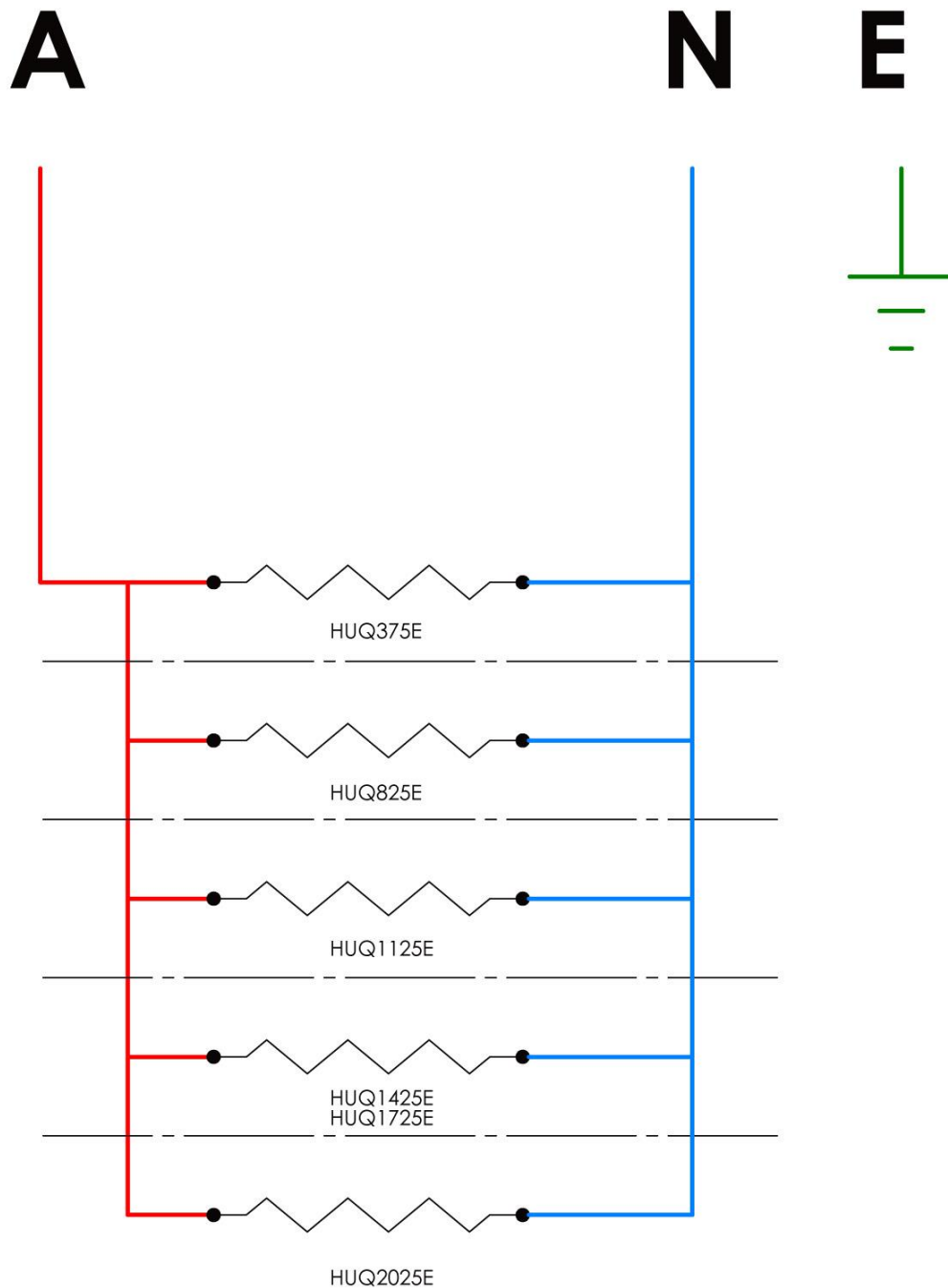
Model	Power Source	Power Rating	# Of Lamps	Nominal Dimensions		
				Length mm	Depth mm	Height mm
HUQ375E	240 Volts AC	350 Watts	1	375	108	65
HUQ825E	240 Volts AC	700 Watts	2	825	108	65
HUQ1125E	240 Volts AC	1050 Watts	3	1125	108	65
HUQ1425E	240 Volts AC	1400 Watts	4	1425	108	65
HUQ1725E	240 Volts AC	1400 Watts	4	1725	108	65
HUQ2025E	240 Volts AC	1750 Watts	5	2025	108	65

HQE SERIES CIRCUIT DIAGRAM



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.

