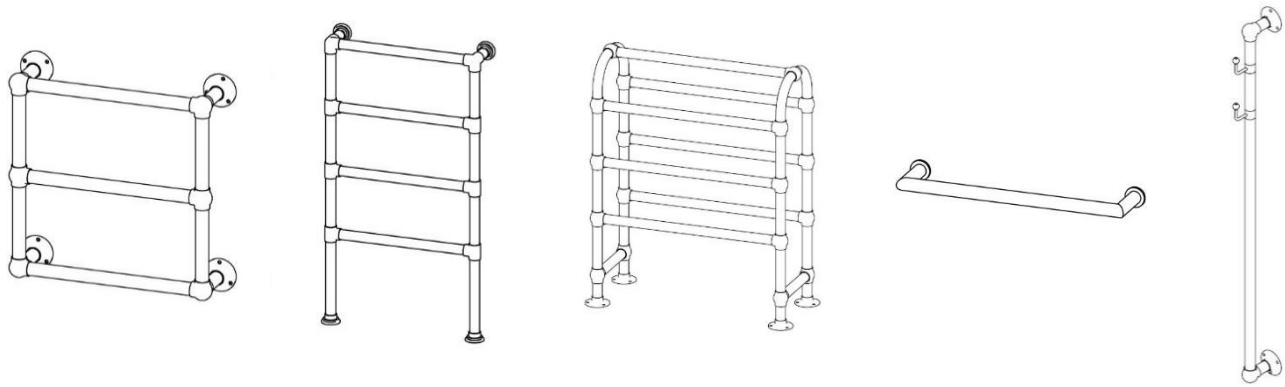
Installation Guide
Towel Warmers 110V



This following guide is in reference to installing a 110V towel warmer in the US and Canada only. For advice with installation outside of the US and Canada, refer to installation guide for alternative voltage options or refer to local building regulations.

The Towel Warmer is designed to warm towels only and not provide primary room heating.

The installation of this towel warmer must be carried out by a competent electrician in accordance with local building and electrical codes.

BEFORE ORDERING

- Specify cable outlet position (Top–Bottom-Left-Right).
- Specify cable Length required: 3m -15m long.
- Specify voltage required: 12V, 24V, 110V, 230V.
- Ensure there is a cavity/space for the concealed cable.

SAFTEY NOTES

- 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.

- The application 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.

- To avoid a hazard for young children it is recommended that this appliance should be installed so that the lowest heated rail is at least 24" above the floor.

- The heating cable is held into 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.

INSPECTION

When you receive your Sterlingham product, please inspect the packaging and then product for any damage. If any damage is visible, take a photograph and keep the packaging in case a return is required. 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 within 5 working days. Care must be taken to ensure that the envelope containing screws and certificate are not lost or thrown away. The towel warmer certificate must be kept for any warranty claims.

