



# THERMALINE

## User Manual

### TOWEL RADIATOR

TWL50G80 / TWL50W80  
TWL100W125 / TWL100G125

#### Thank you for purchase

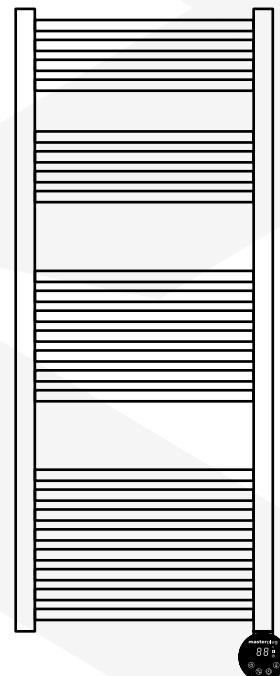
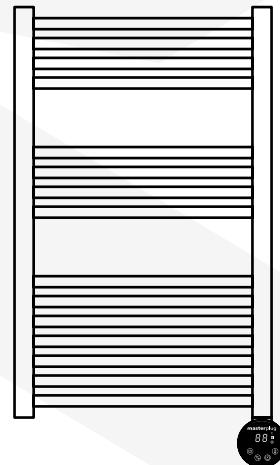
Please read this manual carefully before installation and use.  
Retain this manual for future reference.

#### Note:

**Illustrations in this manual are for reference only, the actual product may vary slightly.**

### SAFETY WARNINGS

- This appliance must not be used by children under 8 years of age or by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are supervised or have been instructed on its safe use and understand the risks involved.
- Parts of the appliance can become very hot during operation. Care should be taken to avoid contact, especially where children or vulnerable people are present.
- Do not use the heater in areas where it may come into contact with water (e.g. bathrooms), unless installed according to the bathroom zone guidance provided.
- The heater must not be positioned directly below a power socket. Do not cover the unit. Covering may result in overheating and poses a fire hazard.
- This appliance must not be connected to a circuit that is regularly switched on and off or controlled by an external switching device such as a timer, as this may cause unintended resetting of the thermal cut-out.
- If the supply cord is damaged, it must be replaced by the manufacturer, a service agent or a qualified professional.



- Dispose of the product responsibly and in accordance with local waste and recycling regulations. For fixed installations, refer to the relevant section of this manual. A means of disconnection with contact separation in all poles must be incorporated into the fixed wiring in accordance with local regulations.

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## Installation Instructions

- Ensure safe distances to walls and other objects before installation.
- Use only the screws, dowels, and brackets provided.
- Refer to the included placement template for precise drilling locations.
- Follow the installation steps carefully on the next page.
- Before switching on the unit, make sure it is securely and correctly mounted.
- Damaged power cables must be replaced by a qualified electrician.
- Installation must comply with UK wiring regulations.

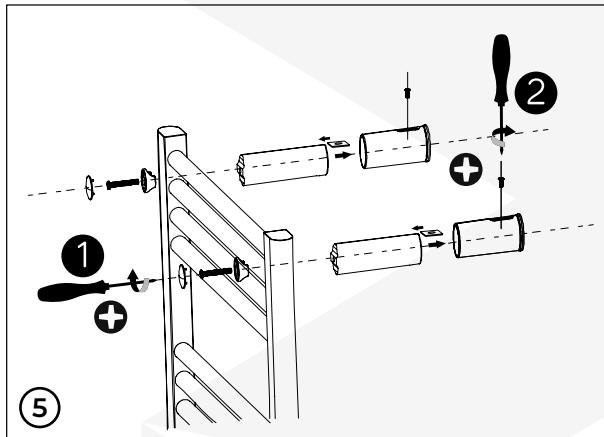
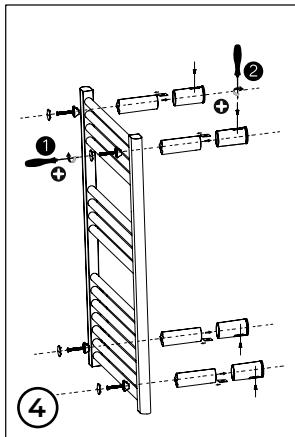
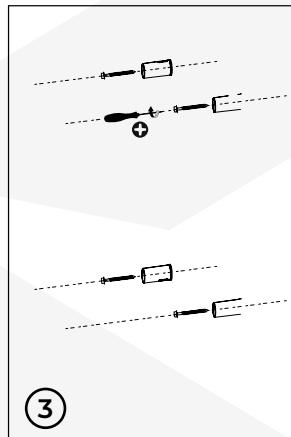
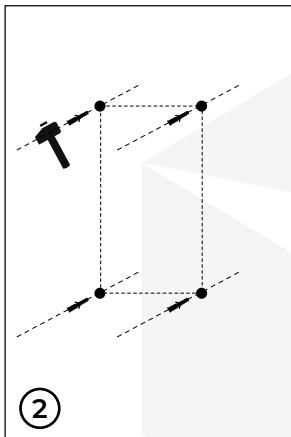
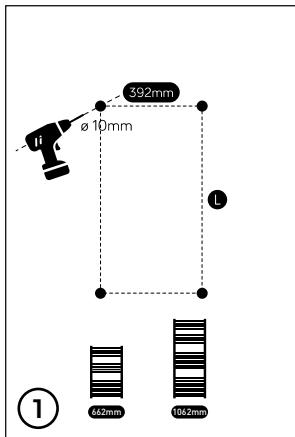
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## Wall Mounting Instructions

