



HEATED LADDER TOWEL RAIL

INSTALLATION AND OPERATING MANUAL

CATALOGUE NUMBERS:

LTR200ECH
LTR200EAN
LTR400ECH
LTR400EAN

LTR200LSTCH
LTR200LSTAN
LTR400LSTCH
LTR400LSTAN

All electrical appliances produced by the Company are guaranteed for one year against faulty materials or workmanship. This applies only if the appliance has been used for purposes in accordance with the instructions provided and has not been connected to an unsuitable electricity supply, or subject to misuse, neglect, damage or modified or repaired by any person not authorised by us. This guarantee is offered to you as an extra benefit and does not affect your legal rights.

The correct electricity supply voltage is shown on the rating label attached to the appliance.

Reasonable care has been taken to ensure that this guide is accurate at the time of printing.

Warning

- Clearance distance shall be followed.
 - Do NOT use the appliance if damaged.
 - Do NOT leave the appliance unattended where young children are present.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard. This towel rail has been pre-filled and adjusted for electrical standalone use.

Health and Safety

The Low Surface Temperature towel rail models are designed and built to the NHS requirement for safe surface temperatures which is that no surface which can be touched by the user will be more than 43°C (at a room temperature of 21°C). This means that our Low Surface Temperature design out-performs the European Standard by a significant margin. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Specification

Supply: 230-240 Volts AC, 50 Hz, single phase

Connection to the Main Supply

Electrical installation should be carried out by a competent installer, preferably registered with NICEIC (National Inspection Council for Electrical Installation Contracting) in accordance with the latest edition of the IEE Wiring Regulations, (BS.7671), and any relevant Local Authority Bye-Laws. This towel rail is fitted with a 3-core mains supply cable and must be permanently connected to the electricity supply via a double pole switch having 3mm gap on each pole.



There are no exceptions.



A switched Fused Connection unit to BS.1363. Part 4 is a recommended mains supply connection accessory to ensure compliance with safety requirements applicable to fixed-wiring installation. **WARNING:** This appliance must be earthed.

Location

The appliance is designed for bathroom use and is IPX4 rated. When installed in a bathroom, the towel rail must **not** be connected via a plug and socket. The towel rail must also be located in zone 2 or beyond of the bathroom, in accordance with Section 701 of the latest edition of BS 7671.

Cleaning

Always disconnect the towel rail from the mains before cleaning. The towel rail should not require any maintenance, but it is strongly advised that it is kept clean. An occasional wipe over with a soft cloth is all that should be necessary.

- Do NOT use metal or furniture polish on any part of the towel rail.

If Your Towel rail Does Not Work

- Check that power is available to the towel rail.
- Check that the fuse in the spur unit has not blown. This can be done by replacing the fuse with another suitable fuse.

Should none of the above remedies work, then telephone the helpline number shown in these instructions (UK ONLY). Do not attempt to repair the towel rail.

Connection to the WIFI

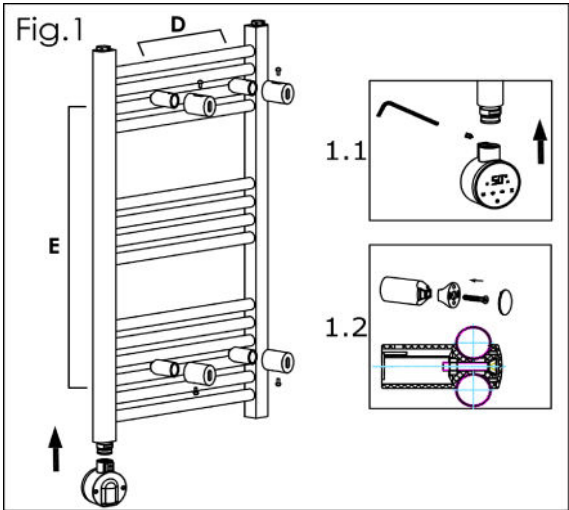


The towel rails only work with a 2.4GHz WIFI network.

