

## UNIVEST<sup>®</sup> FAQs

**Q: Why should I use UniVest<sup>®</sup> removable/reusable insulation products instead of permanent insulation?**

A: UniVest<sup>®</sup> Insulation Jackets are designed with a straps-and-buckles fastening system. This makes the removal and installation process significantly quicker and easier for routine or periodic maintenance inspections.

**Q: My mechanical/boiler room is very hot. If I insulate my applications, will that lower the ambient temperature in my facility?**

A: Yes. You should notice an immediate and significant drop in temperature. Over the years, we have seen a diverse group of people – across a number of industries – experience that same result when they installed our products in their facilities.

**Q: Will adding a UniVest<sup>®</sup> to my heater bands cause any problems?**

A: No. Using UniVest<sup>®</sup> in conjunction with your heater bands and controller will actually allow your equipment to operate more efficiently and effectively than before.

**Q: Are UniVest<sup>®</sup> 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: I do not know where to start when it comes to ordering removable/reusable insulation. What would you suggest I do first?**

A: UniVest<sup>®</sup> Insulation Systems is a unique, standardized line of removable/reusable insulation products. They have been designed to fit a wide range of shapes and sizes. We have an extensive line of products to accommodate a variety of applications. Download the UniVest<sup>®</sup> Insulation Systems Brochure for more information.

**Q: When I first installed a UniVest<sup>®</sup> Insulation Jacket on my machine, it gave off smoke when I powered it up. Is this a cause for concern?**

A: The insulation materials used to manufacture a UniVest<sup>®</sup> Jacket contains organic materials that will burn off with the initial startup. Once the machine is up to the correct temperature, the smoke will stop.

**Q: Once I install UniVest<sup>®</sup>, how hot will the outside of the blanket be, and will it be touch safe?**

A: The UniVest<sup>®</sup> Product Line meets OSHA's touch safe temperature requirements of 120°F.

**Q: What type of fastening system is available for the UniVest<sup>®</sup>?**

A: The UniVest<sup>®</sup> Insulation Line uses a straps-and-buckles fastening system that is sewn onto the jackets. Straps and buckles are carefully spun using fiberglass yarns, and the buckles are made of nickel steel. This allows for easy adjustment and/or added extension.

In addition to the straps-and-buckles fastening system, magnets are available to be used in conjunction with UniVest<sup>®</sup> Throw Blankets. As per specification, UniVest<sup>®</sup> Throw Blankets are manufactured with or without magnets to better suit your needs. Magnets can be purchased separately as well.

**Q: How durable are the UniVest<sup>®</sup> Straps & Buckles?**

A: UniVest<sup>®</sup> Straps & Buckles are resistant to most chemicals and can withstand temperatures up to 1000°F.

**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: Can your insulation blankets be used for outdoor applications?**

A: Yes. UniVest<sup>®</sup> provides a complete, weather-resistance insulation system for exhaust systems. Our insulation blankets/covers are UV-stable, water resistant and can be easily removed and reused.

**Q: Are there any harmful or hazardous materials in UniVest<sup>®</sup> high-temperature insulation products?**

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

**Q: What role does insulation play in emissions reduction?**

A: Properly insulated exhaust and emissions reduction equipment is crucial if you are to ensure that emission reduction targets are met. Removable insulation blankets are an excellent way to provide the required insulation in a cost-effective manner.

**Q: How do I know what size UniVest<sup>®</sup> Jacket I need?**

A: To find the appropriate size you require, you need to know the following measurements:

1. The Circumference **OR** Diameter measurement
2. The width measurement of the object you wish to insulate

Once you have these measurements, refer to our sizing chart for the UniVest<sup>®</sup> part number.

**Q: I looked on your sizes sheet, but I could not find the specific insulation blanket large enough to fit my needs. Does that mean you cannot help me?**

A: No. One of the greatest advantages of the UniVest<sup>®</sup> Insulation Systems Line is that you have the ability to order any of our jackets to fit any custom fabricated requirements. There are more than 2 million possible combinations and configurations for a UniVest<sup>®</sup> Insulation Jacket. That way you can create what you need by simply using any of the products in the UniVest Insulation Systems line. Customers now have the ability to do any of the following:

1. Extend the reach of a UniVest<sup>®</sup> Insulation Jacket
2. Daisy chain multiple UniVest<sup>®</sup> Insulation Jackets together
3. Fasten UniVest<sup>®</sup> Throw Blankets to any surface for added stability.

So even if you can't find a particular UniVest<sup>®</sup> Jacket that fits, this does not mean it's impossible for you to use a UniVest<sup>®</sup> Jacket on your particular application. Remember, the possibilities are endless with UniVest<sup>®</sup>. It's as simple as customizing your own design and using any product within our standardized line.

**Q: What is the product warranty for the UniVest<sup>®</sup> Insulation Systems line?**

A: Every model of the UniVest<sup>®</sup> Insulation Systems line comes with a 1-year manufacturer's warranty from the date of purchase, when used under normal operating conditions.

**Q: What are the first-aid measures, when handling Fiberglass insulation?**

A: Follow these safety measures:

- **Eyes:** If eyes become irritated, wash immediately with large amounts of lukewarm water for at least 15 minutes. Eyelids should be held away from the eyeball to ensure thorough rinsing. Do not rub eyes. Seek medical attention if irritation persists. Know that you should always wear safety glasses when handling fiberglass.
- **Skin:** If skin becomes irritated, do not rub or scratch exposed skin. Wash area of contact thoroughly with soap and water. Using a skin cream or lotion after washing may be helpful. Change into clean clothing.
- **Ingestion:** Relocate affected individual to an environment of clean, fresh air. Drink plenty of water, and seek medical help if symptoms persist.
- **Inhalation:** Remove the affected individual to a dust-free place, and seek medical help if irritation persists.

**Q: Proper care of UniVest<sup>®</sup> Insulation Jackets.**

A: Here are five easy tips to help you ensure the proper performance and longevity of your UniVest<sup>®</sup> Insulation Jackets:

1. The fastening system is more than suitable to hold the jackets in place. Brute force is not necessary when tightening UniVest<sup>®</sup> straps. **(DO NOT OVERTIGHTEN.)**
2. For the best performance, all UniVest<sup>®</sup> Jackets should be kept clean. Use wet sweeping or high efficiency vacuum to remove dust. Do not use compressed air.
3. During after-service removal activities, wet exposed material frequently to minimize airborne dust.
4. Inspect UniVest<sup>®</sup> Jackets regularly, like any machine part, 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 UniVest<sup>®</sup>, please follow all safety precautions and use proper and adequate protective safety aids. That includes protective gloves, suitable protective clothing and safety glasses. Keep metal objects away from heater bands at all times. And never use a metal tape measure for measuring purposes. Failure to follow this recommendation may result in injury.