**Before starting, refer to the placement sheet included in the packaging.**

- 1 Drill holes in the wall as shown in the placement sheet and maintain all specified distances for safety and proper operation.
- 2 Insert wall plugs (dowels) into the holes.
- 3 Attach the mounting brackets using the provided screws.
- 4 Hang the heater carefully on the brackets.
- 5 Secure the heater using the locking screws and tighten the bracket screws and cover the heads with the decorative caps provided.

**NOTE:** Make sure the unit is firmly and securely attached before switching it on.



## WARNING

### Bathroom Installation Guidelines:

This product is IP24 rated and suitable for indoor use only.

If installed in a bathroom, it must be mounted strictly within Zone 3, defined below:

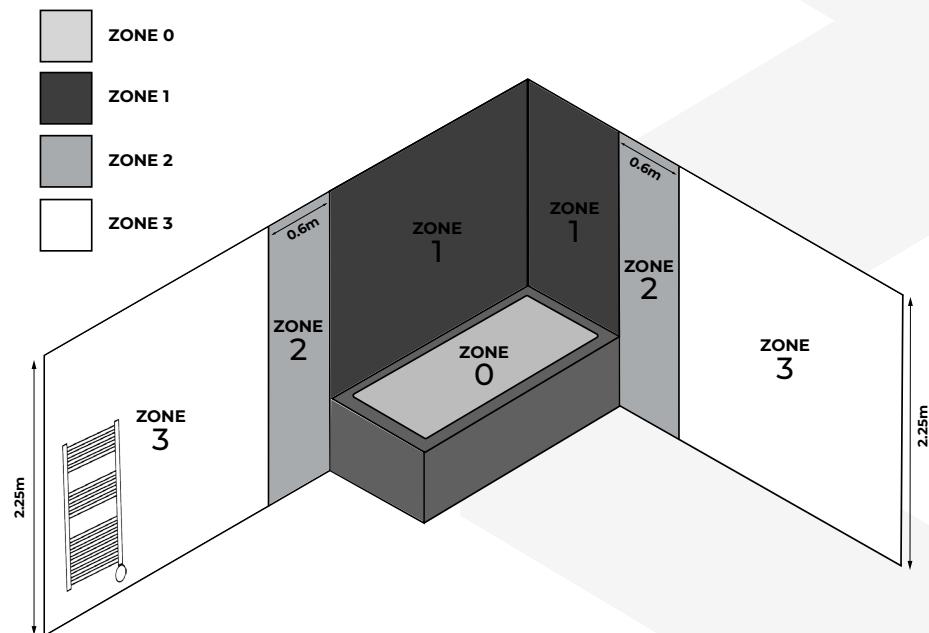
### Bathroom Zones and Requirements:

ZONE	DESCRIPTION	SOLUTION
ZONE 0	Inside the bath or shower tray	Must be low voltage (max 12V), IP67 minimum
ZONE 1	Above the bath/shower up to 2.25m	Must be RCD protected (30mA) if 230V
ZONE 2	0.6m from bath/shower perimeter up to 2.25m	RCD recommended; IP44+ rating advised
ZONE 3	Outside Zones 0-2	This product is suitable here

## WARNING

This heater must not be installed in **Zones 0, 1, or 2**.