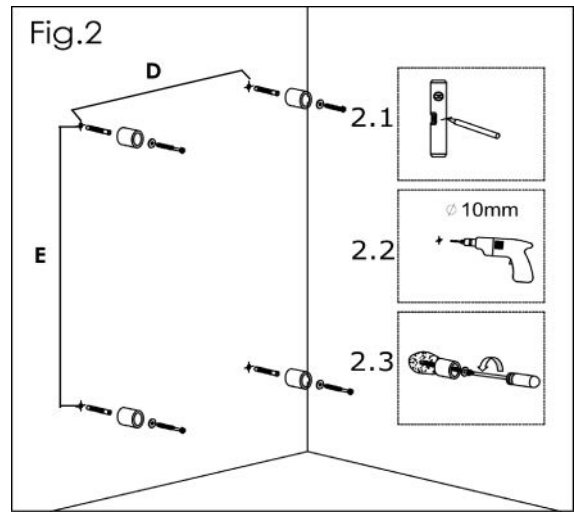


Currently all routers support the 2.4GHz band, as it is an older standard and has maximum device compatibility. Routers can also support 5GHz WIFI and are often set-up to hide which frequency band is being used, combine both bands into a single network name and assign the band automatically. A mobile phone could be automatically connected to the 5GHz network, and this will cause pairing issues. Routers usually have a setting that gives each band a different network name, which is configurable through the router's web interface. This allows the phone to unambiguously select the 2.4GHz network. The phone must be connected to the same WIFI network as the towel rail will be connected to. For full pairing instructions, see page 6.

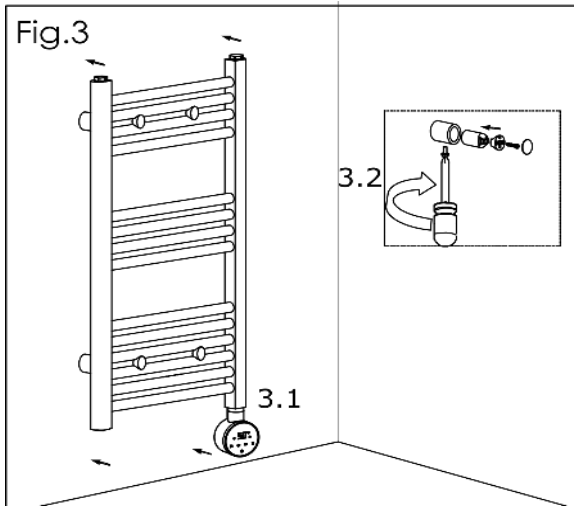
Mounting



- Fig.1
- 1.1** Connect the control panel to the bottom of the side rail and tighten the grub screw using 2mm Allen key into the back of control panels socket.
- 1.2** Loosely fit the bracket stems to the towel rail with the bracket fronts with the M6 bracket screws, and ensure the M5 entry holes are pointing outwards.



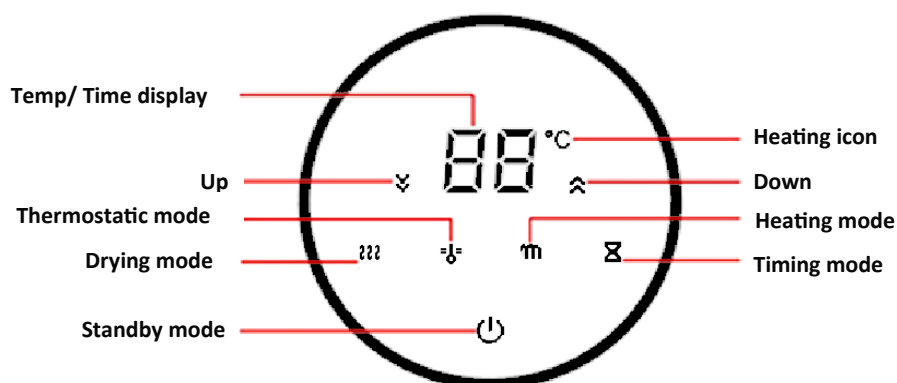
- Fig.2
- 2.1** Mark your preferred bracket position on the wall within the measurements in the table below.
- | | LTR200 | LTR400 |
|---|--------|--------|
| D | 360mm | 360mm |
| E | 600mm | 1000mm |
- 2.2** Drill holes for the wall plugs and insert them.
- 2.3** Screw the bracket bases to the wall, ensure the washer is used.



