

# OWNERS MANUAL

INSTALLATION & OPERATION



ELECTRIC TOWEL WARMERS

## CYPRESS COLLECTION



Rev 12.0



BUILT-IN WI-FI TIMER



SAE 304



ECO FRIENDLY



IP56 RATED



120v / 190W



DESIGNED



SPACE SAVINGS

## THANK YOU!

Thank you for purchasing the Brandon Basics Towel Warmer. We know you will enjoy the aesthetic beauty of this product as well as the luxury of warm, dry towels.

Not only that, but our warmer will greatly reduce bacteria growth on your towels by quickly eliminating the moisture that bacteria thrives on. Learn more by scanning this QR code



## CAREFULLY READ ALL INSTRUCTIONS BEFORE INSTALLING

### IMPORTANT INSTRUCTIONS

**UNBOXING:** Be sure to examine all included parts and compare with the parts list on the next page. If anything is missing, please contact us and we will be happy to supply the necessary parts.

**HANDLING:** Be careful handling the unit to avoid scratching or denting the warmer.

**INSTALLATION:** This unit should be installed by a certified electrician and installed on a GFCI protected circuit. Ensure that the circuit breaker is turned off before hard-wiring to an existing circuit.

**CIRCUIT:** The warmer only draws 1.5 amps when ON. A 15 amp circuit is therefore adequate for powering the unit and does not require a dedicated circuit.

**LOCATION:** This unit is for indoor use only. Do not place the unit inside a wet location or with elevated temperatures such as a shower, sauna or steam room enclosure. Also, do not install above tubs, whirlpools or any body of water where the unit could fall into if an earthquake should occur.

**HOT:** To avoid burns, do not touch with bare skin. Do not allow children to have contact with the hot unit. Use caution and monitor children when the unit is on. Keep combustibles away from the warmer.

**INTENDED USE ONLY:** Do not use the towel warmer as a ladder or allow children to climb or hang on it, even when turned OFF.

**TOWELS:** Towels that contain soap or detergent residue can appear scorched after heating. However, this is simply discoloration of the residue. The unit does not reach temperatures sufficient to scorch fabric unless too many towels are piled on the warmer thereby generating excessive heat.

