



## Installation, Operation and Maintenance Manual

# Broadway Collection Electric Towel Warmers

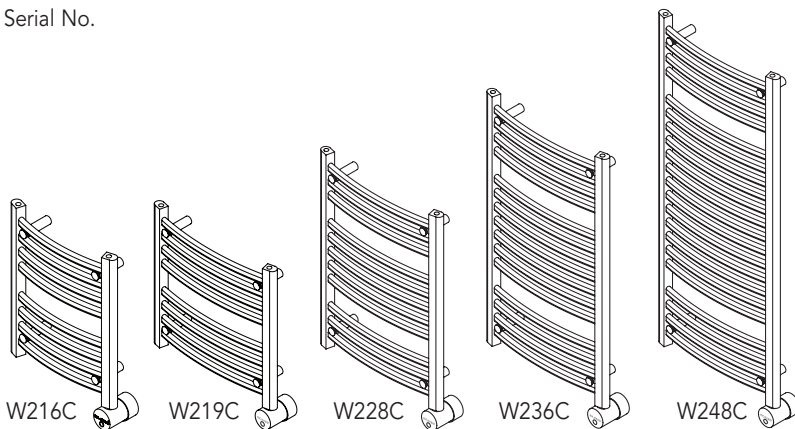
Models: W216, W219, W228, W236, W248

mr.steam®

Feel Good Inc.

Model

Serial No.



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PUR 100425 REV 6.15

**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.

**HOMEOWNER:**

THANK YOU for selecting Mr.Steam 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.

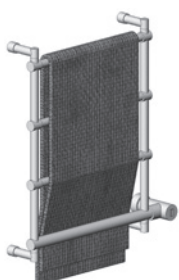
**! WARNING** TOWEL WARMERS ARE HOT! The Towel Warmer is an electrical heating appliance, intended only for indoor residential applications and, as such, should be installed and used with certain precautions for your safety.

1. INSTALLATION PROCEDURES FOR PERMANENTLY-WIRED 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 and represents a burn hazard.
4. A dedicated wall switch or timer should be used to control the TOWEL WARMER unit. Contact Mr.Steam for an in-wall 24-hour/7day timer (PN 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 7 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. Mr.Steam is not responsible for discoloring or damage of any fabrics. Refer to the Mr.Steam 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:**

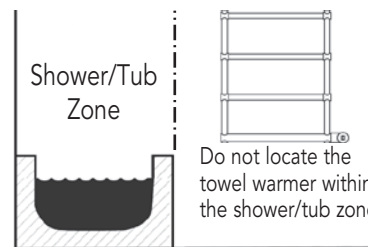
READ THIS ENTIRE INSTRUCTION MANUAL THOROUGHLY BEFORE BEGINNING INSTALLATION. LEAVE THESE INSTRUCTIONS WITH HOMEOWNER.

**! 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.
- To avoid possible fire hazard, the Towel Warmer must remain in its intended position. MOUNT THIS UNIT ONLY AS SHOWN IN THESE INSTRUCTIONS.
- 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.



For illustrative purposes only

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 No.	Dimensions (inches) W x H x D	Amps	Volts/Phase	Weight (lbs.)
W216C	15.76 x 20 x 4.375	0.83	120/1	23
W219C	20 x 20 x 4.25	1.67	120/1	24
W228C	20 x 28 x 4.25	3.33	120/1	30
W236C	20 x 36 x 4.25	3.33	120/1	37
W248C	20 x 48 x 4.25	3.33	120/1	45

