

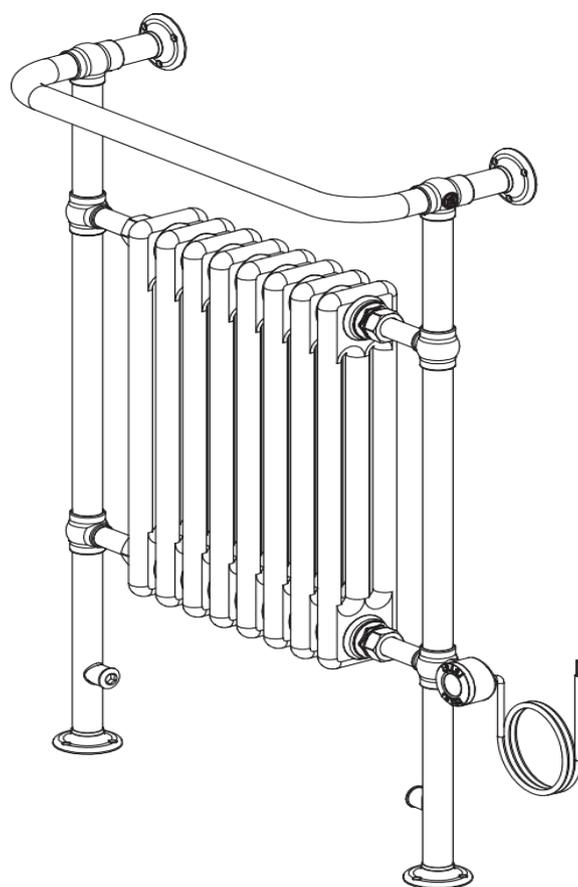
# USER MANUAL



Thank you for choosing Better Bathrooms.  
Please read this manual before installing your product  
and keep for future reference.

**better**   
**bathrooms**

## REGENT 952mm TOWEL WARMER



**REGMBE952 (White and Black)**

**REGBBE952 (White and Brushed Brass)**

**REGMBBE952 (Black and Brushed Brass)**

- WIFI CONTROL
- IPX4 INGRESS PROTECTION

# CONGRATULATIONS ON YOUR PURCHASE

Our aim at Better Bathrooms is to bring you extraordinary bathroom products for less.

If you're after a modern, traditional, or totally unique bathroom style, we have the fittings and fixtures to bring your ideas to life so you can fall in love with your space every day.

We hope your new product goes above and beyond your expectations. However, should any problems occur, please:

- Log in to your account and contact our customer services team via your self-service portal – [betterbathrooms.com/CustomerAccount/Login](https://betterbathrooms.com/CustomerAccount/Login)
- Contact us via [betterbathrooms.com/contact/contact-us](https://betterbathrooms.com/contact/contact-us)

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## SAFETY INSTRUCTIONS

**IMPORTANT:** Carefully read the instructions before operating the unit. Retain for future reference and pass along with the appliance to any third party.

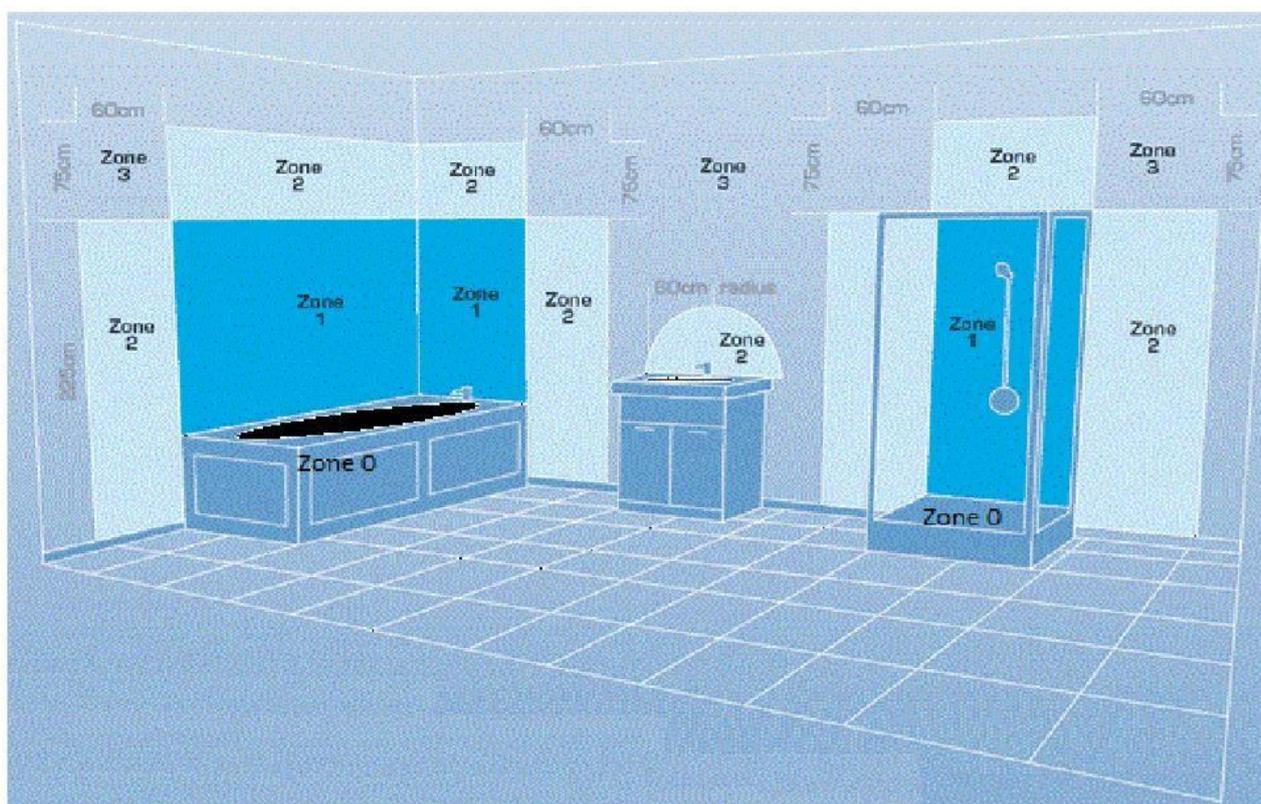
- This appliance is for indoor use only.
- This warmer has been tested and is safe to use. However, as with any electrical appliance - use it with care.
- The appliance must be installed by a competent person in line with all local and applicable regulations and standards.
- The means for an all-pole disconnection must be incorporated in the fixed wiring in accordance with wiring regulations.
- If the supply cord is damaged it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Always ensure the drilling and mounting area is free of pipes and wires and can bear the appliance's weight.
- Disconnect the power from the unit before dismantling, assembling, or cleaning.
- This 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 the 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.
- When the appliance is on, please supervise children and pets to avoid injury.
- Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- Do not clean the unit by spraying it or immersing it in water.
- Never operate this appliance if the unit or cord is damaged. Ensure the power cord is not stretched, exposed to sharp objects/edges, or routed under the unit.
- Any service other than regular cleaning should be performed by an authorised service representative. Failure to comply could result in a voided warranty.
- Do not use an external timer.
- The warmer must not be located immediately below a socket outlet.
- Always ensure the unit is secure before operation. It must be securely attached to a suitable wall.
- Avoid keeping the unit in direct sunlight for long periods of time.
- The warmer is designed to be used at temperatures above 0°C. If it is exposed to temperatures below this, it must be allowed to warm above this level before operation.
- Do not attempt to repair, disassemble, or modify the appliance. This unit contains no user-serviceable parts.
- Always disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the warmer.
- Do not use the appliance for anything other than its intended use. It is designed for domestic indoor use only.
- There may be a trace of odour during the first few minutes of initial use or after a period of storage. This is normal and will quickly disappear.
- This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- Ensure the electrical connection and means for disconnection are not within reach of the bath or shower.
- Never locate this appliance where it may fall into a bathtub or otherwise become exposed to water.
- This appliance is IPX4 rated and so can be used or installed within a bathroom as long as the appliance and its cables are not within Zones 0-2.

