



Instruction Manual

RICE COOKER AND WARMER



SW5400

Version 3

SW6000

Version 3

SW7200

Version 1

SW9600

Version 1

SW10000

Version 2

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PRODUCT FEATURES

- Easy One Touch Operation
- Automatic Shutoff and Warming Functions
- Large Serving Quantities
- Burn-proof pad helps to prevent rice burning onto bowl
- Overheat protection
- Steam drainage container (SW9600)

SPECIFICATIONS

Model	Power (230V)	Size (mm)		Kg	Vol	Serves
		DIA	H			
SW5400	1850W	370	360	8	5.4L	30
SW6000	1850W	470	360	10	6.0L	35
SW7200	2300W	530	360	12	7.2L	39
SW9600	95W	430	425	8	9.6L	55
SW10000	2990W	530	390	13	10L	55

* Serves are measured using the supplied measuring cup. 1 cup = 1 serve.

* Specifications subject to change.

PARTS INCLUDED

- Rice Cooker (appropriate model)
- Bowl
- Burn Proof Pad / Rice Napkin
- Plastic Measuring Cup
- Spatula
- 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 of machine 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 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.

This appliance is intended for cooking rice only.

Do not remove any cover panels from the machine.

Roband will accept no liability if:

- Non-authorised 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

INSTALLATION

Remove all packaging materials, tape, and any protective plastic from the machine. Remove any glue residue from the protective plastic or tape using citrus cleaner.

Place the product on a firm, level surface in the desired position. Install at least 100mm from combustible materials and a least 50mm from any other appliance.

Do not connect to power using an extension cord.

Before connecting the machine to the power supply, ensure that all switches are in the OFF position. Connect only to an RCD protected, grounded 3-pin outlet.

COOKING GUIDE

- Prior to cooking, place the raw rice into a strainer and wash gently in warm water. Do not scrub with force. Wash the rice until the wastewater runs clear.
- After the rice is washed it should be immersed in water for some time to improve the flavour and aroma. Usually, 30 minutes is adequate but may take up to 1 hour in winter.
- Determining the required quantity of water used to cook the rice varies for several factors such as the variety and quantity of rice. It is recommended that one of the provided plastic cups full of rice should require 1 to 1.2 containers full of water, although this should be verified on a case-by-case basis. It may be necessary to adjust to amount of water to improve the cooking results.
- Rice and water can be added to the bowl using the provided plastic cup which has the portions indicated. Alternatively, reference lines inside the bowl can be used.

OPERATION

CAUTION: The proper operation of the rice cooker relies on the bowl being in good condition. If the bowl is dented in any way, poor contact is made between the hot plate and bowl. This will increase the cooking time and may cause serious damage to the machine. **Be careful when handling the bowl to prevent dents and scratches.**

CAUTION: Before placing the bowl in the unit ensure that there are no foreign objects inside.

1. Prepare to cook by washing the desired amount of rice.
2. Place the burn proof mat or rice napkin into the bowl.
3. Add the desired amount of water to the rice. Generally, in equal proportions to the rice, however, your experience will dictate how much water to add.
4. Add the rice and water mixture to the bowl.
 - a. SW5400. Add the rice mixture to the bowl and ensure that the burn proof mat remains on the bottom of the bowl. Do not allow it to float.
 - b. SW7200 and SW10000. Add the rice mixture to the bowl and ensure that the bottom of the napkin remains on the bottom of the bowl. Fold the upper part of the rice napkin over to cover the rice.
5. Dry the outside of the bowl.
6. Dry inside and outside of the unit.
7. Place the bowl into the unit. Rotate the bowl to the left and right to ensure that

the bowl is sitting properly on the heating plate.

8. Ensure all liquid stays inside the rice bowl and doesn't enter the unit.
9. Place/close the lid on the bowl.
10. Plug the unit into the power point.
11. Press the main switch down. The "cook" indicator light will turn on. When the cooking time is finished the switch will automatically pop up and the "warm" indicator light will turn on.

CAUTION: When opening or removing the lid take care to avoid injury from the released steam.

CAUTION: When removing the rice from the bowl, do not damage the bottom of the bowl.

If you are removing all the rice after cooking, turn the power off at the wall socket and allow the unit to cool for 10 to 15 minutes before preparing to cook the next batch.

CAUTION: For the SW5400, SW7200 and SW10000 models, although the Rice Cooker has a warming cycle, the power and insulation is not sufficient to hold large quantities of rice for any extended duration.

In hot weather the warming cycle performs much better than in cold temperatures. The warming cycle is only designed to assist for short periods in businesses where at least half of the rice is to be used immediately after cooking and the remainder used within 15 to 20 minutes.

If full loads of rice are to be kept warm for any length of time greater than 15 to 20 minutes, it is recommended that the SW6000 or SW9600 unit be used instead. The SW6000 model is insulated and has a sealed lid. This keeps the rice warm for periods up to 6 hours and prevents the rice from drying out quickly. The SW6000 has a condensation catchment container located under the lid hinge. This container should be observed when cooking rice and emptied when full. Refer to the section

below for instructions on how to operate the SW9600.