**Note:** Dimensions are approximate

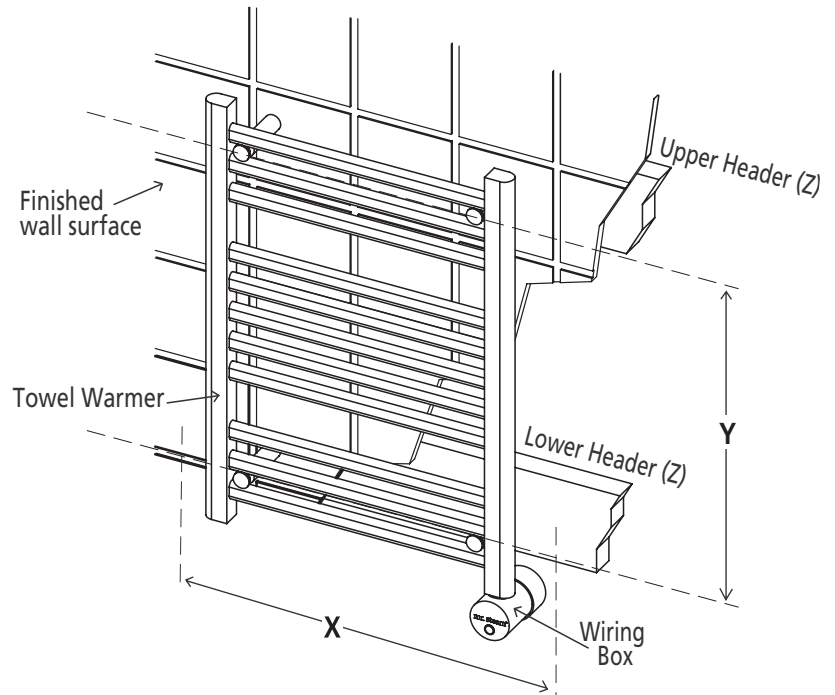
## WALL PREPARATION

### 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.

**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.



MOUNTING DIMENSIONS (inches)			
MODEL	X (min) (Header horizontal length)	Y (Header vertical length)	Z (min) (Header size)
W216C	12	13 3/8	2 x 6
W219C	16	13 3/4	2 x 6
W228C	16	21 5/8	2 x 6
W236C	16	29 1/2	2 x 6
W248C	16	41 3/8	2 x 6

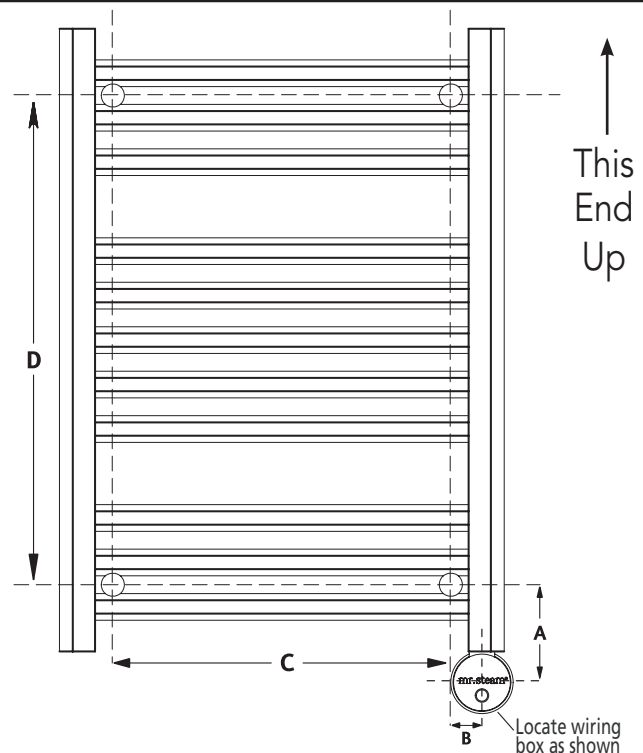
For Technical Service Assistance:  
 East Coast Tel: 1-800-767-8326  
 West Coast Tel: 1-800-727-8326

MOUNTING DIMENSIONS (inches)				
MODEL	A	B	C	D
W216C	4 5/16	1 3/8	11	13 3/4
W219C	4 5/16	1 3/8	15	13 3/4
W228C	4 5/16	1 3/8	15	21 5/8
W236C	4 5/16	1 3/8	15	29 1/2
W248C	4 5/16	1 3/8	15	41 3/8

### WARNING

Install Towel Warmers in upright position only. Locate wiring box with indicator light on bottom as shown. Failure to install properly may result in overheating and a hazardous condition.

