



Instruction Manual

SOUP WARMER



SW1200

Version 1

CONTENTS

Product Features	2
Specifications	2
Parts Included	2
Safety Instructions	2
Installation	3
Operation	3
Cleaning & Maintenance	3
Troubleshooting	3
Warranty	4

PRODUCT FEATURES

- Simple to use and attractive styling
- Large 10.8 litre capacity
- Durable and power saving design
- Easy cleaning
- Steam drainage back into the bowl

SPECIFICATIONS

Model	Power	Size (mm)			Kg	Vol
	(230V)	DIA	H			
SW1200	520W	405	370	6.4	10.8L	

* Specifications subject to change.

PARTS INCLUDED

- Soup Warmer
- Stainless Steel Bowl
- Lid
- 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 and warming soup only.

Do not remove any 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

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.

OPERATION

CAUTION: In areas of hard water (especially South Australia & Western Australia) demineralised water needs to be used. The high mineral content in hard water can react with the outer aluminium bowl and cause tiny holes after a period of time.

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

CAUTION: Never move or carry the unit when it contains hot soup or liquid.

1. Remove the lid and stainless steel bowl.

2. Add 0.8 litres of water to the outer bowl. Never overfill with water and under no circumstances should the stainless steel bowl float in the outer aluminium bowl, even when empty. Remove excess water immediately.
3. The temperature control should be set between 1 and 3 (setting will vary with liquid viscosity) for keep warm function. For cooking use the high setting, 6.
4. The cooking feature is for slow-cooking/simmering purposes. For faster preparation, heat up the soup in a separate pot on stove first, then transfer the soup to the stainless steel bowl. Prolonged use on high will produce condensation. In such cases the unit may appear to be "leaking."

CLEANING & MAINTENANCE

CAUTION: The outer aluminium bowl has a non-stick coating on the inside. Do not use metal implements as they will damage the coating.

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 bowls on a daily basis with a cloth and warm soapy water.

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.

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/>