VERSION: 2026.07

avenir®

Installation Guides

Installation Guide

ABASK Heated / Non-Heated Towel Ladders - 24V

OVERVIEW

Thank you for choosing an Avenir heated towel rail - All Avenir products are designed, developed and tested in Australia to last a lifetime and to exceed your expectations. Its important to understand that with low voltage products the performance of the product can be impeded significantly if not installed correctly and in accordance with this installation guide. Common issues arise from not using the supplied low voltage wire, installing the transformer too far away or using a low voltage wire with the incorrect specifications - **Please only use the supplied low voltage wire.** Installation of ABASK, THERM & ECON heated ladders is done in 2 stages.

WARNING

- This appliance MUST be installed by a licenced registered electrician.
- In order to avoid hazards for children, this appliance shall be installed so that the lowest rail is at least 600mm above the floor.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. All pole disconnection in the fixed wiring shall be provided.
- This product should be supplied by an approved transformer which provides 24V~ output voltage and sufficient output power appropriate to the specification of the product - see product rating label. Transformer must not be overloaded.

WIRING & TRANSFORMER (*)

- Using the supplied low voltage wire, make provision to connect this wire from the transformer location, through the wall surface at the location of any of the 4 wall mounting points (legs). Note: Do not cut or extend the supplied low voltage wire. Ensure the hole where the wire protrudes the wall surface, is no more than 10mm diameter (optional back plates are available if required).
- Install a 24V~ transformer with sufficient output power appropriate to the specification of the product (see product rating label) in an **accessible ventilated area** - e.g. in the ceiling cavity above the heated towel ladder. If there is no suitable location for the transformer within 5 meters of the ladder, please contact Avenir for advice.
- 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.

HEATED TOWEL LADDER

Concealed Wiring Connection:

- Using the supplied double sided tape, stick the MDF Drilling Template on the wall by locating the slotted hole over the supply wire.
- Using the Drilling Template as a guide, drill holes in the wall surface (remove templates after).
- Using the supplied wall plugs, screws and washers fit the wall mounting components.
- Connect the low voltage wires protruding from the wall to the heated towel ladder using the supplied crimps
- Use a heat gun to shrink the outer sleeve of the crimps - (NOTE this is a very important step to maintain the IPx5 rating).
- Place the ladder over the Wall Mounting Components and install the supplied grub screws.
- Test - heating takes 30 minutes to reach full temperature (when covered with a dry towel).

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 Rails using the Concealed Wiring System (In-Wall Kit).

A timer should be fitted to control the mains supply to the transformer, in order to prolong the life of the heating elements, transformer and save energy.

WARRANTY

The warranty covers products against defective materials and workmanship for a period of 25 years from the date of purchase. This includes Transformers. Please note this warranty does not cover installation issues - if you are having difficulties with installation we are happy to assist. For technical support please contact service@avenir.com.au or call +61 (0) 417478029. See avenirdesign.com/pages/terms for full warranty details.