**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 BRASS MOUNTING BRACKETS**

**IMPORTANT:** LOOSENING END CAPS WILL CAUSE INTERNAL LIQUID TO ESCAPE AND CAUSE PRODUCT DAMAGE.

**BOX CONTENTS:**

- Towel Warmer
- (4) Threaded Knobs
- (4) Bracket Screws
- (4) Brackets
- (3) Wiring Box Screws
- Wiring Box Escutcheon
- (6) Set Screws
- (2) Allen Keys
- Warranty
- Instruction & Operation Manual

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

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

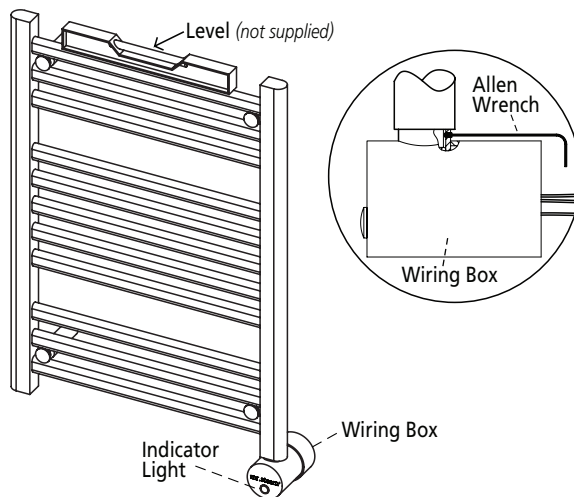
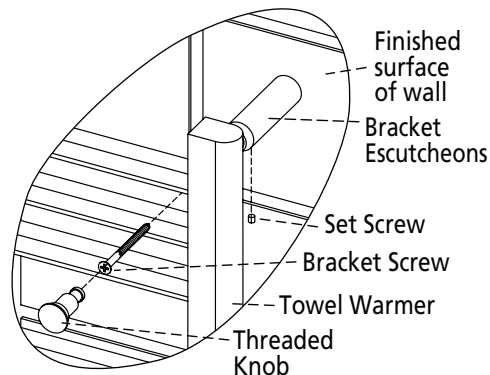
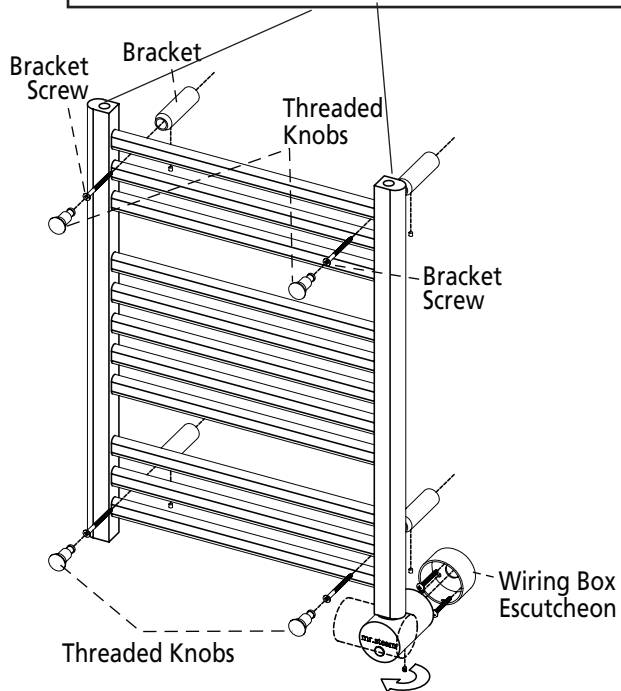
**! CAUTION** LOOSENING OR REMOVING END CAPS OR HEATING ELEMENT ASSEMBLY WILL CAUSE INTERNAL LIQUID TO ESCAPE AND CAUSE PRODUCT DAMAGE.

