

# Isabella

## HEATED TOWEL RAIL

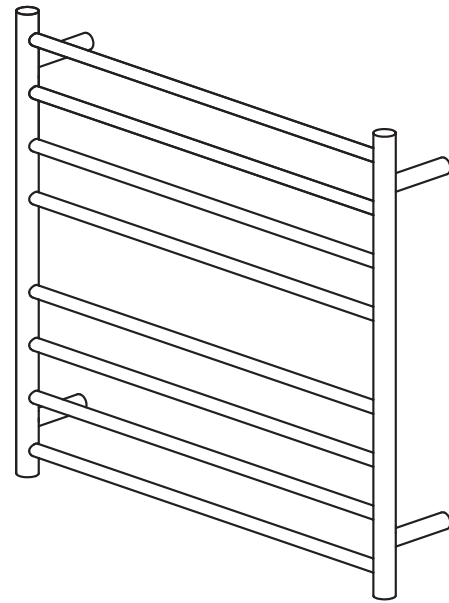
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Concealed Wiring



Exposed Wiring

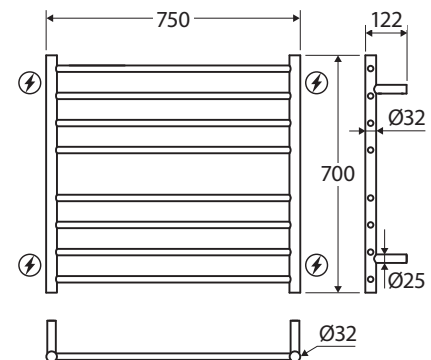


**PLEASE READ THROUGH THIS INSTALLATION GUIDE CAREFULLY BEFORE INSTALLING THE PRODUCT. Check the product thoroughly for damage. Installation is acceptance of goods supplied and will void warranty. Ensure all items meet your building or plumbing requirements before installation.**

### Specifications

Please refer to [fienza.com.au](https://www.fienza.com.au) for the latest product specifications before installing.

Overall Width	750 mm
Overall Height	700 mm
Overall Depth	122 mm
Voltage	230V
Power	100W (Matte Black is 120W)
IP Rating	IP55
Wiring Method	Concealed or exposed
Wiring Positions	Top and bottom; left and right



⚡ Wiring Positions

### Overview

All Fienza Heated Towel Rails are manufactured to the following standards and specifications:

- AS/NZ 3000
- Rated voltage – 230V
- IP Rating – IP55
- Touch temperature between 35°C and 60°C

The towel rail is designed for use in residential and hotel bathrooms and is intended for the purpose of drying towels and is therefore hot to touch. The towel rail **MUST** be installed as prescribed in accordance with local wiring rules and regulations, including the regulations covering installation of appliances and accessories in ‘wet areas’ such as bathrooms, showers and laundries. Installation should be in accordance with AS/NZS 3000.

### Cleaning & Care

Fienza Heated Towel rails are manufactured from stainless steel (SUS304). It is recommended that you clean the heated towel rail with a soft damp cloth. Only use cleaning products suitable for stainless steel surfaces. Do not use acid based or abrasive cleaning products as this will damage the surface of the towel rail.

