



## Installation Guides

VERSION 2020.08-001



# STEP 1: Electrical & Wall Preparation

## Heated Towel Rails - 24V

### OVERVIEW

Thank you for choosing an Avenir heated towel rail - PLEASE FOLLOW THIS INSTALLATION GUIDE CLOSELY - Failure to do so will void the warranty - This installation procedure has been carefully designed and works very well HOWEVER, it may be DIFFERENT to other products and your own experience - so therefore it is important to read and fully understand this guide to avoid the potential pitfalls.

#### COMMON ISSUES TO BE AVOIDED

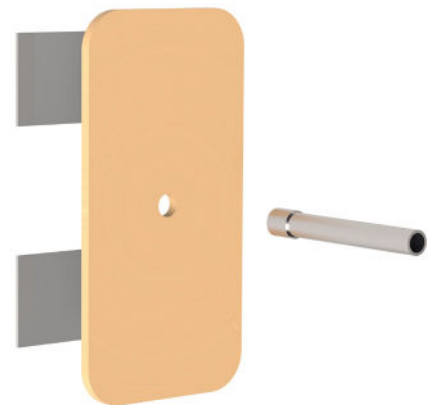
- The hole in the wall where the wire protrudes is TOO BIG (must be 6-8mm diameter only).
- The wire protruding from the wall is fixed - its better, although not always possible, to have the wire free to allow movement.
- Install a separate wire (1mm twin multistrand as supplied with the rail) for each rail back to the transformer - Do not daisy chain.
- Installation on grout lines - AVOID the grout lines - this is the weakest point of the tile!
- The transformer is not installed in a ventilated accessible location - behind the vanity drawer is ideal or in the ceiling above.
- The low voltage wire is too long - we supply 2.5 meters, however you can extend this to 5 meters Max if required.

### ELECTRICAL

- Using the supplied low voltage wire, make provision to connect this wire from the transformer location, through the wall surface at the location of the top wall mounting points (leg). Note: The supplied wire is 2.5 meters - if required you may extend or replace with up to 5 meters of similar flexible 2-core 1mm twin (like speaker wire NOT house wire).
- Ensure the hole where the wire protrudes the wall surface, is no more than 8mm diameter (this is VERY important).
- Install a 24V transformer with sufficient output power appropriate to the specification times the number of rails, in an **accessible ventilated area** - e.g. behind the vanity drawer (ideal) or in the ceiling cavity above the heated towel ladder. (see product rating label)
- Connect a switched mains supply appropriate to the transformer input. Note it is preferable that this supply is controlled by a timer. Do not install any switching device that controls the low voltage circuit - always switch the mains supply to the transformer only.
- Avenir supplies MEANWELL transformers (sold separately) - these have a voltage adjustment which can be used to increase or decrease the temperature of the rail(s). The default output voltage is 24VDC.

### TILING

- Carefully and accurately mark the position for a hole to allow the low voltage wire to protrude through the tile.
- Use the supplied MDF Drilling Template, double sided tape and supplied diamond drill bit, drill a hole through the tile at this position.
- Feed the low voltage wire through the hole in the tile and glue into position.
- For mosaic tiles it is important that a timber stud is installed behind  
Timber studs are not required for normal tile applications provided the above is adhered to (wall plugs MUST fit tightly - Max 6.5mm hole).



**Note:** It is VERY IMPORTANT that this wire hole is no larger than 8mm diameter and if at all possible, avoid the grout lines!

# STEP 2: Installation Procedure - Towel Rail

Single Heated Rails - Click-On - 24V

## OVERVIEW

Thank you for choosing an Avenir heated towel rail - PLEASE FOLLOW THIS INSTALLATION GUIDE CLOSELY. This installation procedure has been carefully designed and tested, however it may be DIFFERENT to other products and your own experience - so therefore it is important to read and fully understand this guide to avoid any potential pitfalls - Failure to do so will void the warranty.

