Troubleshooting

Once installed this towel warmer becomes an integral part of your bathroom GFI electrical system. Most problems with with your electric towel warmer are simple issues that may be solved easily without calling out your installer.

Before calling your installer please carry out the checks listed below.

GEM SERIES - (Dry element plug-in style)

Problem	Possible Causes	Remedy
Unit does not heat up - Switch does not light up	Unit switch is in the OFF position	Make sure switch is in the ON position
	Unit not switched on at breaker panel	Switch on breaker
	Breaker tripped at panel	Check all wiring, reset breaker
	Failed switch	Replace switch
Unit does not heat up - Switch does light up	Failed heating element	Replace towel warmer
Unit gets too hot (Maximum acceptable surface temperature = 160^0 F)	Change in element resistance	Install rheostat
		Replace towel warmer

European Tradition - Classic Comfort - Contempory Designer -   (Liquid filled hard wired style)

Problem	Possible Causes	Remedy
Unit does not heat up - Switch does not light up	Unit switch is in the OFF position	Make sure switch is in the ON position
	Unit not switched on at breaker panel	Switch on breaker
	Breaker tripped at panel	Check all wiring, reset breaker
	Loose wire(s) on unit switch	Check wiring on back of unit switch
	Failed switch	Replace switch
Unit does not heat up - Switch does light up	Continuity through switch Failed heating element	Replace towel warmer
	No continuity through switch Failed switch	Replace switch
	Loose wire(s) on unit switch	Check wiring on back of unit switch
Unit gets too hot (Maximum acceptable surface temperature = 160^0 F)	Failed heating element limit	Replace towel warmer
Unit not hot enough or Unit heats unevenly (Minimum acceptable surface temperature = 120^0 F)	Displaced air impeding convection	1. Completely cover unit with a heavy blanket and run for 24 hours. (If temperature does not improve proceed to step 2.) 2. Unistall towel warmer, shake, re-install towel warmer