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.
4. Locate the brackets on the wall by using the dimensions given on page 3. The brackets are shown in the most optimal location for mounting.
5. Using the screws provided secure the brackets to the wall.
6. Gently place the towel warmer on the brackets and screw a threaded knob into each bracket. Mark the location for the wiring box escutcheon.
7. Remove the towel warmer and secure the flange to the wall per instructions.
8. Secure the towel warmer to the bracket by screwing a threaded knob into each bracket and tightening the set screws on the bottom of the bracket.
9. Tighten the wiring box set screw.

**NOTE:** Hand tighten the threaded knobs only. Using tools will mar or scratch the finish.

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

**! WARNING** Install Towel Warmers in upright position only. Locate with indicator light on bottom as shown. Failure to install properly may result in a hazardous condition. See page 3.



## INSTALLATION PLASTIC MOUNTING BRACKETS

### BOX CONTENTS:

- Towel Warmer
- (4) Bracket Assemblies
- (4) Bracket Screws
- Wiring Box Escutcheon
- (3) Wiring Box Screws
- Allen Key
- (2) Set Screws
- Instruction & Operation Manual

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

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

**⚠ CAUTION** LOOSENING OR REMOVING END CAPS OR HEATING ELEMENT ASSEMBLY WILL CAUSE INTERNAL LIQUID TO ESCAPE AND CAUSE PRODUCT DAMAGE.

2. Using the allen key provided, loosen the wiring box set screw. Set screw location varies by model as shown. DO NOT remove the wiring box.

3. Gently rotate the wiring box as shown.

4. Locate the bracket on the wall by using the dimensions given on page 3. The brackets are shown in the most optimal location for mounting.

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

6. Assemble the clamps and bracket extensions between the top two and bottom two cross bars in each corner as shown in the picture on the bottom of page 3 using the clamp screw. Do not tighten the clamp screw, so the clamps are free to slide for alignment purposes.

7. Align the bracket extensions with the wall mounted brackets. Slide the towel warmer into place. Mark the location for the wiring box escutcheon

8. Remove the towel warmer and secure the wiring box escutcheon to the wall in the proper location.

9. Place the towel warmer on the brackets. Tighten the 4 bracket screws to secure the towel warmer in place. Tighten the 4 clamp screws and place the 4 covers over the clamps. Tighten the set screw on the bottom of the wiring box escutcheon.

