



Proudly Distributed By
ROBAND AUSTRALIA PTY LTD



OPERATING INSTRUCTIONS

RICE WARMER

Models **SW-9600** **Version 1**

Special Features

- Ideal solution for keeping cooked rice warm.
- Large Serving Quantities
- Non-stick coated bowl.
- Stainless steel body and lid.



These instructions cover the models of **Robalec™** Rice Warmers 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, RYNO™ Stainless Benching, Ceado® Juicers, Forge® Cookware, Robalec™ Soup/Rice Warmers, Robatherm™ Urns & 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	
Cyprus: United Catering Equipment Supplies Ph: +357 777 777 24	Singapore: Jelco Private Ltd Ph: +655 611 988
Fiji: Hotel Equipment Ltd Ph: +679 672 0666	Switzerland: Burgi Infra Grill Ph: +41 418 554 552
Hong Kong: Chung Wah Kitchen Machine Ltd Ph: +852 2334 5411	Thailand: Seven Five Distributors Co Ltd Ph: +662 866 5858
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	United Kingdom: Metcalfe Catering Equipment Ph +44 1766 830 456
Noumea: Comptoir Materiel Professionnel Ph: +687 28 50 43	USA: Condon & Fisher International Ph: +1 508 361 9226
Noumea: CHR Import Ph: +687 92 83 79	
Papua New Guinea: Brian Bell & Company Pty Ltd Ph: +675 325 5411	

© Copyright 2013 – 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
GENERAL SAFETY	2
PACKAGING	3
COMPLIANCE	3
OPERATION.....	4
HEALTH PRECAUTIONS.....	6
CARE AND CLEANING	6
COMPONENT PARTS.....	7
SPECIFICATIONS.....	7
WARRANTY	8

INTRODUCTION

Congratulations on your purchase of this quality **Robalec™** 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.

These machines are heating units, and as with any commercial heating unit the surfaces will get hot. Always be careful when near an operating Rice 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.

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.

⚡ 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.

1. Do not place on or near a hot gas or electrical heating or cooking appliance in use.
2. Installation must be made in compliance with the applicable local, state, or federal laws, regulations, codes or ordinances.
3. To protect against electrical hazards, do not immerse cord, plug or the warmer in water or other liquid.
4. Do not touch hot surface. Be sure to use handle or knob. Do not attempt to move or carry the warmer when it has content.
5. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
6. The use of accessory attachments not recommended by the appliance manufacturer can cause hazards.
7. Do not let cord hang over the edge of the table, counter or touch a hot surface.
8. Do not use outdoors.
9. Do not remove any cover panels that may be on the machine.
10. Keep out of reach of children.
11. Do not share the power point with another machine.

PACKAGING

All care is taken when packing and the manufacturer ensures that every unit is functional and undamaged at the time of packaging.

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.



COMPLIANCE

Robalec™ products have been designed and manufactured to comply with any and all specifications set out by the Australian Communications Authority (ACA) in regards to Electromagnetic Compatibility. As testament to such compliance these units bear the C-Tick symbol.

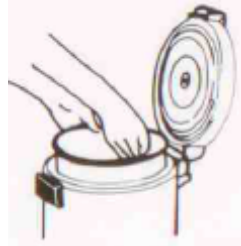
For further information contact the Australian Communications Authority, PO Box 13112, Law Courts, Melbourne VIC 8010.

OPERATION

1. Wipe the inner pan and the inner Lid clean and dry.



2. Place the pan in the warmer, and Cover the lid properly.



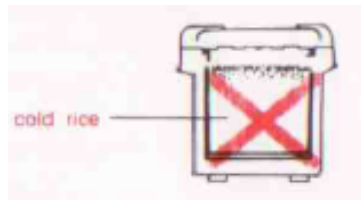
3. Plug in and pre-heat the warmer For 30 minutes before use.



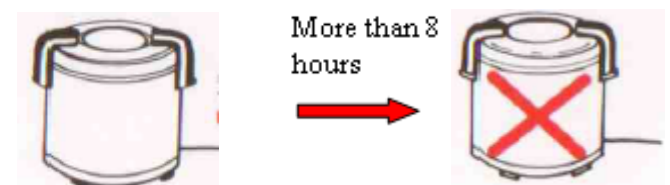
4. When the warmer is thoroughly Heated, put cooked rice in pan.



