

Instruction Manual

PIE MASTER PIE WARMERS



PM25, PM25L

Version 1

PM50, PM50L

Version 1

PM100, PM100L

Version 1

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PRODUCT FEATURES

- High Temperature Capacity
- Adjustable Angle Racks
- Ultra-Life Stainless Steel Elements
- Toughened Safety Glass
- Easy Clean Crumb Tray
- Crumb Baffle (L versions only)
- Humidity Tray (L versions only)
- Doors both sides (G models only)

SPECIFICATIONS

Model	Power (230V)	Size (mm)			Kg
		W	D	H	
PM25	1100W	401	370	585	20
PM25L	1200W	401	370	585	21
PM50 (G)(S)	1250W	610	364	507	25
PM50L (G)	1350W	610	364	507	26
PM100(G)(S)	1550W	759	364	587	34
PM100L (G)	1650W	759	364	587	35

*Specifications subject to change

PARTS INCLUDED

- Pie Warmer (appropriate model) – includes shelves and crumb tray
- 'L' models include crumb baffle, humidity tray and integrated lamp
- 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.

This appliance is intended as a food display warmer only. It should not be used to cook food.

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

SAFETY GLASS

The Toughened Safety Glass used in the ROBAND® Pie Warmers is approximately five times stronger than normal glass.

Despite the high impact strength, the toughened glass is still susceptible to breakage if impact or pressure is applied to the edge or corner of the glass.

CAUTION: Ensure glass edges are protected during installation and operation.

CLEANING & MAINTENANCE

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

CAUTION: Steel cutting processes used in the construction of this appliance can result in sharp edges. Avoid contact with sharp edges during cleaning and maintenance.

CAUTION: Handle glass with care when cleaning.

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.

Wipe glass on a daily basis with a cloth and warm soapy water or glass cleaner.

Empty crumb tray on a daily basis and wipe with a damp cloth with warm soapy water.

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

INSTALLATION

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

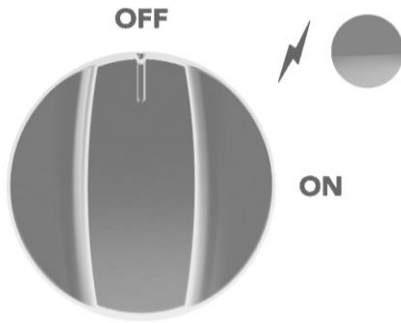
Place the product on a firm, level surface in the desired position. Install at least 100mm from combustible materials and a least 50mm from any other appliance.

Do not connect to power using an extension cord.

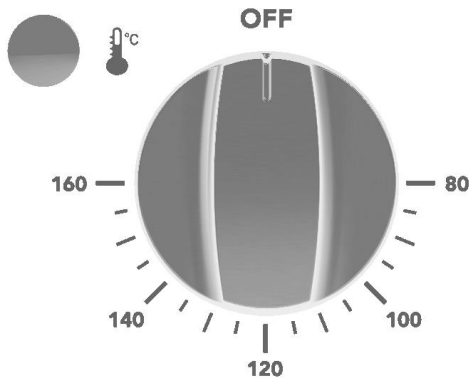
Before connecting the appliance to the power supply, ensure that all switches are in the OFF position. Connect only to a RCD protected, grounded 3-pin outlet.

OPERATION

1. Turn on/off switch to the ON position. The green light indicates the unit has power. On L models, the internal light will also illuminate.



2. Set the thermostat knob to the desired temperature (typically 90-100°C for pies).



3. Pie warmer should be pre-heated for 20 minutes before loading food.

FROZEN PRODUCTS

The unit is designed as a food warmer for use with freshly baked or refrigerated products. If frozen products are used it is highly recommended that the products be thawed before being put in the Pie Warmer.

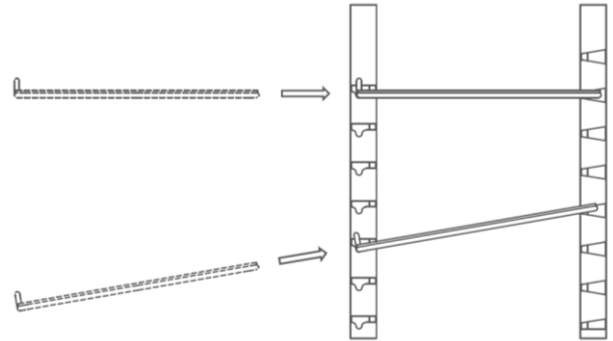
Approximate times for thawed products to reach the desired serving temperature when placed in a pre-heated unit at 90°C:

- Meat Pies 35-45 mins

- Sausage Rolls 20 mins
- Party Pies 15 mins
- Pasties/Pockets 15-20 mins

RACK ADJUSTMENT

Racks can be positioned angled or flat. To adjust, open hinged door or remove sliding doors and reinsert rack as shown below. Racks can be angled in either direction.



