

WARRANTY

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Low Energy Electric Towel Warmers Warranty Information

Sterlingham Towel Warmers are as warm as hot water or other towel warmers. Of course, how warm the heated rails feel to the touch will depend on the ambient temperature in the bathroom and the sensitivity of the individual. The warmer the bathroom the warmer the appliance will feel. A good quality dimmer switch located outside the bathroom is recommended to provide control and reduce output if desired for example during warm spells.

We have a long-established reputation for manufacturing products of the highest quality and offer the following:

Two Year Full Replacement Guarantee

Given satisfactory evidence of the date of purchase, we will, during the first two years, replace or rectify any fault to the product as a whole without charge. After this time, any fault developing in the heating element alone can be rectified by replacing it at our works at the nominal cost to the customer of labour, materials and transportation. In both instances, no attempt must have been made to dismantle the appliance because of potential damage to the element rendering it un-testable. We cannot accept liability for damage caused by installers, in particular where the installer has strained the supply cable causing its connection with the heating element to fail. (The appliance bears Warning notices to this effect). We cannot accept liability for damage to plated surfaces resulting from the use of proprietary cleaning materials. A soft cloth dampened with soapy water followed by gentle dry buffing is all that is required to maintain the lustre.

"As I mentioned in my telephone call I have another similar rail purchased from you nearly fifteen years ago which is still working and still in superb condition. I am impressed both by its quality of manufacture and its endurance. A quality product"

Mr Hammock, Buckinghamshire 2009