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Installation, Operation & Maintenance Manual

# Series 300 Electric Towel Warmers

**mr.steam**<sup>®</sup> | Feel Good Inc.

# Series 300 Electric Towel Warmers

Models W328, W328CORD, W336, W336CORD

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

## TABLE OF CONTENTS

General Information.....	3
Specifications.....	3
Wall Preparation.....	4
Mounting Dimensions.....	4
Installation: W328, W336.....	5
Electrical Connections.....	6
Optional Programmable Timer.....	7
Installation: Cord Models.....	8

**! WARNING** The towel warmer is an electric device. It must be installed by a licensed electrician in accordance with the National Electrical Code (NEC) and local code.

**IMPORTANT NOTE:** As you follow these instructions, you will notice warning and caution symbols. This blocked information is important for the safe and efficient installation and operation of this Towel Warmer.

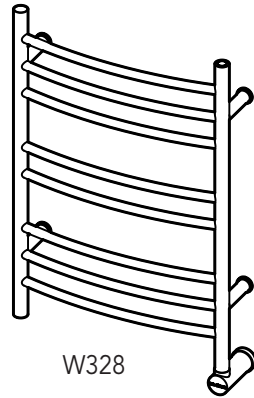
These are types of potential hazards that may occur during this installation and operation:

**! WARNING** states a hazard may cause serious injury or death if precautions are not followed.

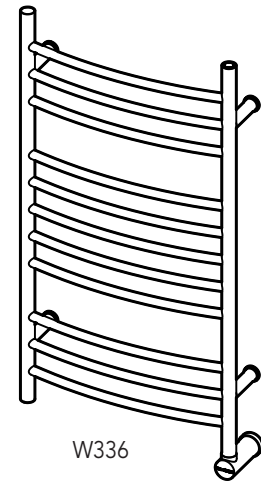
**! CAUTION** signals a situation where minor injury or product damage may occur if you do not follow instructions.

**IMPORTANT NOTE:** This highlights information that is especially relevant to a problem-free installation.

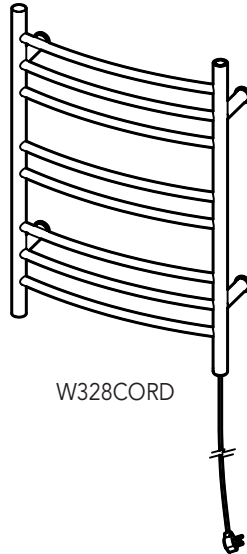
All information in these instructions are based on the latest product information available at the time of publication. Sussman-Automatic Corporation reserves the right to make changes at any time without notice.



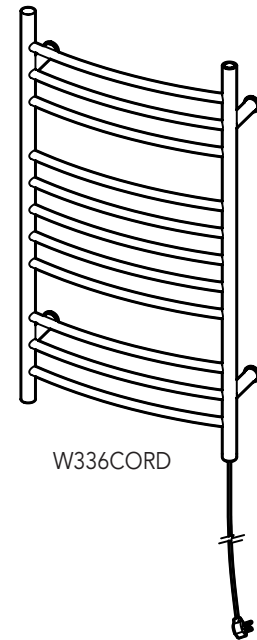
W328



W336



W328CORD



W336CORD

**mr.steam®**

Sussman-Automatic Corporation® hello@mrsteam.com www.mrsteam.com

43-20 34th Street, Long Island City, NY 11101 1 800 76 STEAM • 9410 S. La Cienega Blvd. Inglewood CA 90301 1 800 72 STEAM



**HOMEOWNER:**

THANK YOU for selecting MrSteam Towel Warmer, the perfect addition to bathrooms, family spas, and exercise rooms within your home. Our products have been a standard for quality and comfort, and we are sure that you will experience continued enjoyment from the Towel Warmer you have purchased by following these instructions.

