

WHAT IS INCLUDED?

- Q. I would like to know if the Original RPCM® Cool Vest includes the Cool Packs.
- Q. Do I need to order the packs or do they come with the vest when I place an order?
- Q. Does the vest come with a set of cool packs or are those purchased separately?
- Q. Is it both front and back, or are the cooling packs only inserted on the front? How many sets does it come with? How many packs within a set of cooling pack?
- Q. Do these vests have cooling packs on the backside also?
- A. When you place an order for an RPCM Cool Vest Set you will receive the Vest and 1 set of packs. With the adult vest this is a set of 4 packs. 2 are for the front of the vest and 2 for the back. Spare Cool pack sets are available for purchase and are good to have on hand for when you will need more than two hours of cooling at a time. (The children's and dog vest sets will include a set of 2 packs and the cool armor set is 1 pack)

HOW DOES THE RPCM® COOL VEST WORK?:

- Q. How long does the vest stay cool?
- A. The RPCM® Cool Packs maintain a cool, constant 59°F/15°C temperature for up to 2½ hours
- Q. How can the cooling packs be recharged?
- Q. How long does it take to charge the packs?
- A. You can charge/recharge the RPCM® cooling packs using a refrigerator, a freezer, or container of ice water (basically anything colder than 59°F) Ice and water is fastest, but other ways work equally well. Ice water method will take about 20-30 minutes, freezer about an hour and refrigerator a few hours to overnight.
- Q. How many times can the cooling packs be used before they need replacing?
- A. If the RPCM™ Cool Pack is not punctured or torn, it can be used indefinitely since the material inside never stops working.
- Q. Will the packs “sweat” or will I feel “wet” when using the vest?
- A. The packs can produce some condensation but that is absorbed mostly by the vest itself. It is possible for your clothes to feel damp after wearing the vest but is definitely not as "wet" as you may be from excessive sweating without a cool vest.

DIFFERENCES:

- Q. What vest is right for me?
- Q. What is the difference in the vests you have?
- A. This question can be answered by how you will be using the vest and your personal preference for type of material and color.

For a cotton blend vest without a zipper we have the white Concealable vest. For a cotton blend with a zipper take a look at the Original Vest. See the Banox if FR is required and the High Vis if a bright visible color fabric is needed. The cotton type vests are recommended if you plan to wear the vest against the skin.

We also have our Classic vest which is made of a PVC Coated Mesh material, this vest has the placement of the cool pack pockets on the outside of the vest (the other models have placement of the pockets on the inside) for quick replacement of the packs and the mesh can be wiped down and will air dry a bit faster than the cotton vests if wet. You most likely will not want to wear this vest directly against the skin.

The Sport Vest is made of a Nylon material and features a zipper and additional Velcro located at the chest area. The style and material of the vest is a personal preference but all models will as work effectively.

- Q. What is the RPCM Cool Armor?
- A. RPCM® Cool Armor is not a “vest” but a Cool Pack with a Holder that to be worn under body armor. This item does not attach to the body but attaches to the armor instead. It will be necessary to open the uniform shirt buttons and release one side of the body armor. The Cool Armor was designed to permit pack replacement without removing the body armor or uniform shirt. Once you have a bit of practice you can swap a pack out in 90 seconds.

LAUNDERING INSTRUCTIONS:

Q. I am interested in the concealable vest. How do you launder it between wearing?

Q. Is the vest washable?

A. Yes, the vest is washable. (SEE CHART)

Original	Cotton Twill	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Banox	Banox	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Concealable	Cotton Twill	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Classic	PVC coated poly - textile	Hand wash cold or hose rinse. Mild detergent. Line dry. Do not dry clean.
Sport	Nylon Taslan	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Kids	Cotton Twill	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Kids Sport	Nylon Taslan	Machine wash separate, warm, no bleach, mild detergent, not soap. Line dry. Do not dry clean.
Cool Armor	Cordura	Hand wash cold or hose rinse. Mild detergent. Line dry. Do not dry clean.
Chilly Dog	Cordura or cotton twill	Hand wash cold or hose rinse. Mild detergent. Line dry. Do not dry clean.
Chilly Pup	Cordura or cotton twill	Hand wash cold or hose rinse. Mild detergent. Line dry. Do not dry clean.

Q. Please send me cleaning instructions for the cool packs.

A. As needed, RPCM® Cool Packs can be washed with warm water and dish soap, rinsed and towel dried. In the event of contamination by bodily fluids, isopropyl alcohol may be used for disinfection.

SIZING/FIT:

Q. As a motorcyclist I'm considering your "Original Cool Vest". Having never worn one I want to make sure it will fit ok under a motorcycle jacket?