- If used within a bathroom, the circuit must be protected by a suitable RCD to prevent electric shock.
- Do not allow the appliance to be submerged or sprayed with water.
- **WARNING:** To reduce the risk of the towel warmer or electrical shock, DO NOT use this appliance with any solid-state speed control device or any variable speed controllers.
- Installation must be in accordance with all relevant local regulations applicable at the time of installation.
- If electrical work is carried out within the bathroom, which involves the addition or alteration of existing circuits, it may be notifiable to your local building control department (Part P). If unsure, professional advice should be sought.
- Ensure that your warmer is filled with glycol. If filling your warmer with Glycol, ensure there is room inside the unit for expansion. It is recommended to leave 10 per cent of the unit empty to allow for the liquid's expansion during operation. Your warmer comes prefilled.
- **IMPORTANT:** In case of skin exposure to chemicals, please rinse the skin thoroughly with soapy water and seek medical attention if the skin becomes inflamed or develops a rash.
- **IMPORTANT:** In case of eye exposure to chemicals, immediately flush eyelids with water for at least 15 minutes and seek medical attention.
- **IMPORTANT:** In case of ingested chemicals, drink plenty of water to dilute and seek medical attention as soon as possible.

Illustrations in this manual may differ from the final product, this is due to constant product development and improvement. There may also be slight variations between the different models covered in this manual.

## BATHROOM ZONES

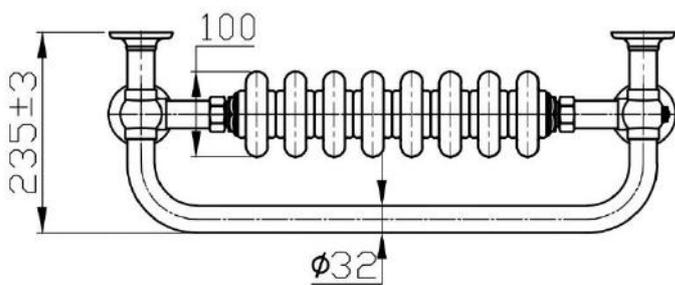
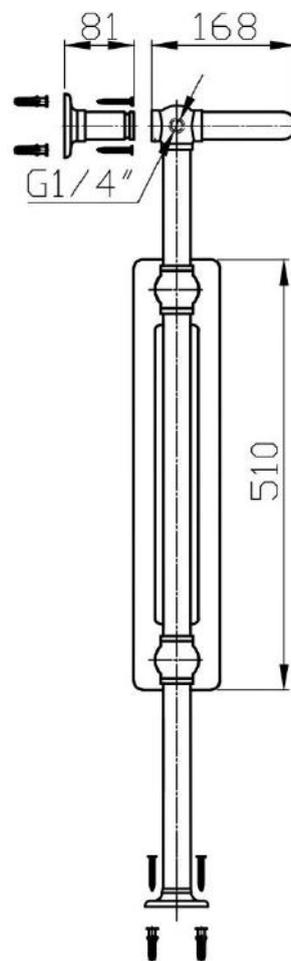
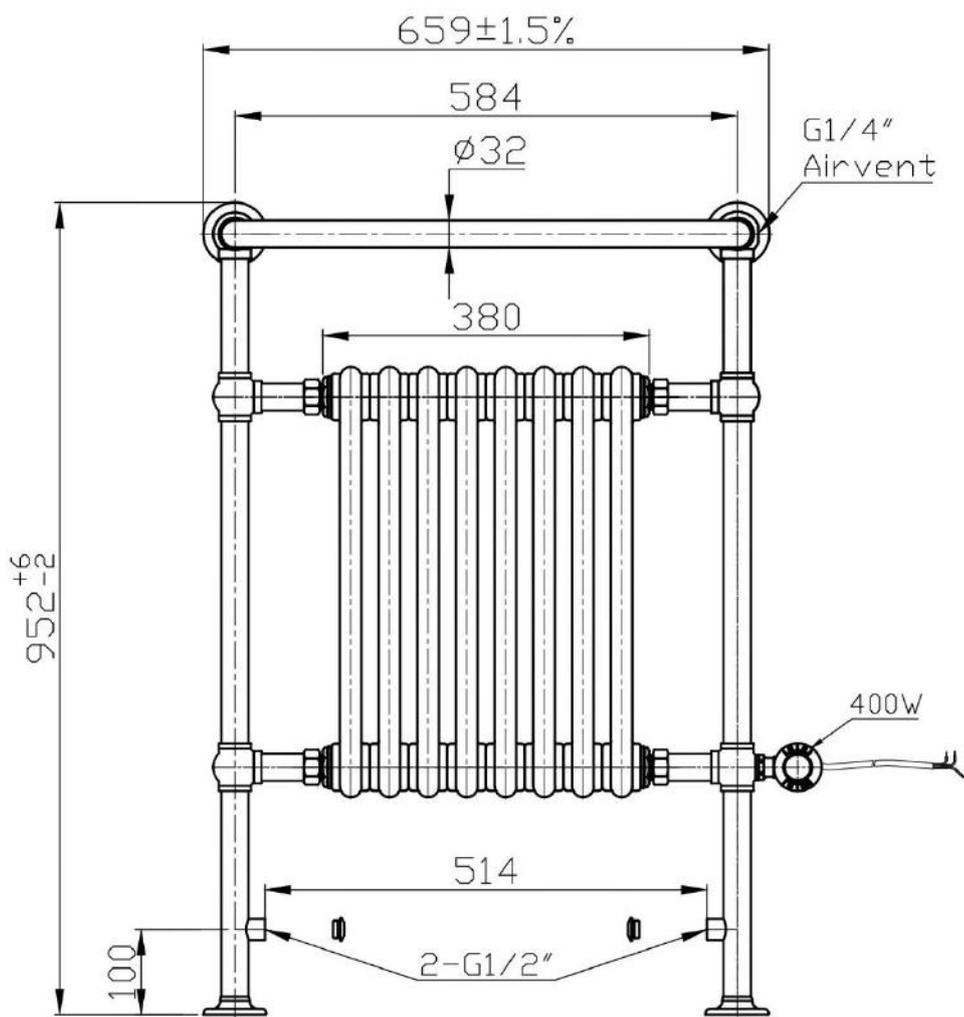
If the appliance is to be fitted within a bathroom, a good understanding of the zoning within bathrooms is required to ensure the unit is mounted in a safe position. The appliance is rated as IPX4 and should be installed outside of Zones 0 -2. We would advise when the unit is fitted within a bathroom, the plug is removed from the unit, and a suitable fused spur is installed in accordance with BS 7671. In addition, when used in a bathroom, it must be protected by a suitable RCD to prevent the risk of electric shock and must not be immersed in water when cleaning.



