

meir.

**VERTICAL HEATED  
TOWEL RAIL  
INSTALLATION GUIDE**

Version 2. 2025.

## WELCOME

Thank you for purchasing one of our premium heated towel rail products.

Before installing this product, please read these instructions carefully. This Installation Guide contains information for safe use, installation and maintenance. Meir does not accept responsibility for any damages caused by not following these instructions.

If you have any questions regarding our products, please contact us at:

[sales@meir.com.au](mailto:sales@meir.com.au)

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DESCRIPTION



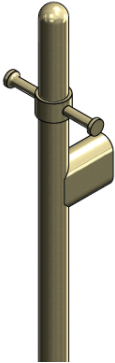
VERTICAL HEATED TOWEL RAIL BAR

This product uses electrical power to generate heat within the bar to facilitate the drying of a bathroom towel.


Although it is recommended to use one towel per rail, a hook is provided in the instance that two towels are preferred.

The rounded tip of the rail is ideally design so a towel can be thrown over the top of the rail to drape over the heat source for effective drying.

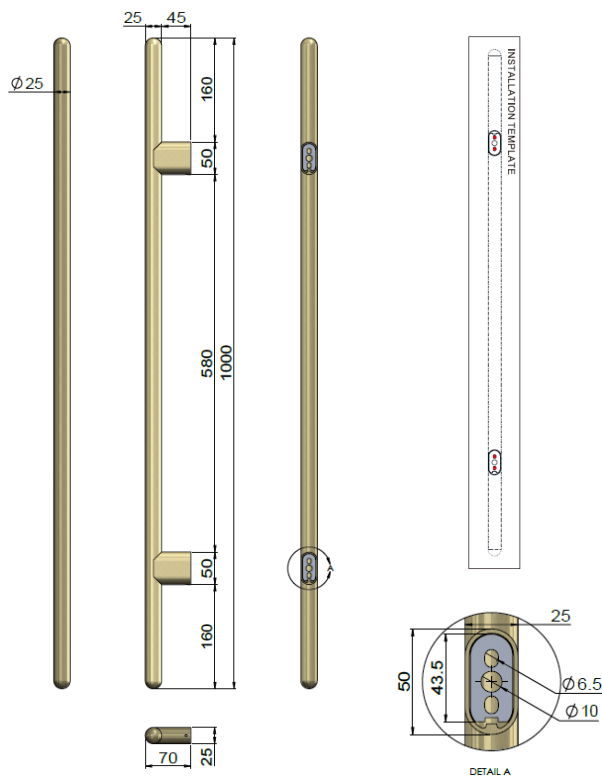
The heated towel rail is best used when left on constantly. The low power draw will have a low impact on power consumption.



TECHNICAL INFORMATION

Electrical Power:	18W
Operating Voltage:	220V to 240V
Cable length:	2.5m
Cable connection:	Earth, Live & Neutral. 3 core cable.
Electrical Frequency:	50 Hz
IP Rating::	IPX4
Certification:	IEC and AS/NZS 60335*
Surface Temperature (subject to coverings):	Approx. 45-65°C  <b>HOT SURFACE DO NOT TOUCH</b>

## PRODUCT DIMENSIONS



Make sure the installation height is checked prior to installation. Refer to the on-line datasheets for product dimensions and features.

## PRECAUTIONS FOR INSTALLATION

- The heated towel rail must be installed in a location that is safe and in accordance with the specific damp Zones illustrated in this manual.
- Ensure that the towel rail is installed by a qualified electrician.
- A 1:1 scale of template is provided with the towel rail. Please use this to mark the position of the holes for the mounting screws. Use a level to ensure a plumb installation.
- All cables to be installed so they remain concealed.
- It is optional to have the electrician install a wall mounted internal switch if preferred.
- The rail must be installed a minimum of 300mm above the floor surface.
- Follow the 'Care and Cleaning' guide at: [www.meir.com.au/pages/warranty](http://www.meir.com.au/pages/warranty)
- The failure to comply with the instructions outlined above and below will void any warranty claims.
- **NOTE:** Heated towel rails may become hot enough to cause burns, especially for children, elderly persons, or those with sensitive skin. **Avoid prolonged or repeated contact with the rail. Supervise children around this product.**
- **DO NOT** install this appliance in locations where prolonged bodily contact is likely or inevitable, such as immediately adjacent to a toilet, bidet, or in a confined space where a person may fall against it.
- **WARNING:** This appliance is intended for drying towels only. Do not place silk, nylon, or delicate fabrics on the rail as they may be damaged by the heat.

# INSTALLATION ZONES

The images below show the correct zones for locating the heated towel rails in the bathroom, relative to the shower or bath.