- Fig.3
- 3.1** Align the bracket stems with the bracket bases and push the towel rail into position ensuring the control panel is located at the bottom.
- 3.2** Tighten M5 screws into the bracket stems to secure the towel rail.
- 3.3** Tighten M6 bracket screws mentioned in **1.2**.
- 3.4** Push in the screw cover caps to the bracket fronts.

	LTR200	LTR400
Dimensions	800 x 500 mm	1200 x 500 mm

Control panel operation



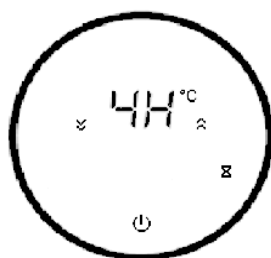
Basic operation and controls for Low Surface Temperature 'LST' models

Standby mode - Tap 'Standby mode' button to enter/ exit standby mode.

Thermostatic mode - Tap 'Thermostatic mode' button to enter Thermostatic mode, default temperature is 43°C, and can not be adjusted, heating period is 4 hours.



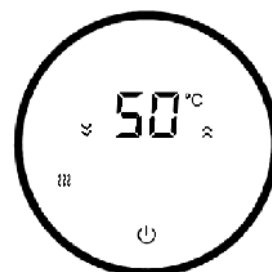
Timing mode - Tap 'Timing mode' button to enter timing mode, use 'Up' and 'Down' buttons to adjust timer (minimum 1 hour, maximum 8 hours).



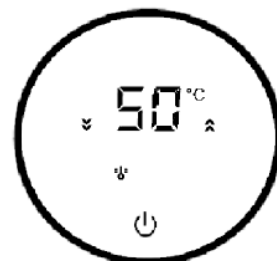
Basic operation and controls for Electronic control 'E' models

Standby mode - Tap 'Standby mode' button to enter/ exit standby mode.

Drying mode - Tap 'Drying mode' button to enter drying mode, default temperature is 50°C and default time is 4 hours, both cannot be adjusted.



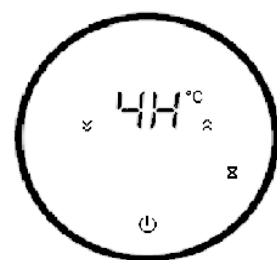
Thermostatic mode - Tap 'Thermostatic mode' button to enter thermostatic mode, and use 'Up' and 'Down' buttons to adjust temperature, heating period is 4 hours.



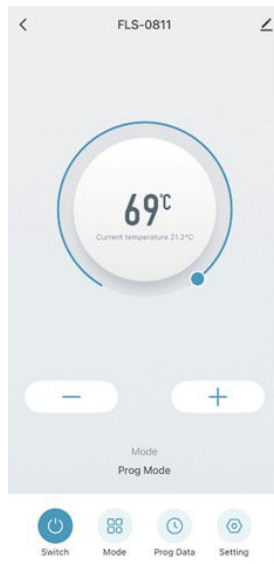
Heating mode - Tap 'Heating mode' button to enter heating mode, default temperature is 70°C and heating period is 4 hours, both cannot be adjusted.

Timing mode - This mode is only available with WIFI off, it should be controlled by touchscreen panel. Tap 'Timing mode' button to enter timing mode, and use 'Up' and 'Down' buttons to adjust timer (minimum 1 hour, maximum 8 hours).

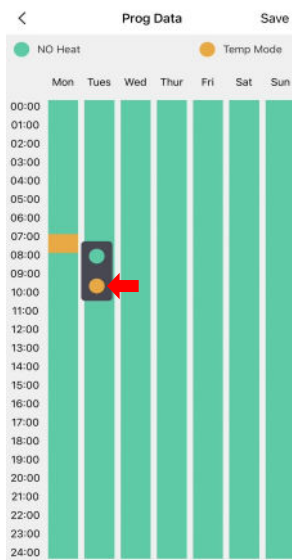
Please refer to **Set up** to turn on/off WIFI.