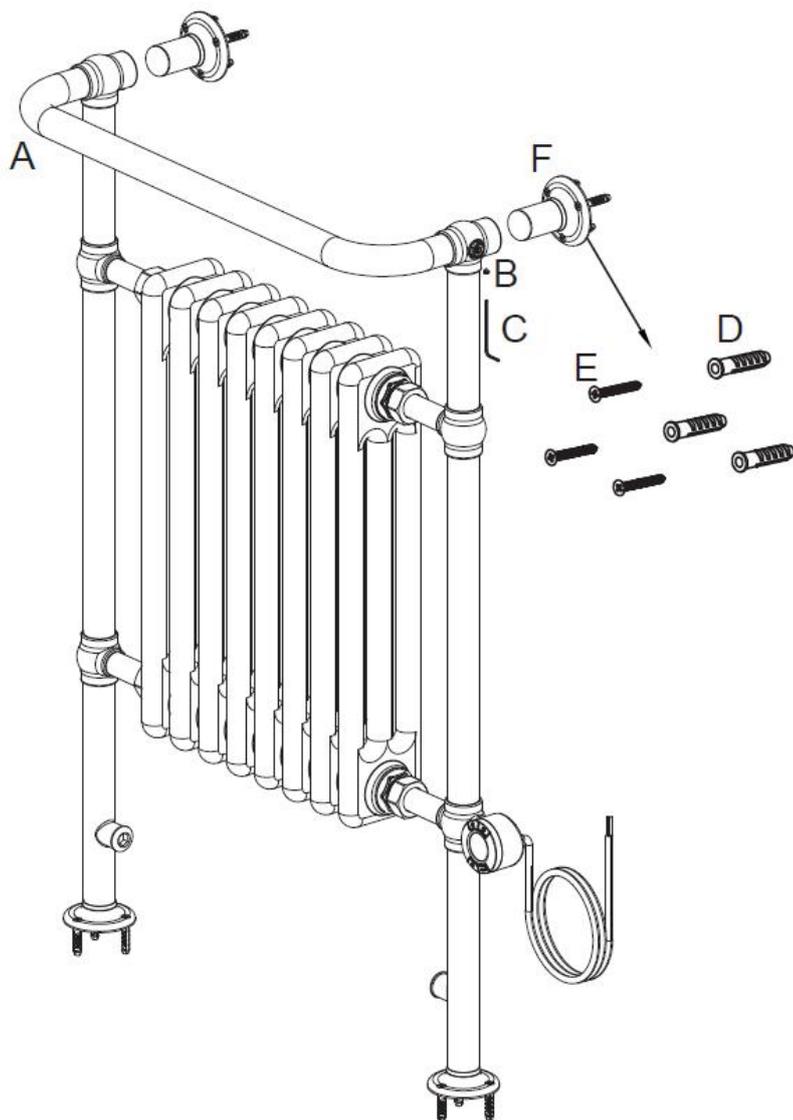
<b>Zone 0:</b>	The interior of the bathtub or shower basin.
<b>Zone 1:</b>	The area around the bathtub or shower basin up to a height of 2.25m above the floor
<b>Zone 2:</b>	The area stretching to 0.6m outside the bath or shower and above the bath or shower if over 2.25m

# DIMENSIONS

Unit: mm



## PARTS LIST



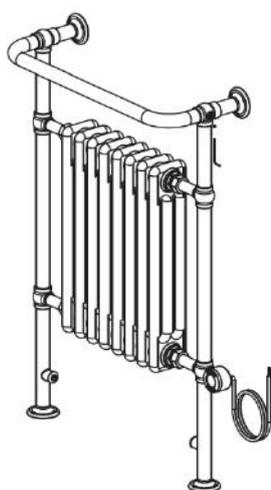
No.	Description	Qty.
A	Towel Warmer	1
B	Grub Screw	2
C	Allen Key	1
D	Wall Plug	12
E	Screw	12
F	Wall Bracket	2

### Tools Required:

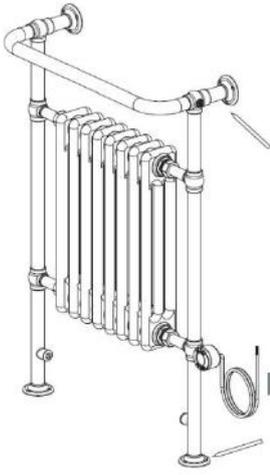
- Spanner
- Flat head Screwdriver
- Phillips Screwdriver
- Tape Measure
- Drill and 8mm Drill Bit
- Spirit Level
- Pencil
- Gloves

## INSTALLATION

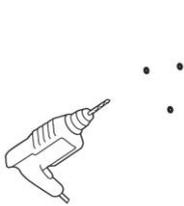
**IMPORTANT:** Before drilling, ensure the wall on which you are mounting the appliance is free of pipes and wires.



1. Secure each wall bracket to the Towel Warmer using the two Grub Screws provided.



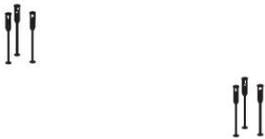
2. Using your appliance as a guide, mark the drill points on the wall and floor in line with the screw holes on the feet and top of the towel warmer.



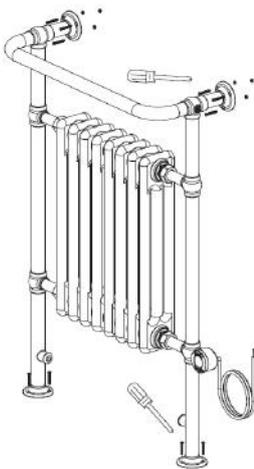
3. Drill the holes using an 8mm drill bit. If you are drilling into tile, use tape at the drill points to avoid slippage.



4. Insert the wall plugs into the holes.



5. Secure the appliance to the wall using the screws.

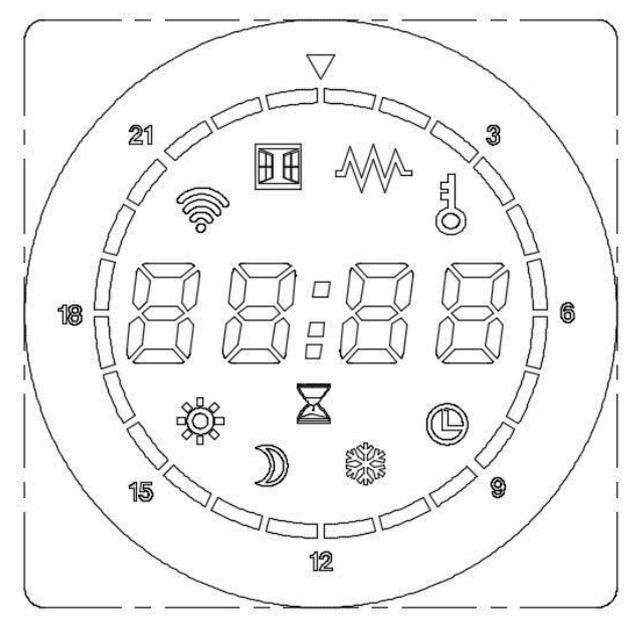


6. Finally, connect the appliance to your electrics. You will need a qualified person to hardwire the appliance in your home, in accordance with all local guidelines. The appliance's rated power is 400w and can be connected to a 3A MCB.

**IMPORTANT:** The towel warmer is pre-filled with water and glycol solution; please take care not to spill this.

## OPERATION

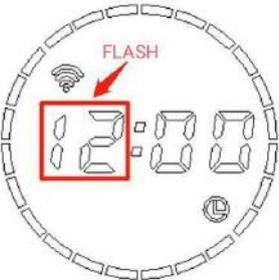
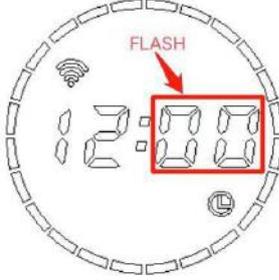
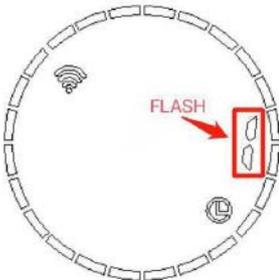
Your appliance can work in ambient temperatures of 0-55°C.



**IMPORTANT:** If you download the Tuya app as described later, you can set up and change your settings using your phone rather than the control panel.

