



FreezePro® FAQs

Q: How does FreezePro® prevent my equipment/applications from freezing?

A: Applications exposed to cold, harsh conditions expand and contract when temperatures drop below freezing. This can result in a broken pipe or damaged equipment. Installing FreezePro® on your pipes and equipment will help maintain a constant ambient temperature to protect vital equipment against harsh weather conditions.

Q: Are FreezePro® products difficult to install?

A: No, our products do not require any extra tools to install and can be up and running in just a few minutes.

Q: How are FreezePro® products powered/heated?

A: FreezePro® products are powered/heated with a self-regulating heating cable that has a standard operating voltage of 120V. Self-regulating heating cables are available for purchase at shop.unitherm.com.

Q: How do I know what FreezePro® product to order?

A: There are three things you will need to know before purchasing any FreezePro® product:

1. What is the outside ambient temperature?
2. What temperature setting does your product or application need to stay at?
3. What are the dimensions of the application you wish to insulate?

Q: What is the cold crack rating of your blankets?

A: The cold crack rating of our blankets is -40°F (-40°C).

Q: What voltage options do your blankets come in?

A: All FreezePro® products come with a standard 120V self-regulating heating cable.

Q: Where will the products be shipped from?

A: All FreezePro® products are shipped FOB Lewisville, TX, 75057.

Q: How hot do your blankets get?

A: The recommended temperature range for FreezePro® products are -40°F (-40°C) to 200°F (93°C).

Q: The blanket is not getting hot enough; what can cause this?

A: A few things may cause this: ambient temperature, wind speeds, product location, and



possible additional variables.

Q: Can I place the blanket over concrete or asphalt to heat the ground under the pavement to thaw ground and utility pipes?

A: Not typically, it depends on the depth of concrete or asphalt but this is not an advised solution.

Q: What do you mean by thermal load?

A: Thermal load is defined as the temperature that causes the effect on buildings, such as outdoor air temperature, solar radiation, underground temperature, indoor air temperature and the heat source equipment inside the building.

Q: What is your most popular blanket?

A: Our most popular FreezePro® jacket is FPW 2424.

Q: Can you walk on the blankets?

A: Yes, the exterior layering of our jackets is made of silicone and vinyl, which provides a complete weatherproof system for protection against harsh conditions. However, in order to ensure optimal performance, we recommend treating the jackets with care to make them last longer.

Q: Can you drive over the blankets?

A: No, it will damage the heating components as well as the structural and external integrity of the jackets/blankets.

Q: What would cause my FreezePro® jacket/blanket heaters to overheat?

A: There are a number of things that can cause your heaters to overheat, but the most common reasons are:

- Overlapping the heating element
- Uneven thermal load
- Wrapping a fabric blanket over a part of the heater
- Thermocouple or thermostat failure

Q: Can I change the set-point after my heating system has been installed?

A: Yes, the operator interface can change the set-point with the purchase of a digital controller.

Q: Do FreezePro® insulation jackets come with a controller?

A: Yes, the controller is available to be purchased either together or separately with a



FreezePro® insulation jacket.

Q: If the heating element/cable in my FreezePro® jacket goes out, can I replace it?

A: Yes, replacement parts can be purchased separately.

Q: Do FreezePro® insulation jackets come standard with, or without a lid?

A: No, the FreezePro® Lid is an independent item that must be purchased separately.

Q: How much time should I allow to receive an order?

A: How quickly you receive your order depends on the current processing time and the shipping method you choose at the time of checkout. For example, if our current processing time is 1-2 business day and you select the standard shipping option of 2-5 days, you can expect to receive your order in 3-6 business days.

For all orders in stock, we anticipate a processing time of 1-2 business days for domestic shipments depending on the time of day the order was placed. This means that your order will leave our warehouse 1-2 business days after it is placed.

Please note that we do not ship on Saturdays, Sundays or holidays. While we will do all we can to ensure your order is delivered on time, UniTherm cannot be held responsible for conditions beyond our control such as severe weather, service interruptions, etc.

Q: How do I calculate my total delivery time?

A: Processing Time + Shipping Time = Total Delivery Time

Q: Are there any harmful or hazardous materials in FreezePro® Frost Protection Systems insulation products?

A: No. We use materials that are safe for you, as well as the environment. All products are asbestos free.

Q: What is the product warranty for the FreezePro® Frost Protection Systems line?

A: Every model of the FreezePro® Frost Protection Systems line comes with a 1-year manufacturer's warranty from the date of purchase when used under normal operating conditions.

Q: What type of fastening system is available for FreezePro®?

A: There are two different type of fastening systems for the FreezePro® product line:

1. FreezePro® Valve & Wrap insulation jackets use drawstrings – as well as hooks and



stainless steel wire – to securely fit around piping and valves.

2. FreezePro® Tote & Drum insulation jackets use polypropylene webbing and plastic side-release buckles – to securely fit around totes and barrels.

Q: Can FreezePro® be used for outdoor applications?

A: Yes, FreezePro® Frost Protection Systems provides a complete, weather-resistant insulation system. Our insulation blankets/covers are UV-stable, water resistant and can be easily removed and reused.

Q: What sort of maintenance is necessary for FreezePro® jackets?

A: Here are five easy tips to help you ensure the proper performance and longevity of your FreezePro® jackets:

1. The drawstrings and straps and buckles are more than suitable to hold the jackets in place. No need to use brute strength when installing the jackets.
2. For best service, insulation jackets should be kept as clean as possible.
3. Any chemicals, which will cause deterioration of the PVC or silicone fabrics, should be removed or cleaned off immediately.
4. Inspect your FreezePro® Insulation Jackets regularly, like any machine parts, to make sure outside damage has not occurred.
5. Do not cut or damage the fabrics of the outer protective cover with sharp instruments.

Q: Safe Handling Recommendations

A: When installing or measuring for FreezePro®, please follow all safety precautions and use proper and adequate protective safety aids such as: protective gloves and suitable protective clothing. Never use a metal tape for measuring purposes. Failure to follow this recommendation may result in injury.