

Frequently Asked Questions

Q. WHAT HAPPENS IF THE GARMENT GETS WET? WILL I GET SHOCKED?

A. NO, YOU WILL NOT BE SHOCKED IF THE GARMENT GETS WET. MOISTURE WILL ACTUALLY TRANSFER THE HEAT BETTER THAN WHEN THE GARMENT IS DRY BUT NOBODY WANTS TO SIT AROUND IN A WET SHIRT SO WE USED A MOISTURE WICKING STRETCH FABRIC THAT DRIES QUICKLY.

Q. WHAT IS YOUR OPINION OF THE QUALITY OF THE ZIPPER OR FASTENER ON EACH FOR EASE OF USE AND THERMAL PROPERTIES?

A. WE ONLY USE THE BEST, YKK BRAND ZIPPERS. THE MAIN ZIPPERS HAVE A BAFFLE BETWEEN YOUR BODY AND THE ZIPPER.

Q. IS 7.4V ALL MIGHTY HEATED GEAR COMPATIBLE WITH THIS W&S 12V HEATED GEAR?

A. NO, THE 7.4V HEATED GEAR USES SMALLER GAUGE WIRING AND COAXIAL CONNECTORS. YOU CAN, HOWEVER, USE A 7.4V BATTERY AND ADAPTOR CABLE TO POWER SOME OF THE 12V HEATED GEAR WITH LIMITED OUTPUT.

Q. WHY DID YOU CREATE A NEW HEATED BASE LAYER AND NOT A JACKET OR VEST?

A. WE'VE MADE HEATED JACKETS AND VESTS FOR DECADES AND HAVE AN EQUAL AMOUNT OF PRODUCT FEEDBACK. PUT SIMPLY, THE NEW 12V HEATLAYER IS A PATH TO INCREASED EFFICIENCY AND COMFORT. IT FEELS LIKE A PART OF YOU WHEN YOU WEAR IT AND MANY USERS NOTE THEY FORGET THEY'RE WEARING IT. LESS POWER IS NEEDED TO HEAT YOU IF THE GARMENT DOESN'T NEED TO HEAT YOU THROUGH LAYERS...AND THE LAYERS YOU WEAR OVER IT BECOME INSULATION FOR THE GARMENT.

Q. CAN I FEEL THE WIRES?

A. THE CARBON SOFHEAT™ ELEMENTS ARE THE CONSISTENCY OF HUMAN HAIR. VERY SOFT AND FLEXIBLE. THE ONLY "HARD" WIRES IN THE GARMENT ARE THE POWER WIRES AND WHILE YOU MAY BE ABLE TO FIND THEM BY HAND IF YOU'RE LOOKING, YOU WILL NOT FEEL THEM WHEN WEARING THE GARMENT.

Q. WILL THE GARMENT KEEP ME WARM WITHOUT A POWER?

A. WHEN NOT POWERED, OUR HEATED GARMENTS WILL NOT WARM YOU LIKE OTHER BULKY INSULATED GARMENTS DO...AND THAT'S INTENTIONAL. OUR GARMENTS ARE DESIGNED TO BE TEMPERATURE NEUTRAL. LESS INSULATION MEANS LESS BULK AND AS YOU PASS THROUGH WARM AND COLD ZONES, YOU WON'T NEED TO TAKE THE GARMENT ON AND OFF.

Q. I'VE SEEN OTHER PRODUCTS THAT USE RUBBER OR SCREEN PRINTED HEAT PANELS. THEY CLAIM THIS IS NEW TECHNOLOGY AND MORE EFFICIENT. WHY DOESN'T WARM & SAFE USE THESE TYPES OF HEAT PANELS?

A. DESPITE THE RECENT HYPE, BOTH OF THESE TYPES OF PANELS ARE OLD IDEAS. PUT SIMPLY, THE RUBBER PANELS ARE BULKY, DO NOT BREATHE, AND DO NOT PRODUCE ENOUGH HEAT. THE SCREEN PRINTED PANELS ARE NOT DURABLE. SCREEN PRINTING IS CHEAP AND EFFECTIVE BUT AS WE ALL KNOW, IT WEARS, FADES, DOESN'T HOLD UP OVER TIME. EVEN MORE IMPORTANTLY IS THE HEAT GENERATED FROM SUCH PANELS IS FAR FROM SUFFICIENT FOR HEATED GARMENTS. THESE ARE NOT WHAT YOU WANT IN THIS TYPE OF GEAR THAT'S EXPECTED TO KEEP YOU AT WARM AND BE DURABLE.

Q. WHY DON'T YOU OFFER HEAT CONTROL VIA SMARTPHONE APP?

A. THERE ARE A NUMBER OF HEATED GARMENTS THAT OFFER GIMMICKS SUCH AS HEAT CONTROL VIA CELL PHONE APPS OR THERMOSTATS THAT MAINTAIN A CERTAIN TEMPERATURE. WHILE THESE GIMMICKS OFTEN INITIALLY DRIVE SALES. IF YOU TALK TO ACTUAL USERS OF THE GARMENTS, YOU WILL FIND THE CELL PHONE APPS GET USED ONCE OR TWICE BEFORE THE USER FINDS IT INCONVENIENT AND DECIDES USING THE HEAT LEVEL CONTROLLERS IS MORE CONVENIENT. YOU WILL FIND THE THERMOSTATS JUST CAN'T MAINTAIN A COMFORTABLE LEVEL OF HEAT AND USERS NEARLY ALWAYS END UP PREFERRING MANUAL CONTROL. WE DON'T WASTE TIME AND MONEY ON SUCH GIMMICKS BUT WE SIMPLY OFFER THE BEST MANUAL CONTROL OVER ANY HEATED GARMENT AVAILABLE.

Q. I ACCIDENTALY DAMAGED A CONNECTOR, CAN THE GEAR BE REPAIRED?

A. YES, MOST WARM & SAFE HEATED GEAR CAN BE REPAIRED. WE VALUE YOUR PATRONAGE SO IN MOST CASES WHERE THE GEAR IS NOT REPAIRABLE OR IS TOO COSTLY TO REPAIR, YOU WILL BE OFFERED A REPLACEMENT AT DISCOUNT.