

# Troubleshooting guide

## 12V Self Regulating Towel Bars



Issue	Possible cause	Things to check/try
Towel bar is not heating	Self regulating	<p>ThermoSphere 12V Towel Bars are self regulating and do not reach full operating temperature until a towel is placed on them. Without a towel the bars will reach temperatures of around 45 - 55°C and under a towel the temperature will raise to around 65°C. These temperatures will differ depending on the ambient temperature of the room.</p> <p>To check that your towel bar is working we recommend switching it on and covering with a towel for 60 minutes. After this time the towel bar should be warm to the touch.</p>
	Power supply	<p>Check that the thermostat is connected to a 230V power supply via a suitably rated 12V transformer and that the power supply is switched on.</p> <p>Check the MCB (mini circuit breaker) at the consumer unit is suitably rated (high enough Amps for the whole circuit) and is switched on.</p> <p>Check that the fuse in the spur is suitably rated (high enough Amps for the whole circuit) and in working order.</p> <p>Check that the fused spur for the circuit is switched on.</p> <p>Use an electrical meter to check that there are 230V going into the transformer. Only do this at your own risk and if you are confident and have done it before!</p> <p>Check that the 12V Transformer is working by connecting a 12V lamp or similar to the outputs and switching on the circuit.</p> <p>If you are not sure how to do any of this please consult a professional electrician.</p>
	Wiring	<p>Check that the push fit connections between the towel bar heating element and cold tail are securely connected.</p> <p>If there are multiple towel bars make sure that they are connected to the 12V transformer in parallel.</p>
	Transformer rating	<p>12V transformers must operate within a minimum and maximum output range. This range is quoted on the transformer and the technical documentation. Running a transformer with an output outside of the quoted range can cause premature failure of the transformer.</p>
The finish is tarnished	Use of prohibited cleaning materials	<p>The use of acidic, corrosive or abrasive cleaning products can cause damage to the finish of the towel bars. To clean the surface we recommend using a new microfibre cloth soaked in mild soapy water. Dry with a new, dry microfibre cloth.</p>