

Frequently Asked Questions About the SuperDryer

General Questions

- 1. What happens if I do a lot of washing and need more hanging space. How much longer can the poles be extended to?**

The hanging poles can be extended to a maximum length of 2.3m.

- 2. My child likes to run around the house and I'm afraid the low poles will hit him. What height do the SuperDryer poles descend to?**

The poles will descend to a maximum height of 1.2m. The poles are equipped with an automatic sensor that will stop descending when it comes into contact with an object.

- 3. Do you have any precautions to tell me when using the SuperDryer?**

Do remember that the SuperDryer can handle loads up to 35kg (which is FIVE full loads of laundry). Try not to load it with laundry any heavier than that. Try not to overload the extendable bars with heavy laundry.

Installation Questions

- 1. My house ceiling doesn't seem so big. What are the dimensions of the SuperDryer when mounted on the ceiling?**

The SuperDryer will only occupy 1320mm length of space on your ceiling and 90mm of width.

- 2. Can I mount the SuperDryer on a false ceiling?**

The Superdryer can certainly be mounted on a false ceiling. This will only require longer screws and incur a small additional surcharge.

3. The SuperDryer looks so complicated. When the men come to install it, will they take all day?

Installation of the SuperDryer by our mechanical experts only take an hour for normal ceilings and up to 2 hours for false ceilings.

4. I don't have many electrical socket outlets at my laundry area. Can the SuperDryer share a socket with my washing machine?

You can certainly share the SuperDryer plug with the washing machine, as the SuperDryer only runs at 850watts.

5. My friend say this type of high energy device needs a special plug with higher voltage. Does the SuperDryer need to be fitted with a special higher voltage plug?

The SuperDryer doesn't need any special plugs. It runs on an ordinary 13amp plug.

Maintenance Questions

1. My friend needed to replace her dryer motor after five years. Does the SuperDryer have any parts which need to be replaced?

Under a normal usage, the SuperDryer will not have parts that need replacing.

2. What is the duration of the SuperDryer warranty? What does it cover?

The SuperDryer comes with a 2 year warranty that covers the motor and electrical parts.

Remote Control Questions

- 1. The SuperDryer comes with a remote control. Must the remote control be mounted on the wall?**

The SuperDryer comes with a remote control that includes a magnet at the back. This means you can stick it to a metallic surface like your fridge!

- 2. I'm quite clumsy. What happens if I drop the SuperDryer remote control?**

The SuperDryer remote control can either be mounted on the wall, or magnetically attached to a metal surface. If you really do break the remote control, it can be replaced for small fee.

Dryer Questions

- 1. I'm only free to do laundry and drying at night. How much noise do the SuperDryer fans make?**

The SuperDryer fans are silent, which means you can switch them on late at night without having to worry about bothering your neighbours.

- 2. I'm going out and have no time to wait for the dryer to be done. Does the SuperDryer fan run on a timer?**

The SuperDryer has an in-built timer that will auto-off after 3 hours.

- 3. Clothes will spoil if put under heat for too long. What temperature will the SuperDryer heat my laundry up to?**

The SuperDryer will heat the laundry up to a maximum heat of 40 degrees Celcius. This is equivalent to putting your laundry out in the open to dry on a hot and sunny day.

4. Dryers consume a lot of electricity. How much electricity does the SuperDryer consume on one cycle?

The SuperDryer consumes a total of 850w on a single cycle. Ordinary dryers consume 4000w on a single cycle.

5. My friend's dryer says she has to empty the lint filter in her dryer regularly. Does the SuperDryer have a lint filter that needs emptying?

The SuperDryer runs on fans, which means there are no lint filters that need to be emptied. Hooray! However, if you love a superclean SuperDryer, our friendly mechanical experts would be happy to show you the 2 screws which you can unfasten to brush accumulated dust off the fans.

6. I have a lot of washing to do sometimes. How many cycles can the SuperDryer run in one day?

You can run the SuperDryer on as many cycles as you wish in a single day, but do give the SuperDryer an hour's break between each drying cycle.

7. My friend says when she removes her clothes from the dryer she feels the static. Will the clothes have static after removing from the SuperDryer?

The SuperDryer's heat is like the sun on your laundry when placed outdoors. There is absolutely no static electricity when you remove your clothes from the SuperDryer.

8. Sometimes I wash some stuffed toys and when they are too near the SuperDryer fans I'm afraid they might burn. How far should objects be placed away from the SuperDryer fans?

Please place objects 15-20cm away from the SuperDryer fans.