HUQE SERIES CIRCUIT DIAGRAM



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.

SPARE PARTS LIST

COMMON PARTS FOR HQE AND HUQE

PART NO	DESCRIPTION
EC0420	Terminal Block - Lamp
EC0421	Lamp – 350W
MC0929	Globe Guard
PC0469	PTFE Sleeve Grey

PART NO	DESCRIPTION
SC0053	Baffle Plate
SS2166	Mount Bracket
SS2168	Bracket Holder Short

ADDITIONAL PARTS FOR HQE

PART NO	DESCRIPTION
EC0030	Terminal Block
EC0158	Rocker Switch

PART NO	DESCRIPTION
EC0239	Plug & Cord
PC0060	Cord Clamp

EC DECLARATION OF CONFORMITY

Manufacturer	Roband Australia 1 Inman Rd Cromer NSW, 2099 Australia
Model Type	HQ....E & HUQ....E
Description	Quartz Heat Lamp Assemblies
Date of first CE Marking	21st March 2014
Specific Models	HQ450E, HUQ375E, HQ900E, HUQ825E, HQ1200E, HUQ1125E, HQ1500E, HUQ1425E, HQ1800E, HUQ1725E, HQ2100E, HUQ2025E,

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
- EN60335-2-48 Commercial Electric Toasters and Grillers
- 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: 21st March 2014

Print Name: Mal Johnston Position: Director of Engineering

NOTES

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 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 _____

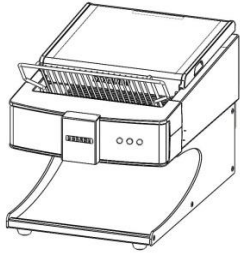
NAME OF DEALER: _____

PLEASE RETAIN THIS SECTION FOR YOUR RECORDS

DO NOT POST

ROBAND® AUSTRALIA PTY LTD

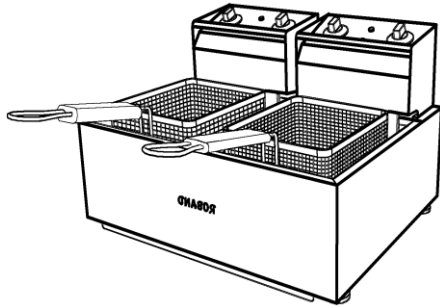
OTHER LEADING PRODUCTS AVAILABLE:



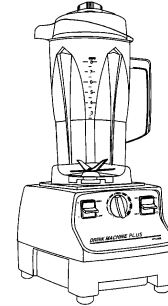
Sycloid Toaster



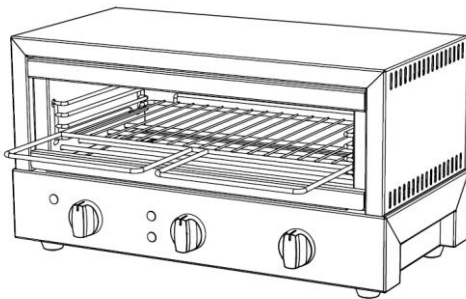
DRINK MIXERS



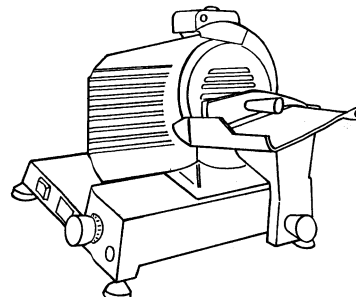
HIGH PERFORMANCE DEEP FRYERS



VITAMIX BLENDERS



GRILLMAX TOASTERS



NOAW Slicers

Manufactured/Imported in Australia by:

ROBAND[®]
AUSTRALIA PTY LTD

Authorised Distributor/Agent