For safe bathroom installation, ensure the unit is mounted **strictly within Zone 3** as per the guidelines above. Radiator must be installed with the lowest heated rail positioned at least 600 mm above floor level.



## OPERATION



	<b>Power</b>
	<b>Mode/Wifi</b>
	<b>Timer</b>
	<b>Temperature setting</b>
	<b>Celsius symbol</b>
	<b>Open window detection</b>
	<b>Child lock</b>

**1. Power Connection**

Wire the power cord into an appropriate protected device as per national wiring regulations.

**2. Power On / Standby Mode**

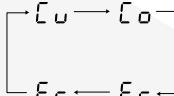
- Connect the power, and the power button
light will illuminate, indicating the device is in standby mode.

- Press the power button
and the product will turn on. The LED display will show the current temperature.
**At First Use**

If the ambient temperature is below 21°C (default setting in Custom Mode) when the appliance is powered on, it will start heating immediately rather than entering standby.

**3. Mode Selection**

- Press the mode button
to cycle through →

**(a) Custom Mode**

- The LED display will show
- Use the temperature buttons to set the target temperature (5°C to 40°C).
- After flashing for 4 seconds, the display returns to showing the ambient temperature.
- Default temperature: 21°C



## (b) Comfort Mode

The LED display will show: **C o**

Default temperature: 21°C

## (c) Eco / Night Mode

The LED display will show: **E c**

Default temperature: 19°C

## (d) Frost Protection

The LED display will show: **F r**

Default temperature: 7°C

### Note:

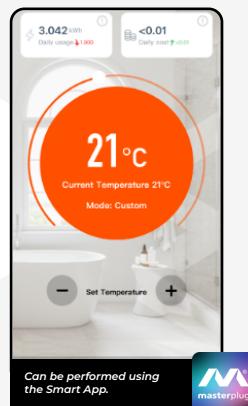
Temperate levels are predefined for each mode.

Any attempt to adjust the temperature level will automatically switch the unit to Custom Mode.

Customised in the app via: Setting your preferred temperature level by adjusting + / - buttons.

## (e) Manual temperature setting

- Press the temperature button  to display the current mode.
- Press it again to enter Custom Mode - The LED display will display **C u** and begin flashing.
- Press the temperature button again to set your desired temperature.
- After 4 seconds of inactivity, the set temperature will be saved and the display will return to showing the ambient temperature.



## 4. Timer

### (I) Setting the Timer

The timer allows you to set how long the radiator should operate before it automatically switches off. You can select a duration from 1 to 24 hours. Once the set time has elapsed, the radiator will shut down automatically to help save energy.

- Press the Timer button  the display will show "00" and blink.
- Press repeatedly to set the heating duration from 0 to 24 hours.
- After 5 seconds of inactivity, the timer setting will be saved and the display will return to the ambient temperature. The Timer Indicator will light up.



## (2) Cancelling the Timer

- Press and hold the Timer button  for 3 seconds to cancel.
- The Timer button  will turn off and display will return to showing the ambient temperature.

## 5. Child Lock

- Press and hold both buttons   for 3 seconds.
- The Child Lock Indicator  will light up and all controls will be locked.
- To deactivate, press and hold   again for 3 seconds - the indicator will turn off.

### Child Lock



**Smart App Only:** Tap the button to activate Child Lock



## 6. Open-Window Detection

When this feature is activated, the radiator monitors for sudden drops in room temperature. If the temperature decreases by more than 5°C while heating, the unit will automatically switch off to save energy.

This may indicate a window or door has been opened.

- Press and hold the temperature button  for 3 seconds to activate. Once activated Open-Window icon will appear. 
- If a temperature drop of more than 5°C is detected during heating, the heater will automatically switch off to save energy.
- To resume heating, manually turn the unit back on.
- Hold the Temperature button  for 3 seconds again to deactivate. The Open Window icon will then turn off.

