

## FREQUENTLY ASKED QUESTIONS (FAQ)

If you've got a question, there's a good chance we've covered it in our FAQs , but if not, please get in touch with our team.

**Q: My garage is timber framed and then covered with plaster can Stow High be installed?**

A: Yes, Stow High is ideally suited to a timber framed house with plaster walls. It can also be installed into brick walls, block walls and concrete walls. It is not currently suitable for steel framed houses.

**Q: Does the Stow High unit rub on the wall during operation?**

A: Stow High has been designed so that in normal operation it will not touch or mark the wall below. If the device is overloaded, incorrectly installed, not balanced or the wall is not vertical (not all are) then it may come in contact with the wall however in the majority of instances this is unlikely.

**Q: Is Stow High safe?**

A: Stow High has been carefully designed for safe use. It has been evaluated and assessed by experienced engineers to meet Australian Standards (and is approved for installation into timber framed, brick, block and concrete structures). It also complies with the Australian Standard for Electrical safety. The directions and information detailed in the Installation and User manuals should be followed to ensure correct installation and safe use.

**Q: If I install the appliance in my garage then sell my house can I remove the appliance and re-install it?**

A: Yes, the appliance can be disassembled and re-installed into a new location in accordance with the Installation manual requirements. It is likely you will need to replace the anchor screws, as re-use is not recommended. Replacements are available by contacting our team.

**Q: Our garage ceiling is 2.8metres off the ground. Is this suitable for Stow High?**

A: Yes, Stow High is ideally suited for ceiling that are 2.8m to 2.4m above the floor. The device can be installed lower down the wall eg further away from the ceiling if required. The location is dependant on your personal requirements eg do you want to be able to walk under the unit when closed, do you want to be able to access the contents lower to the ground, are children likely to access the device, etc. The Stow High-Pre-installation Guide is available at the website to assist with determining the best location and suitability.

**Q: What happens if the power goes out after it is installed?**

A: If the mains power is disconnected after Stow High is installed eg power outage, the device 'remembers' all the previous setting and is ready for immediate use once the power is reinstated.

**Q: How long does it take to install, and can I do it myself?**

A: The installation process takes approximately 2 hours to complete for someone who is experienced and familiar with hand and power tool use. Stow High was designed to be simple to install and require no specialised tools. We suggest you familiarize yourself with the installation videos and Installation Manual, which are both available on the Stow High website to assist you in making a decision to either self-install or seek the assistance of a professional.

**Q: What is the lifting capacity of the appliance?**

A: Stow High has a lifting and lowering capacity of 40kg. This means up to 40Kg of additional capacity may be added to the appliance.

**Q: How many times can the appliance be used eg up and down cycles before it stops?**

A: Even with 40kg of maximum load under normal operating conditions the appliance will raise and lower approximately 10 times in each direction without the loss of speed before the in-built thermal cut out function may operate to prevent the appliance from overheating. After it has cooled it will be ready for use again.

**Q: Is it possible to add a cover to the Base model at a later date?**

A: Yes, the Base model is for the user who prefers the functionality of the appliance over aesthetics. If you decide that you want to install a cover at a later date it is available to purchase separately and is designed to fit straight on.

**Q: Can I install more than one unit in my garage on the same wall?**

A: Yes, Stow High has been designed to be suitable for installing more than one device on a wall, providing the wall is suitable. Further information is detailed in the Installation Manual.

**Q: Can one remote operate multiple appliances?**

A: Yes. Each Stow High unit includes a pre-programmed remote-control unit paired to the appliance. If you decide for convenience that you want to pair 2 or more units to one single remote this can be changed by following the instructions detailed in the User Manual.

**Q: Is Stow High suited to storing chemicals and pesticides?**

A: The appliance, depending on the model selected has either a galvanised or powder coated finish. We suggest you check the label of the product to ensure it is compatible for storage in the appliance and you follow the care instructions as detailed in the User Manual.

**Q: Does Stow High come with a shelf?**

A: A shelf is included with some models and for others its an optional extra.

**Q: Can Stow High be installed in a location other than the garage?**

A: Yes, it can be installed anywhere within the house or other location in line with the Installation Manual specifications. We have had consumers let us know they have installed the device in their laundry and hallways.

**Q: Can I add items to the device eg a peg board and will it still work?**

A: If you add items to the structure that affect the operation or function you may void the warranty and could also make the appliance un-safe. Adding an internal 'peg board' seems reasonable and is not likely to affect its operation provided no objects protrude beyond the internal dimensions or 'poke out' as a result of the alterations or exceed the weight and other limitations. You should carefully consider any alterations or modifications you make to the structure as this would likely void the warranty. A full range of add on accessories, which includes a peg board are currently under development and we would recommend waiting for these items to be completed so you can be assured that they are safe and will not void the warranty.

**Q: Does the device plug into an existing power outlet in the garage?**

A: Yes, it plugs directly into an existing general-purpose outlet (GPO). It is also possible to connect it to the main power supply direct (via a RCD). This would require a licenced electrician.

**Q: Can I use an extension cord?**

A: Extension cords may be used. A 10Amp extension cord would be suitable. Always check the condition of the cord before use and the cords specifications for compatibility.

**Q: Is the appliance washable, eg can it be cleaned without causing rust?**

A: Yes, the appliance has a galvanised finish and for certain models has a powder coated finish. As a result, it is durable and can be wiped down with appropriate care. Further care and maintenance information is detailed in the User Manual.