	<p><b>Power:</b> Press once to turn it on and once to turn it off. The standby screen will show the time.</p>
	<p><b>Menu:</b> Repeatedly press the <b>menu</b> button to cycle through the functions in this order- Comfort, Eco, Frost protection, Programme and Boost mode.</p>
	<p><b>The increase and decrease buttons</b> can be used to change the temperature and the time. <b>NOTE:</b> When using these buttons to set the time or temperature, holding the button down will speed up your selection.</p>
	<p><b>Comfort mode:</b> The temperature can be set separately, with an adjustable range of 7°C to 30°C.</p>
	<p><b>ECO mode:</b> The default temperature in this mode is 15.5°C. The temperature can be set separately, with an adjustable range of 7°C to 30°C. <b>NOTE:</b> The maximum temperature cannot exceed the comfort mode set temperature.</p>
	<p><b>Frost Protection Mode:</b> This safety feature protects the towel warmer and connected pipework during cold weather. The temperature is fixed at 7 °C.</p>
	<p><b>Boost Mode:</b> provides continuous heating for a selectable duration between 0.5 and 8 hours.</p>

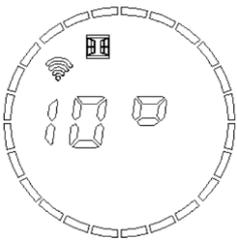
	<p>The default heating duration is 2 hours, after which the towel warmer will automatically return to standby mode.</p> <p><b>NOTE:</b> The temperature is fixed at 40°C in boost mode.</p>
	<p>Indicates when the towel warmer is heating.</p>
	<p>The operating time can be set from 0 to 23 hours, defining the active and inactive hours during which the towel warmer operates.</p> <p>When the current time is within <b>Comfort mode</b>, the indicator remains lit for 3 seconds and off for 1 second.</p> <p>When the current time is within <b>Eco mode</b>, the indicator remains off for 3 seconds, then lights for 1 second.</p>
	<p><b>Scheduler:</b> You can set daily, weekly and long-term schedules. When you first enter this mode, you will need to set the current day and time. Each selection you enter will flash on the screen.</p> <p><b>Time Setting:</b> Press and hold the menu button for 3 seconds, then set the hour using the <b>increase</b> and <b>decrease</b> buttons (0-23 hours). Once the hour is set, press <b>menu</b> once to set the minutes (00-59). Press the <b>menu</b> once to enter the days of the week.</p> <p><b>NOTE:</b> If no button is pressed for 30 seconds, the Hour setting advances to the Minute setting, then to the Day of the Week setting, and finally returns to the running state.</p> <p><b>Day Setting:</b> Use the <b>increase</b> and <b>decrease</b> buttons to set the day of the week; Monday is 1, and Sunday is 7. Once you've set the day, press the <b>menu</b> button once to enter the weekly schedule. The bars surrounding the display will flash with selections.</p> <p><b>Weekly:</b> Press and hold the menu button for 3 seconds to view/set the weekly settings. The bars surrounding the display will indicate the heating times by lighting up. See the example on the left. The schedule is set to heat from 5 am to 11:59 pm. You will enter Monday first, and the bars will flash to show which time you are selecting. Then set the hour using the increase and decrease buttons. Press the menu button to move to Tuesday, and repeat this until you have set up all days. Once complete, press the <b>menu</b> button to enter the running state. To change this schedule, hold the <b>menu</b> button for 3 seconds, then follow the same instructions for setting.</p>

 <p style="text-align: center;"><b>Hour Settings</b></p>	 <p style="text-align: center;"><b>Minute Settings</b></p>	 <p style="text-align: center;"><b>Days of the week Settings</b></p>
	<p><b>Running State:</b> The display will show that day's current schedule. The heating times (green arrow) will flash on for 3 seconds and off for 1 second. The non-heating times will flash for 1 second and be off for 3. Please see the example on the left, which shows it is 05:08, and that the heating started at 5 a.m.</p>	
	<p><b>Child Lock:</b> With the unit on, hold the increase and decrease buttons for 3 seconds to lock the controls. Only the power button will work when the control panel is locked. Press and hold the buttons again for 3 seconds to unlock.</p>	

## INTERNAL PARAMETER SETTINGS

When the unit is in standby mode, press and hold the increase button for 10 seconds to access the internal parameter settings.

The menu options are: **Internal temperature setting**, **Open Window Detection**, and **Wi-Fi connectivity**. Press the **MENU** button repeatedly to scroll through the settings. After the final option, the unit exits the menu automatically.

	<p><b>Internal Temperature Setting (F0):</b> With the unit on standby, press and hold the increase button for 10 seconds to enter the temperature compensation settings. The default compensation is -2°C; press the increase or decrease button to change this in 1-degree increments. You can set this between -5°C and 5°C. Press the menu button again to enter the Wi-Fi function.</p>
	<p><b>Open Window Detection (F1):</b> Open Window Detection helps reduce energy waste when a window is opened. During heating operation, if the ambient temperature drops by 5 °C within 5 minutes, the unit automatically enters Open Window Detection mode and switches to a fixed temperature of 10 °C, temporarily overrides the user-set heating mode and temperature for 60 or 90 minutes. After this period, the unit returns to normal operation. If the temperature drops again by 5 °C within 5 minutes, the same cycle will repeat. To</p>

	<p>set this function, press the <b>increase</b> or <b>decrease</b> button to select the open window detection time. Three options are available: <b>0</b>, <b>60</b>, or <b>90</b> minutes. Setting the value to <b>0</b> disables the function. If <b>60</b> is selected, the display will appear as shown in the figure.</p>
   	<p><b>Wi-Fi Connectivity (F2):</b> This allows you to enable or disable Wi-Fi. Press the <b>increase</b> or <b>decrease</b> button to change the setting. Selecting “<b>on</b>” turns the Wi-Fi function on, while selecting “<b>off</b>” turns it off. The default setting is “<b>on</b>”. When selected, the display will appear as shown in the figure.</p> <p>Use the <b>increase</b> and <b>decrease</b> buttons to turn the Wi-Fi function on and off. To enter connectivity mode, Press and hold the menu button for 3 seconds while the Wi-Fi function is on. This will allow you to connect for 100 seconds. When connecting, the display will show <b>PASS</b> or <b>FAIL</b>. Pass means you are connected, and fail means it failed to connect.</p>
	<p><b>Display Ambient Temperature:</b> With the unit on standby, Press and hold the <b>decrease</b> button for 3 seconds, and the ambient temperature will be displayed. The temperature is shown in °C on the screen.</p>
	<p><b>Factory Reset:</b> With the unit on, press and hold the power button for 10 seconds, and the towel warmer will automatically restore factory settings. The full screen will light up for 3 seconds and then turn off. Press the power button again to restart the unit and set your desired selections.</p> <p>The default factory settings are as follows:</p> <ul style="list-style-type: none"> <li>• Comfort mode temperature: 19°C</li> <li>• Eco mode temperature: 15°C</li> <li>• Time display: 12:00</li> <li>• Week display: 1</li> <li>• Temperature compensation: -2°C</li> <li>• Open window time: 0</li> <li>• Wi-Fi: On</li> <li>• Weekly program: restored to default settings</li> </ul>

## DISPLAY

The icons will appear on the display to show you your current selection. When the unit has a schedule set up, this will be shown using black flashing blocks. These will flash on for 3 seconds, then off for 1.

## SETTING UP THE WIFI APP

This is designed as a general guide to the setup. There may be differences in the interface and available features due to product development and the model's features.

### BEFORE YOU START

- Ensure your router provides a standard 2.4 GHz connection.
- If your router is dual-band, ensure that both networks have different network names (SSID). Your router's provider or Internet service provider can provide advice specific to your router.
- Place the device as close as possible to the router during setup.
- Once the app has been installed on your phone, turn off the data connection and ensure your phone is connected to your router via Wi-Fi.