DOOR CONFIGURATION

The serving side can be changed on the PM50 (+L) and PM100 (+L) models by swapping the glass from front to back. A runner separates the doors at the top. When installing the doors, take care to re-insert each door into a different runner. Always start with the inside door.

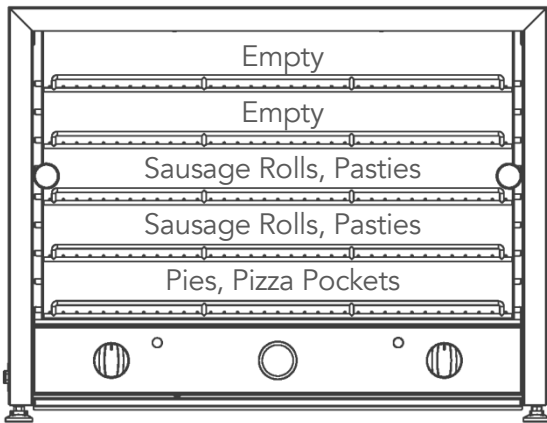
To serve from both sides, additional glass doors can be purchased to replace the fixed glass panel. (This can be ordered from the factory as a "G" variant).

PIE LOADING

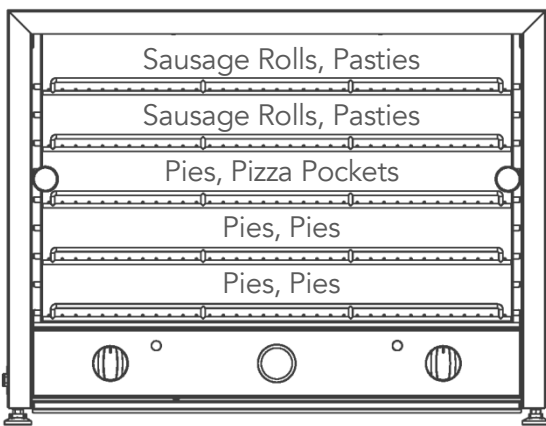
When loading product into the pie warmer take note that the lower shelves will heat up more quickly due to proximity to the element. Therefore use lower shelves if partially filled.

Additionally, if unit is completely filled, products such as pies that take longer to heat up should be placed on the lower shelves.

Using foil on a shelf may block heat to the shelves above it. If foil is used ventilation holes must be made every few centimetres.



Partially Loaded Pie Warmer



Full Pie Warmer

TROUBLESHOOTING

If the Pie Warmer does not function check the following points before calling for service.

- ✓ The appliance is plugged in correctly and the power switched on.
- ✓ The power point is not faulty.
- ✓ The on/off switch is not in the OFF position.
- ✓ The thermostat is not set to OFF.
- ✓ The thermostat and on/off switch knob are not loose or broken, rendering the switches inoperable.
- ✓ If appliance is tripping RCD, this may be caused by:

1. Too many appliances on the same circuit (relocate appliance to another circuit and try again);
2. Faulty appliance; or
3. Moisture absorption into heating element.

Tubular heating elements are subject to moisture absorption which can result in RCDs (residual current devices) tripping, particularly when the appliance is not used for an extended period, or stored in humid conditions.

Regular use can avoid moisture absorption.