### Open Window Detection

60 minutes >

**Smart App Only:** Tap the button to activate Open Window function



## Troubleshooting

If your heater does not operate as expected, please check the following:

PROBLEM	CAUSE	SOLUTION
Heater won't turn on	No power at socket	Check fuse or circuit breaker
Plug appears connected, but no display	Loose connection	Reinsert plug securely
Buttons unresponsive	Child Lock is active	Clear obstructions
Wi-Fi not connecting	Device not in pairing mode	Reset Wi-Fi in app settings or by holding mode / WiFi button for 3 seconds

## Cleaning

1. Switch off and unplug the appliance.
2. Allow it to cool completely.
3. Wipe with a soft, damp cloth. Do not use abrasive cleaners or solvents.
4. Dry thoroughly before use or storage

### To remove the unit from the wall for cleaning or wall redecorating:

1. Open screw bolt caps.
2. Unscrew mounting bolts.
3. Carefully lift the unit from the brackets.

### For short-term storage: unplug and place in a dry, dust-free location.

Do not dispose of this product with general household waste.

Use an authorised recycling or collection facility to help protect the environment in accordance with local waste disposal regulations.

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## CORRECT DISPOSAL OF THIS PRODUCT:



Do not dispose of this product with household waste. Use appropriate recycling or collection systems to protect the environment.

## WARRANTY INFORMATION:

The manufacturer provides warranty in accordance with the legislation of the customer's own country of residence. The warranty only covers defects in material or workmanship. When making a claim under the warranty, the original bill of purchase (with purchase date) must be submitted.

The warranty will not apply in cases of:

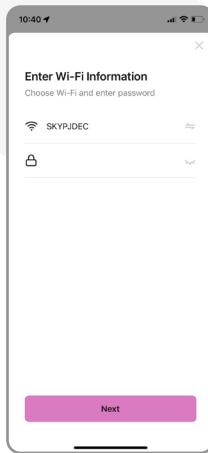
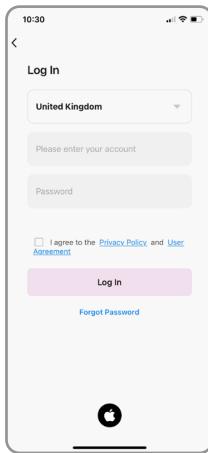
- Normal wear and tear
- Incorrect use, e.g. overloading of the appliance, use of non-approved accessories
- Use of force, damage caused by external influences
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable mains supply or non-compliance with the installation instructions
- Partially or completely dismantled appliances

## WI-FI SETUP:



Use the QR code to download the MP Smart Energy APP for control of the heater remotely.

## CONNECTING TO WIFI:

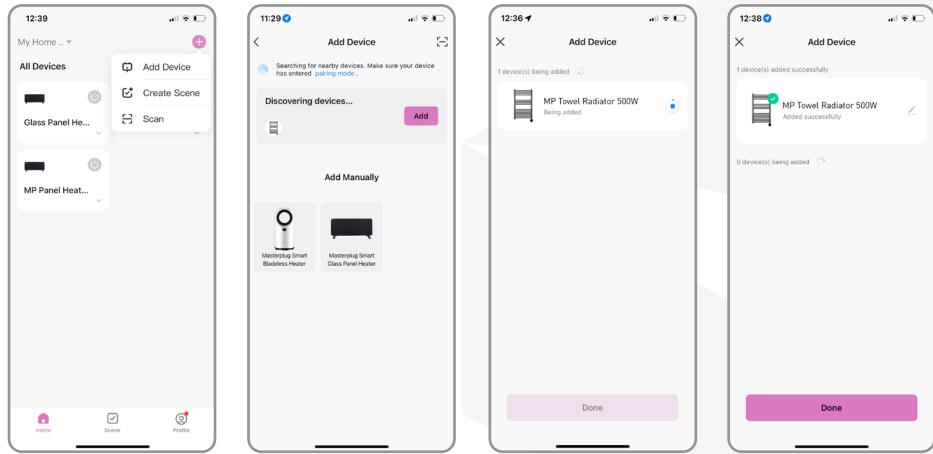


Open APP and select  
**Log In**.