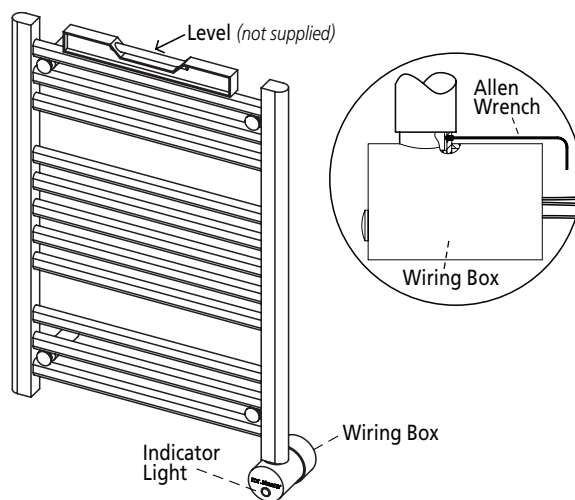
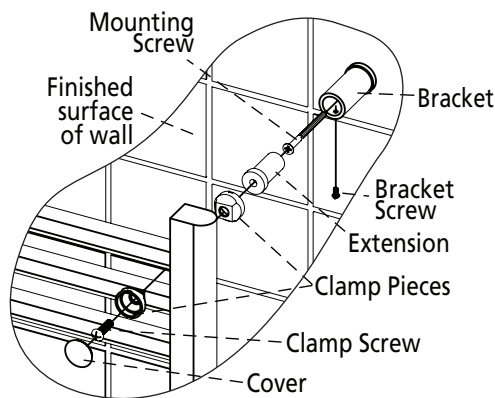
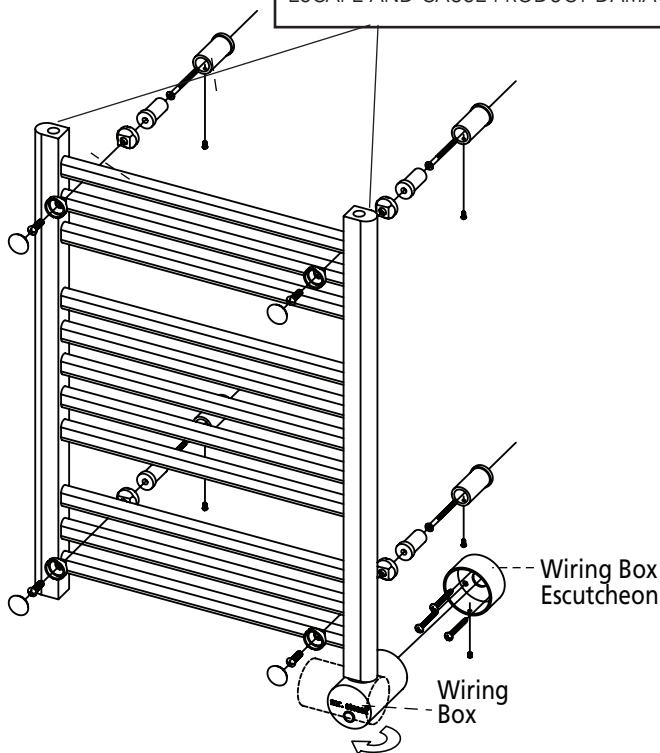
10. Tighten the wiring box set screw.

**NOTE:** The clamp pieces should be assembled so the grooves fit the curve of the cross bars.

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

**⚠ WARNING** Install Towel Warmers in upright position only. Locate with indicator light on bottom as shown. Failure to install properly may result in a hazardous condition. See page 3.

**IMPORTANT:** LOOSENING END CAPS WILL CAUSE INTERNAL LIQUID TO ESCAPE AND CAUSE PRODUCT DAMAGE.



### 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.

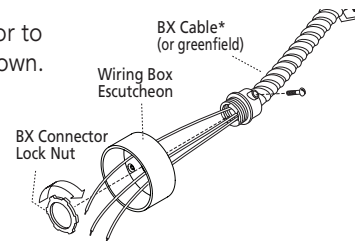
**NOTE:** The Towel Warmer wires are color coded: BLACK for LINE, WHITE for NEUTRAL, GREEN/YELLOW for EQUIPMENT GROUND.

**IMPORTANT NOTE:** Some towel warmers have a ground lug inside the wiring box. Secure the ground wire from the house wiring to the ground lug using the provided nut.

**! WARNING**

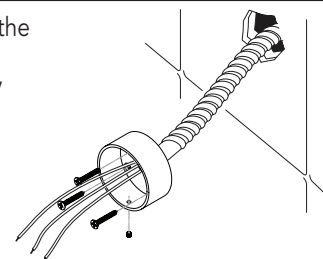
- Install Towel Warmers in upright position only. Locate with wiring box and pilot light on bottom as shown on pages 4 & 5. Failure to install properly may result in overheating and a hazardous condition.
- All wiring must conform to National Electrical Code (NEC) and local code.
- Do Not alter or modify 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.