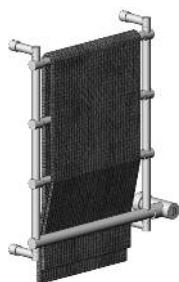
**!WARNING** TOWEL WARMERS ARE HOT! The Towel Warmer is an electrical heating appliance, intended only for indoor residential applications and, as such, should be installed and used with certain precautions for your safety.

1. INSTALLATION PROCEDURES FOR WALL-MOUNTED UNITS MUST BE ACCOMPLISHED BY QUALIFIED PERSONNEL IN STRICT ACCORD WITH APPLICABLE NATIONAL AND LOCAL BUILDING AND ELECTRICAL CODES.
2. DO NOT place TOWEL WARMER units inside a shower, sauna or steam room enclosure or any other wet location or with elevated temperature because the towel warmer may be an electrocution hazard.
3. CAUTION is advised when a Towel Warmer is accessible to children because the towel warmer is hot.
4. A dedicated wall switch or timer should be used to control the TOWEL WARMER unit. Contact MrSteam for an in-wall 24-hour-7 day timer (PN W-103588DIG) Note: All switches and control devices must be installed on the load (black) side of the Towel Warmer circuit in compliance with the National Electrical Code (NEC) and local code. (see page 6 for installation instructions)

**IMPORTANT:** The finish of your Towel Warmer can be protected and maintained by an occasional wiping with a soft, non-abrasive, damp cloth and lightly polished, thereafter, with a soft dry cloth when the Towel Warmer is cold. Under no circumstances should abrasive cleaning powders, metal polish or chlorine-based cleaners be used on any part of this product.

**IMPORTANT:** This appliance is for warming towels only. DO NOT use this appliance to dry wet towels.

**IMPORTANT:** This appliance is intended for towels washed in water. Fabrics that contain soap or detergent residue may show what appears to be scorch marks. However this may be the discoloration of the residue. MrSteam is not responsible for discoloring or damage of any fabrics. Refer to the MrSteam towel warmer warranty for additional terms and conditions.



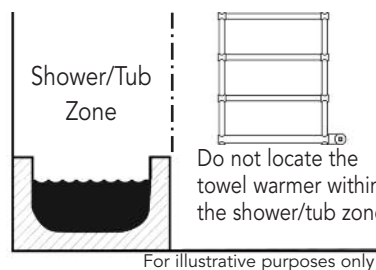
This picture shows the recommended method of draping a towel on a towel warmer. Ensure as much as possible of the towel's surface is touching the towel warmer for optimum towel warming.

**INSTALLER:**

READ THIS ENTIRE INSTRUCTION MANUAL THOROUGHLY BEFORE BEGINNING INSTALLATION. LEAVE THESE INSTRUCTIONS WITH HOMEOWNER.

- !WARNING**
- BE CERTAIN ELECTRICITY IS SHUT OFF AT MAIN PANEL BEFORE ATTEMPTING TO WIRE OR SERVICE THE TOWEL WARMER. Follow instructions to make certain the Towel Warmer is properly mounted and secured to the wall. FAILURE TO FOLLOW THESE STEPS COULD RESULT IN HAZARDOUS CONDITIONS INCLUDING ELECTROCUTION.
  - DO NOT alter or modify any Mr. Steam products. Doing so may result in an inoperable or hazardous installation and will void the warranty.

- !WARNING**
1. Install in accordance with National and local codes.
  2. Do not locate in shower stall, tub or near water spray.
  3. Do not locate within the shower or tub zone. See illustration.
  4. All models are to be protected by dedicated and suitably rated GFCI circuit breaker or equal.



TO ENSURE CORRECT OPERATION OF YOUR TOWEL WARMER, PLEASE FOLLOW ALL INSTRUCTIONS CAREFULLY, OBSERVING THE "CAUTION" and "WARNING" NOTATIONS FOR EACH STEP.

**Inspect Towel Warmer**

Unpack the Towel Warmer carefully to avoid any damage or loss of any part. When opening the box be sure that the parts are not accidentally discarded. Towel Warmers are shipped in specially designed shipping cartons. The entire surface of the Towel Warmer is hand-wrapped to protect the finish. It is your responsibility to immediately inspect for any damage.