### TOOLS REQUIRED

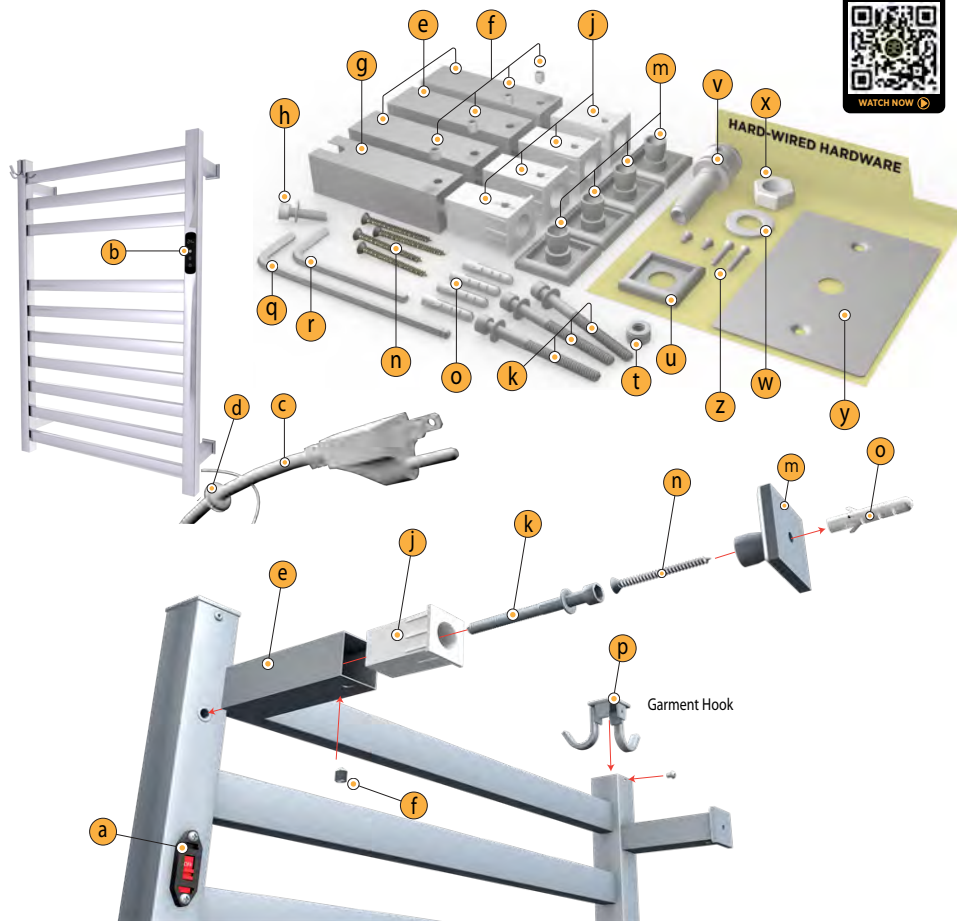


# PARTS LIST

REF	QTY	DESCRIPTION
a	1	Bypass Switch (turn ON to use your own timer)
b	1	Built-in WiFi Timer Control (Temperature & Duration)
c	1	Power Cord (supplies power to the towel warmer)
d	1	Power Cord Grommet (protects the Power Cord <sup>2</sup> )
e	3	Leg Mounts (leg for mounting the unit)
f	4	Leg Set Screws (anchors the Leg Insert <sup>1</sup> in the leg)
g	1	Power Leg Mount (the leg that the power cord exists)
h	1	Power Leg Bolt & Washer (secures leg to warmer)
j	4	Leg Inserts (secures leg mounts to wall flanges)
k	3	Leg Bolts & Washers (secures legs to warmer)
m	4	Wall Flanges (fastens to the wall for mounting)
n	4	Wall Screws (secures Wall Flange to wall)

REF	QTY	DESCRIPTION
o	4	Drywall Anchors (used when installing in drywall)
p	1	Garment Hook (optional but included)
q	1	Leg Bolt Hex Key (secures Leg Mounts to warmer)
r	1	Set Screw Hex Key (secures set screws)
t	5	Spare Washers (add to Leg Bolts if loose)
u	1	Power Wall Flange (allows power to enter wall cavity)
v	1	Wall Bushing (conduit to feed power through wall)
w	1	Wall Bushing Washer (used with Wall Bushing Nut <sup>3</sup> )
x	1	Wall Bushing Nut (secures Wall Bushing <sup>3</sup> to Wallplate)
y	1	Wall Plate (junction box cover)
z	4	Wall Plate Screws (2x-Short, 2x-Long)

## PARTS / ASSEMBLY



# SPECIFICATIONS

## NOTE:

Slight dimensional variations may occur in production so avoid installing strictly based on the dimensions below. Please follow all installation instructions which takes any variations into account.

### ASSEMBLED SIZE/WEIGHT SPECIFICATIONS

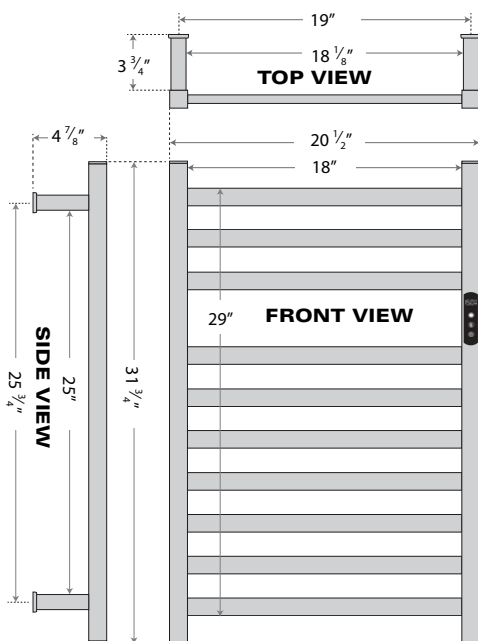
Height	31 $\frac{3}{4}$ "
Width	20 $\frac{1}{2}$ "
Depth (including legs)	4 $\frac{7}{8}$ "
Weight	8.8 lbs

### OPERATIONAL SPECIFICATIONS

Voltage	120v (60Hz)
Watts	200 W
Cord Length	4ft 8in
Material	304 Stainless Steel
Heating Wire	UL Listed
Water Resistant	IP56 Rated
Temperature Range	100-160 °F
Timer Duration	1 - 5 Hours

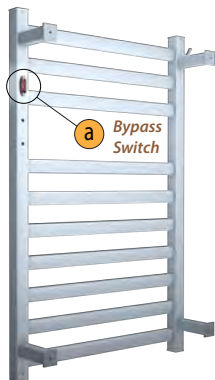
## DIMENSIONS

The garment hook will extend the width and depth of the warmer by 1  $\frac{5}{8}$ " on the left side.



# BYPASS SWITCH

The *Bypass Switch*<sup>a</sup> is used to disable the unit's *Built-In Timer Control*<sup>b</sup> to allow you to use your own external Timer/Controller. (Remove the protective covering to reveal the switch & reapply the covering when completed)



### BYPASS OFF (Default)



Slide the switch **OFF** (down) when you want to use the *Built-In Timer Control*<sup>b</sup>. Do not connect an external timer or controller in this mode.

### BYPASS ON



Slide the switch **ON** (up) when you want to use your own timer or controller. The LED lights will still work although only as status lights.

# INSTALLATION OPTIONS

The unit can either be plugged into a wall outlet or hard-wired to a power source inside the wall cavity. In each case you can either use the **Built-In Timer Control<sup>b</sup>** on the unit or use your own controller. The **Bypass Switch<sup>a</sup>** must be set correctly for each option to work correctly (see below).



## PLUG-IN

### DIRECT PLUG-IN



Plug directly into an outlet. With this option the unit is controlled by the **Built-In Timer Control<sup>b</sup>**. The **Bypass Switch<sup>a</sup>** should be **OFF**.