Program mode – This mode is only available with WIFI on. Open the Consort Connect app and tap the name of the towel rail to access the controller. Switch on the towel rail and tap “Mode” to select ‘Prog Mode’, then use the “+” and “-” buttons to adjust the temperature. Tap “Prog Data” to enter the settings.



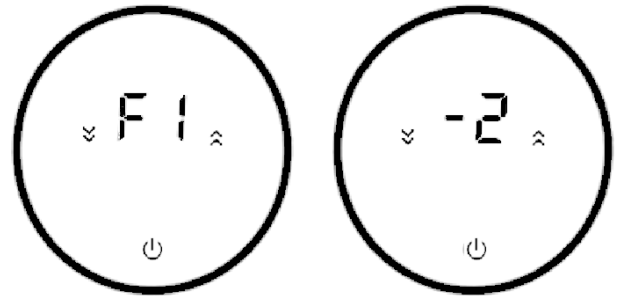
Tap the time of day, then tap the “orange” button to set the heating period. Finally, tap “Save” to confirm the schedule.



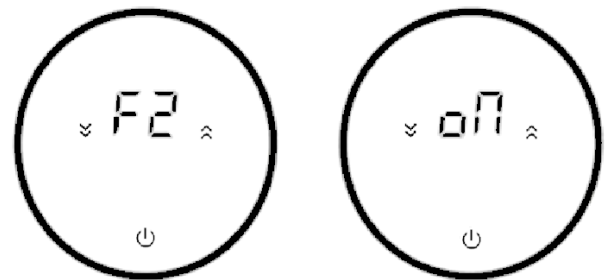
Set up

1. Make sure standby mode is off before entering setup.
2. Press and hold the “Up” and “Timing Mode” buttons for 5 seconds to enter setup, then tap the “Timing Mode” button to switch between functions.

F1 Temperature compensation - Use 'Up' and 'Down' buttons to adjust temperature compensation (-5 to 5°C, Default -2°C).



F2 Wi-Fi - Use 'Up' and 'Down' buttons to switch WIFI ON or OFF (Default is ON).

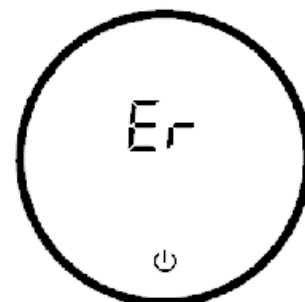


Reset

1. Turn off standby mode.
2. Press and hold 'Thermostatic mode' and 'Timing mode' buttons for 10 seconds and the panel flashes, settings will be back to default.

Fault / Indication

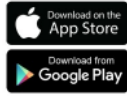
The touchscreen panel shows “Er” if the temperature sensor is damaged.



Connection to the Consort Connect app

Before pairing, the phone must be connected to the same WIFI network as the towel rail will be connected to and the App must be installed on your smart phone. The app is compatible with IOS and Android Smartphones. Go to the App Store or Play Store and search :

Consort Connect



When the app asks for the WIFI, make sure that the WIFI network and password are entered correctly. The app usually selects the right network, but you need to enter the password. Until you successfully pair a device to a network it does not remember the password, and if the password is entered incorrectly it doesn't specifically tell you that this is the problem.

Pairing towel rail to the Consort App

Ensure the smartphone or tablet is connected to 2.4GHz WIFI network and the Bluetooth is enabled. Make sure Standby mode is off.

1. Press and hold 'Standby mode' button until control panel is counting down.
2. Enter the Consort connect app.
3. Select the orange + symbol in the top right corner of the Consort connect app and select 'device'.
4. A device should pop-up under 'Discovering devices ...'.
5. Tap the orange 'Add' button.
6. The app now will ask for correct WIFI name and password. Once enter and double checked, press the orange 'Next'.
7. The towel rail will begin to pair to the app. This can take up to 60 seconds.
8. Once pairing is successful, a green tick symbol will appear next to the device image.
9. Press the orange 'Done' button, this will take you to the towel rail control screen.