TOWEL WARMER SPECIFICATIONS				
Model #	Dimensions (inches) W x H x D	Amps	Volts/Phase	Weight (lbs.)
W328	20 x 31 3/8 x 4 3/4	0.82	120/1	10
F328	19 3/8 x 34 3/8 x 11 3/4	0.82	120/1	10
W336	20 x 38 3/8 x 4 3/4	1.11	120/1	14

**NOTE:** Dimensions are approximate  
**NOTE:** Hard wired and cord connected models have the same dimensions, amps and weight. Cord connected models include an integral 6 foot power cord.

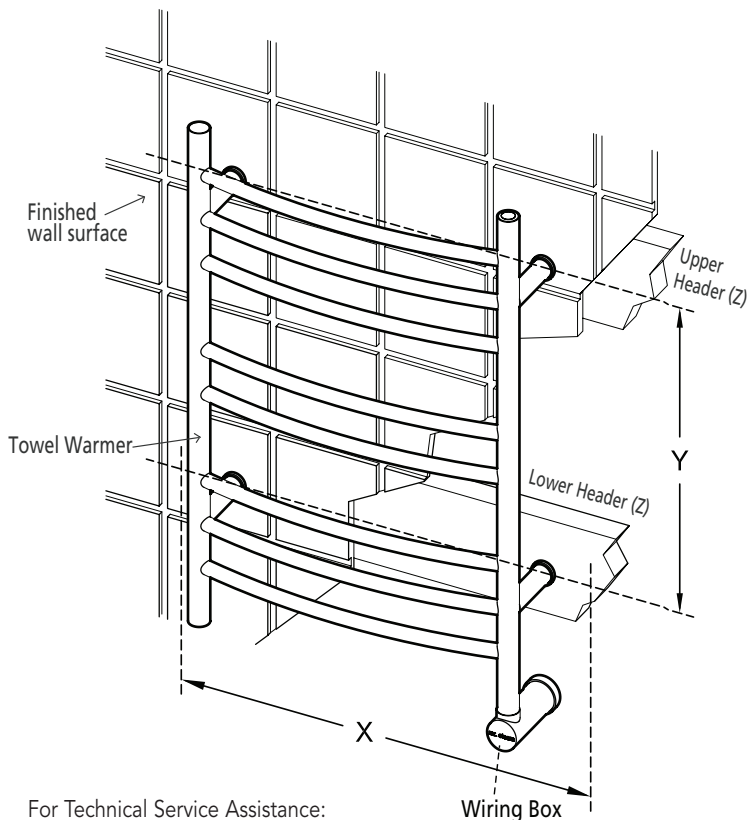
### WALL PREPARATION

**CAUTION**

- DO NOT mount the Towel Warmer without providing structurally secure upper and lower headers as shown.
- DO NOT mount the Towel Warmer directly to sheet rock or any other non-structural surface.
- Use longer fasteners as required if the finished wall surface prevents adequate mounting with the screws provided.
- Provide a clearance hole in the lower header as required to route field wiring to the Towel Warmer wiring box.(not applicable for cord connected models)

IMPORTANT NOTE: See electrical rough-in instructions on page 6.

**IMPORTANT NOTE:** Towel Warmers may have small dimensional variations and must be measured prior to installation. Do not use dimensions to determine location of mounting holes.