### PLUG-IN CONTROLLER



Use your own timer to control the unit. The **Built-In Timer Control<sup>b</sup>** must be disabled by setting the **Bypass Switch<sup>a</sup>** **ON**.



## HARD-WIRED

### DIRECT HARD-WIRED



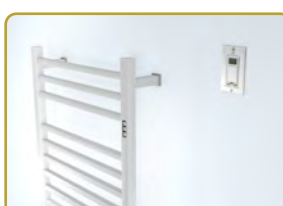
(direct connection)



(using junction box)

Hard-wire the unit to power inside the wall cavity. The unit is controlled by the **Built-In Timer Control<sup>b</sup>**. The **Bypass Switch<sup>a</sup>** should be **OFF**.

### WALL CONTROLLER



Hard-wire to an external controller. The **Built-In Timer Control<sup>b</sup>** must be disabled by setting the **Bypass Switch<sup>a</sup>** **ON**.

# TEST & PREP

## 1 UNBOX & TEST

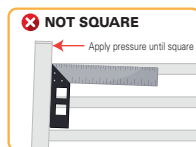
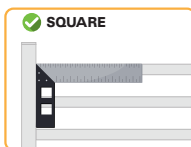
Remove the unit and parts box from all packaging material and inspect for damage.

**TEST:** Before installation, test for proper operation. Plug the unit into a 120v outlet and press the power ON button and allow to heat and automatically turn off (Any duration or temperature is fine). Repeat 1-2 more times. Please contact us if the warmer does not heat or turn off properly.



## 2 SQUARE FRAME

Although protected for shipping and transport, uneven pressure on the boxed unit can slightly alter its squared frame. Use a square to determine if adjustment is needed. To adjust an out-of-square frame, place the upright warmer on a non-slip surface. Apply gentle but firm pressure against the top of the vertical bars until square.



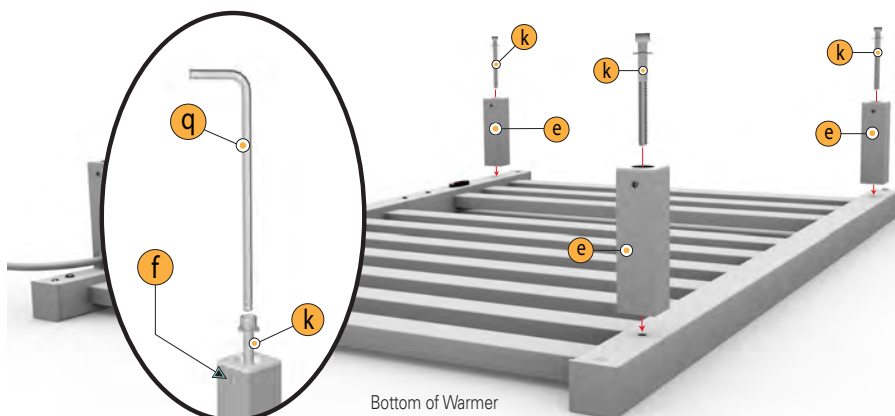
Shipping may also affect how "flat" the frame is, although this is easily corrected when mounting the warmer on the wall. The warmer is designed to withstand any flex that is necessary to install.



## 3 INSTALL LEGS



### ATTACH 3 STANDARD LEGS



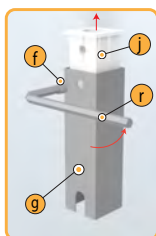
Attach the 3 **Leg Mounts**<sup>e</sup> by inserting the **Leg Bolts**<sup>k</sup> and their washers into the **Leg Inserts**<sup>j</sup> side of the leg and securing to the warmer using the **Leg Bolt Hex Key**<sup>q</sup>. Make sure the **Set Screw**<sup>f</sup> faces towards the bottom of the warmer. Add additional washers if the leg is not tight against the unit. **IMPORTANT:** Do not overtighten or the **Leg Inserts**<sup>j</sup> can break.

### ATTACH POWER LEG

**NOTE:** For hard-wired installs, perform this step to mark the wall where the power leg will be installed. Remove the power leg once completed.

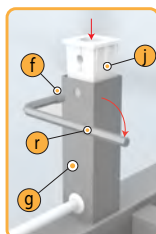
#### 1. Remove Leg Insert

Remove the **Leg Insert**<sup>j</sup> from the **Power Leg Mount**<sup>g</sup> by unscrewing the **Set Screw**<sup>f</sup> using the **Set Screw Hex Key**<sup>r</sup> and push out the insert from the other end.



#### 3. Reinstall Cap

Reinstall the **Leg Insert**<sup>j</sup> into the **Power Leg Mount**<sup>g</sup> and secure by tightening the **Set Screw**<sup>f</sup> using the **Set Screw Hex Key**<sup>r</sup>.



#### 2. Attach Power Leg

Slide the **Leg Grommet**<sup>d</sup> all the way up the cord and align with the slot in the **Power Leg Mount**<sup>g</sup>.