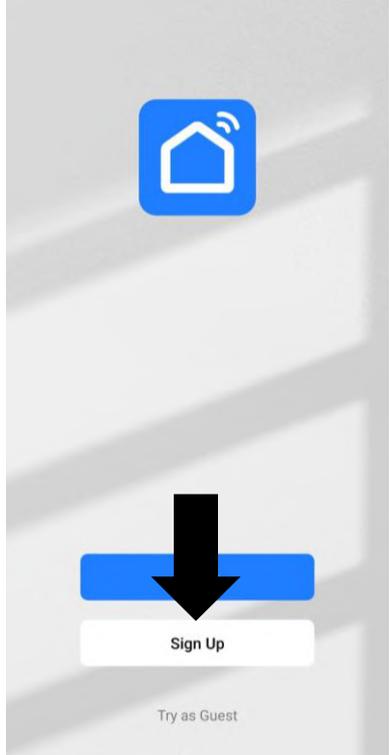
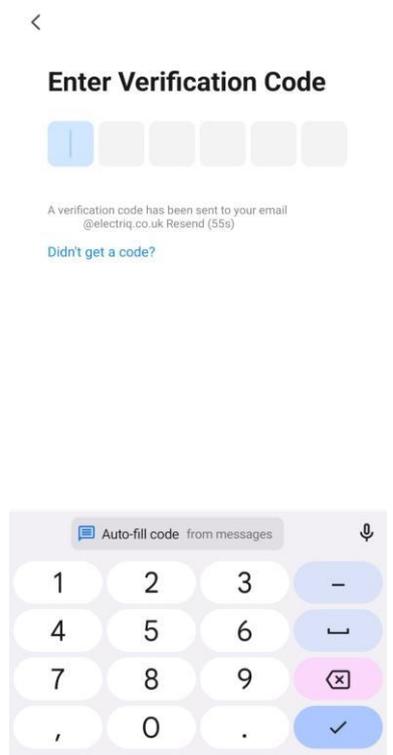
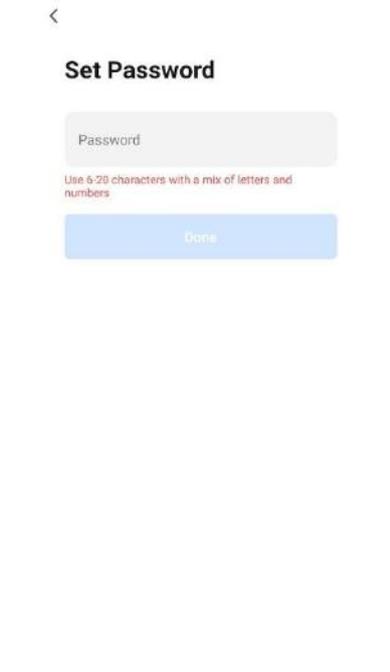
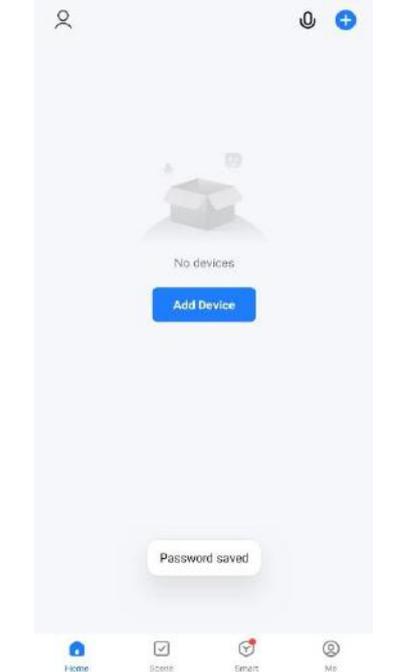
### DOWNLOAD THE APP TO YOUR PHONE

You can download the "SMART LIFE" app from your chosen app store by using the QR code below or searching for the app in your chosen store.



# REGISTER THE APP

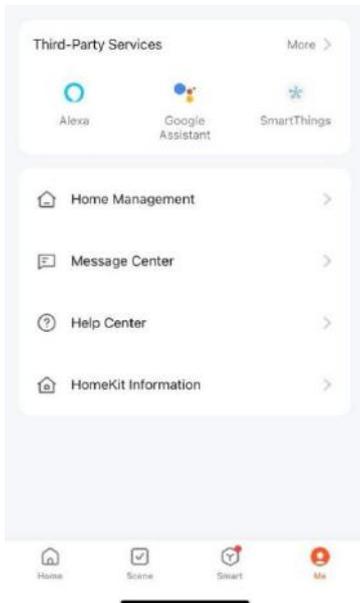
Upon the first use, an account will need to be registered, which can be done as below:

1	Press the <b>Sign-Up</b> button at the bottom of the screen.	2	3	Change the country (if required) before entering your email address, ticking the checkbox, and pressing the Get Verification Code button.  A verification code will be sent to your email address. Type it into the boxes.
				
4	Create a password following the requirements.	5	6	Once it has been entered, press <b>Done</b> .  The app will then load to the main device screen.
				

## SETTING UP YOUR HOME WITHIN THE APP

The app lets you manage multiple homes, rooms, and devices, so you will need to set up at least one to get started.

1. Select 'Me' at the bottom of the screen, then 'Home Management'.



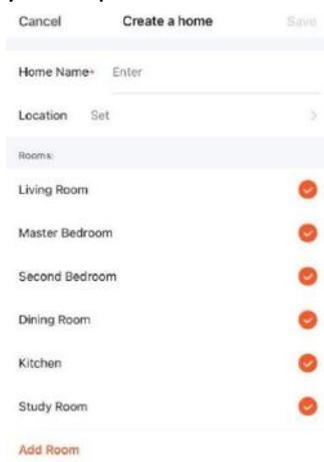
2. Create and name your home, join a home or use the home you have set up already.



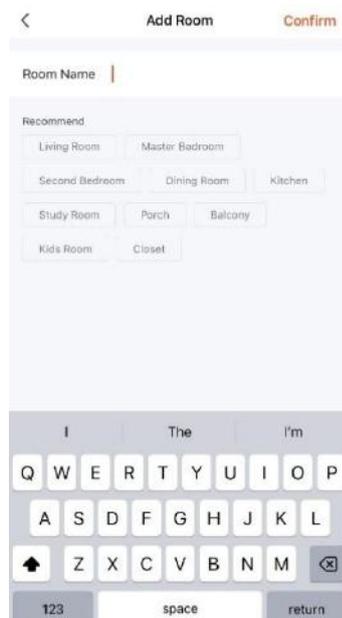
3. Select a location to either allow the app to pinpoint your location via GPS in your phone settings or type/ drop the pin on the map.



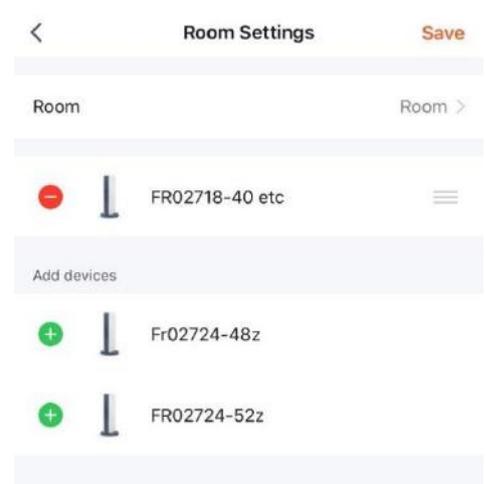
4. Select your rooms. Untick any rooms that you do not need. Click and add a room if you require more.



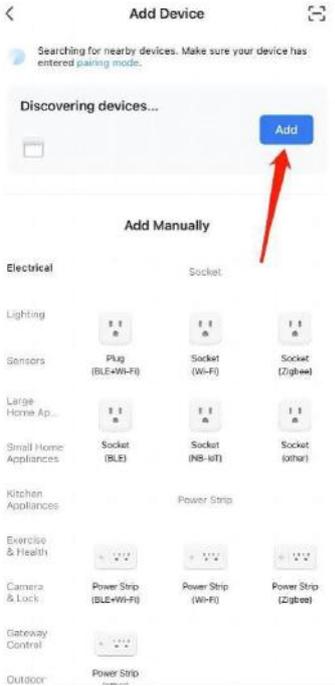
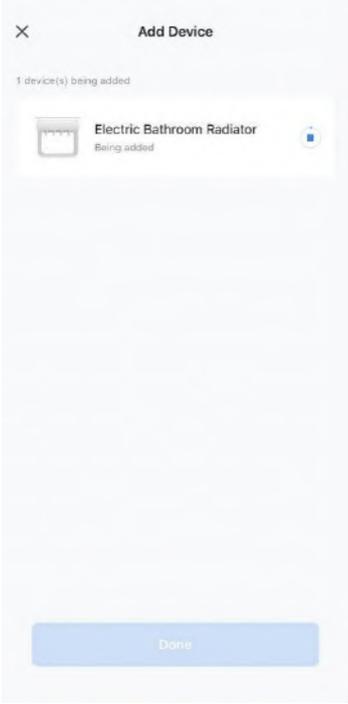
5. Add another room and type in the name or select an option. Then select confirm.