SW9600: The SW9600 Rice Warmer is designed to store cooked rice for short periods during service.

Observe all the cautions listed above for the rice cookers and follow these steps to prepare the warmer for use.

CAUTION: Only place freshly cooked hot rice into the warmer. It is not designed to cook rice or reheat cold rice.

CAUTION: Do not store cooked rice in the warmer for longer than 6 hours.

1. Clean and dry the bowl and inside the lid.
2. Empty the steam drainage container located at the rear of the unit in the lid hinge.
3. Place the bowl in the warmer and close the lid.
4. Plug the warmer in, switch on and warm for 30 minutes before filling.
5. After the warmup period, place the cooked rice into the bowl and close the lid.

CLEANING & MAINTENANCE

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

CAUTION: The bowl has a non-stick coating on the inside. Do not use metal implements as they will damage the coating which can cause rice to stick to the bowl and burn.

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.

Wash the bowl on a daily basis with a cloth and warm soapy water.

CAUTION: Do not press down too hard or drop anything onto the bottom of the bowl when cleaning and handling. This can cause warping and inhibits the proper functioning of the rice cooker.

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

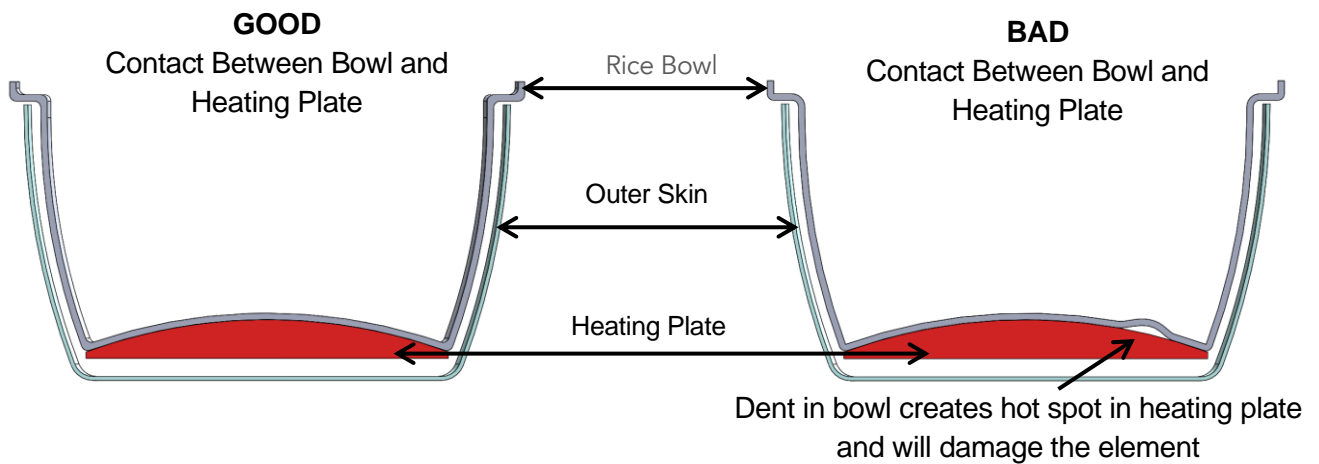
TROUBLESHOOTING

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 not faulty.
- ✓ Check for objects caught between the bowl and the heating plate.
- ✓ Make sure that the bowl is seated correctly inside the unit to ensure proper contact with the heating plate.
- ✓ Make sure that the cook switch has been pressed into the down position and the light indicates the rice cooker is cooking.
- ✓ Never use any bowl from another brand or model of rice cooker. Using another bowl will damage the Rice Cooker. Damage caused by using another bowl is not covered by the warranty.
- ✓ The Overheat Protection system may have tripped. When a critical temperature inside the machine is reached, a thermal limiter will disconnect power to the unit. The thermal limiter is likely to trip for these reasons:
 1. The bowl is not making good contact to the heating plate due to an obstruction or dented bowl.
 2. The Rice Cooker has been continuously cooking without sufficient time to cool down between cook cycles.
 - **SW5400 & SW6000:** The thermal limit switch has an auto reset function. To reset, **UNPLUG** the machine from the wall and let it cool down to room temperature. Remove the bowl and inspect for any damage or dents. Also check that there is nothing obstructing the bowl from making contact to the heating plate. After the machine has been **UNPLUGGED** from the wall and had time to cool, the thermal limiter will automatically reset, allowing further operation of the rice cooker. **Note:** The machine must be unplugged for at least 2 minutes whilst the machine is cold to reset.
 - **SW7200 & SW10000:** The thermal limit is a fuse that must be replaced. Please contact technical support.
- ✓ If the rice is not sufficiently cooked after it has switched off, then enough water was not provided. The unit will turn off when the water has been absorbed and the temperature rises to the switch off point. Start a new batch and increase the amount of water.
- ✓ If the appliance is tripping an electrical circuit, this may be caused by:
 1. Too many appliances on the same circuit. Relocate the appliance to another circuit and try again.
 2. A faulty appliance.