For Technical Service Assistance:  
 East Coast Tel: 1-800-767-8326  
 West Coast Tel: 1-800-727-8326

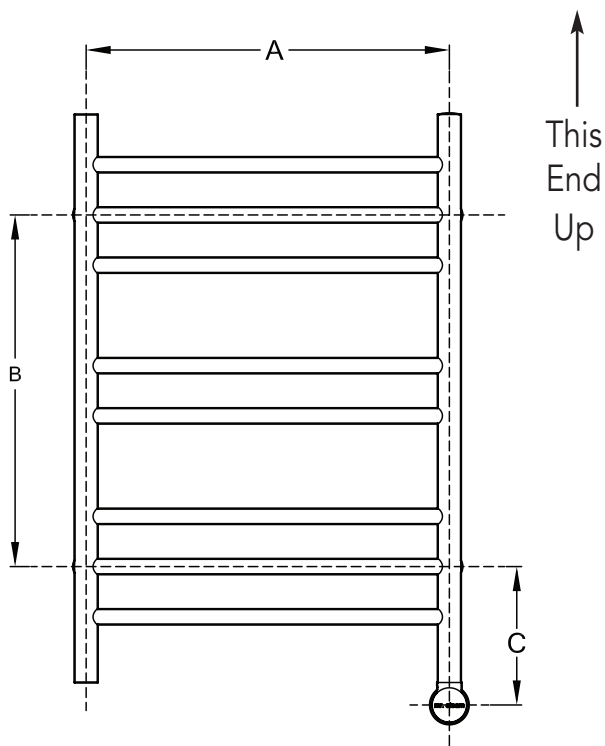
MOUNTING DIMENSIONS (inches) Hard Wired & Cord Connected			
MODEL	X(min) (Header horizontal length)	Y (Header vertical length)	Z (min) (Header size)
W328	19	17 15/16	2 x 6
W336	19	25 9/16	2 x 6

### MOUNTING DIMENSIONS

MOUNTING DIMENSIONS (inches) Hard Wired & Cord Connected			
MODEL	A	B	C
W328	18 7/16	17 15/16	7 1/4
W336	18 7/16	25 9/16	7 1/4

**NOTE:** "C" dimension is not applicable for cord connected models

**IMPORTANT NOTE:** Towel Warmers may have small dimensional variations and must be measured prior to installation. Do not use dimensions to determine location of mounting holes.



**INSTALLATION: W328, W336**

**! WARNING** TO PREVENT SHOCK HAZARD, THE ELECTRICITY MUST BE TURNED OFF AT THE MAIN PANEL BEFORE ANY WIRING IS DONE.

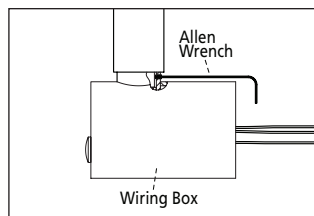
**IMPORTANT NOTE:**

See electrical rough-in instructions on page 6.

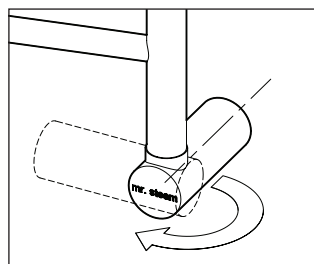
**! WARNING** Install Towel Warmers in upright position only. Locate with wiring box on bottom as shown. Failure to install properly may result in a hazardous condition. See page 4.

**BOX CONTENTS:**

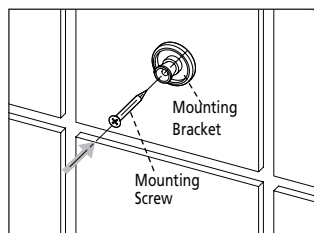
- Towel Warmer
  - (4) Mounting Screws
  - (3) Wiring Box Mounting Screws
  - (2) Wiring Box Set Screws
  - (4) Mounting Brackets
  - (4) Mounting bracket Set Screw
  - (4) Mounting bolts
  - (4) Sleeves
  - (4) Extensions
  - Wiring box escutcheon
  - (2) Allen wrenches
  - Instructions
  - Warranty
- (NOTE: Cord connected models use 4 knurled thumb screws)



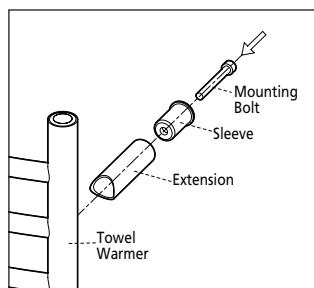
1. Remove Towel Warmer and parts from the packing materials.