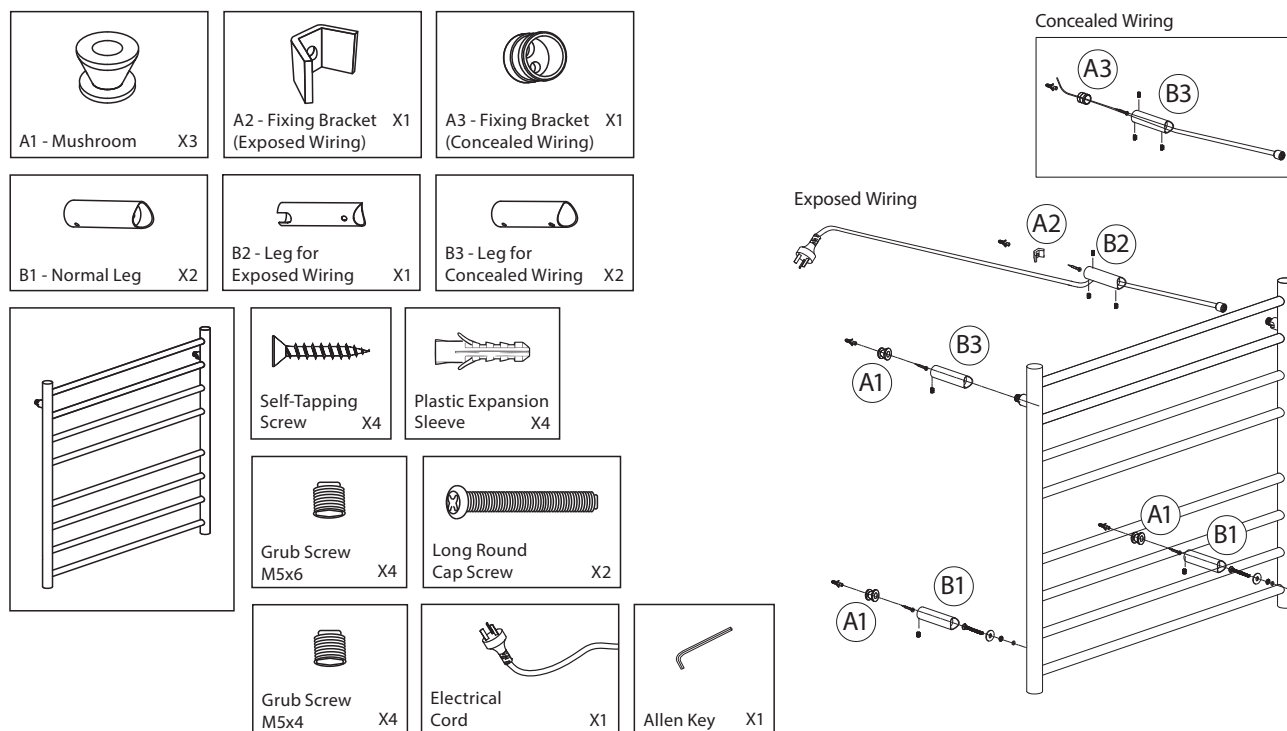
## Safety Warnings & Information

As with any electrical appliance, you should be aware of basic safety precautions when using this heated towel rail. Please read these instructions and file for future reference.

The Heated Towel Rail in this installation guide is a dry element electric Heated Towel Rail. It should reach optimum operating temperature within 30mins of being switched on. Running temperature is approx. 35°C without a towel on the rail, 50-60°C with a towel on the rail. To dry the towel, it will take approx. 4 hours depending on ambient room temperature, the rail size, and the size and thickness of the towel.

1. This appliance **MUST** be installed by a licenced electrician, be protected by a suitably rated RCD circuit breaker and in accordance with the IP ratings for wet areas.
2. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
3. Children should be supervised to ensure that they do not play with the appliance.
4. For safety protection, this electrical appliance relies on the earth being connected to a residential device.
5. Use this appliance only on the voltage specified on the rating label.
6. The towel rail will get slightly hotter than normal during warmer weather and when insulated by towels.
7. **WARNING:** To avoid a hazard for very young children, this appliance should be installed so that the lowest heated rail is at least 600mm above the floor.
8. **DO NOT** immerse the towel rail in any liquid. It would be very dangerous to put the towels or anything else which has been in contact with hazardous liquids on this towel rail.
9. The power cord must be positioned so that it is not subject to splashing or ingress of moisture. The power cord should never touch heated surfaces. If the electrical cord or connection is damaged **DO NOT** attempt to repair, please contact the supplier.
10. To reduce the risk of injury, do not drape the power cord over the countertop or tabletop where it can be pulled down by children or tripped over.
11. A short power-supply cord (or detachable power-supply cord) has been provided to reduce risks of being entangled or tripping over.
12. Please ensure this device is installed, connected, and working correctly.

