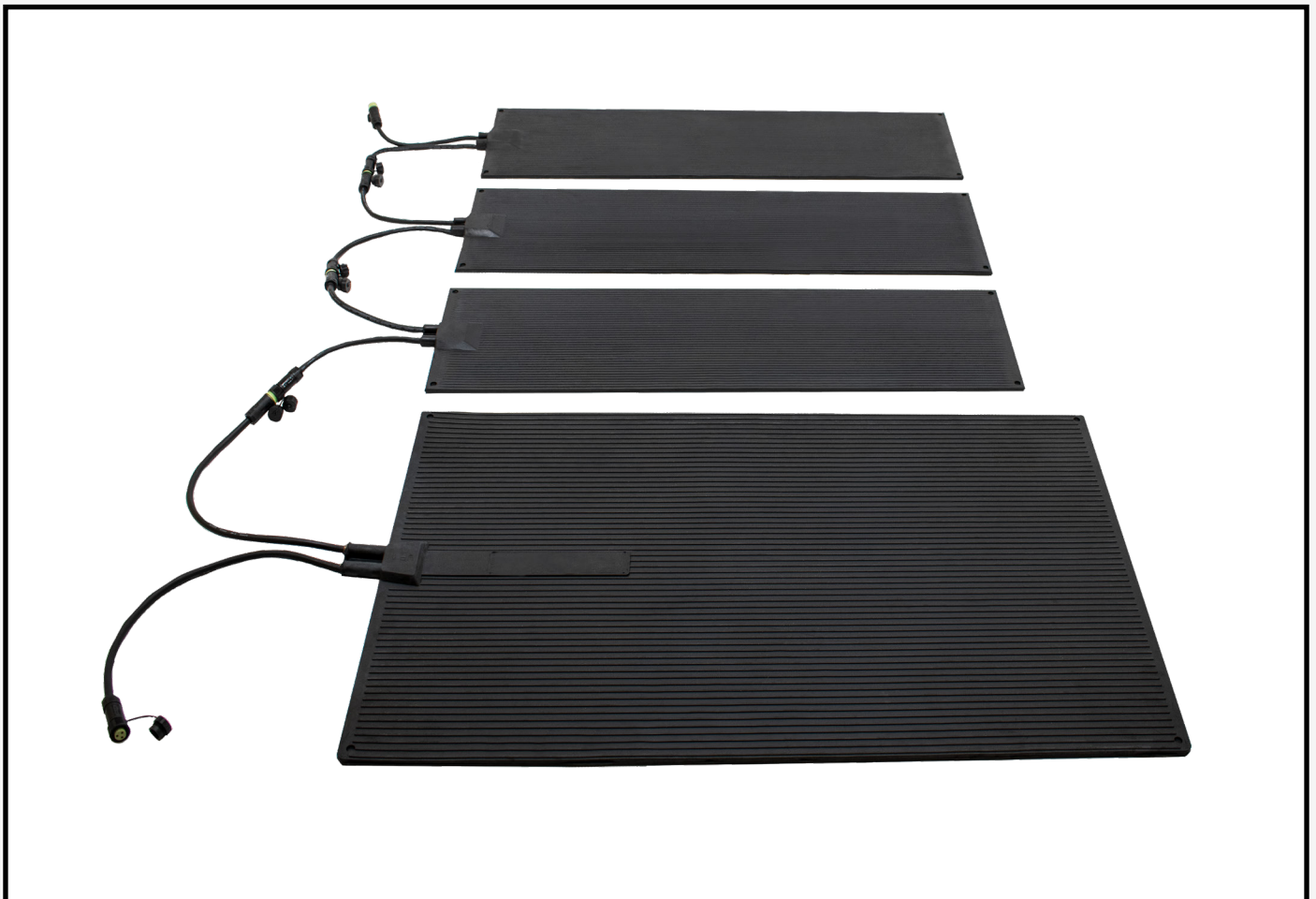


NeverFreeze®

Snow Melting Heated Rubber Mats

Installation Manual



Warnings and Operation

READ CAREFULLY – It is important to read all of the instructions before installing the NeverFreeze® Snow Melt Systems. Installation must be performed by qualified personnel, in accordance with local codes and manufacturers safeguards.