6. Select the room your unit is in. Then click on the green cross to add the device to that room, then save.



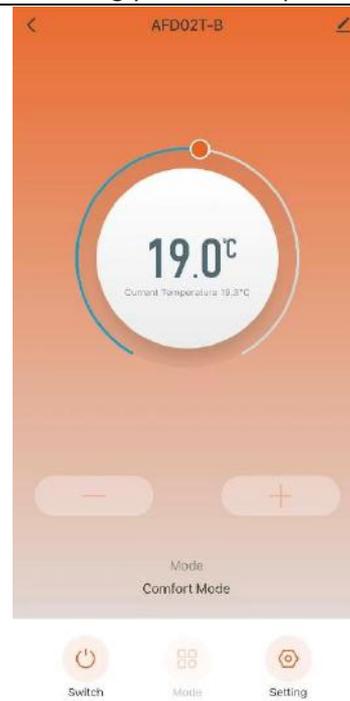
## CONNECTING TO THE UNIT

<p>1. When the unit is in standby mode, press and hold the increase button for 10 seconds to access the internal parameter settings. Press the MENU button repeatedly until you reach the Wi-Fi connectivity.</p>	<p>2. Ensure the Wi-Fi function is on, then hold the menu button for 3 seconds to allow connectivity.</p>	<p>3. On the app, now select the 'Add' button in the top corner. Then, 'Add Device'.</p>
		
<p>4. Click "Add".</p>	<p>5. Ensure your phone is connected to the same Wi-Fi as the unit. Enter the Wi-Fi password, then wait for the settings transfer to complete.</p>	<p>6. Wait for the device to finish setting up.</p>
		

7. Click "Done"



8. You are now on your device's screen, which allows you to control the device using your mobile phone.



**NOTE:** You can also use your phone's Wi-Fi connection to boost the signal.

# HOME SCREEN

**Voice Control:** Press to give verbal instructions for operation.

**Add Device:** Add a device to the app and go through the setup process.

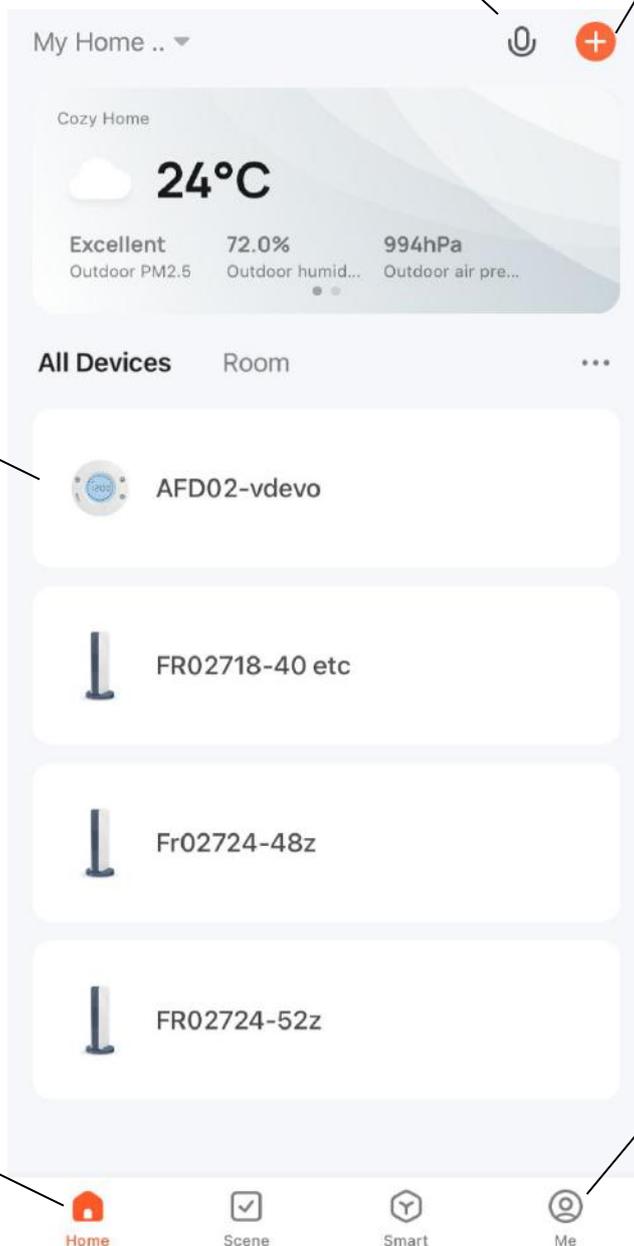
**Name of Warmer:** Press to enter the Device Screen

**Home:** Return to home screen from the Smart Scene and Profile screens

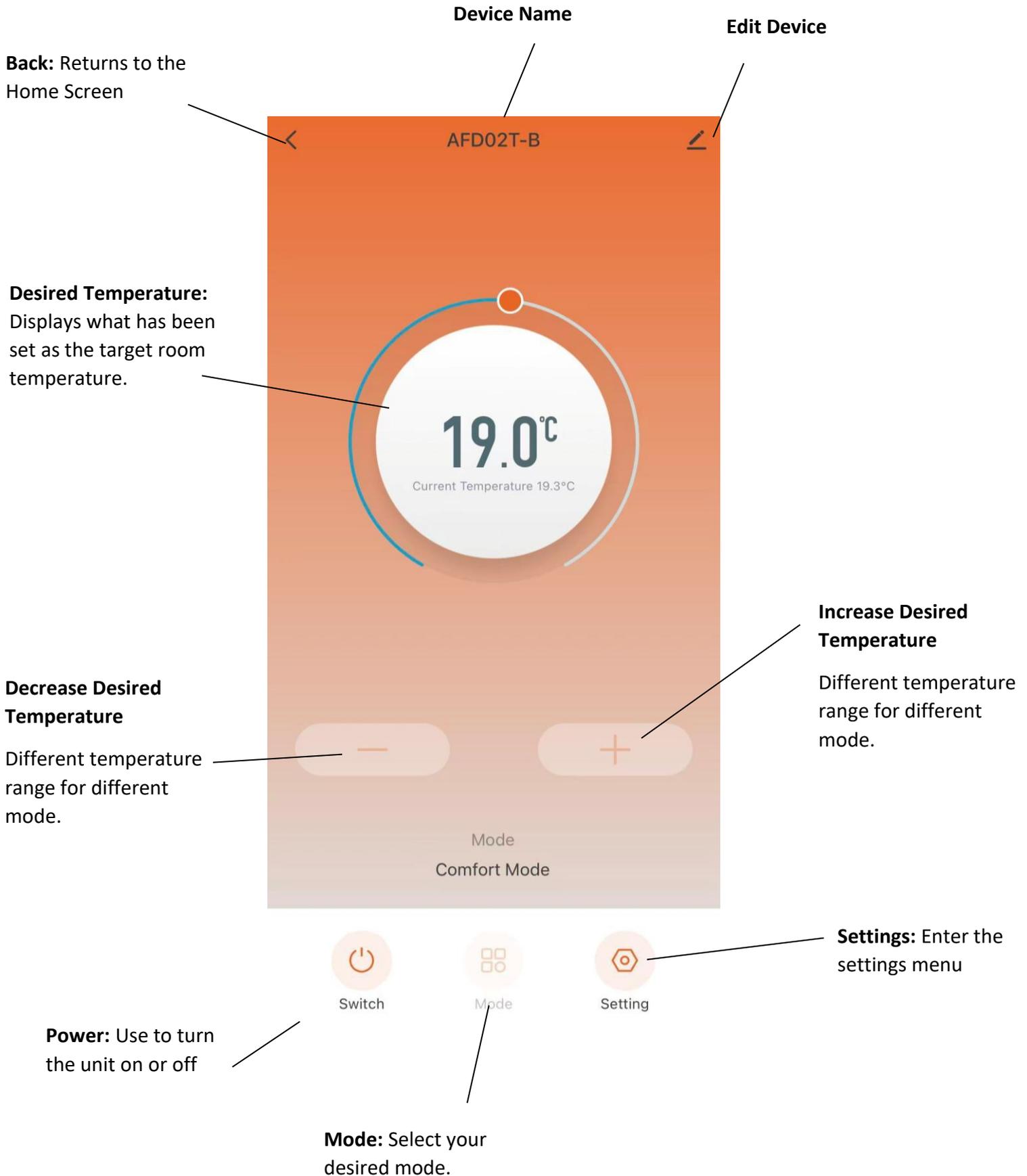
**Profile:** Provides the option for changing settings.