BOWL CARE

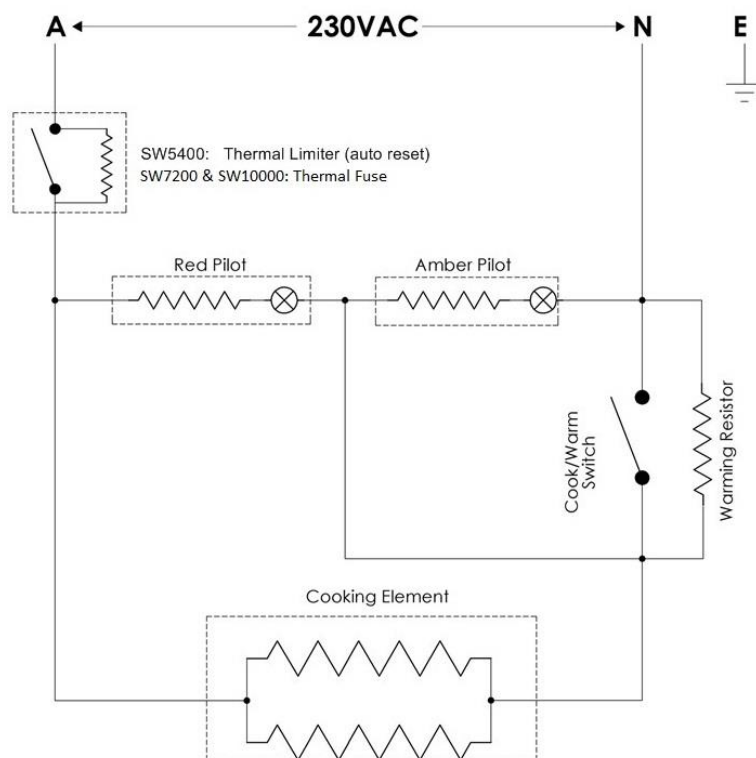
It is important that the rice bowl is kept in good condition and the bowl and heating plate surfaces are free from foreign debris or damage. If the bowl is dented or foreign debris lies between the bowl and heating plate, isolated hot spots can occur in the heating plate which create the potential to cause serious damage to the unit.



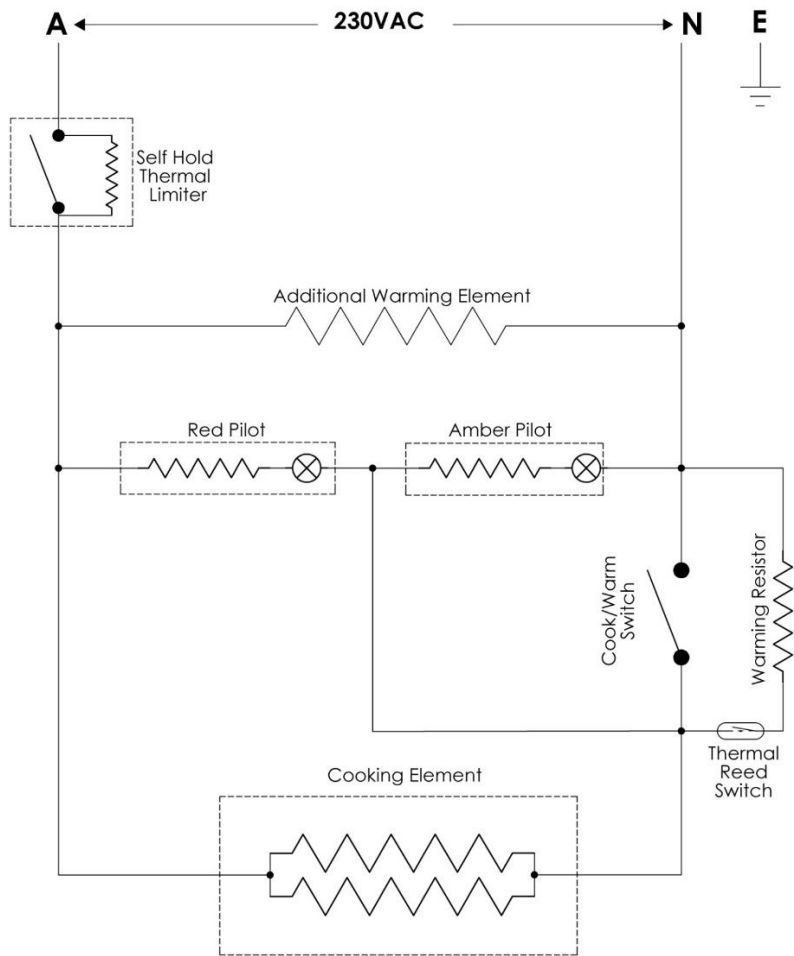
If the rice bowl has been dented or an obstruction exists between the bowl and heating plate, the unit is fitted with a power cut-out device to protect the unit from damage. Refer to the *Troubleshooting* section for information regarding the Overheat Protection system.

CIRCUIT DIAGRAM

SW5400, SW7200 & SW10000



SW6000



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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