LAMP REPLACEMENT

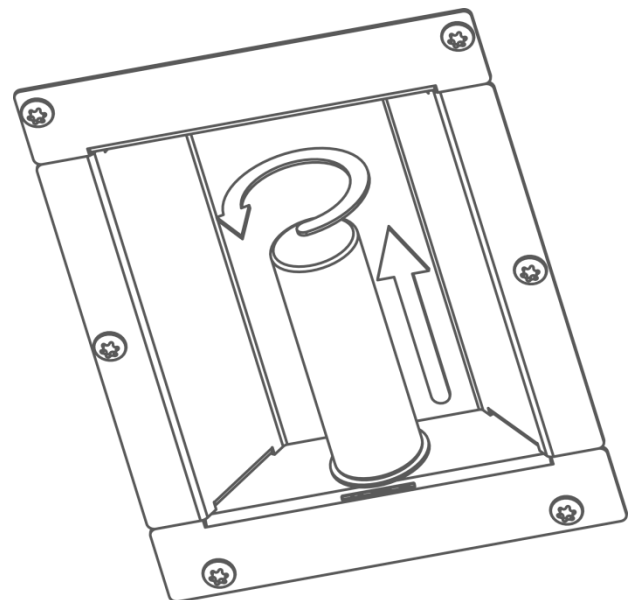
All 'L' model appliances have an internal light. Remove the doors, racks, humidity pan, crumb baffle and crumb tray and follow this procedure to replace a failed lamp.

Unscrew the protective lamp cover and remove it by sliding it off. Pull the lamp out to remove it.

Install the new lamp by pushing it into the lamp holder.

CAUTION: Take care not to touch the new lamp glass with your bare fingers. Hold the lamp with a cloth to install it.

Screw the protective cover back on.



SPARE PARTS

Common

EC0642	Plug & Cord - 10A
ES0264	Pilot Light - Amber (incl. Nut)
ES0265	Pilot Light – Green (incl. Nut)
ES0283	On/Off Switch and Knob
MC0846	Aluminium Knob
MC1243	Thermometer
PC0008	Silicone Bumper
PC0060	Cord Clamp - 10A
PS0011	Foot Set (4 off)
PS0146	Knob (incl. Screw and Washer)
TS0029	Thermostat and Knob

PM25

GC0133	Hinged Glass Door (Glass only)
GC0134	Fixed Glass
HC0236	1100W 230V Element
MC1246	Rack with Stop
MC1248	Magnetic Catch
SS3068	Crumb Tray

PM50

GC0004	Fixed Glass
GC0005	Glass Door
HC0043	1250W 230V Element
MC1793	Rack with Stop
SS3049	Crumb Tray

PM100

GC0006	Fixed Glass
GC0007	Glass Door
HC0044	1550W 230V Element
MC1800	Rack with Stop
SS3135	Crumb Tray

Light Model (all)

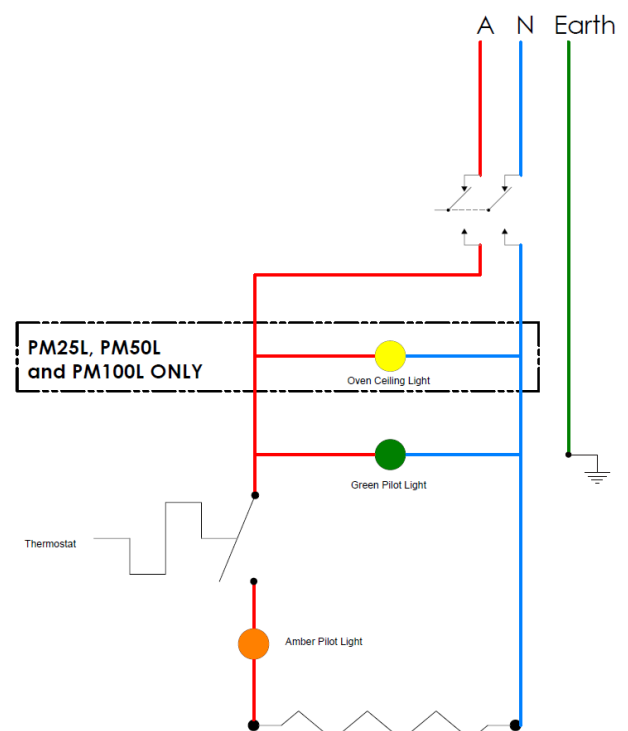
EC0738	Lamp Holder - G9
EC0739	75W Halogen Lamp - G9 Fitting
VS0352	Lamp Assembly Complete
Z19065	Humidity Pan

Optional* – Crumb Baffle

PM25L	SS3119	Crumb Baffle
PM50L	SS3120	Crumb Baffle
PM100L	SS3143	Crumb Baffle

*Crumb baffle supplied on Light (L) models only

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
Fax: +61 2 9971 1336
Email: sales@roband.com.au
Web: www.roband.com.au

For your nearest International distributor,
please visit:
<https://www.roband.com.au/worldwide/>



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24/11/2020