2. Using the allen key provided, loosen the wiring box set screw. DO NOT remove the wiring box.



3. Gently rotate the wiring box as shown. Tighten the set screw firmly to prevent the wiring box from rotating.

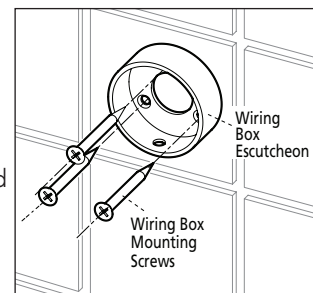


4. Locate the mounting brackets on the wall by measuring the mounting holes on the towel warmer.

5. Using the screws provided secure the brackets to the wall.

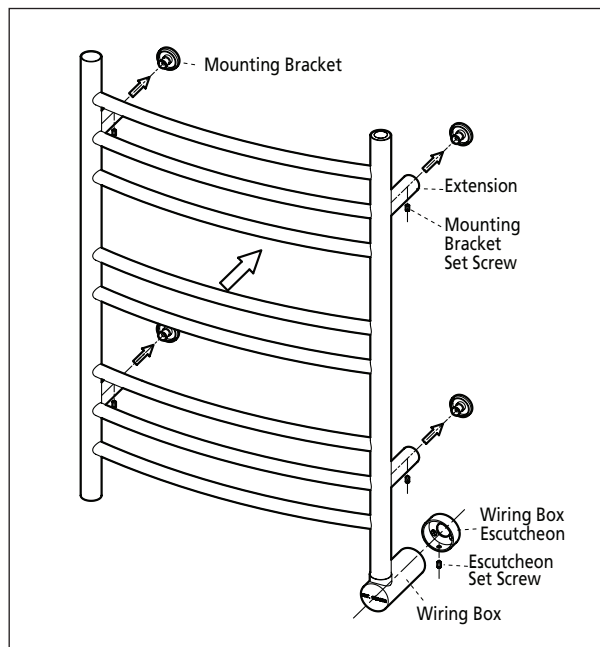
6. Insert the sleeves into the extensions. Using the mounting bolts secure the extensions and sleeves to the 4 threaded holes on the towel warmer.

7. Slide the towel warmer onto the mounting brackets. Mark the location for the wiring box escutcheon.



8. Remove the towel warmer and secure the escutcheon to the wall per the instructions on page 6.

9. Slide the towel warmer onto the mounting brackets. Secure the towel warmer in place using the mounting bracket set screws.



### ELECTRICAL CONNECTIONS

**!WARNING** TO PREVENT SHOCK HAZARD, THE ELECTRICITY MUST BE TURNED OFF AT THE MAIN PANEL BEFORE ANY WIRING IS ATTEMPTED.

**!WARNING** The towel warmer is an electric device. It must be installed by a licensed electrician in accordance with the National Electrical Code (NEC) and local code.

**!CAUTION** Installation of a wall switch or timer to turn the towel warmer on and off is required. NOTE: When the towel warmer is energized (ON), the indicator light on the towel warmer will illuminate. Note: The Towel Warmer wires are color coded: BLACK for LINE, WHITE for NEUTRAL, GREEN/YELLOW for EQUIPMENT GROUND.

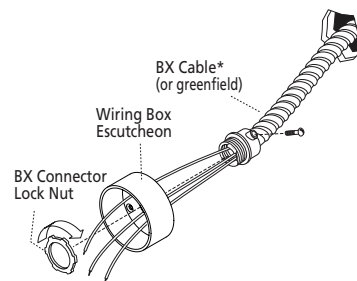
**!WARNING** Install Towel Warmers in upright position only. Locate with wiring box and pilot light on bottom as shown on pages 4 & 5. Failure to install properly may result in overheating and a hazardous condition.'