Important

It is important to read the instructions carefully before installing the NeverFreeze® Heated Rubber Mats.

- For outdoor installation only.
- Power supply conductor is not detachable any cannot be replaced. If the conductor becomes damaged, the appliance itself will not continue operation. The heating mat must be withdrawn from operation altogether. A new heating mat could give off a specific smell which is natural for rubber. It will vanish during operation.
- The appliance may be used by children over 8 years of age and persons with reduced physical, sensory, or mental capabilities, or lacking experience or knowledge, providing they are supervised, or have received instruction in safe use of the appliance and understand the hazards. Children must not play with the device. Cleaning and user maintenance must not be carried out by children unless supervised.
- From the surface of the mat, remove loose snow, ice lumps and any objects or tools which might damage the heating mat or disturb its operation. The heating mat must not be positioned in the vicinity of hot or flammable substances. Damaged heating mat must not be used or connected to the mains.
- Every application of the heating mat must be preceded with a detailed visual inspection and test of the electrical parameters of the appliance. In case more than one heating mat be used, the mats must not overlap or cover one another.
- Do not use any additional thermal insulation with the heating mat due to existing risk of overheating.
- Do not let the heating mat come into contact with insulation materials.
- Do not cover the heating mat while using it.
- Do not place any sharp-edged tools on the heating mat, which might damage the mat.
- Do not connect to the mains the heating mats which are folded or rolled.
- Do not use the rubber heated mat at a higher ambient temperature than + 10°C.
- The load class is 33-34 Commercial (persons and light duty trolleys with rubber wheels) The power lead may be extended or cut shorter if required but must never be removed from the heating cable.

1. NeverFreeze® Snow Melting Heated Rubber Mats

No more shoveling, salting, or slipping! Enjoy your winter with safe walkways free from salty mess! Prevent snow and ice accumulation at the push of a button.

Features:

- Fast plug and play set-up.
- Single point connection.
- Silent, efficient, and safe.
- Melt up to 2.5" of snow per hour.
- Pet-safe and environmentally friendly.
- Durable construction to withstand heavy traffic.
- 3-year limited warranty against manufacturing defects.

Applications:

- Walkways
- Stairways
- Driveways
- Patios and Balconies
- Parking lots
- Walk-in coolers
- Ramps

Environments:

- Residential homes
- Multi-tenant/Apartments
- Condominiums
- Retail storefronts
- Office entrances
- Industrial facilities
- Restaurant entrances
- Schools and universities
- Vessels

Description:

Heated Rubber Mats are portable and can be left outside all winter long without any maintenance. Sizes are available to accommodate both stairs and landings. Cover more ground by connecting multiple heating mats together. Extension wires are available to span larger distances if needed. Power your heating mats with a single GFCI plug for connection into any 120V outlet. Mats are constructed from vulcanized styrene butadiene rubber with excellent mechanical strength, durability, elasticity, and resistance to high and low temperatures.

2. NeverFreeze® Heated Rubber Mat Specifications

Rated Wattage	Stair Tread: 110W Landing/Walkway: 300W
Input Voltage	110 - 120
Power rating Watts per square foot	40 - 50
Product size (width x length x thickness)	Stair Tread: 10" x 38" x 0.3" Landing/Walkway: 23" x 40" x 0.3"
Product weight	Stair Tread: 7.5 Pounds Landing/Walkway: 18 Pounds
Snow melting efficiency	1.5 - 2.5" Per Hour
Available extension wire lengths	40-Inches 10-Feet 25-Feet
GFCI cable length	9-Feet
Material	Black Elastomer
Minimum exposure temperature	≤ -40 °F