Enter login email address  
and password.

Select WIFI Network,  
enter password.  
**Next**.

Please make sure your  
phone is connected to  
**2.4GHz WiFi** (not 5GHz)  
so your device can be  
discovered and setup  
successfully.



In home screen select **Add Device**.

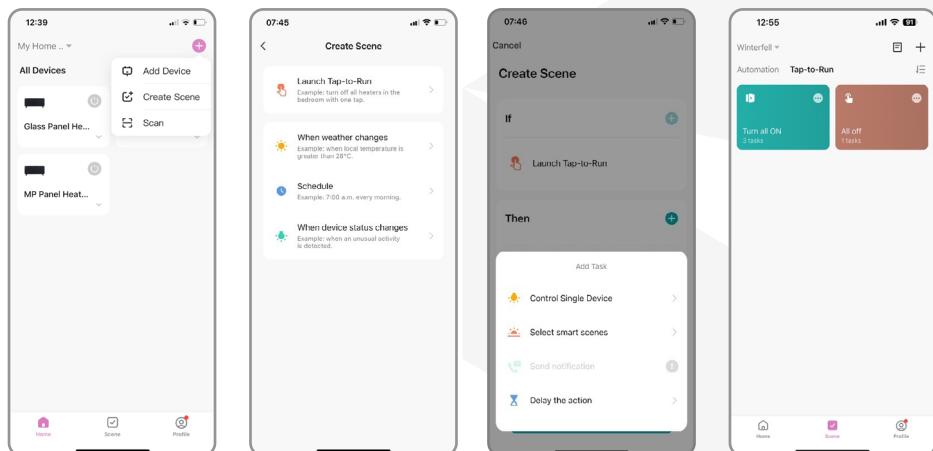
Press  and wait for icon to flash, it is now in pairing mode.

Select **Add** on discovered devices.

Allow device to sync.

Select **Done**.

## CREATING A SCENE:

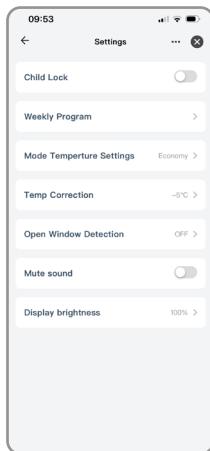


Scenes for specific environments can be created by setting specific tasks for multiple products such as a tap to run functions for "All Devices ON" & "All Devices OFF".

## CREATING WEEKLY PROGRAM:



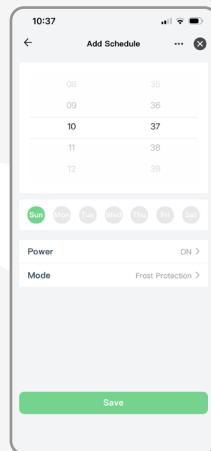
Select **Settings** on device page.



Select **Weekly Program**.

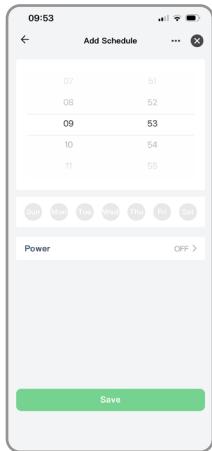


Select **Add**.

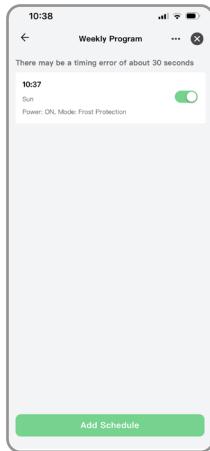


Populate time, days, select **ON** function. Set to temperature mode. **Save**.

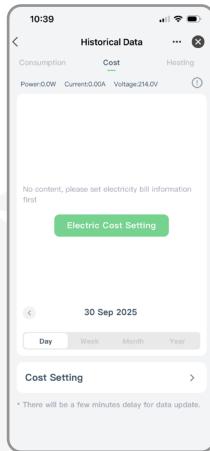
## SETTING YOUR ELECTRICITY COST:



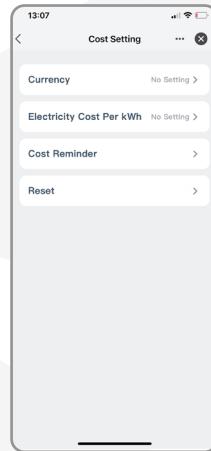
Add an additional schedule. Populate time, days. Set temperature and power mode. **Save**.