5. The warmer can keep its contents warm only if the rice that is put into the pan is already hot. This is not a rice *cooker*.



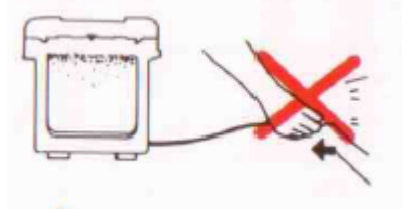
6. It is not recommended to keep the contents in the warmer for more than 8 hours.



7. The warmer is not designed to re-heat cold rice. Do not attempt to use the warmer for re-heating cooked cold rice, soup, water or other liquids.



8. Turn the Rice Warmer off Before disconnecting.



HEALTH PRECAUTIONS

IF THE RICE SMELLS BAD, the cause could be one of the following reasons:

1. Fresh, hot rice is added over and on top of the pre-warmed rice in the warmer for more than the recommended time.
2. Cold or cooled rice is re-heated in the warmer.
3. The lid is not closed firmly and properly.
4. The power supply is intermittent.
5. The contents is kept in the warmer beyond the recommended 8 hours.
6. A spatula or spoon or any foreign material is left in the warmer while in use.
7. The inner pan was not clean when it was filled with the cooked rice.

The rice may show a yellowish colour, IF;

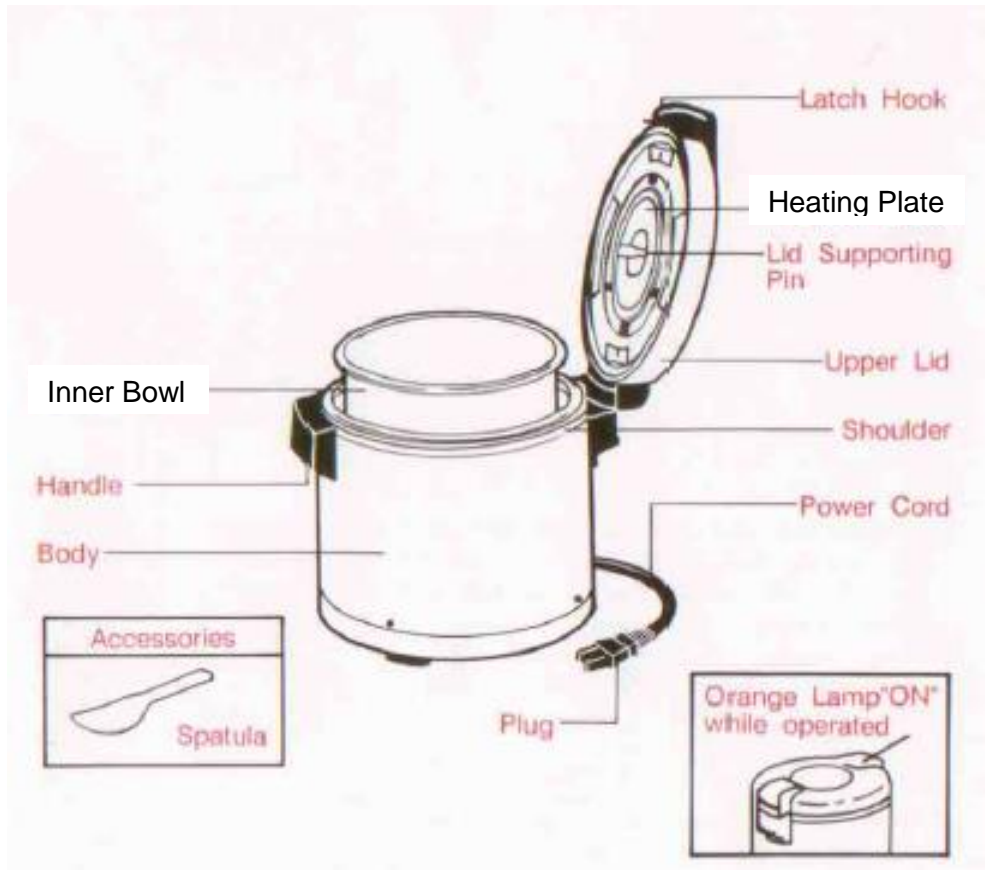
8. The rice is kept in the warmer for over 8 hours.
9. There is a mechanical malfunction, causing high temperature.