## Product Components



## Installation

There are two options for installing this Heated Towel Rail:

1. **CONCEALED WIRING (Hard-Wired)** – Provisions must be made for a switched supply wire to feed through the wall surface. The wire is located at the preferred mounting point for the towel rail. This type of installation **MUST** be performed by a licensed electrician.
2. **EXPOSED WIRING (Plug-In)** – A switched plug socket is required within 1 metre of the preferred mounting point for the towel rail.

**Wiring Method:** top & bottom, right & left, hard-wired (Concealed) or plug-in (Exposed) installation.

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## Concealed Wiring Installation (Hard-Wired)

This appliance **MUST** be installed by a licensed electrician.

1. Remove the towel rail from the box. Check all parts are supplied against the Product Components List.  
Note: For Concealed Wiring Installation you will not require the A2 fixing bracket or B2 leg.
2. Unscrew the safety cap on the towel rail plug according to the left or right position of the wiring outlet you require.
3. Take the 2 x B3 legs for concealed wiring installation. Insert the power cord through one B3 leg and connect the power plug and cord into the power supply inlet on the rail and screw on tightly.
4. Cover the power supply inlet with the B3 leg by fixing it to the rail with the grub screws provided, screw the top grub screw first then the bottom one. Cut the plug off of the end of the power cord.
5. Install the 2nd B3 leg onto the rail, covering the other power supply inlet and fix the leg to rail using the grub screws provided.
6. Take the 2 x B1 normal legs and using a screwdriver fix to the rail using the 2 x round cap screws provided.
7. Put the towel rail against the wall in the desired position, and using a pencil draw around the end of each leg to mark the leg fixing positions on the wall. Remove the towel rail from the wall.
8. Take the A3 Fixing Bracket (Concealed Wiring) and hold it up against the wall at the fixing point where the power supply cord is being inserted into the wall. Mark the 2 drill holes with a pencil making sure the larger hole for the power cord is at the top. Take the 3 x A1 mushrooms and mark out the 3 drill holes on the wall for the other 3 legs.
9. Using a suitable drill bit, drill the holes to the required screw depth, 2 holes at the power supply leg and 1 hole for the 3 other leg fixing points.
10. Push the 4 plastic expansion sleeves into the 4 drilled holes. Do not place in the hole drilled for the power supply cord.
11. Use the 4 x self-tapping screws to screw the 3 x A1 mushrooms onto the wall and the A3 fixing bracket at the fixing point for the electrical supply cord.
12. Take the Heated Towel Rail and put up against the wall, insert the electrical wire through the hole in the A3 fixing bracket for concealed hard wiring. Cover the 4 fixing points with the towel rail legs.
13. Fasten the 4 legs onto the wall by inserting the 4 grub screws into the holes in each leg and tighten them firmly onto the fixing brackets by using the Allen Key provided.

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## Exposed Wiring Installation (Plug-In)