Select **Historical Data** Menu in Electricity Statistics screen.



Enter your currency, electricity cost per unit kWh, and add cost reminders to monitor usage and spend.





## UK DECLARATION OF CONFORMITY

This declaration has been issued under the sole responsibility of the manufacturer.

## Product

- TWL50x80 ,TWL100x125 (x =colour; W:White G:Grey)
- Towel Radiator with Smart Energy Monitoring
- Type / batch or serial number range 25W41 to 28W52

## Name and address of the manufacturer or his authorised representative:

Luceco plc Luceco UK Ltd;  
Building E, Stafford Park 1  
Telford, Shropshire  
TF3 3BD, UK

The object of the declaration is in conformity with the relevant Union harmonisation legislation.

UK SI 2016 No. 1101 The Electrical Equipment (Safety) Regulations

UK SI 2016 No. 1091 The Electromagnetic Compatibility Regulations

UK SI 2017 No. 1206 Radio Equipment Regulations

UK SI 2012 No. 3032 The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations

References to the relevant designated standards used or references to the other technical specifications in relation to which conformity is declared:

**LVD:** EN 60335-2-30:2021 + A11:2012 + A1:2020 + A12:2020 +  
A2:2022 + A13:2022  
EN IEC 60335-2-43:2020 + A11:2020  
EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 +  
A2:2019 + A15:2021+A16:2023  
EN 62233:2008  
**EMC:** EN IEC 55014-1: 2021  
EN IEC 61000-3-2:2019+A1:2021+A2:2024  
EN 61000-3-3: 2013+ A1:2019+A2:2021  
EN IEC 55014-2: 2021

**PSTI:** EN 303 645  
**RED:** EN300328 V2.2.2  
EN 300 440 V2.2.1  
EN 301 489-1 V2.2.3  
EN 301 489-3 V2.1.1  
EN 301 489-17 V3.2.4  
EN IEC 62311:2020

Signed for and on behalf of Luceco UK

Name: Shyel Stark  
Position: Product Manager

Signature:   
On: 19/09/2025



## EU DECLARATION OF CONFORMITY

This declaration has been issued under the sole responsibility of the manufacturer.

## Product

- TWL50x80, TWL100x125 (x =colour; W:White G:Grey)
- Towel Radiator with Smart Energy Monitoring
- Type / batch or serial number range 25W41 to 28W52

## Name and address of the manufacturer or his authorised representative:

Luceco plc, Luceco Southern Europe, S.L.  
C/ Bobinadora 1-5  
08302 Mataró  
Barcelona (SPAIN)

The object of the declaration is in conformity with the relevant Union harmonisation legislation.

2014/35/EU Low Voltage Directive

2014/30/EU Electromagnetic Compatibility

2014/53/EU Radio Equipment And Repealing Directive

2011/65/EU,2015/863/EU Restriction Of the Use Of Certain Hazardous Substances

1907/2006/EU Registration, Evaluation, Authorisation and Restriction of Chemicals

References to the relevant designated standards used or references to the other technical specifications in relation to which conformity is declared:

**LVD:** EN 60335-2-30:2021 + A11:2012 + A1:2020 + A12:2020 +  
A2:2022 + A13:2022;  
EN IEC 60335-2-43:2020 + A11:2020;  
EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 +  
A2:2019 + A15:2021+A16:2023;  
EN 62233:2008  
**EMC:** EN IEC 55014-1: 2021  
EN IEC 61000-3-2:2019+A1:2021+A2:2024  
EN 61000-3-3: 2013+ A1:2019+A2:2021  
EN IEC 55014-2: 2021

**PSTI:** EN 303 645  
**RED:** EN300328 V2.2.2  
EN 300 440 V2.2.1  
EN 301 489-1 V2.2.3  
EN 301 489-3 V2.1.1  
EN 301 489-17 V3.2.4  
EN IEC 62311:2020

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