ELECTRICAL PREPERATION

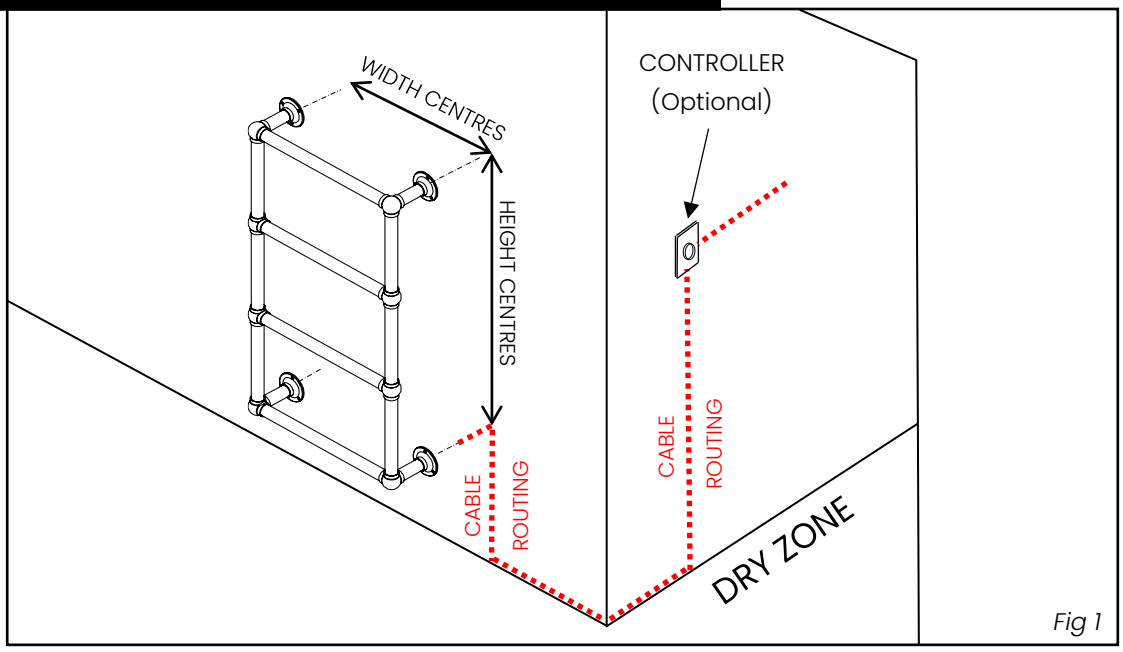


Fig 1

For the Watts / Amps of your towel warmer please refer to the *Sterlingham Towel Warmers Data Sheet.*

POSITIONING

The towel warmer is IP67 rated (as supplied) and if installed in-line with these guidelines is suitable for all areas (Wet & Dry) of the bathroom.

ELECTRICAL CONNECTIONS

The CSA Certified power cord contains: Hot (Black), Neutral (White) & Ground (Green). The Ground cable must be connected to the terminal marked with the letter E, an Earth symbol. The Neutral cable must be connected to the terminal marked with the letter N or coloured white. The hot cable must be connected to the terminal marked with the letter L or coloured black. A secondary Earth is supplied for bonding purposes.

CABLE ROUTING

The towel warmer power cable should be routed through the wall to the domestic power supply or controller situated within a 'Dry Zone' and recommended to be protected by a GFCI circuit. In the USA and Canada, the Dry zone is determined by what is considered safe by your local codes. The cable should be installed within a suitable conduit, allowing it to be fed through during the installation process. The cable must not be hard plastered directly into the wall or cut short. Where wall preparation is required before the towel warmer is installed (first fix), a tracer or dummy cable should be positioned to allow the hardwired towel warmer cable to be pulled through during installation. Care must be taken not to apply excessive force when pulling the power cable, as this may damage the connection to the heating element.

TEMPERATURE CONTROL

Sterlingham towel warmers are low-powered appliances designed to operate at a safe surface temperature. Under typical ambient conditions, the surface temperature will stabilise at approximately 45 °C (110 °F). As the appliance is not thermostatically regulated, the actual surface temperature may vary in accordance with the surrounding room environment. This variation is expected and does not affect normal operation. In most installations, no adjustment is required, and the appliance may be connected directly to an appropriate controller, which is protected by a GFCI Circuit. Where temperature adjustment is desired, a leading-edge dimmer switch may be used. Subject to compatibility, third-party timers or smart-home control systems may also be installed. Refer to the respective manufacturer's documentation for integration requirements. As the towel warmer is not intended to function as a space-heating device, external thermostats are not required.

