

Frequently Asked Questions

Q. How long is the warranty on Kudox products?

A. Our diverse product range necessitates individual warranties. Our equally diverse customer base, also have their own specific warranty requirements and we do our best to accommodate these. Please check the warranty details with your place of purchase.

Q. I have purchased an electrical element kit; I think I also need an additional blank plug though?

A. Our electrical element kits include a T piece and a blank plug (usually screwed into the T piece so that it doesn't get lost). If you are making the product electric only you do not need the T piece. The blank plug is required for the other bottom thread where a radiator valve would normally be fitted. If you are making the product dual fuel you do not need the blank plug.

Q. What liquid is inside the pre-filled electric towel rails?

A. Our pre-filled electrical towel rails are 90% full to allow the liquid to expand when heated. The liquid is Henkel Technologies Frostox SF-D12 Glycol based corrosion inhibitor and antifreeze mixed with water. The mixture ratio is approximately 15% SF-D12 and 85% water.

Q. Does a towel rail perform exactly the same when an electrical element kit is used?

A. No, when an electrical element is used to heat a towel warmer you will not get identical performance as you would connected to a central heating system. There is no circulation and it will therefore take longer to heat up and will be noticeably hotter near the element. After 1 to 2 hours continuous use the heat would have spread but there will still be temperature variances across the surface but this is not a fault. The output will also be restricted to the element rating.

Q. Can I fit an electrical element larger than the one that Kudox recommends?

A. No, it is dangerous to exceed our recommendations.

Q. Why are the dry element electric towel rails higher output than the pre-filled ones?

A. On dry element rails the cable can be sized exactly for the towel rail but pre-filled elements are only available in certain sizes.

Q. I've purchased an electrical towel rail but it just trips the RCD, is the towel rail faulty?

A. Not necessarily, please contact support for the fault finding advice sheet.

Q. Can I fix your radiators to plasterboard?

A. Obviously the bigger the radiator the heavier it is and the stronger the wall fixing needs to be. Ideally the brackets should be fixed to timber studs or noggins but if this is not possible suitable specialist plasterboard fixings should be obtained.

Q. What heat output do I need to heat my bathroom?

A. There are many online calculators you can use to calculate your requirement and these can be found by searching 'BTU Calculator'. Once you have calculated your requirement we would always recommend choosing a product that is over-sized because you will be hanging wet towels on it.