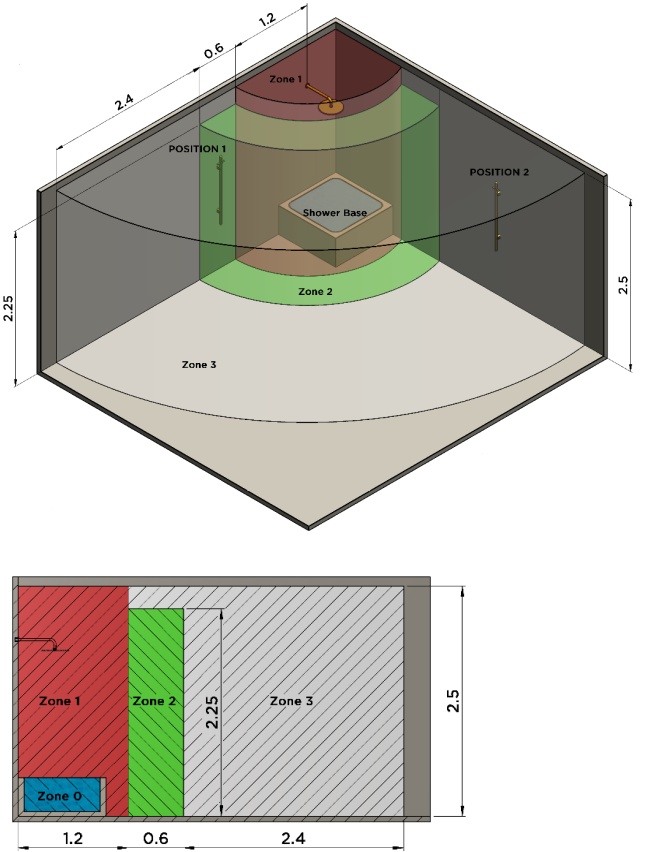
These zones are based on the Australian Wiring Rules Standard AS/ NZ 3000-2007 and must be adhered to.

Zone 0 and Zone 1 are NOT suitable locations for installing the heated towel rail.

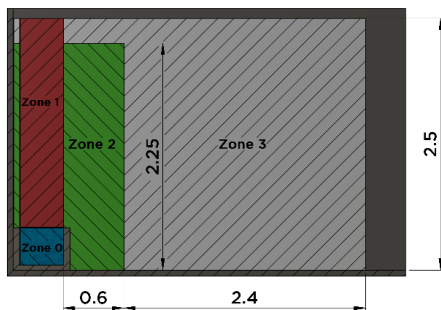
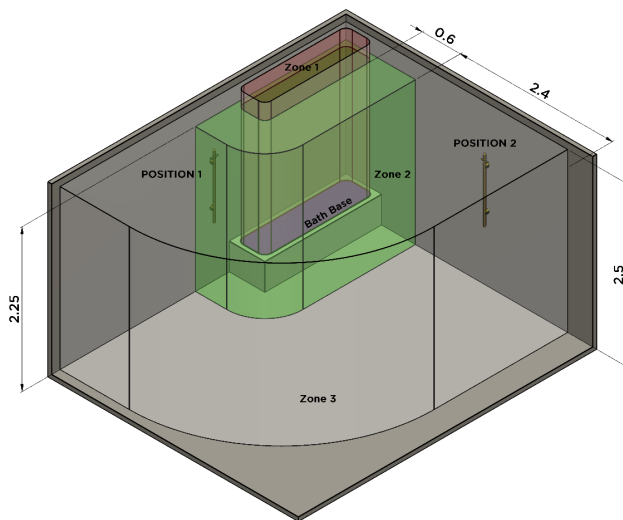
Zone 2 and Zone 3 are suitable installation zones for placing the towel rail.

Zones 0 and 1 are not suitable positions for installing the heated towel rail.