If not already inserted, insert the **Short Leg Bolt**<sup>o</sup> and washer into the **Power Leg Mount**<sup>h</sup> and through the hole in the bracket near the other end.

Using the **Leg Bolt Hex Key**<sup>q</sup>, screw the **Power Leg Mount**<sup>g</sup> into the threaded insert just above the power cord. The power cord should exit from the cutout.



### INSTALL GARMENT HOOK

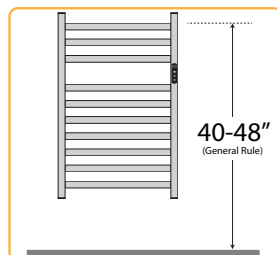
Before mounting the warmer, install the optional garment hook (see page 14)

## DETERMINE INSTALLATION SITE

### 4 INSTALL SITE CONSIDERATIONS

#### LOCATION & HEIGHT CONSIDERATIONS

When determining the install site, it's a good practice to temporarily lean the warmer against the wall at the desired location and height by placing the warmer on books or other household items for easy adjustment. **Make sure to install the garment hook if desired (see Page 14).** Ensure the warmer and its hook clears any doors, cabinet doors as well your person when moving in and out of your bathroom, especially when installed near a door entry. Also consider any molding or obstructions that may affect the installation.



Generally, the warmer will replace your existing towel bar(s) but can be installed elsewhere (e.g. above toilets, behind doors, etc.). The height can vary although typical heights are 40-48" from the floor to the top rail. Mark the desired height.

#### WALL STUD CONSIDERATIONS

Although not necessary and not always possible, try to mount one side of the warmer to a wall stud (this adds additional strength, although a secure installation is still possible without securing to a stud).

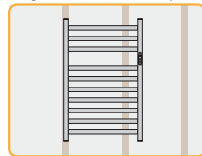
##### PLUG-IN OPTION

For the Plug-In option, align either the left or right leg to a wall stud. The length of the cord will also be a factor where the warmer is located.

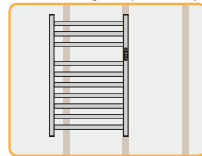
##### HARD-WIRED OPTION

For the Hard-Wired option, align **ONLY** the left legs to a wall stud to allow the power cord to extend from the lower-right leg into the wall cavity for connection to an existing power source. Also make sure there are no obstacles inside the wall that would interfere with the

Plug-In or Hard-wired options



Valid for Plug-In option only



## PREP INSTALLATION SITE

### 5 MARK LEG INSTALLATION SITES

#### MARK THE CENTER POINT FOR EACH LEG

Once the location has been determined, hold the unit against the wall and make sure it's level (2 people would help in this step). Trace around each of the 4 legs. Place the unit aside and identify and mark the center of each tracing.



WATCH NOW

# MOUNT WARMER

## 6

### MOUNT WALL FLANGES



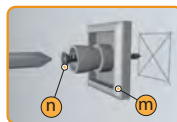
PLUG-IN



The following 2 steps are for the Plug-in option. Skip to page 8 if you are installing the hard-wired option.

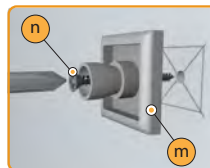
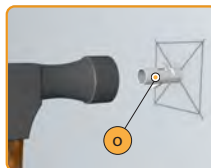
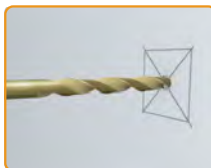
#### FOR LEGS THAT WILL BE SCREWED INTO WALL STUDS

For legs aligned with a wall stud, there is no need to drill a hole. Simply place a **Wall Screw**<sup>n</sup> into a **Wall Flange**<sup>m</sup> and screw directly through the wall and into the stud until the **Wall Flange**<sup>m</sup> is snug against the wall.



#### FOR LEGS THAT WILL BE SCREWED INTO DRYWALL (NO STUD)

For legs that are not aligned with a wall stud, first drill a 7/32-inch hole through the drywall. Insert a **Drywall Anchor**<sup>o</sup> and tap it in with a hammer until flush with the wall. Now insert the **Wall Screw**<sup>n</sup> into the **Wall Flange**<sup>m</sup> and screw the flange into the **Drywall Anchor**<sup>o</sup> until the **Wall Flange**<sup>m</sup> is snug against the wall. Don't over tighten.



## 7

### MOUNT WARMER ONTO FLANGES



PLUG-IN

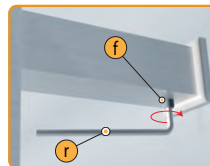


#### SEAT LEGS INTO FLANGES

With the **Wall Flanges**<sup>m</sup> now installed, align the unit onto the flanges until the legs are well seated. The **Leg Set Screws**<sup>f</sup> may need to be loosened first. (**Note:** If the warmer does not lay evenly and flat against all flanges, secure the leg that does seat well into the flanges first, and then apply the necessary pressure to secure the remaining flanges. This will not damage the warmer.)

