



### IMPORTANT SAFETY ADVICE

**WARNING** - The surface of this towel warmer will become hot. Momentary contact with any part of your body should not cause injury however care should be taken that no prolonged contact is made.

This appliance is not intended for use by children or other persons if their physical, sensory or mental capabilities prevent them from using it safely. Supervision should be in place if necessary to ensure misuse is avoided.

In order to avoid a hazard for very young children it is recommended that this appliance should be installed so that the lowest heated rail is at least 600mm above the floor.

This towel warmer should only be used to dry fabrics washed in water using commonly available detergents.

The heating cable is held in to the towel warmer using a strain relief bush, care must be taken not to pull this cable from the towel warmer. Should it be damaged its replacement should only be carried out by The Sterlingham Company Ltd. Please contact us immediately to arrange the return, replacement and resupply.

If this towel warmer is to be installed in an environment frequented by the public a warning notice should be placed nearby advising the surface can be hot.

### CONGRATULATIONS

On purchasing one of our low-energy electric towel warmers. We believe that if installed correctly this product will last you many years.

To this end we must insist that the installation of this towel warmer is carried out by a competent electrician in accordance with the current I.E.E Regulations for Electrical Equipment.

### PREPARATION

Our towel warmers feature an electric heating cable which threads through the towel warmer and exits the product through the back of a wall or floor mount (as specified when the product was ordered). As such we anticipate that the location for the fused spur has already been determined and that provisions have been made to allow the threading of the cable from the towel warmer through to the location of the fused spur.

The fused spur should be installed with a 30 milli-amp RCD. We recommend that a dimmer switch is installed with our towel warmers for temperature control (see below).

Our electric towel warmer's heating element is waterproof. Part of the safety testing before they leave the factory is to ensure that they work underwater. Therefore our towel warmers are rated IP65 and can be installed in zones 1-2.

We recommend that the product is installed in an area that is not susceptible to drafts.

This product has been manufactured with the intended use that it remains permanently installed in situ.

### INSPECTION OF YOUR PRODUCT

Once received unpack the product carefully to avoid any damage. Care must be taken to ensure that the envelope containing screws and the product certificate are not lost or thrown away. Spare screws are available to order from us if required. The towel warmer certificate must be kept for any warranty claims.

It is the responsibility of the purchaser to inspect the towel warmer immediately for any damage. Any damage must be reported to the point of purchase immediately.

In addition the product should be checked to verify it matches what has been ordered. Before installation a check should be made that the voltage marked on the product certificate matches the supply voltage.



### EXPOSED SCREW HEAD INSTALLATION

The screws provided with your product are suitable for solid walls. For any other type of wall please use suitable fittings (not provided)

### WALL MOUNTED TOWEL WARMERS:

To install the product perfectly square we recommend the first fixing to be made on the wall mount with the cable exiting the product.

Once this first fix has been made use a spirit level across the adjacent horizontal bar to ensure the product is level and then secure the horizontally-opposite wall mount.

You may then continue to secure the remaining two wall mounts.

### FLOOR MOUNTED TOWEL WARMERS:

To install the product we recommend securing the floor fixings first and the two wall mounts second.

### CONCEALED FIXING INSTALLATION

Ensure that all wall and/or floor fixings are securely located on to the towel warmer before offering it up in its installation position. A second person must then mark around each mount before then removing the fittings from the product using the allen key (supplied) and securing each mount in position. The product may then be placed over the fixing mounts and re-secured using the grub screws and allen key.

### ELECTRICAL CONNECTION

The electrical connection of the towel warmer must now be made by a competent electrician in accordance with the current I.E.E Regulations for Electrical Equipment.

Ensure supply is switched off at the mains and make the connection to the fused spur.

The wires of your Class I appliance are colour coded as follows:

Green & Yellow = Earth  
Blue = Neutral  
Brown = Live

Class II appliances do not carry an earth cable.

The Earth cable must be connected to the terminal marked with the letter E, an Earth symbol (⏚) or the terminal coloured green and yellow.

The Neutral cable must be connected to the terminal marked with the letter N or coloured black.

The Live cable must be connected to the terminal marked with the letter L or coloured red.

For Class I earthed appliances a secondary Earth is supplied for bonding purposes.

A circuit fuse of 2 or 3 amps will be sufficient for this product.

### REGARDING DIMMER SWITCHES

Our products are made to last many years even if left operating 24 hours a day all year round. In anticipation for wanting to regulate the temperature output of the product during the changes of seasons we recommend the use of a high quality dimmer switch.

### REGARDING THERMOSTATS

Many people enquire about using a thermostat with a towel warmer. To use a towel warmer for its intended purposes we strongly recommend against installing a thermostat.

A towel warmer is not a room radiator, the variance in BTU output is extreme. If you were to install a thermostat at what room temperature would you set it to come on or turn off at? At a room temperature of 20°C our products will operate at a temperature of between 55°C and 65°C which will transfer heat to a towel and leave it dry and warm ready for use. To set a thermostat to turn off at a room temperature slightly higher the towel warmer will no longer warm your towel, neither will the ambient temperature of the room.



#### OPERATION & MAINTENANCE

Your towel warmer product should start reaching operating temperature 20 to 30 minutes after being switched on.

The electrical cable inside our towel warmers operates at a constant output which is only adjusted if a dimmer switch is in use. The ambient room temperature effects the perceived heat output. Optimum operation temperature will be achieved when towels are placed over the rails.

It is recommended that for efficient drying, no more than two layers of towels should be evenly draped over any given rail.

It is advisable to remove wet or damp towels from the towel warmer should it be turned off as in time the moisture may effect the finish.

With the use of a flexible heating cable inside the product there may be cold spots in the vertical rails where the element isn't present. However through time the heat will transfer through the brass to ensure that heat is present throughout.

Some variation in temperature is normal due to drafts being present in a room. However when protected by towels the towel warmer will operate exceptionally well as intended.

There are no serviceable parts to this product and as such no maintenance is required for its lifetime.

Please see our separate guidelines regarding care and cleaning and product warranty.

#### RECYCLING

For electrical products sold within the European Community at the end of the products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority for recycling advice in your country.



THANK YOU FOR  
CHOOSING A  
STERLINGHAM  
PRODUCT THAT  
WILL PROVIDE  
MANY YEARS OF  
RELIABLE SERVICE