The towel rail is now paired and ready to be used with the app.

Control using the Consort Connect app

Basic control of an individual towel rail

When you open the Consort Connect app, select the towel rail you would like to control. This will bring you to the main page for controlling the towel rail. The icons on the bottom of the screen are used to change the operating mode.

Naming the product in Consort Connect App

Once the towel rail is linked with the app, it is given a generic name and icon. These can both be changed.

To do this, when the controller menu is open (this is the menu you can control the product with) select the  icon in the top right corner of the screen. Next, select the  icon again. From this page, you can change the name of the towel rail, import an image to represent your product and add a location for automation.

Smart Automation

The Smart automation feature which is only available via the app offers an unlimited number of programs to be set on every day of the week.

To use it, follow the steps listed below.

1. Open the Consort Connect app and select the 'Scene' option on the bottom of the screen.
2. Select the '+' symbol located in the top right of the screen.
3. Select the option 'Create Scene', then select 'Schedule'.
4. Select 'Repeat' and choose the days which the program is required to run on.
5. Select an execution time. This is the time the program will be triggered.
6. Press the orange 'Confirm'.
7. Select 'Add Task' then 'Device' and choose the device the program will control.
8. Select 'Mode' and then choose the temperature and operating mode the towel rail will switch to.
9. Select 'Save'.
10. Enter a 'Scene Name' for the operation.

Repeat these steps for all automations required. A single time period would require two automations, one to switch the towel rail on and one to switch the towel rail off.

You can activate/deactivate each individual automation without deleting it. To do this, from the main app screen select the 'Scene' option and use the toggle icon.

Group control

The app can be set for group control where it is possible to control multiple towel rails at once.

To set it up, open the app, select a towel rail you want in the group and press the edit icon in the top right hand corner. Select 'Create Group' and follow the instructions on the screen.

Declaration Of Conformity

In accordance with UK Government Guidance.

WE HEREBY CERTIFY THAT THE APPLIANCES DETAILED HEREON HAVE BEEN INSPECTED AND TESTED, AND CONFORM TO THE REQUIREMENTS OF THE FOLLOWING UK STATUTORY INSTRUMENTS WHERE APPLICABLE:

Electrical Equipment (Safety) Regulations 2016 SI. 2016 1101

Electromagnetic Compatibility Regulations 2016 SI. 2016 No. 1091

Radio Equipment Regulations 2017 SI. 2017 No. 1206

The Ecodesign for Energy Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019. SI. 2010 2617

The Restriction of use of Certain Hazardous Substances. SI. 2012 No. 3032

The Supply of Machinery (Safety) Regulations 2008 (SI 2008/1597)

The Waste Electrical and Electronic Equipment Regulations 2013. SI. 2013 No. 3113

Security Requirements for 'Connectable Products' PTSI Act 2022

The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023

Transposed standards used:

- | | |
|---------------------------------|--------------------------------------|
| • BS EN 55014-1:2021 | • EN 50663:2017 |
| • BS EN 301 489-1 & -3 | • EN 60730-2-9:2019 |
| • BS EN 300 220-1 & -2 | • EN 60730-1:2016 + A1:2019 |
| • BS EN 60730-2-9:2019 | • ETSI EN 300 220-1 V3.1.1 (2017-02) |
| • BS EN 60335-1:2012 + A15:2021 | • ETSI EN 300 220-2 V3.2.1 (2018-06) |
| • EN 60335-2-30:2009 + A1:2020 | • ETSI EN 301 489-1 V2.2.3 (2019) |
| • ETSI EN 303 645 V2.1.1 (2020) | • ETSI EN 301 489-3 V2.1.1 (2019) |

PART NUMBER AND DESCRIPTION OF APPLIANCE: LTR200ECH, LTR200EAN, LTR400ECH, LTR400EAN
LTR200LSTCH, LT400LSTCH, LTR200LSTAN, LTR400LSTAN

NAME OF RESPONSIBLE PERSON:

DAVID O'SULLIVAN

POSITION:

OPERATIONS MANAGER

DATE:

08/04/26



FM 12671

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