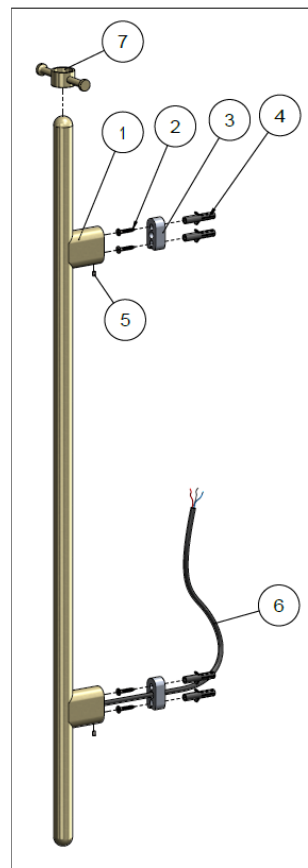
# INSTALLATION ZONES



## INSTALLATION ZONES

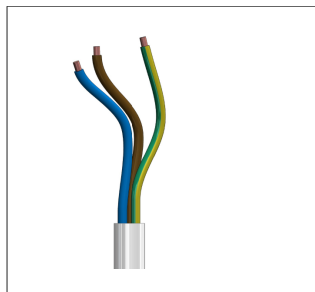


## INSTALLATION INSTRUCTIONS



1. Use the template provided and mark the hole positions on the wall.
2. Drill the 4 mounting screw holes and insert the wall plugs (4) (Hole diameter is 6mm)
3. Drill the cable hole into the wall at either the top or the bottom mount position. (hole diameter 10mm)
4. Fasten the mounting brackets (3) to the wall using the screws (2) provided.
5. Insert the power cable (6) into the cable hole and position the rail feet (5) onto the mounting brackets.
6. Check the level is correct and fasten the rail to the brackets using the 2x grub screws. Fasten these tightly using an allen key.
7. Connect the power cable to the electrical supply taking note of the different colour cables for correct connection.
8. The hook (7) can be added to the rail for hanging multiple towels to the rail.

## INSTALLATION INSTRUCTIONS

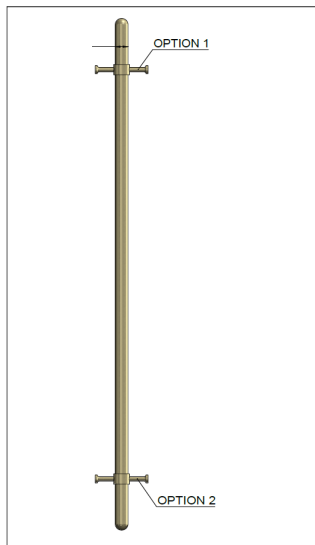


Cable colours:

BLUE = NEUTRAL

BROWN = LIVE

YELLOW/GREEN = EARTH



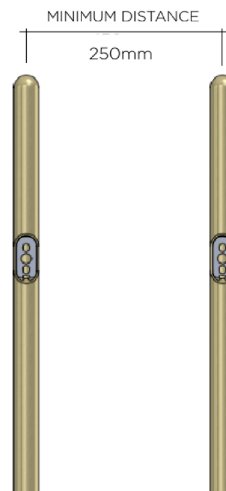
The Optional Hook:

This hook can be added to the rail as an option to hang two towels on the same rail.

The hook can also be added to the bottom end for an additional smaller hand towel.

In either case the hook is fastened with the grub screw.

Parallel installations of rails alongside each other must not be too close.



## CLEANING

- Do not install the towel rail using any form of acetone silicones.
- Do not apply physical items (such as tools) directly to the product.
- Never use detergents, citrus based cleaners, or abrasive cleaners and do not use undue pressure.
- A soft cloth can be used to remove surface dust. Alternatively, wipe with warm soapy water to ensure the finish remains in a superior condition for continued use.
- The use of wax-based furniture products should be avoided. These can result in a build-up of deposits that can detract from the appearance of the product.

# WARRANTY

## THE WARRANTY WILL NOT APPLY IF:

- Normal and fair wear and tear, misuse, abuse, or mishap.
- The exposure to excessive moisture derived from lack of ventilation, or immerse the rail in any liquid.
- Usage other than the intended use, such as being used as a support rail.
- The inability to provide proof of purchase.
- Products not installed by a licensed trades person, failure to follow installation instructions or damage which arises from or during installation.
- Scratches or damage caused by applying physical and or abrasive contact directly to the product.
- Incorrect use of the product in accordance with any applicable Instruction Guides.
- The purchaser attempting to modify or repair the product.
- Full Warranty and Terms & Conditions can be viewed at: [meir.com.au/meir-australia-warranty/](http://meir.com.au/meir-australia-warranty/)

# TROUBLESHOOTING

FAULT	CAUSE	SOLUTION
No heat from the rail.	<ul style="list-style-type: none"><li>• The main supply to the distribution board is off.</li><li>• The circuit breaker feeding power to the rail has tripped.</li><li>• The cable connected to the rail is faulty.</li><li>• The heating element in the rail is faulty.</li></ul>	<ul style="list-style-type: none"><li>• Check the incoming electricity supply is working, and that none of the circuit breakers have tripped.</li><li>• If the incoming supply is normal, then an electrician is required to test the power draw to the rail. If there is power to the rail without heating up, the element is faulty. Contact Meir Warranty.</li></ul>
Loose rail installation to the wall	<ul style="list-style-type: none"><li>• The rail is not tightly fastened to the wall mounting brackets</li><li>• The mounting brackets are not tightly fastened to the wall.</li></ul>	<ul style="list-style-type: none"><li>• Check that the grub screws are tightly installed.</li><li>• Check that the mounting brackets are tightly fastened to the wall.</li></ul>
Rail surface temperature seems very high	<ul style="list-style-type: none"><li>• The ambient room temperature is high.</li></ul>	<ul style="list-style-type: none"><li>• Add an external thermostat switch to control output power.</li></ul>



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