#### SECURE SET SCREWS

While applying pressure on the unit to keep the legs firmly in the flanges, tighten each of the 4 **Leg Set Screws**<sup>f</sup> using the **Set Screw Hex Key**<sup>i</sup> until the legs are secure (do not over-tighten)



#### PLUG IN

Plug the warmer into an available properly grounded 120v wall outlet. Installation is complete! Please review Page 12 for timer operation. If you decide to use your own outlet timer, make sure the **Bypass Switch**<sup>a</sup> is turned **ON**.



# INSTALL HARD-WIRED OPTION

6

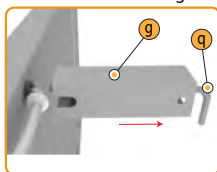
## ATTACH POWER LEG

HARD-WIRED

### THREAD POWER CORD THROUGH LEG

Remove the **Power Leg Mount**<sup>g</sup> using the **Leg Bolt Hex Key**<sup>q</sup>. Cut the power cord near the plug and pull off the **Leg Grommet**<sup>d</sup>. Thread the cord through the power leg. Insert the **Power Leg Bolt**<sup>h</sup> and washer from the opposite end through the internal bracket. Now secure the power leg to the warmer by tightening the bolt using the **Leg Bolt Hex Key**<sup>q</sup>. If the leg does not get tight enough, add washers as required.

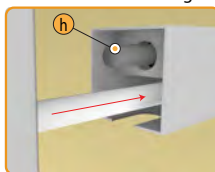
Remove Power Leg



Cut Cord



Thread Cord into Leg



Attach Power Leg



7

## MOUNT WALL FLANGES FOR NON-POWER LEG MOUNTS

HARD-WIRED

For the three non-power leg mounts, follow the instructions on the previous page (Page 7, Step 6). You may alternatively wait until the power leg rough in has been completed to ensure any variations in its position can be accounted for by the other leg mounts.

8

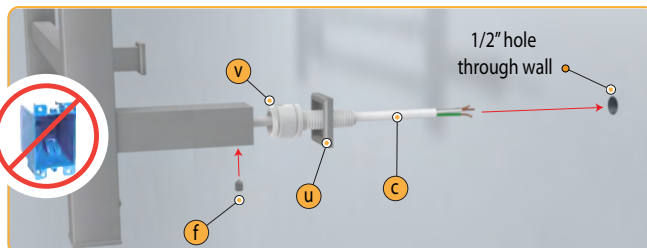
## SELECT A HARD-WIRED INSTALLATION OPTION

HARD-WIRED

Your regional and local electrical codes will determine the hard-wired installation you choose. It is highly recommended to have a licensed electrician install the hard-wired option to ensure compliance. Here are two install options based on whether a junction box is required:

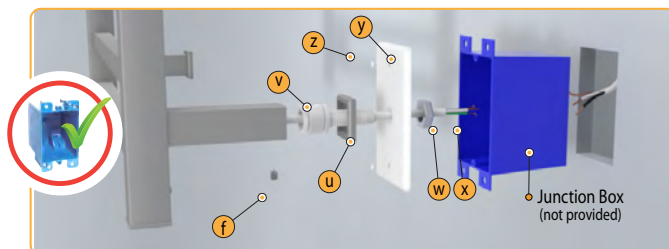
### NO JUNCTION BOX REQUIRED

If no junction box is required, a 1/2" hole will be drilled through the wall to allow the electrical cord to connect to an electrical source inside the wall cavity to a new or existing junction box.



### JUNCTION BOX REQUIRED

For installations where a junction box is required where the power cord enters the wall, make sure to first install a junction box where the power leg meets the wall.



# MOUNT WARMER (HARD-WIRED OPTION)

For installations that **DO NOT** require a junction box, follow these instructions. Skip to page 10 for installations that require a junction box.



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## NO JUNCTION BOX INSTALL



## HARD-WIRED

### INSTALL POWER LEG FLANGE

For this option, the cut **Power Cord<sup>c</sup>** is passed through the **Wall Bushing<sup>v</sup>** and into the wall cavity for hard-wiring to your home's electrical wiring. **NOTE:** Before proceeding, make sure you have a plan for directing the power cord to an existing circuit. It may be necessary to use a fishing tool after drilling the 1/2" hole to pull the cord to a location for connecting to power.

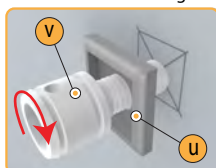


After ensuring there are no obstructions behind the wall, drill a 1/2-in hole through the wall at the wall marking made earlier. Insert the **Wall Bushing<sup>v</sup>** through the **Power Wall Flange<sup>u</sup>** and screw the bushing into the hole you drilled. Screw the bushing until it's snug and the small holes in the bushing are aligned vertically.