A. Our RPCM® Cool Vests are a one size fit that is adjustable at the shoulders and waist. The vest set weighs about 5 lbs. and is going to add about 1" thickness to both the front and back of the body. As long as your jacket has room to allow for the vest the fit should be fine. If your jacket fits skin tight, it may be necessary to use a larger sized jacket.

Q. I am a costumed mascot. Can you please let me know approximately how much thickness gets added to the chest/waist when the cooling packs are fully charged?

A. The vest is going to add about 1" thickness to both the front and back of the body.

Q. What is the largest size one of your cooling vests will fit - chest size/waist size?

Q. I am wondering which cool vest will fit me?

A. Our products conform to the 95% rule used by the military. The adult vests are adjustable so that a 100 lb. 5'0" female to a 235 lb. 6'4" male can wear it. The Original, Sport and Banox are expandable to fit up to a 52" chest (Concealable and Classic up to 44"). It is not a fashion item, so some larger people will have the perception that it does not fit. This is a mistake. Our goal is to center the packs over the heart and lungs to absorb the most heat. It will look smaller on larger people, but this does not affect performance. If you need a vest larger than the measurements listed above please contact us to order extenders with your vest.

Q. Do the vest cooling pouches cover the sides of the torso?

A. No. The sides of the vest are open to allow for free range of motion while wearing the vest.

Q. What are the dimensions of the vests? Is there a front and back cooling or just the front? It looks like Velcro straps on the vest. Are they adjustable? Elastic?

Q. Can you tell me the measurements for the adult size vests?

A.

Kids vest:

13" across – sides are open and have Velcro and elastic for adjustability

11 1/2" long from center of neck area to bottom seam (scoop neck design)

15" long from shoulder to bottom seam -adjust to 16"

Chest size approx. 29" – 36"

Packs (set of 2) are 9" x 7"

Vest shipping weight – 3 lbs.

Concealable vest:

14 1/2" across from left to right when lying down – sides are open and have Velcro and elastic for adjustability

18" long from shoulder to bottom seam

15" long from center of neck area to bottom seam (scoop neck design)

Chest size approx. 32" – 44"

Packs (set of 4) are 13" x 5"

Vest set shipping weight – 6 lbs.

Classic vest:

16" across from left to right when lying down – sides are open and have Velcro and elastic for adjustability

21" long from shoulder to bottom seam (rounded bottom design)

17" long from center of neck area to bottom seam (scoop neck design)

Chest size approx. 32" – 44"

Packs (set of 4) are 13" x 5"

Vest set shipping weight – 6 lbs.

Original vest:

15" across from left to right when lying down – sides are open and have Velcro and elastic for adjustability

20" long from shoulder to waist

13 1/2" at center from top of zipper to bottom seam (V-neck design)

Chest size approx. 37" – 52"

Packs (set of 4) are 13" x 5"

Vest set shipping weight – 6 lbs.

Original SPORT vest:

15" across from left to right when lying down – sides are open and have Velcro and elastic for adjustability

20" long from shoulder to waist

13 1/2" at center from top of zipper to bottom seam (V-neck design)

Chest fit approx. 28" – 41"

Midriff fit approx. 28" – 52"

Packs (set of 4) are 13" x 5"

Vest set shipping weight – 6 lbs.

Banox:

15" across from left to right when lying down – sides are open and have Velcro and elastic for adjustability

21" long from shoulder to waist

14 1/2" at center from top of zipper to bottom seam (V-neck design)

Chest size approx. 41" – 52"

Packs (set of 4) are 13" x 5"

Vest set shipping weight – 6 lbs.

Q. Where are the packs located in the vest?

Q. How are the packs placed in the vest? Horizontal or Vertical?

A. The packs are placed into pockets in the front and back of the vest. They are centered in the chest area just below the collar bone and extend vertically about 12" and then in the back in the same general area. They (2 packs) sit side by side in both the front of the back of the vest in their own pocket.

MSDS:

Q. Where can I find the MSDS for your product?

A. An MSDS is a document used for reporting hazardous chemicals. Our patented RPCM® product is completely bio-based and contains no hazardous chemicals or substances and therefore OSHA 1910.1200 discourages us from producing an MSDS. We have created a Non-Hazardous Data Sheet for information purposes, which can be downloaded here: [<link>](#) Please contact us for more information if necessary.

DOG SIZING:

Q. I can't find sizing info on the vest on your website. Since Border Collies are a medium size dog I am not sure if the large or small would be appropriate.

Q. I would like more information on sizing for the dog cooling vests. I have a 36lb border collie and don't know if I should go with the large or the pup size.