**Scene:** Allows you to program intelligent behaviour based on the internal and external environment.

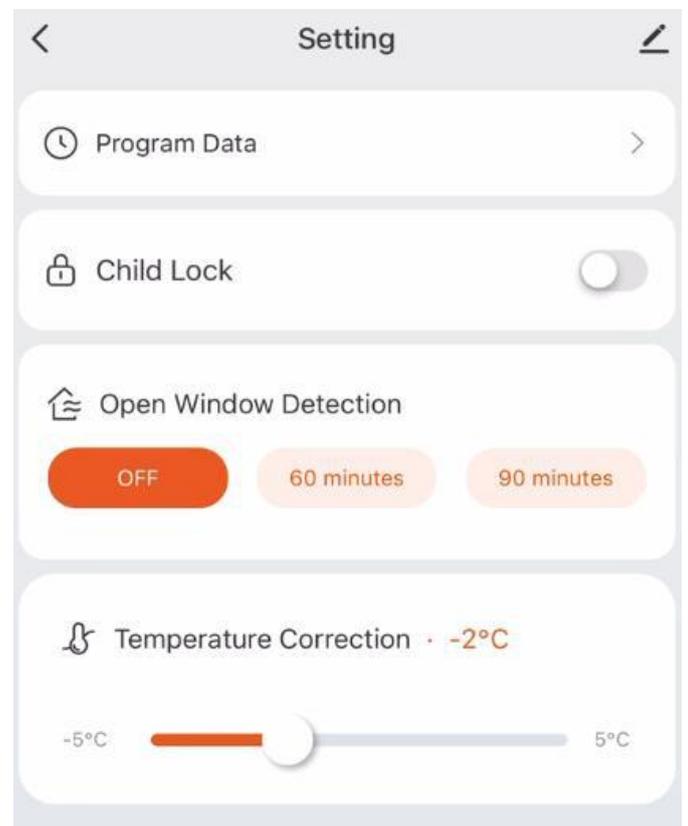
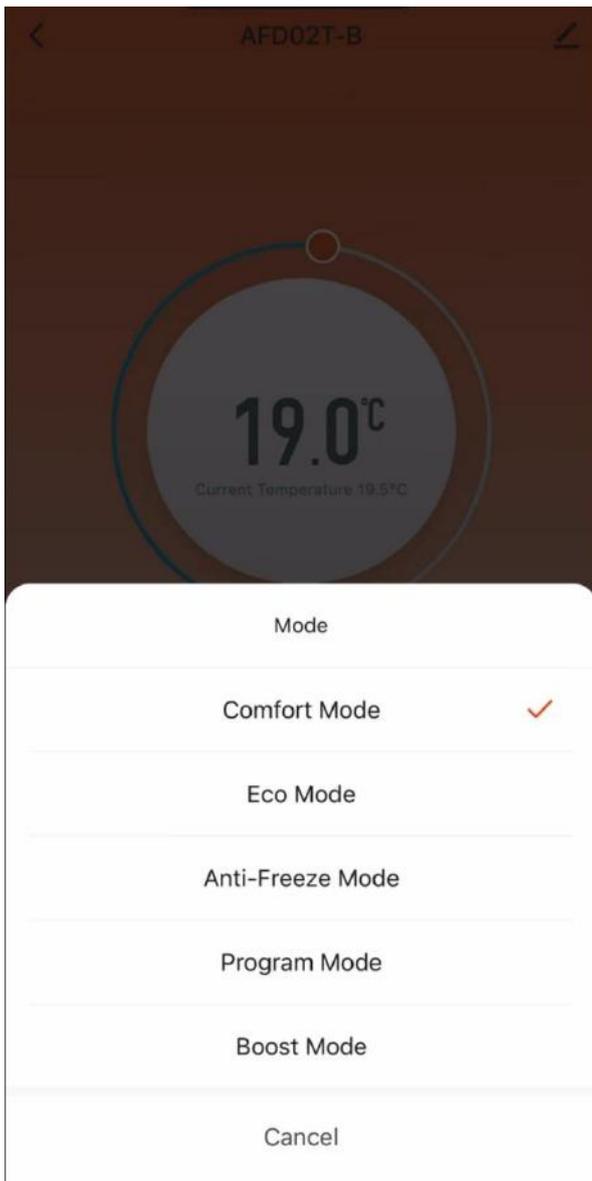
**Smart:** Shows you smart insights and allows you to set up alerts, cameras and alarms.



# DEVICE SCREEN



## MODE

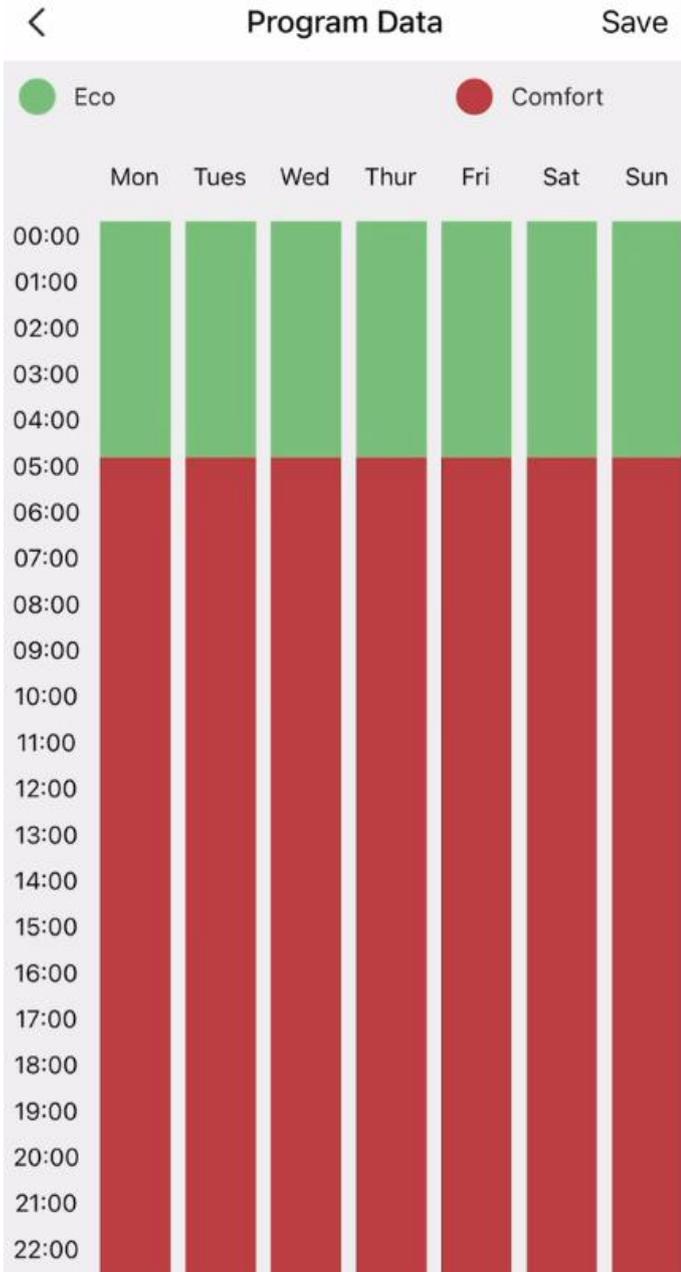


## SETTINGS

- You can set the weekly schedule program data.
- You can activate the child lock using the app.
- You can activate the open window detection using the app.
- You can also set the temperature correction here.