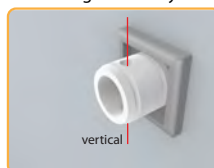
Drill Hole



Screw in Bushing

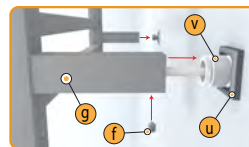


Align Vertically



### INSERT POWER CORD

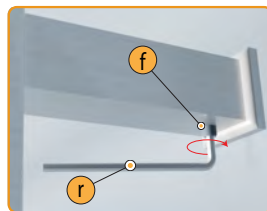
While holding the warmer near the wall, insert the power cord through the **Wall Bushing<sup>v</sup>** and pull the cord tight from within the wall cavity. (Refer to page 11 for ideas on connecting to existing circuits inside the wall)



### MOUNT WARMER ON WALL



Position all the legs onto their respective flanges and press the warmer firmly into the flanges. While applying pressure, tighten each of the 4 **Set Screws<sup>f</sup>** using the **Set Screw Hex Key<sup>r</sup>** until the legs are secure (do not over tighten). (**Note:** If the warmer does not lay evenly and flat against all flanges, secure the leg that does seat well into the flanges first, and then apply the necessary pressure to secure the remaining flanges. This will not damage the warmer.)



# MOUNT WARMER (HARD-WIRED OPTION)

For installations that require a junction box, follow these instructions. The junction box is not included with the product.

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## JUNCTION BOX INSTALL



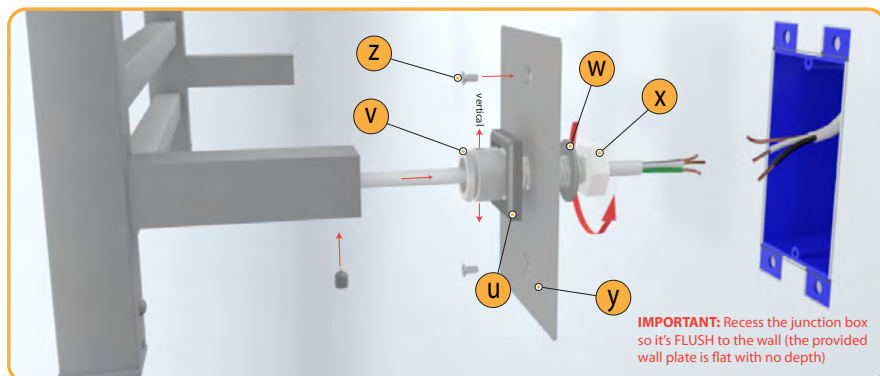
## HARD-WIRED

### PREP WALL & ROUGH IN



Using the existing markings for the power leg, center the junction box profile over the markings, mark and cut out the wall section. If the junction box has tabs, recess the tabs into the drywall to ensure the *Wall Plate*<sup>y</sup> will lay flush against the drywall.

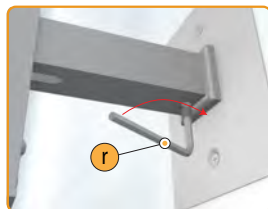
Feed the in-wall power source into the junction box and install the junction box according to code. Assemble the wall plate with the *Wall Bushing*<sup>y</sup>, *Power Wall Flange*<sup>u</sup>, *Wall Bushing Washer*<sup>w</sup> and *Wall Bushing Nut*<sup>x</sup> as shown (Wall bushing set screw holes should be vertically aligned). Tighten the *Wall Bushing Nut*<sup>x</sup> against the *Wall Plate*<sup>y</sup>. Feed the power cord through the *Wall Bushing*<sup>y</sup> and connect the wires to the in-wall power source. Attach the wall plate assembly to the junction box.



### MOUNT WARMER ON WALL



Position all the legs onto their respective flanges. Slight variations in the warmer due to temperature and shipping may cause the warmer not to sit flat against the wall. First fully seat one of the legs and tighten the *Set Screw*<sup>f</sup> using the *Set Screw Hex Key*<sup>f</sup>.



Firmly press the remaining legs into their flanges and tighten their *Set Screws*<sup>f</sup>. The frame may need to flex for all legs to lay properly in their flanges - this will not damage the warmer.

# WIRING OPTIONS (HARD-WIRED OPTION)



## HARD-WIRING INTO EXISTING CIRCUITS



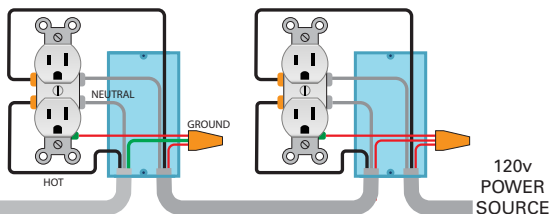
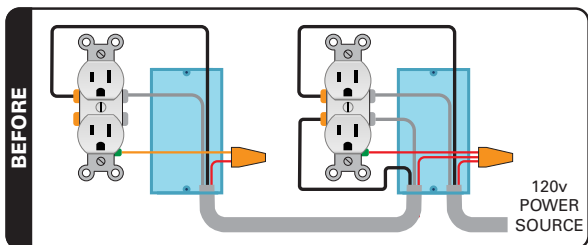
## HARD-WIRED

The following are samples for hard-wiring your warmer to existing circuits in your home (your circuits may be differ). ⚠ Before wiring, turn off the corresponding circuit breaker and use an electrical tester to ensure no voltage/current is detected.

