



# ROBATHERM

---

## Instruction Manual

DOUBLE-SKINNED HOT WATER URNS

---



UDS10VP,  
UDS20VP,  
UDS30VP

Version 3

UDB10VP,  
UDB20VP,  
UDB30VP

Version 1

## CONTENTS

Product Features	2
Specifications	2
Parts Included	2
Safety Instructions	2
Cleaning & Maintenance	3
Installation	3
Operation	4
Troubleshooting	5
Spare Parts	5
Circuit Diagram	6
Warranty	7

## PRODUCT FEATURES

- Mode selector switch for either variable or pre-set 95 °C temperature control
- 3 sizes available – 10, 20 & 30 litre approx. capacity
- Double skinned tank construction for safe side temperatures, less than 50 °C
- Long life concealed elements allowing easy cleaning inside the urn
- Sturdy stainless steel non-drip tap
- Twist-lock lid with steam vent
- Sight-glass with cup capacity graduations
- Boil-dry protection
- Optional accessory Hands-free Urn Tap Lever model HF1 – see below

## SPECIFICATIONS

Model	Power (230V)	Size (mm)				Kg
		W	D	H	Dia.	
UDS10VP, UDB10VP	2250W	305	335	470	235	4
UDS20VP, UDB20VP	2250W	390	420	550	315	6

UDS30VP, 2250W 395 425 630 325 7  
UDB30VP

\*Specifications subject to change

## PARTS INCLUDED

- One Hot Water Urn
- One Lid
- Instruction Manual

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

## 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 appliance 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 appliance as surfaces can get hot.

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

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

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

This appliance 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 any cover panels from the appliance.

Roband will accept no liability if:

- Non-authorised personnel have tampered with the appliance
- 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.

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.

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 appliance.

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

Regular cleaning will prevent a build-up of oils and keep the appliance looking new.

**NOTE:** The black finish on UDB models is much more fragile than stainless steel. Extra care is required when cleaning to avoid chipping or scuffing the finish. Clean only with soapy water and a soft cloth. Do not use abrasive pads or other cleaning agents.

## 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.

## 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.

## SPARE PARTS

### Common

EC0519	Plug & Cord – 10A
EC0385	Pilot Light – Green
EC0386	Pilot Light – Amber
EC0407	On/Off Switch
EC0457	MODE Selection Switch
MC1087	Tap Top Assembly (Top Only)
MC1088	Tap Assembly Complete
PC0589	Tap Tank Seal
PC0456	Plastic Tank Washer 8.2OD, 4.0ID
PC0060	Cord Clamp 10A
PC0453	Sight Glass Upper Mount
TC0037	Fixed Thermostat 95°C
TC0049	Boil Dry Cutout
PC0593	Push Rod – Boil Dry Cut-out
TS0025	Variable Thermostat & Knob
PC0591	Base Access Panel
PC0594	Dial / Knob Thermostat

### UDS10VP

MS0458	Sight Glass Assembly 10L
PC0464	Base 10L
VS0253	Side Handle Kit 10L
VS0254	Lid Assembly 10L
TC0051	Thermal Fuse Link

### UDB10VP

MS0458 Sight Glass Assembly 10L  
 PC0464 Base 10L  
 VS0253 Side Handle Kit 10L  
 VS0375 Lid Assembly 10L – Black  
 TC0051 Thermal Fuse Link

#### UDS20VP

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

#### UDB20VP

MS0460 Sight Glass Assembly 20L  
 PC0457 Base 20L & 30L  
 VS0252 Side Handle Kit 20L & 30L  
 VS0376 Lid Assembly 20L & 30L – Black  
 TC0052 Thermal Fuse Link

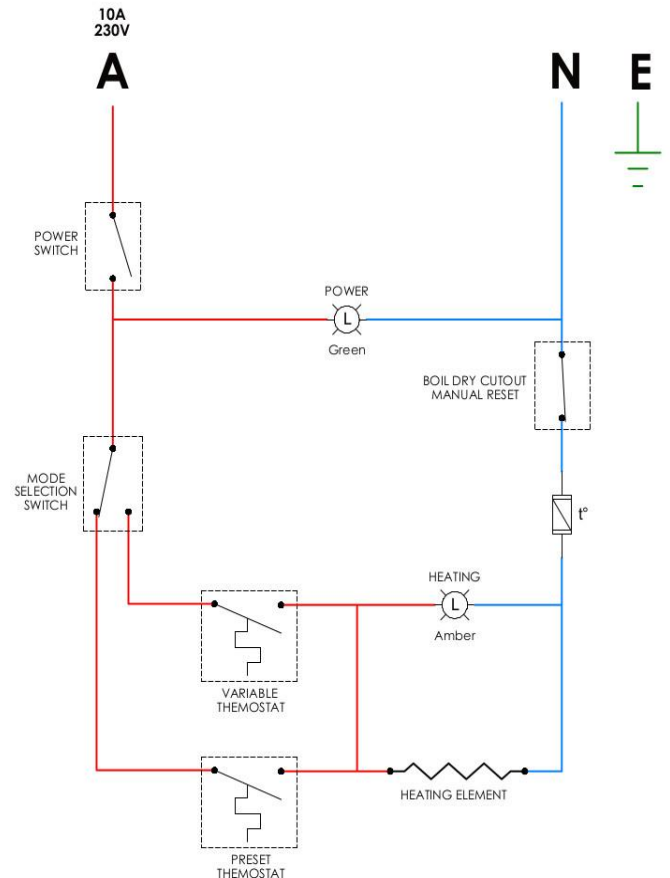
#### UDS30VP

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

#### UDB30VP

MS0539 Sight Glass Assembly 30L  
 PC0457 Base 20L & 30L  
 VS0252 Side Handle Kit 20L & 30L  
 VS0376 Lid Assembly 20L & 30L – Black  
 TC0052 Thermal Fuse Link

## CIRCUIT DIAGRAM



## 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; door's, hinges & 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/>



© Copyright 2021 – 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. Roband® Australia is a wholly Australian owned company and has been manufacturing quality commercial catering equipment for the food service industry for more than 60 years.

12/12/2023