IN EITHER CASE, DO NOT SERVE THE SPOILED FOOD TO ANYONE. Empty, clear, and dry the inner pan and inner lid thoroughly before you use it again.

CARE AND CLEANING

1. To prevent electrical shock hazards, do not immerse the warmer, except the inner bowl and inner lid, into water nor into any other liquid.
2. Remove the inner pan and inner lid: dip them into luke-warm water. When cleaning the heating pot, use a moist cloth and wipe dry.
3. Clean the inner pan and inner lid at least once a day.
4. Never use metal scourers or scrapers to clean the inner bowl.
5. Take care to avoid denting or damaging the bowl as this may inhibit the functioning of the machine

COMPONENT PARTS



SPECIFICATIONS

Products Name	Electric Rice Warmer
Model No	SW-9600
Capacity	9.6 L, 55 x 175mL portions.
Power source	220~240V
Power consumption	84-100W
Power cord	1.4m (4.59ft)
Dimensions (cm)	43(W) X 43(O) X 42.5(H)
Weight	9.6kg
Accessory	Spatula.....1

WARRANTY

Every care is taken to ensure that no defective equipment leaves our factory and all goods manufactured by us are guaranteed against faulty workmanship and materials for a period of 12 months from the date of purchase. Glass, lamps and Teflon coatings are **NOT** included in this warranty. Generally, all goods claimed under this warranty must be returned to the factory or an authorised service agent, 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 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 this company.

This 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 costs incurred for false claims or faults due to incorrect usage etc. are the responsibility of the claimant. Under no circumstances shall Roband Australia Pty Ltd or any subsidiary company or Agent be liable for loss of profit or damage to other equipment and property.

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

ROBAND AUSTRALIA PTY LTD

Warranty Number: 1800 268 848 (for Australian Residents)
Phone: +61 2 9971 1788 Fax: +61 2 9971 1336
Email: Warranty@roband.com.au

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 _____

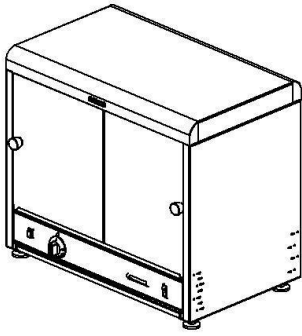
NAME OF DEALER: _____

PLEASE RETAIN THIS SECTION FOR YOUR RECORDS

DO NOT POST

ROBAND AUSTRALIA PTY LTD

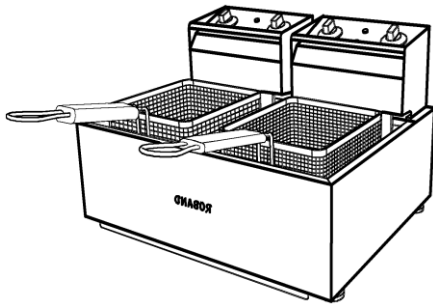
OTHER LEADING PRODUCTS AVAILABLE:



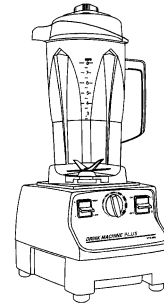
π-PLUS
PIE & FOOD WARMERS



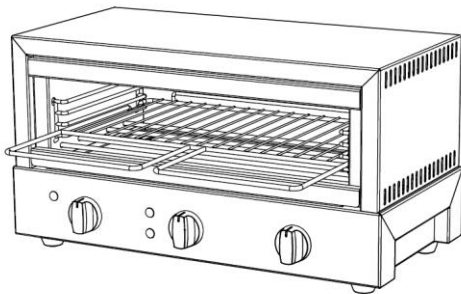
DRINK MIXERS



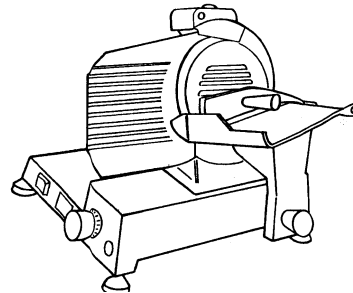
HIGH PERFORMANCE DEEP FRYERS



VITAMIX BLENDERS



GRILLMAX TOASTERS



NOAW Slicers

Manufactured/Imported in Australia by:

ROBAND[®]
AUSTRALIA PTY LTD

Authorised Distributor/Agent