### CONNECTING TO YOUR EXISTING OUTLET CIRCUIT

To connect the unit to an existing outlet circuit. Make sure the outlets are not switched by a wall switch. codes or improper usage.

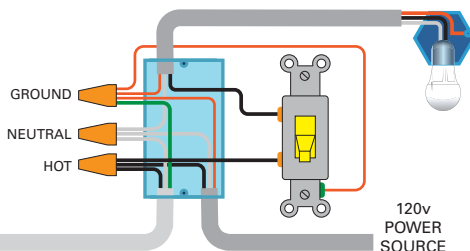
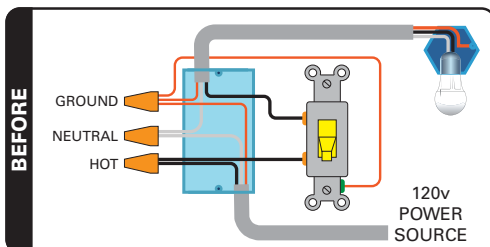
**NOTE:** Your outlet wiring may be different than shown.



### CONNECTING TO AN EXISTING LIGHT SWITCH

When connecting to an existing lightening circuit, make sure the unit is connect to the power source side of the switch -- not the light side. Otherwise the unit will be switched on/off when the light switch is toggled.

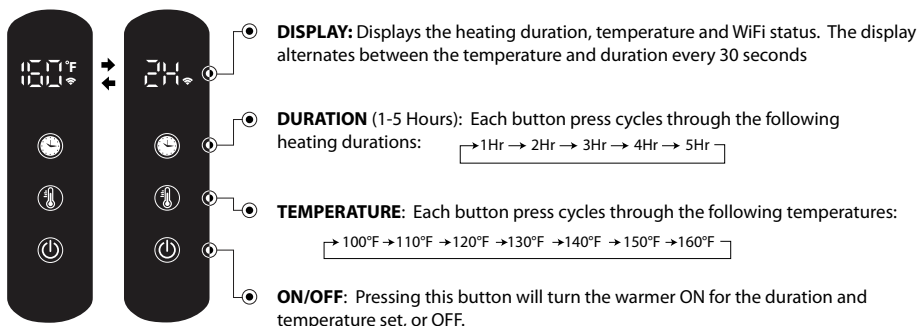
**NOTE:** Your wiring may be different than shown.



# TIMER OPERATION

## USING THE BUILT-IN TIMER CONTROL PANEL

The built-in timer control panel is used to turn the warmer ON or OFF as well as control the temperature and the duration the warmer stays ON (no Wi-Fi is necessary).



The last temperature and duration settings are remembered after the warmer is turned off. To reduce bacteria growth, we recommend setting the temperature to 160°F and the duration to the amount of time to fully dry your towel (usually 1-2 hours). If you wish to have a warm towel after you bathe, turn the warmer ON 20-30 minutes before you bathe and add 1 hour to the duration previously determined.

## USING THE WI-FI CAPABILITY



To provide the most up-to-date instructions for the Wi-Fi capability of your timer, please scan the QR code to the right. This will direct you to helpful instructions and video. Below is a summary of the requirements and capabilities.



## REQUIREMENTS

**2.4 GHz Wi-Fi network:** The timer only communicates on a 2.4GHz Wi-Fi network which your router must support (it's ok if your router has both 2.4GHz and 5GHz networks and your phone is connected to the 5GHz network after setup)

**Mobile App Install:** The "Smart Life" app must be installed on your smartphone or tablet. Both Apple and Android devices are supported

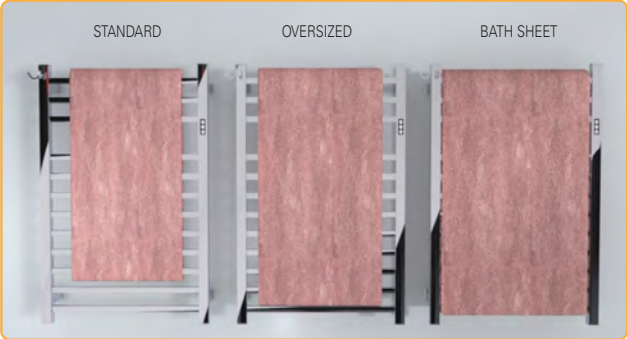
DOWNLOAD the  
**SMART LIFE APP**



# USAGE

## TOWEL SIZES

The Brandon Basics Towel Warmer is designed in the USA to fit American towel sizes. With towels folded in half (lengthwise), the warmer perfectly fits a 35" x 60" bath sheet and easily fits oversized and standard sized bath towels. For a single towel, draping the towel on the top rail is the most efficient way to heat and dry towels.



## HANGING TOWELS

The Brandon Basics towel warmer has 10 rails for efficient heating & warming. The following are examples of how your towels can be hung. Avoid stacking more than two folded towels to prevent overheating of the warmer. The warmer temperature increases when towels are stacked.