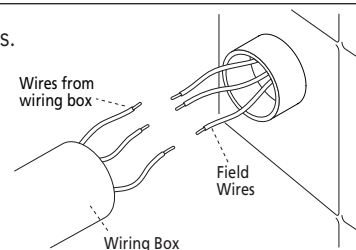


**NOTE:** NM (non-metallic) cable, if permitted by National and Local Codes, may be used instead of BX cable

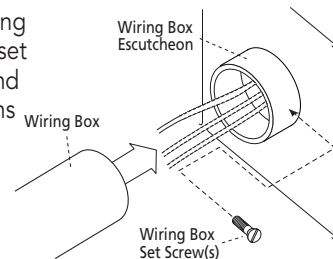
2. Secure wiring box escutcheon to the wall with screws provided. (Use longer screws as required by construction conditions.)



3. Connect wiring per instructions.



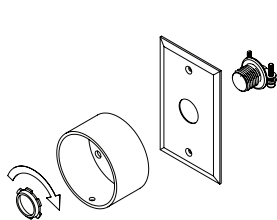
4. Slide the wiring box into the wiring box escutcheon and tighten the set screw firmly. Secure the upper and lower brackets per the instructions on page 5.



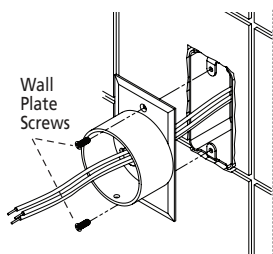
### INSTRUCTIONS FOR INSTALLING A BROADWAY COLLECTION TOWEL WARMER WITH A JUNCTION BOX.

A wall plate is required to complete this installation.

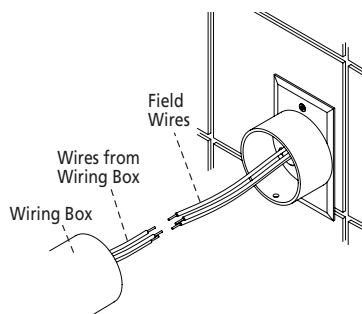
Available wall plates: Polished Chrome 104093PC Oil Rubbed Bronze 104093ORB White 104093WH



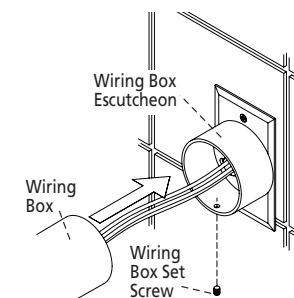
1. Assemble the bushing to the wall plate and wiring box escutcheon as shown.



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 and lower brackets per the instructions on page 5.

## ELECTRICAL CONNECTIONS

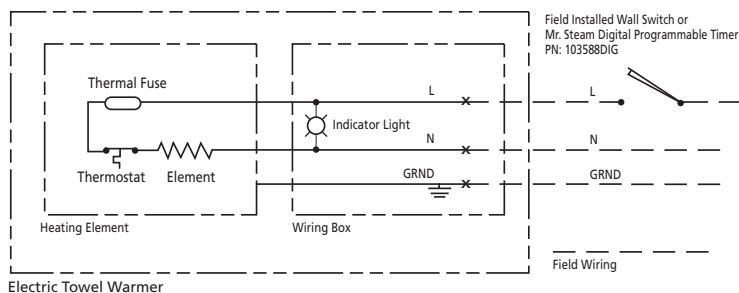
### GENERAL:

The Towel Warmer requires 120 VAC, 50/60 Hz power. Specific amperage needed is listed in the Towel Warmer Specifications Chart on page 2 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.



## AVAILABLE 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 FACEPLATE FOR TIMER:

- Polished Chrome 103872D-PC
- Oil Rubbed Bronze 103872D-ORB
- White faceplate is provided standard.