1. Remove the towel rail from the box. Check all parts are supplied against the Product Components List.
2. Unscrew the safety cap on the towel rail plug according to the left or right position of the wiring outlet you require.
3. Take the B2 leg for exposed wiring installation. Insert the power cord through one B2 leg and connect the power plug and cord into the power supply inlet on the rail and screw on tightly.
4. Cover the power supply inlet with the B2 leg by fixing it to the rail with the grub screws provided, screw the top grub screw first then the bottom one. The power cord fits through the hole at the base of the leg so that the leg sits flush against the wall.
5. Install a B3 leg onto the rail, covering the other power supply inlet and fix to rail using the grub screws provided.
6. Take the 2 x B1 normal legs and using a screwdriver fix the legs to the rail using the 2 x round cap screws provided.
7. Put the towel rail against the wall in the desired position, and using a pencil draw around the end of each leg to mark the leg fixing positions on the wall. Remove the towel rail from the wall.
8. Take the A2 Fixing Bracket (Exposed Wiring) and hold it up against the wall at the fixing point where the power supply cord leg is being installed and mark the drill hole with a pencil. Take the 3 x A1 mushrooms and mark out the 3 drill holes on the wall for the other 3 legs.
9. Using a suitable drill bit, drill the 4 holes to the required screw depth in the wall at each fixing point.
10. Push the 4 plastic expansion sleeves into the 4 drilled holes.
11. Use the 4 x self-tapping screws to screw the 3 x A1 mushrooms onto the wall and the A2 fixing bracket at the fixing point for the electrical supply cord.
12. Take the Heated Towel Rail and put up against the wall covering the 4 fixing points with the towel rail legs, making sure the power cord is neatly sitting through the hole in the B2 leg.
13. Fasten the 4 legs onto the wall by inserting the 4 grub screws into the holes in each leg and tighten them firmly onto the fixing brackets by using the Allen Key provided.

## Warranties

### Residential Warranty Periods

Applies to domestic uses and applications of Fienza® products, such as private residential dwellings and retirement villages.

### Commercial Warranty Periods

Applies to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

Product Component	Residential	Commercial
Structure Only	15 years replacement parts or product, 1 year labour	7 years replacement parts or product
Electrical	5 years replacement parts or product, 1 year labour	2 years replacement parts or product
Finishes - Chrome	15 years replacement parts or product, 1 year labour	7 years replacement parts or product
Finishes - PVD	10 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Finishes - Powder Coated	2 years replacement parts or product, 1 year labour	1 year replacement parts or product

### Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Fienza Pty Ltd reserves the right to make changes in product characteristics, packaging or availability at any time without notice. Please visit [www.fienza.com.au](http://www.fienza.com.au) for the latest information.

### Warranty Conditions

- Installation has been carried out by a licensed tradesperson in accordance with all applicable Building, Plumbing and Electrical codes, and Federal, State, or Local Government Regulations in accordance with AS/NZS 3500 Plumbing & Drainage, AS/NZS 6400 Water Efficient Products, and AS/NZS 3000 Electrical standards for any installations to which these standards apply.
- All maintenance and adjustments to the product after the installation have been carried out by a licensed tradesperson.
- All care and cleaning instructions have been adhered to as prescribed.
- All goods of substandard quality manufacture (excluding imperfections permitted within AS1976 - Vitreous China used in Sanitary Applications) will be credited or replaced by Fienza when advised within the warranty period, subject to prior inspection and agreement.
- Proof of purchase is required for warranty claims.

### Warranty Limitations

To the extent permitted under the Trade Practices Act and other relevant legislation, Fienza's liability is limited to:

- The cost of replacing the goods, or
- The cost of obtaining equivalent goods, or
- The cost of having the goods repaired.
- Fienza is not responsible for any lack of operation or performance of goods (or any loss or damage) where goods are used or adapted for use with other goods not supplied by Fienza.
- It is the responsibility of the customer and installer before installation to ensure that all components are correct and free of obvious visible faults.
- Fienza is not responsible for the labour and rectification costs incurred in the above circumstance.

### Conditions for On-Site Warranty Service Calls

Fienza will charge a service fee for each visit to an installation by its technician where it is determined that the fault is due to poorly executed or unlicensed installation work or where the product is not a genuine Fienza product or where the product is outside the warranty period. This may be paid in advance by credit card over the phone to a Fienza technician attending the site and will be refunded if the Fienza product is found to be at fault.

For warranty support, please contact Fienza

15 Walter Cres, Lawnton QLD, 4501 PO Box 5381, Brendale QLD 4500  
**P** 07 3490 6700 **F** 07 3490 6719 **E** [help@fienza.com.au](mailto:help@fienza.com.au) ABN 76 136 411 311

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