ELECTRICAL PREPERATION

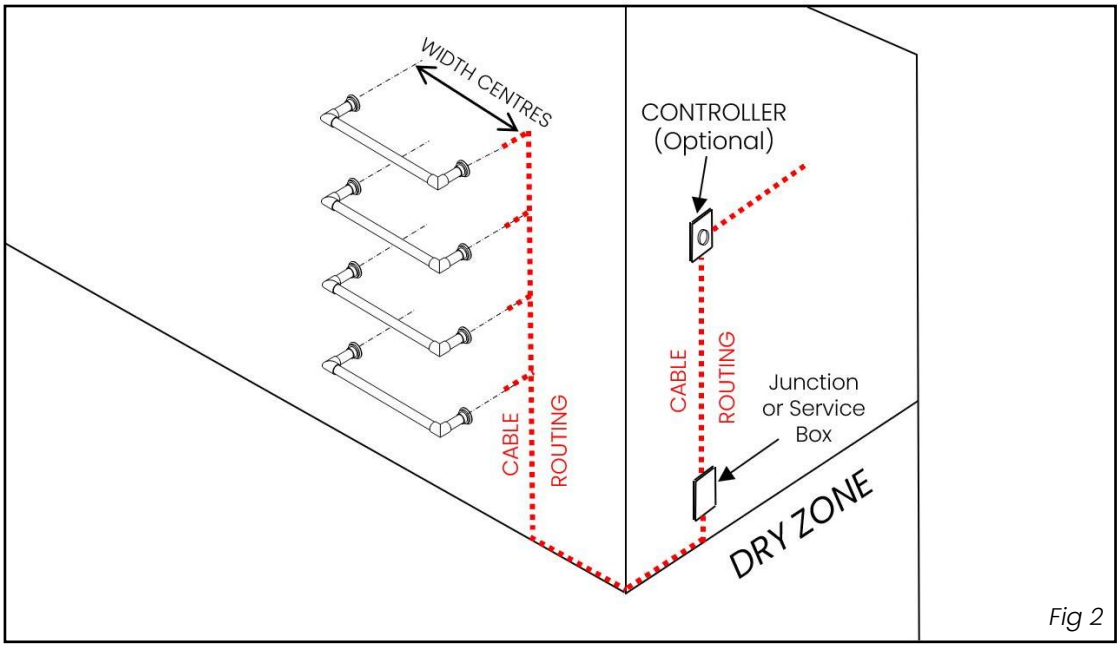


Fig 2

MULTIPLE RAILS

Due to the towel rails having a low power consumption, they can be installed in any quantity, to suit your application. Each Rail will have its own hardwired cabling that should be connected at a junction box (within safe zone) before wiring to a common power supply or controller.

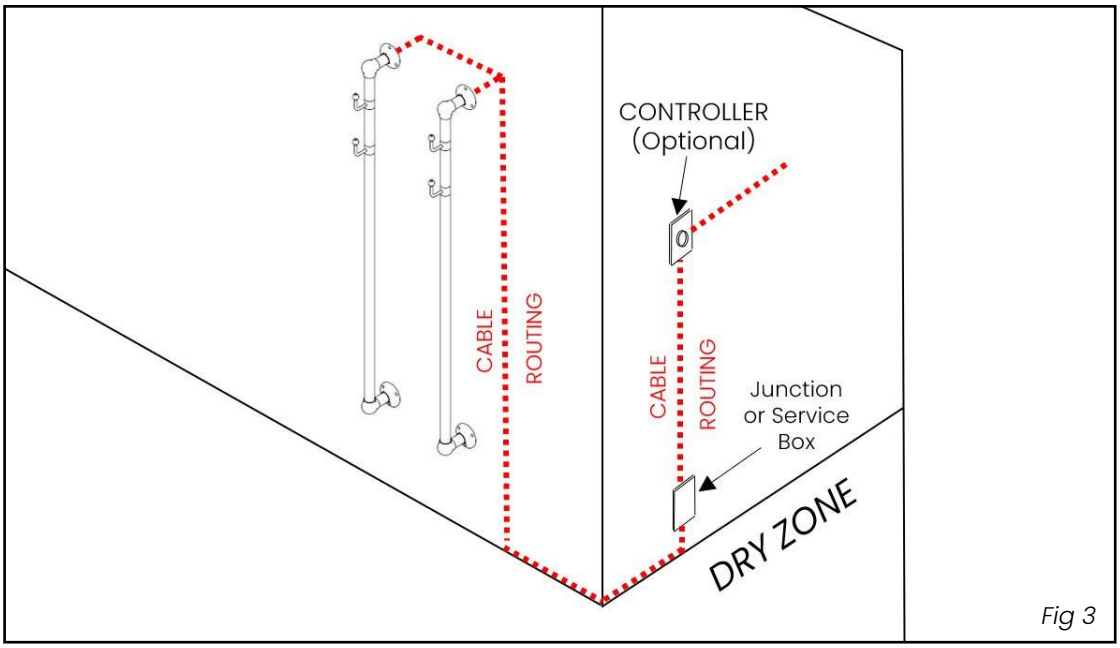
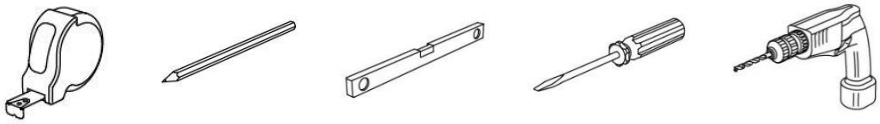