### ONE-PERSON TOWEL CONFIGURATIONS



Single towel



Single towel & washcloth on hook



Single towel & washcloth layered

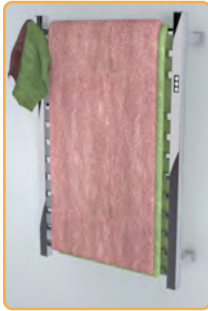


Single towel & washcloth stacked

### TWO-PERSON TOWEL CONFIGURATIONS



Layered towels



Layered towels & washcloths on hook



Triple folded towels side-by-side



Layered towels under washcloths

## CARE & MAINTENANCE

### TOWELS

Use only clean towels on the warmer to avoid towel discoloration. Dirt, makeup, detergent residue or other contaminants will heat up and appear scorched on the towels. This discoloration is simply the discoloration of the contaminant which Brandon Basics cannot be held liable for.

### CLEANING

Turn off the warmer and wait for the unit to cool before cleaning. Once cooled, wipe with a damp microfiber cloth and lightly polish with a dry microfiber cloth. Never use abrasive cleaners, metal polish or chlorine-base cleaners. Liquid detergent and water can be used for stubborn spots.

### MAINTENANCE & REPAIRS

Before any maintenance or repairs, ensure the power is turned off on the warmer as well as the circuit breaker. Allow the warmer to cool.

## GARMENT HOOK INSTALLATION

The **Garment Hook**<sup>®</sup> allows you to hang clothing items or additional towels while you bathe or shower. Install before mounting the warmer to the wall.



### GARMENTS TO HANG



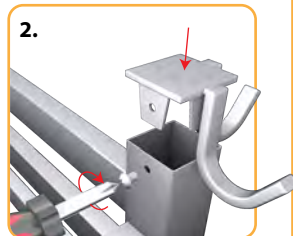
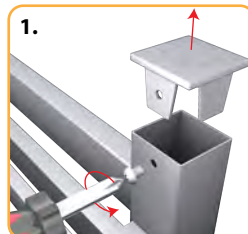
#### 1. REMOVE CAP

Using a Phillips screwdriver, remove the screw behind the left vertical bar cap. Remove the cap.

#### 2. INSTALL HOOK

Push the Accessory Hook onto the bar so that the screw holes line up. Use a Phillips screwdriver to install the screw until it's snug -- don't over tighten.

**NOTE:** Do not attempt to install the hook on the timer side of the warmer. Articles hanging over the timer will cause it to overheat and malfunction.



## TROUBLESHOOTING

### WARMER DOES NOT HEAT

If the control panel lights are off, check the outlet voltage as well as the circuit breaker. Make sure the power source is not switched by a light switch. Check the **Bypass Switch**<sup>®</sup> to make sure it is **OFF** (to use the built-in timer) or **ON** (if using your own external timer).

### WARMER IS ALWAYS ON AND DOES NOT TURN OFF

Make sure the **Bypass Switch**<sup>®</sup> is **OFF** for installations where the warmer is controlled by the built-in timer.

### THE WARMER WORKS UNPREDICTABLY

Make sure the outlet (for plug-in installations) or circuit (for hard-wired installations) is not switched (i.e. turned on/off by a light switch or home automation system). Set the **Bypass Switch**<sup>®</sup> **ON** or **OFF** (refer to page 3 for proper settings)



# WARRANTY

Brandon Basics offers a Limited Warranty for all Brandon Basics Towel Warmers that have been installed according to the supplied installation instructions and in compliance with regional electrical codes. The product is to be free from defects in materials and workmanship for the following periods from the **date of sale** (not the install date):

**2 Years:** Metal frame and non-electrical components

**1 Year:** Electrical and electronic components

Brandon Basics shall not be liable for any injury or damage resulting from the purchase of this product.

Under this warranty, Brandon Basics will repair any defective or non-working product or provide a replacement if repair is not possible. This is at no cost to the buyer.

## EQUIPMENT WARRANTY EXCLUSIONS

Brandon Basics does not warrant or guarantee, and is not liable for:

- 1) Defects, failures, damages or performance limitations caused in whole or in part by (A) power failures, surges, fires, floods, snow, ice, lightning, highly corrosive environments, accidents, actions of third parties, or other events outside of Brandon Basics control, or (B) customer's abuse, mishandling, misuse, negligence, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way. Customer must provide qualified technical personnel to maintain and repair the equipment.
- 2) Damage due to usage not intended for a towel warmer
- 3) Damage to home or property or personal injury resulting from improper installation, non-compliance to electrical codes or improper usage.
- 4) Damage or discoloration to towels which is usually due to residue left in the towel or failures due to more than 2 towels stacked on the warmer.
- 5) Burns or injury to anyone using our warmer or other people (young or old) within a household that may accidentally come in contact with the warmer - the buyer is responsible at all times for the safety of others.

## SUPPORT / CONTACT

Please register your product on our website to ensure you receive any updates or future offers that you may benefit from:

**PRODUCT REGISTRATION  
AND SUPPORT**

[www.brandonbasics.com](http://www.brandonbasics.com)

**EMAIL**

[info@brandonbasics.com](mailto:info@brandonbasics.com)



REGISTER