## USING MR.STEAM ESSENTIAL OILS

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

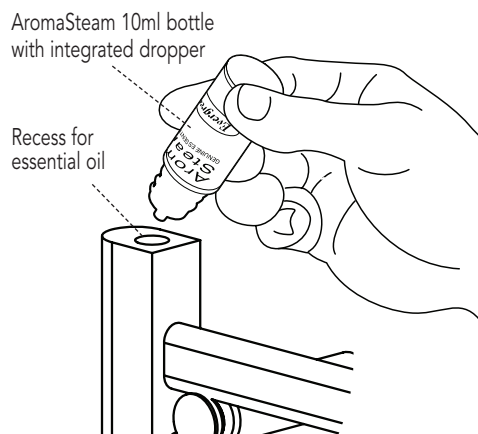
**! WARNING** Use essential oils with caution. Essential oils are for external use only. Keep out of reach of children. Essential oils are highly concentrated and are potent substances and should not be applied directly to the skin as they can be irritants. Use essential oils with caution.

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

**! CAUTION** Some people may find that the aroma makes them dizzy and the user should turn off the towel warmer and exit the room IMMEDIATELY. 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.



## INSTALLING OPTIONAL BROADWAY COLLECTION ACCESSORIES

**IMPORTANT NOTE:** 1 bar and 3 bar shelves are not compatible with model W216

Mr.Steam recommends installing accessories after a towel warmer is firmly secured to a wall.

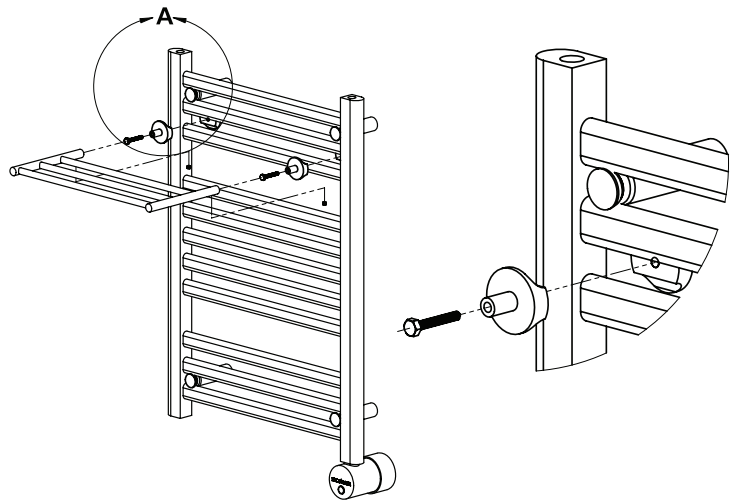
**CAUTION** Let towel warmer cool before installing accessories. Towel warmer shall not be energized when installing accessories.

**WARNING** Do not load accessories with more than 5 pounds.

**IMPORTANT:** Accessories are not heated surfaces.

### ACCESSORY KIT CONTENTS

1 BAR SHELF	3 BAR SHELF	ROBE HOOK
1 Shelf	1 Shelf	1 Robe Hook
2 Bolts	2 Bolts	1 Bolt
2 Mounting Bracket Sets	2 Mounting Bracket Sets	1 Mounting Bracket Set
2 Set Screws	2 Set Screws	1 Set Screw
1 Allen Wrench	1 Allen Wrench	1 Allen Wrench



1. Locate where to place the accessory on your Broadway Collection Towel Warmer.
2. Put the threaded portion of the bracket behind the towel warmer with the hole facing forward. Place the extension portion of the bracket on the front face of the towel warmer.
3. Clamp the two portions of the bracket to the towel warmer using the bolt provided. (Note: brackets are approximately 14" apart for shelves)
4. Slide the accessory over both mounting brackets (Note: Robe hook only requires 1 bracket)
5. Use the set screws provided to secure the accessory to the bracket.

PART NUMBER ACCESSORY	
SBRACK-CU	Curved 1 Bar Shelf
TBRACK-CU	Curved 3 Bar Shelf
RHOOK	Robe Hook

## WARRANTY

To view or download the Mr.Steam Towel Warmer Warranty and register your product go to: [blog.mrsteam.com/wr](http://blog.mrsteam.com/wr)



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