All wiring must conform to National Electrical Code (NEC) and local code.

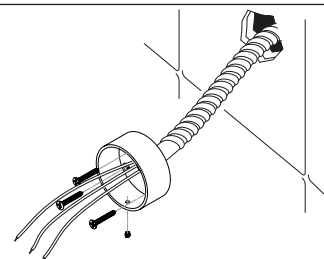
DO NOT alter or modify any Mr. Steam products. Doing so may result in an inoperable or hazardous installation and will void the warranty.

1. Assemble the BX cable connector to the wiring box escutcheon as shown.

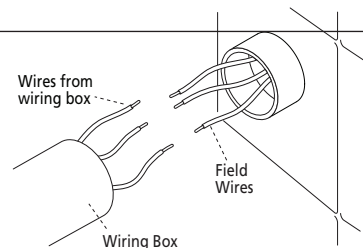
**NOTE:** NM (non-metallic) cable, if permitted by National and Local Codes, may be used instead of BX cable



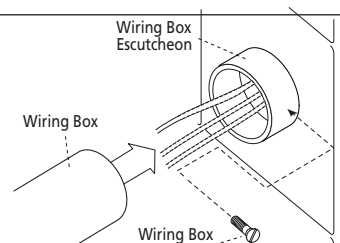
2. Secure wiring box escutcheon to the wall with screws provided. (Use longer screws as required by construction conditions.)



3. Connect wiring per instructions.

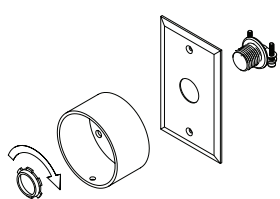


4. Slide the wiring box into the wiring box escutcheon and tighten the set screw firmly. Secure the upper and lower brackets per the instructions on page 5.

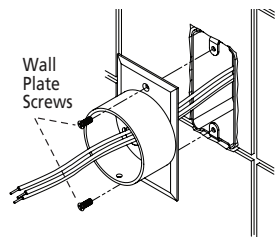


### INSTALLATION OF A 300 SERIES TOWEL WARMER WITH A JUNCTION BOX.

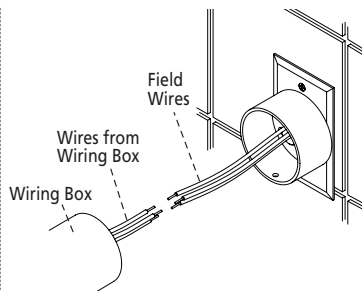
A wall plate is required to complete this installation. Available wall plates: Polished Chrome 104093PC



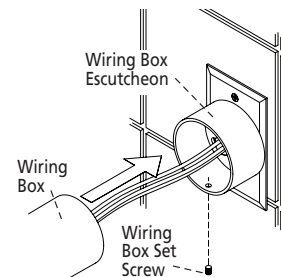
1. Assemble the bushing to the wall plate and wiring box escutcheon as shown.



2. Secure the assembly to the junction box using the screws provided with the wall plate.



3. Connect wires per instructions



4. Slide the wiring box into the wiring box escutcheon and tighten the set screw firmly. Secure the upper threaded flanges and lower brackets with screws provided.