Q. Which size vest will properly fit an 85 pound male lab that has a 24" neck?

Q. What size does the large dog vest fit? I have a 60 LB dog.

Q. I'd like to know what sizes the k9 cooling vests come in.

Q. What size dog does the Chilly Dog vest fit compared to the smaller one?

A. As with humans, not all dogs of a specific breed will be the same size. Each dog is unique in overall chest size, length, and girth so please see the sizing info below to decide what size is best for your dog:

ChillyDog Sizing: The ChillyDog was designed to fit large to medium size working breeds such as GSDs, Malinois, Golden Retrievers, and Labs.

Chest Girth: The circumference around the largest part of the dog's chest. This is the most critical measurement.

This part of the vest adjusts from 28" to 46". (Please heed the 28" limit)

Length: The ChillyDog is 9" long (extends 9" behind the front legs). Your dog must be long enough between the elbow and back leg to accommodate the packs, male dogs longer to relieve himself, so take that into account. The rear strap adjusts from 25" to 36". If your dog is too short bodied - see the ChillyPup™. The yoke is adjustable as well.

ChillyPup Sizing: The ChillyPup is designed to fit medium dogs like Border Collies, Aussies, Spaniels, and breeds like Bulldogs that have a shorter torso.

Chest Girth: The circumference around the largest part of the dog's chest. This is the most critical measurement. This part of the vest adjusts from 20" to 32". Chances are if your dog is less than 20" around, the vest will be too long for him.

Length: The ChillyPup is 6 inches long, 3 inches shorter in length than the ChillyDog. Your female dog should be at least 8 inches between her front legs and her back legs to avoid rubbing. Your male dog should be at even longer. The yoke is adjustable as well. The rear strap adjusts from 20" to 28"

STORAGE:

Q. Is it ok to store the cooling packs in my freezer while not in use or should they stay in liquid form in between use?

Q. Should I keep the packs in the freezer indefinitely until they are needed or put them in just before they are needed?

A. You can store the RPCM® Cool Packs in the freezer indefinitely until you need to use them.

SPOT COOLING:

Q. My wife likes her neck cooled. Any chance you have a neck wrap?

Q. Do you have any cooling products for the head?

A. Our extensive research into human body cooling mechanisms has revealed that cooling the neck or head is dangerous when not accompanied by core cooling. (Many people want to take the "cheap" route...thinking they don't want to spend for a cooling vest so they will just cool the head or neck.) Cooling the neck and head may 'feel' good for a short time, but the result is that your core body

temperature may actually rise even further when using such products. Here's why: The hypothalamus, in the low center of the brain, is responsible for regulating body temperature, among other things. This organ, when fooled by receiving cooled blood from a neck or head cooling device, may make improper adjustments to the body's systems responsible for dissipating heat. This spells big danger. If your hypothalamus is receiving cooled blood, it will send signals to the body that things are cooling down, and so it will begin to shut down the heat-dissipation mechanisms (sweating, pore open/close, respiration rate, heartbeat, vasoconstriction/vasodilation, etc.). This will actually cause the core temperature to rise faster and will create even more danger to the body for a heat-related injury. If we could be certain that every person using a neck or head cooling device did so only while wearing a vest, we'd probably make them once again. However, at this time we make no such thing and have no plans to do so.

FUNCTION:

Q. If air is not passing directly over the vest, will the cooling effect still occur?

A. The RPCM® Cool Vest uses phase change cool packs and does not rely on air flow to work properly so the cooling abilities will not be affected by the lack of air flow wearing it under your jacket.

SPARE PACKS:

Q. If I purchase an extra set of cooling packs, is there a way to keep them cool while on a motorcycle until they're ready to be swapped with what would be in the jacket?

A. To keep a set of spare packs with you ready to use you can take them from your freezer once phased and place them in a soft side cooler with and ice pack. You can also carry a garbage bag with you and if you have 20 mins or so at fuel or meal stops fill the bag with ice and some water to recharge the packs. Dry them off and place them in the vest and you are ready to go.

INTERNATIONAL ORDER:

Q. I'd really like to buy your product for my son but we reside outside of the US. Kindly let me know how I can purchase and how much is the additional freight.

Q. Do you ship to Canada?

A. We will be happy to arrange shipment for an order outside the U.S. Use our secure information request form to provide your shipping address and details of what you would like to order. We will provide you with an invoice to be paid by PayPal. Orders to be shipped internationally **may not** be placed via our Web Store due to address limitations and/or import/export regulations in certain countries.

VEST DIFFERENCES:

Q. Hi, I'm interested in learning what the differences are between the standard vest and the sports vest.

A. All models of our adult vests use the same set of RPCM® Cool packs so the cooling and weight of the two vests will be the same. The difference between the Original and Sport are the fit of the vest and material. The sport is more of an athletic fit, made of a nylon material and has an extra Velcro strip at the upper part of the chest to allow for a snug fit in that area when moving around. The Original is made of a cotton blend material and features the adjustable Velcro at the waist.