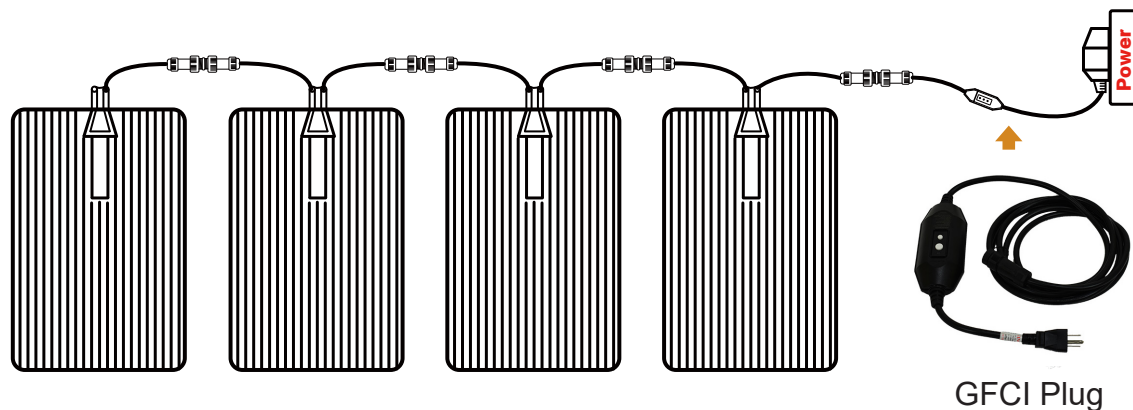
3. Pre-Installation Checklist

- Plan the intended locations of your heating mats.
- Determine if extension wires are needed to make connections.
- Clear any ground debris prior to placing your mats.

4. Installation

1. Make sure you have all the necessary components.
 - The most basic system consists of a mat and GFCI plug.
 - Several mats may be needed depending on desired area coverage.
 - Extension wires may be required if the space between mats exceed the combined length of the factory attached lead wires.
2. Place the mats in your desired locations.
3. Connect the GFCI plug into your heating mat.
4. Connect the factory attached lead wires. Hand-tighten to ensure a watertight connection. Use extension wires if needed.
5. Each GFCI plug can support a maximum of 1500 watts. Add the total wattage of all your mats to ensure that you do not exceed the capacity of the GFCI plug. Purchase additional GFCI plugs if needed.
 - Up to 10 of the 110-watt RSMM-38-10 units can be connected.
 - Up to 5 of the 300-watt RSMM-40-23 can be connected.
 - If combining both models above, you can for example connect 4 of the RSMM-40-23 and 2 of the RSMM-38-10.
6. Plug your rubber mat heating system into the nearest outdoor outlet.

*See section number 7 for installation images.



5. Maintenance

Disconnect the power supply conductor from the mains before starting the cleaning procedure. Wash the surface with a damp sponge or cloth, adding mild detergent (e.g., washing-up liquid). Never apply any corrosive or abrasive cleaning agents or any sharp objects – this can cause damage to the mat's surface. Never paint or varnish the external surfaces.

6. Additional Heated Rubber Mat Specifications

Proportion oz/in ³	1.2 ± 0.02
Hardness Shore A	60 ± 3
Elongation at break %	≥ 350
Oxygen Index	≥ 30
Strength change rate	± 15%
Change of elongation	± 25%
Tensile strength Mpa	≥ 15
Cable spacing /inch	1 ± 0.05
Compression permanent deformation (158°F x 24h) %	≤ 25

7. Installation Images



8. Warranty Registration Form

WARRANTY CERTIFICATE

Snow Melting Heated Rubber Mats

Please complete this installation completion certificate and retain a copy with photos to validate the warranty.