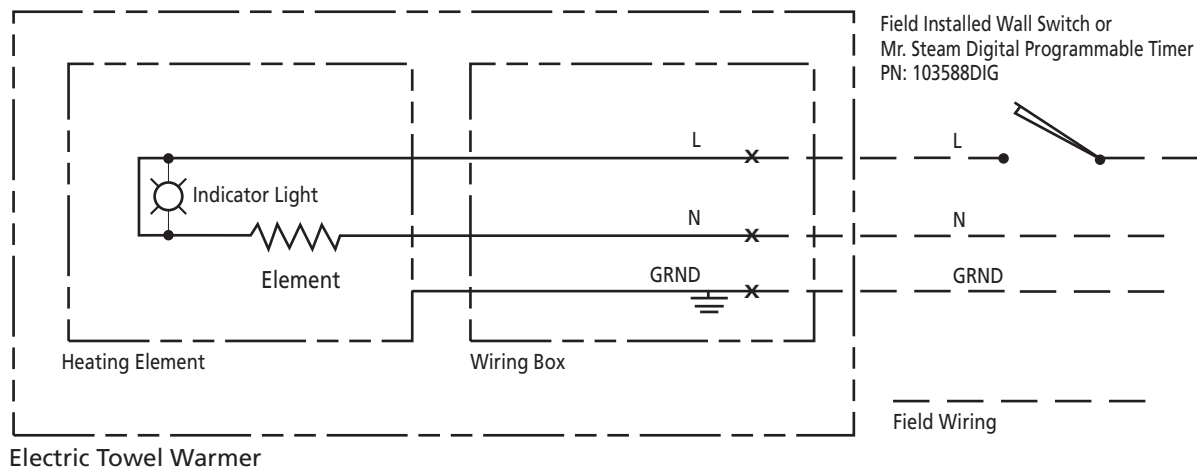
**GENERAL:**

The Towel Warmer requires 120 VAC, 50/60 Hz power. Specific amperage needed is listed in the Towel Warmer Specifications Chart on page 3 of this manual.

- A. Electrical connections should be made as prescribed by the National Electrical Code and local code. The unit should be field wired using 14 AWG min 90°C-rated insulated copper wire. All models are to be protected by a separate 15 amp circuit breaker, GFCI or equal.
- B. Make connections between Towel Warmer and house wiring using approved connections to comply with the National Electrical Code and local codes. LINE (black), NEUTRAL (white), and GROUND.

**! WARNING** TO PREVENT ELECTRIC SHOCK HAZARD, NO BARE WIRE OR WIRE STRANDS SHALL BE EXPOSED AFTER MAKING CONNECTIONS.

**! CAUTION** Towel Warmer surface may continue to be hot for a period of time after it has been turned off.



**OPTIONAL DIGITAL PROGRAMMABLE TIMER**

**! WARNING**

1. Read the operating instructions provided with the timer.
2. Disconnect power supply prior to installation to prevent electrical shock.
3. Damage to the contacts caused by short circuiting will void the warranty.
4. Wire in accordance with National Electrical and Local Code requirements. Be sure all connections are secure. Double check all twist-on wire connectors.
5. Mount timer into a single gang wall box using supplied screws.
6. If timer does not operate, check that the timer's black wire is connected to hot line and not the load. If necessary, reverse connections to red and black wires
7. When the indicator light on the towel warmer is illuminated, the towel warmer is energized.