AIR TRAVEL:

Q. Hi! I'm wondering about any known restrictions with airline travel with the ice vests.

A. In our experience, TSA will not permit the vest to be carried on board the aircraft. (The simple fact is that they prevent ALL liquids, including water.) You must check it. We recommend that you enclose your cooling packs into double Ziploc bags (one inside another) because baggage handlers can be rough with your luggage. Put the cloth vest together with the packs, not someplace else in your luggage. Keep a copy of our brochure along with the vest and RPCM Cooling Packs so that any TSA personnel searching your luggage can see what it is. You may also want to call the specific airline you will be using for your travel to see if they have any additional information or recommendations.

MSDS:

Q. Can you please provide me with the MSDS for the Original RPCM® Cooling Vest?

A. An MSDS is not provided or required for our products. Our patented RPCM® product is completely bio based and contains no hazardous chemicals or substances and therefore OSHA 1910.1200 discourages us from producing an MSDS. In fact, our product is the only cooling vest made that is approved by the USDA Bio Preferred program. Contact us for more info if necessary.

INSURANCE:

Q. Can my Dr. prescribe one of the vests, & will insurance cover it?

Q. I have a prescription for a Cool Vest from my doctor. Do you accept insurance?

Q. Will the purchase of a Cool Vest be covered by my insurance?

Q. I was wondering if health insurance would pay for the vest, if the doctor wrote a prescription?

Q. Do you take Medicare payments?

A. Some insurance companies cover all or part of qualifying purchases of our RPCM cooling vests, classifying them as durable medical goods. We do not describe our product as a medical product and make no medical claims. It is your responsibility to file with your insurance company if you wish to seek reimbursement for your purchase. Many customers have had success using the CPT code E-1399, Durable Medical Equipment.

MEDICAL USE:

Q. I have a medical condition; can the Cool Vest help me with heat issues associated with this condition?

A. We do not market our RPCM® Cool Vest as a medical product but do realize that it is used by many individuals with medical conditions that are affected by the heat. A person looking to use a cool vest with any medical issues should consult their doctor first with any questions.

WHERE TO PURCHASE:

Q. Is there a store in my area where I could look at and try on the various vests?

Q. Where locally can I purchase a vest?

A. Our vests are not carried in any chain stores or retail outlets at this time, please order online at www.coolvest.com or contact our office at 800-482-0533 (US and Canada) or 321-752-4130 for a customer service representative to take your order.

DURABILITY:

Q. I'm a mechanic. Will the cooling packs break if I need to lay down on them while working?

A. The RPCM Cool Packs can withstand pressure so laying on them would not be a problem. However, you will need to use caution around any sharp objects. We do offer an accessory called the Nail Stop set that you can purchase to further protect the cool packs from being punctured by sharp edges, tools, etc.

WARRANTY:

Q. Do you offer a warranty?

A. **Glacier Tek Manufacturer's Warranty**

Glacier Tek/CoolVest.com warrants its products to be free from defects in materials and workmanship for 90 days from the date of purchase, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Glacier Tek/CoolVest.com will, at its option, repair or replace non-conforming goods.

Glacier Tek Performance Warranty

Glacier Tek/CoolVest.com warrants its phase change products to change phase from liquid to solid and the reverse (when exposed to the appropriate temperatures for a sufficient length of time) for the life of the product, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Glacier Tek/CoolVest.com will, at its option, repair or replace non-conforming goods.

RETURNS:

Q. How do I do a return and item?

Q. What is your return policy?

A. Please see our return policy http://www.coolvest.com/Glacier_Tek/Return_Policy.aspx Contact customer service at 800-482-0533 or by using the provided web inquiry form here <link> to obtain more information or a return authorization. Please do not return items without a Return Merchandise Authorization clearly printed on the outside of the packages, as all deliveries without RMA#s are rejected and will subject you to additional shipping charges and difficulties.

WINTER SHIPPING / PHASED PACKS:

Q. When I received my order, the cool packs were white and solid?

A. If you ordered your vest in the winter (or cooler months) the packs may phase in transit if the temperature is below 59°F. When you are ready to use them follow the instructions included to be sure they are fully phased and ready to use.

Q. When I took my packs out of the place I store them they are already solid?

A. If the packs are stored at a temperature that is very close to the phase point, they may remain solid or liquid for many days before equalizing. This is because it takes a huge amount of energy to melt or freeze them. This is why they work so well.

NAIL STOP/ACCESSORIES:

Q. What is a Nail Stop?

A. The Nail Stop set is a set of 4 pieces of hard plastic that can be inserted into the pockets of the vest to protect the cooling packs from roofing nails or any other sharp edges or object you may come in contact with that could puncture the RPCM® Cool Pack using your RPCM Cool Vest.