### COMMON ISSUES TO BE AVOIDED

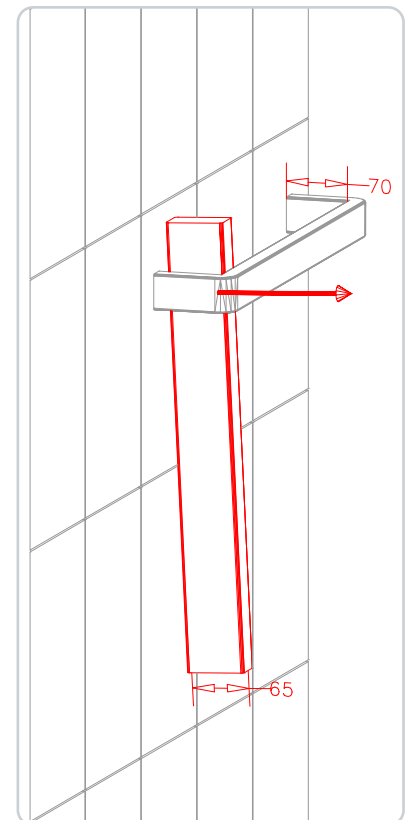
- **It is REALLY IMPORTANT that the grey wall connectors are VERY securely fixed to the wall.** The supplied green wall plugs REQUIRE 6.5mm holes - The wall plugs need to be a tight fit. ADDITIONALLY The supplied stainless steel screws MUST be used. DO NOT REPLACE THESE HIGH QUALITY FASTENERS WITH WOOD SCREWS! The ClickOn fixing system requires a SECURE FIXING to allow removal if needed in future.
- The MDF Drilling Template MUST be used to enable accurate hole spacing - no allowance for adjustment is possible afterwards.
- The green connector in the wall fixing MUST sit flush AND be orientated to match the green connector in the rail - THIS IS VERY IMPORTANT! Failure to do so will damage the rail when installed and power will not be connected.

## INSTALLATION PROCEDURE

- Using the supplied double sided tape, stick the Drilling Template on the wall by locating the larger hole over the supply wire.
- Using a spirit level, the supplied diamond drill bit and Drilling Template as a guide, drill 2 pilot holes in the wall surface (remove templates after). You will need to use a standard 6.5mm spade bit to complete the drilling to the depth of the green wall plugs.
- Insert the 2 green wall plugs into the wall and screw the 2 Wall Connectors (Part A) to the wall - note their orientation.
- Connect the green Electrical Connector to the low voltage wires protruding from the wall and insert into the Wall Connector - note the **orientation must match the electrical connector in the leg of the product.** (\*).
- Fit the rail to the wall by sliding the 2 sleeves over the Wall Connectors (Part A).
- Press against the front of the rail, with only the palm of your hand, at each wall mounting point - a positive "click" will be heard.
- Test - heating takes 30 minutes to reach full temperature (with dry towel draped over rail).

## REMOVAL PROCEDURE

- Use a suitable piece of timber similar in dimensions to the space behind the rail.
- Gently lever the rail on one side and then the other just enough to un-click the fixing.
- Remove rail from wall.



REMOVAL PROCEDURE

**Notes:** Non thermostatically controlled heated towel rails only heat to optimal temperature when covered with a towel.