# AUTO DATA

Use this to set the weekly schedule. Red indicates comfort code, and green is eco mode. Press your desired hour, then choose green or red to set your schedule. Once you have selected your schedule, press save.



## EDIT DEVICE

Third-party control allows you to set up your towel warmer to be controlled via Alexa or Google Play.

Device information will allow you to view your device's specific details.

Tap to run, and you can also activate any smart scenes you have set up here.

Create Group allows you to group appliances in your home so you can control them together.

You can share the device with members of your household and add any other Tuya accounts you may have.

Message and notification settings allow you to choose between online or SMS notifications.

You can also opt to turn on offline notifications.

The help centre provides FAQs for the app.

You can also remove the device here if you no longer wish to use it or if you have switched devices.

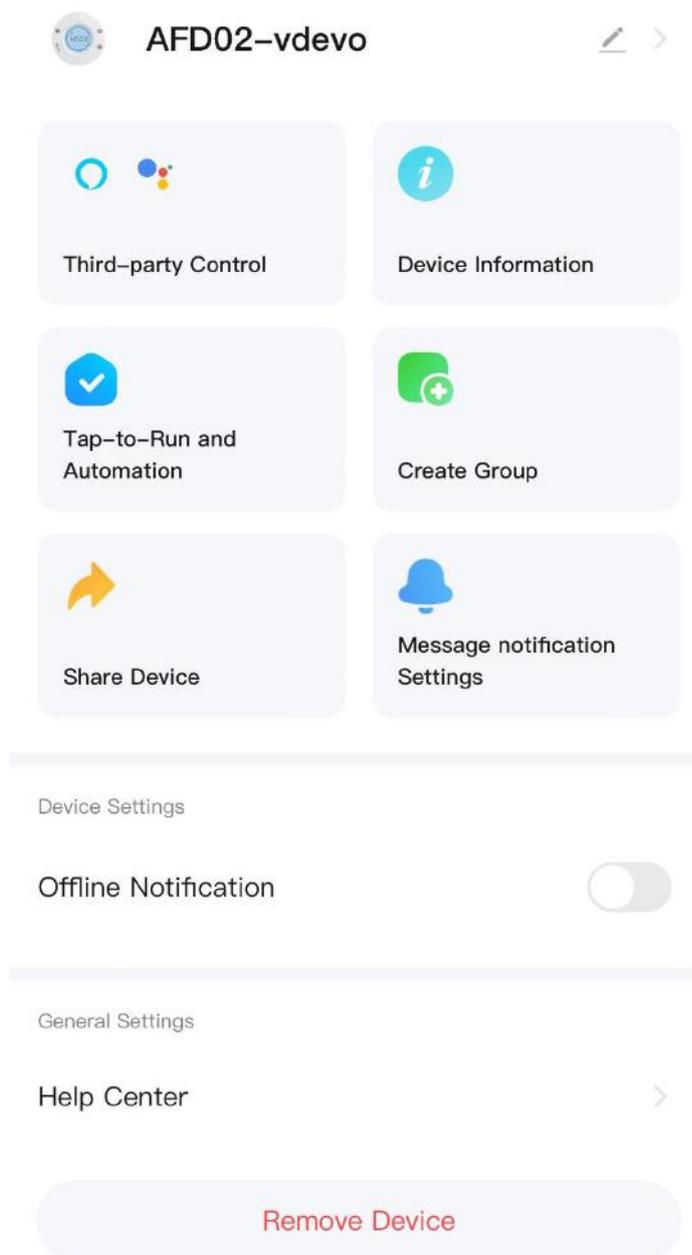
## CLEANING AND MAINTENANCE

**IMPORTANT:** Always switch the towel warmer off and allow it to cool before cleaning.

The towel warmer is steel with a plated finish. To avoid damage or discolouration, wipe your towel warmer down regularly with a slightly damp cloth, then dry it. Ensure no water enters the gaps in the casing. Do not use bleach, strong abrasives, or materials that will scratch the surface. Do not pour water onto the appliance when cleaning it.

Always ensure the unit isn't run dry; you will rarely need to refill it, but if you do, purchase the correct water and glycol solution. When filling, always use gloves and goggles and lay down a towel.

If you are removing the unit for storage, place it in the original box and store it in a cool, dry place.



## TROUBLESHOOTING

Fault	Cause	Remedial measure
The device does not heat.	Is the device switched off?	Switch on the device or set the desired heat level.
	Is the regular temperature set too low?	Set the temperature regulator higher.
	No mains voltage?	Check cables
The temperature indicates "Er"	Temperature sensor open circuit or short circuit	Disconnect the device immediately from the power and contact a specialist or the provider.

## TECHNICAL SPECIFICATION

<b>Model</b>	REGMBE952 REGBBE952 REGMBBE952
<b>Voltage</b>	230V 50Hz
<b>Power</b>	400W
<b>IP Rating</b>	IPX4
<b>Dimensions (L x W x H)</b>	235*659*952 mm
<b>Weight</b>	24.8 kg

## DISPOSAL

Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating sites run by their local councils.

Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please get in touch with the local council for details of your local household waste recycling centres.

At the time of printing the product contains no substances listed within Annex XIV of the Reach Regulations (EC) 1907/2006. In accordance with Article 59 of the same regulation, the following substances are contained within the product at permitted levels: Cadmium.

As a responsible manufacturer, we monitor the regulations to ensure continued compliance. Further information can be provided upon request.



## PSTI STATEMENT OF COMPLIANCE

Description: Towel Warmer

Model Number: REGMBE952 REGBBE952 & REGMBBE952

Manufacturer: electriQ, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA

PSTI Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that this product is compliant with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Duration of security updates: 09/22/2030. This date is correct at the time of printing, but we may extend it. Please visit [www.electriQ.co.uk](http://www.electriQ.co.uk) for the latest information and details of our PSTI compliance.



Richard Leach

Compliance and Quality Manager, Buy It Direct, Huddersfield

13<sup>th</sup> January 2026

## EU DECLARATION OF CONFORMITY

Hereby, Better Bathrooms declares that these towel rails are in compliance with Directive 2104/53/EU. The full text of the EU Declaration of Conformity is available at the following internet addresses:

[www.betterbathrooms.com/files/DOC/EU/REGMBE952.pdf](http://www.betterbathrooms.com/files/DOC/EU/REGMBE952.pdf)

[www.betterbathrooms.com/files/DOC/EU/REGBBE952.pdf](http://www.betterbathrooms.com/files/DOC/EU/REGBBE952.pdf)

[www.betterbathrooms.com/files/DOC/EU/REGMBBE952.pdf](http://www.betterbathrooms.com/files/DOC/EU/REGMBBE952.pdf)

## UK DECLARATION OF CONFORMITY

Hereby, Better Bathrooms declares that these towel rails are in compliance with the Radio Equipment Regulations 2017

The full text of the EU Declaration of Conformity is available at the following internet addresses:

[www.betterbathrooms.com/files/DOC/UK/REGMBE952.pdf](http://www.betterbathrooms.com/files/DOC/UK/REGMBE952.pdf)

[www.betterbathrooms.com/files/DOC/UK/REGBBE952.pdf](http://www.betterbathrooms.com/files/DOC/UK/REGBBE952.pdf)

[www.betterbathrooms.com/files/DOC/UK/REGMBBE952.pdf](http://www.betterbathrooms.com/files/DOC/UK/REGMBBE952.pdf)

### **For more information**

- visit [betterbathrooms.com](http://betterbathrooms.com)
- email [support@betterbathrooms.co.uk](mailto:support@betterbathrooms.co.uk)
- call 0330 390 3062
- write to Trident Business Park, Neptune Way, Huddersfield, HD2 1UA

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