Fig 3

EQUIPMENT REQUIRED



METHOD OF INSTALLATION

- Ensure when drilling holes to be careful of any existing wiring or pipework concealed in the wall. Never drill the wall directly above sockets or light switches. Using a stud finder can help find the presence of wooden studs or other hidden objects.
- Check using a spirit level throughout the installation to make sure the towel warmer is straight.
- Identify the type of wall/floor that is being installed upon and ensure the towel warmer is stable. Refer to *Mounting Surface* section.
- Identify whether your towel warmer has an exposed or concealed fixing method and refer to *Types of Fixing Methods* and follow the steps.
- Once fully installed, connect the power cable to the power supply and test by turning the power on. Check temperature after 1 hour.

MOUNTING SURFACE

Masonry Wall

Please use wall anchors as supplied to secure the wall screws.

Stud or dry lined wall

It is recommended to fix directly to one of the mounting studs behind the plasterboard. If this is not possible then timber blocking or frames should be installed behind the plasterboard to ensure the towel warmer is stable.

Lathe and Plaster

We would recommend avoiding the horizontal lathes and screw into the much stronger uprights. They can be found with a stud finder or by drilling an exploratory hole.

Other Solid Aesthetic Walls

Due to the towel warmers concealed power cord and routing method, there needs to be a cavity for the power cord, made either by channelling out the wall or drilling directly into another room. If the wall cannot be altered due to the aesthetic, then the towel warmer may not be suitable.

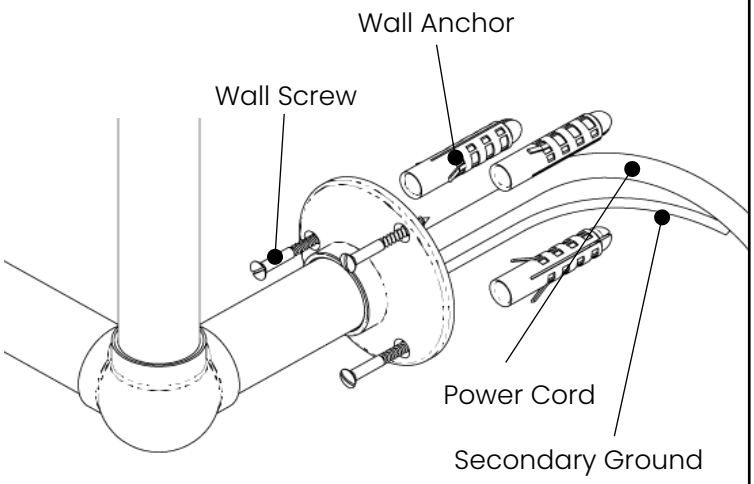
We do not recommend pre-drilling holes into solid panelling (stone/glass) in preparation due to manufacturing tolerances.

TYPE OF FIXING METHODS

EXPOSED FIXINGS

1 Place the towel warmer in position, then using the flanges as a template, mark the hole locations.
2 Remove towel warmer and drill 3/16" holes and push the Wall Anchors fully into the holes.
3 Feed as much cable into the wall/floor as possible before positioning the towel warmer.
4 Place the towel warmer in position, feeding the remaining cables carefully into the wall/floor making sure all the flanges sit flat. CARE SHOULD BE TAKEN not to scratch the towel warmer flanges with the screwdriver when installing Wall Screws (do not use an electric drill/screwdriver).

