

## FAQ'S

### **Do the vertical heated towel rails require an in-wall mounting system or can they be retrofitted?**

Our vertical heated towel rails do not require an in-wall mounting system for installation, and come supplied with a transformer and all required mounts to complete the install. Therefore, provided that your electrician is able to get power down to the mounting points, it is possible for you to retrofit the vertical heated towel rails to an existing tiled wall. You will need to allow for the 12volt transformer, however this is often installed behind a switch plate or in the roof.

### **Do 12Volt Thermorails get as warm as standard 240Volt Thermorails?**

The 12Volt Thermorail range will get as warm and dry your towels as efficiently as the standard 240Volt Thermorails. This is because the amount of heat output is related to the wattage of the rail rather than the voltage. So, a 12Volt Thermorail will put out the same amount of heat as a 240Volt Thermorail with the same wattage.

### **What temperature does a Vertical Towel Rail get to?**

As with most Thermorail Heated Towel Rails, the Vertical Rails heat to around 35 degrees without a towel. When a towel is placed over the bars the towel insulates the rail and absorbs the heat, meaning that beneath the towel the temperature will rise to between 50 - 55 degrees.

### **Do I require a transformer?**

Yes, all the Vertical Heated Towel Rails are 12Volt rails and therefore need to be wired into a 12Volt transformer, however a transformer is supplied with all of our 12Volt rails so there is no need to purchase this separately.

### **Where should the transformer be installed?**

The transformer can be installed in the ceiling or the wall cavity no further than two metres from the rails. If mounting in the wall cavity the transformer must be behind a switch plate to enable access and the transformer needs to have ventilation.

### **What is the code of the towel hook?**

All Thermorail Vertical Heated Towel Rails are supplied with an optional towel

hook included in the box. When you receive your Vertical Rail, it is up to your personal preference as to whether or not you put this hook onto the Rail.

### **What is the recommended spacing when installing two or more vertical rails?**

Spacing of the vertical rails is really up to your individual preference. Generally, we would recommend around 200mm apart as a good spacing for these rails, however this is a guide only and some wish to have the rails closer or further apart which is fine. If you choose to have the hooks installed on one or more of the rails, you will also need to take this into account with the spacing, as this adds to the total width.

### **Can I wire multiple rails to one timer?**

Yes, absolutely, you can connect more than one heated towel rail to a single timer. There are just a few things to consider; You cannot exceed the load rating of the timer (this varies from 1 amp to 16 amps depending on the timer), and all the rails wired to one timer will be on at the same time, they cannot be set on individual schedules. Bear in mind that, for all 12volt units, these do still need to be wired through their transformers before being wired to the timer. The addition of a timer makes your life simple and rewarding with warm towels everyday and wiring multiple rails to one timer allows you to achieve this result easily and beautifully.

### **Do I need a separate transformer for each Vertical Towel Rail?**

All of our Vertical Heated Towel Rails have an output of 30 watts and the transformer supplied with these is rated to a maximum of 60 watts. Therefore, to ensure the transformer is not overloaded which could cause this to fail, we do recommend that only one Vertical Rail is used per transformer. Each of the Vertical Towel Rails are supplied with their own transformer, so you do not need to purchase this separately and we advise that each rail should be wired to the transformer supplied with it.