**AVAILABLE DECORATIVE FACE PLATES FOR TIMER:**

Polished Stainless Steel 103872D-SP



**INSTALLATION: W328CORD, W336CORD**

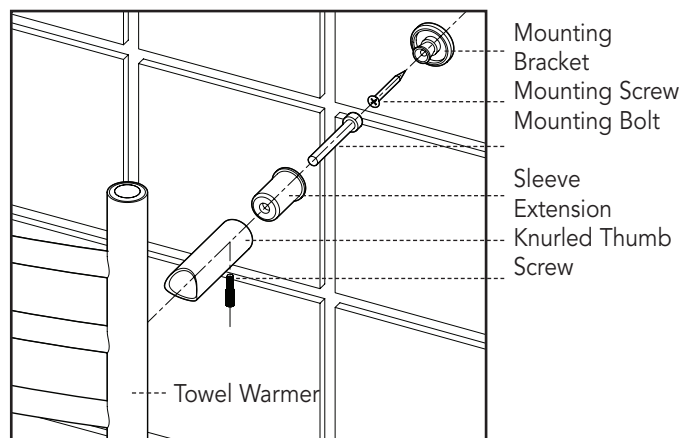
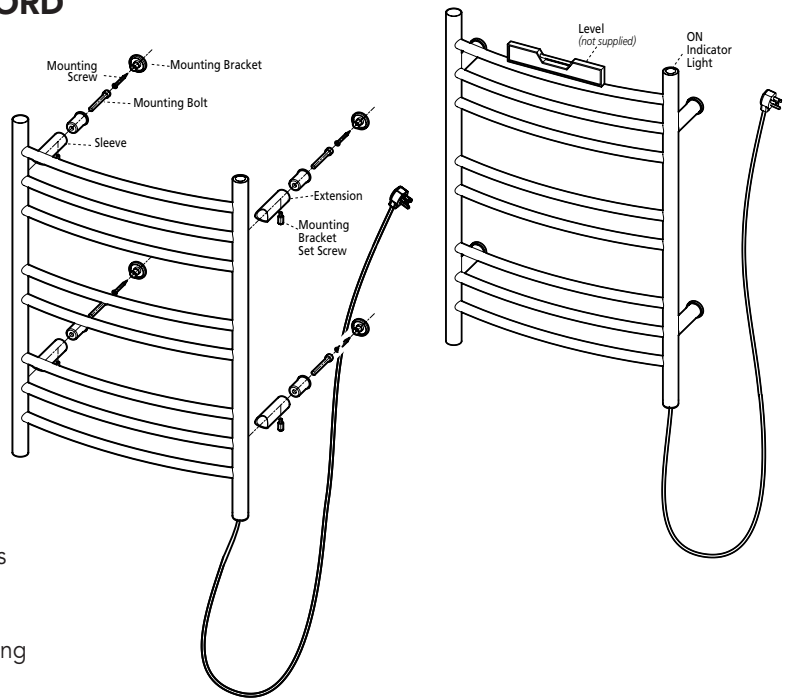
**BOX CONTENTS:**

- Towel Warmer
- (4) Mounting screws
- (4) Mounting brackets
- (4) Mounting bracket knurled thumb screw
- (4) Mounting bolts
- (4) Sleeves
- (4) Extensions
- Allen wrench
- Instructions
- Warranty

- ! WARNING** Plug into a grounded 3 prong outlet. DO NOT remove ground prong. DO NOT use an adapter. DO NOT use an extension cord.
1. Remove Towel Warmer and parts from the packing materials.
  2. An outlet should be provided per National and local electrical Codes such that when plugged in the cord is not stretched, pinched or routed in such a manner as to cause a hazard.
  3. Locate the mounting brackets on the wall by measuring the mounting holes on the towel warmer.
  4. Using the screws provided secure the brackets to the wall.
  5. Insert the sleeves into the extensions. Using the mounting bolts secure the extensions and sleeves to the 4 threaded holes on the towel warmer.
  6. Slide the towel warmer onto the mounting brackets and secure in place using the knurled thumb screws provided with the cord connection kit.

**! WARNING** Towel Warmers in upright position only. Locate with cord on bottom as shown. Failure to install properly may result in a hazardous condition. See page 4.

**! CAUTION** Do not fasten power supply cord to wall surface.



**USING MR.STEAM ESSENTIAL OILS**

Enjoy AromaSteam essential oils by placing one or two drops of oil into your 300 series towel warmer aroma well as shown in the illustration. Only use MrSteam® AromaSteam essential oils.

**! WARNING** Use essential oils with caution. Essential oils are for external use only. Keep out of reach of children. Essential oils are highly concentrated and are potent substances and should not be applied directly to the skin as they can be irritants. Use essential oils with caution.

**! CAUTION** Start with one drop to gauge strength and suitability.

**! CAUTION** The user should turn off the towel warmer and exit the room IMMEDIATELY if dizziness occurs. If skin irritation occurs stop using the oils immediately. Remove any excess oil by washing in mild soap and water. If ingested, rinse mouth with water. Administer water or milk to dilute. Contact a physician immediately.

**! CAUTION** Use care not to allow oil to contact towels.

Tightly close oil bottles when storing oils. Keep oil bottles away from sources of ignition.