Fig 4



CONCEALED FIXINGS

1. Remove the Fixing Blocks using the Hex Key provided (The Fixing Blocks are located in the legs of the towel warmer). One Fixing Block will need to be removed from the power cord.
2. Measure and mark out the centre distances of the towel warmer.
3. Using the Wall Fixings as a template, mark the hole locations and check with a spirt level.
4. Drill Screw/cable holes, ensure the hole for the cables are not too large and not central to give enough clearance for the fixing (see Fig 6).
5. Feed the Electrical Fixing Block back on to the power cord and fix to the wall using the screws provided.
6. Feed as much cable into the wall/floor as possible before positioning the towel warmer.
7. Push all four legs onto the Fixing Blocks, whilst feeding the remaining cables carefully into the wall/floor. Make sure all the flanges sit flat.
5 Secure the towel warmer to the Fixing Blocks using the Set Screws removed previously and the allen key provided. CARE SHOULD BE TAKEN not to scratch the towel warmer whilst installing (do not use an electric drill/screwdriver). Set Screws should not be overtightened.

Fig 5

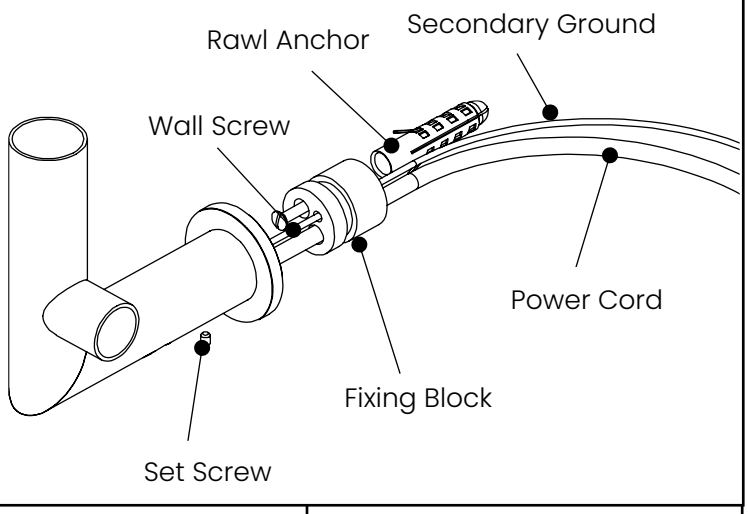
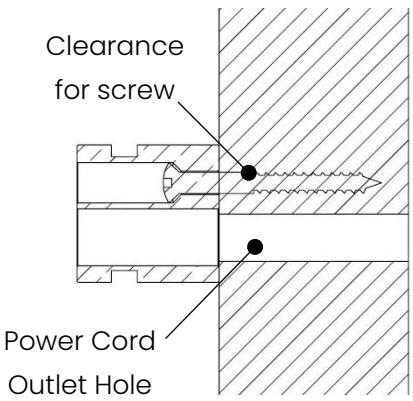


Fig 6



AFTER SALES

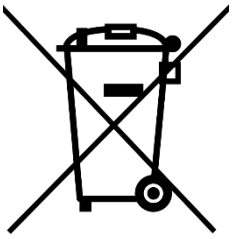
AFTERCARE

Cleaning requirements depend upon the surface finish, please refer to the STERLINGHAM *Complete Care & Cleaning Guide.*

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

WARRANTY

Given satisfactory evidence of the date of purchase, we will, during the first ten years, replace or rectify any mechanical fault to the product as a whole without charge. After this time any fault developing in the electric towel warmers heating element, will be rectified by replacing it at our works at a nominal cost to the customer for labour and materials. In this instance no attempt must have been made to dismantle the product because of potential damage to the element, rendering it untestable. In both instances it is the responsibility of the customer to arrange and cover the cost of safe packaging and transportation to and from the workshop.



RECYCLING

If this product reaches the end of its useful life please recycle where facilities exist. Check with your local authority for recycling advice in your country.