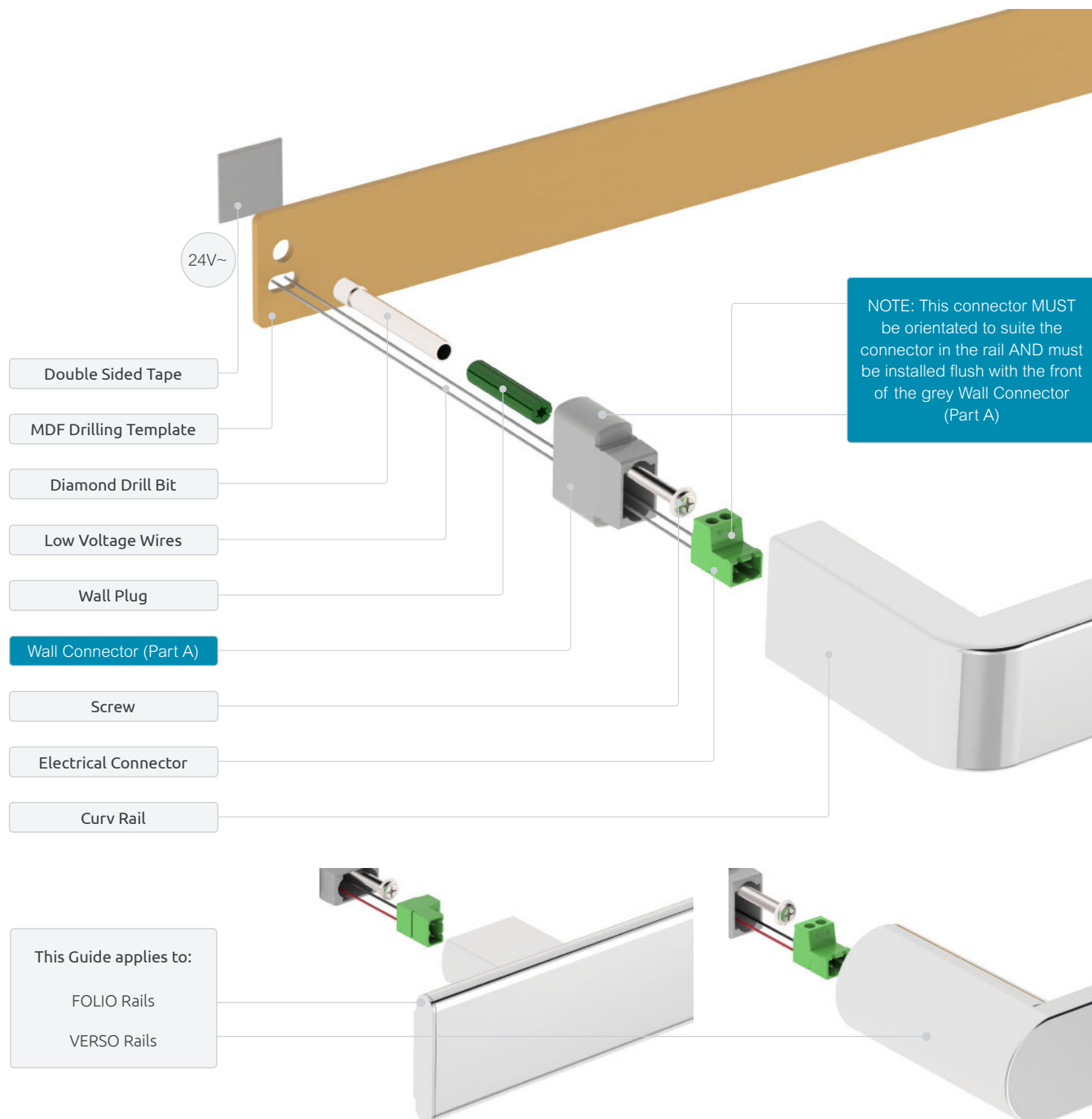
\* Note - only applied to heated ladders - please ignore for non heated models



A licensed electrician is required to carry out the installation of Heated Towel Ladders using the Concealed Wiring System.



A timer (set to 25% usage or less) MUST be fitted to prolong the life of the heating elements and the transformer. Transformer warranty is VOID if not.



Check orientation of Wall Mounting Components and Connector to match rail before fixing.  
Press rail firmly over Wall Mounting Components - Click On



## WARRANTY

Avenir warrants all our products against defective materials or workmanship for a period of ten (10) years from the date of purchase. Installation labour and transformer is covered for the first 12 Months only. Transformer warranty is VOID if no timer is installed. Please note this warranty does not cover installation issues - if you are having difficulties with installation we are happy to assist telephonically. For technical support please call +61 0417478029.