Name:

Phone:

Billing Address:

Installation Address: ☐ Same as billing address

Property Type: ☐ Commercial ☐ Residential

Product SKU

Application:

(Example: Stairs/Walkway/Driveway)

9. Warranty Statement

NeverFreeze® Snow Melting Heated Rubber Mats 3-YEAR WARRANTY RADIANT HEATING MATS

Thermosoft International Corporation (“Manufacturer”) warrants that its NeverFreeze Snow Melting Heated Rubber Mats (“Product”) is free from defects in manufacturing, materials and workmanship in manufacture and will perform under normal use (“Limited Warranty Period”). Manufacturer is not responsible for damage to mats caused during installation. This warranty shall not be valid under the following conditions: 1) The preparation, conditions and installation of the Product is not in accordance Manufacturer’s installation guidelines, The National Electric Code (NEC), the Canadian Electric Code (CEC) and all applicable local electrical and building codes; 2) the installation is not conducted as per Manufacturer’s written instructions; 3) local overheating is caused by use not in accordance with Manufacturer’s instructions; 4) the Product’s heating elements are cut, punctured or tampered with. This limited warranty is extended to the original owner. This 3-Year Warranty is further subject to the exclusions and limitations provided on the following page.

TO OBTAIN WARRANTY SERVICE, FOLLOW THE INSTRUCTIONS IN STEP 4 BELOW. UPON RECEIPT OF THE DEFECTIVE PRODUCT, PAPERWORK, RECEIPT, MANUFACTURER WILL EXAMINE AND TEST THE PRODUCT. IF IT IS DETERMINED THAT THE PRODUCT WAS PROPERLY INSTALLED AND FAILED DURING NORMAL USE AS A RESULT OF A MANUFACTURING, DEFECT, THE MANUFACTURER WILL REMEDY THE DEFECT OR FAILURE WITHOUT CHARGE TO THE OWNER PROVIDED MANUFACTURER RECEIVES NOTICE OF THE WARRANTY CLAIM IN THE MANNER PROVIDED BELOW WITHIN THE LIMITED WARRANTY PERIOD. THE REMEDY FOR ANY SUCH DEFECT IS LIMITED, AT MANUFACTURER’S OPTION, TO THE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE OF THE PRODUCT.

MANUFACTURER WARRANTS THAT THE PRODUCT PRODUCES THE RATED WATT OUTPUT LISTED ON THE PRODUCT LABEL WHEN OPERATED AT THE RATED VOLTAGE. MANUFACTURER MAKES NO REPRESENTATION CONCERNING THE TEMPERATURE LEVEL THAT WILL BE PRODUCED BY THE PRODUCT.

THIS LIMITED WARRANTY IS FURTHER SUBJECT TO THE CONDITIONS, LIMITATIONS, AND EXCLUSIONS PROVIDED ON THE FOLLOWING PAGE.

10. Conditions and Exclusions

THIS 3-YEAR WARRANTY IS FURTHER MADE SUBJECT TO THE FOLLOWING CONDITIONS AND EXCLUSIONS, PLEASE READ THE FOLLOWING CAREFULLY:

1. **Required Installation-** To be covered by this 3-Year Warranty, the Product must be installed outdoors following the Manufacturer's recommended installation instructions.

2. **Limitation on Causes of Defects Covered Under Warranty-** This limited warranty covers only defects in manufacturing materials or workmanship and does not cover defects, malfunctions or failures resulting from any other cause including, without limitation: (i) improper or inadequate installation; (ii) damage caused by cutting or puncturing or other post installation damage to the heating elements; (iii) defects caused by fire, flood, tornado, hurricane, earthquake, acts of God, insect infestation, extraordinary environmental conditions, riot or other civil insurrections, or acts of war or conflict; (iii) defects caused by abusive conditions or accidents, such as but not limited to cutting, severe impact or abnormal vibrations; (iv) installation or use of the Product in any manner not recommended by the Manufacturer; and, (v) defects caused by improper or inadequate maintenance, cleaning, including without limitation, the use of improper or unrecommended cleaning solutions or cleaning practices.

3. **Controlling Document-** This warranty is the sole and exclusive description of warranties applicable to the Product. Any written or oral representation, warranties or guarantees concerning the Product which are inconsistent with or beyond the scope of the description contained herein are superseded by this document and deemed inapplicable or void.

4. **Required Procedures to Submit a Warranty Claim-** In order to obtain performance of any warranty obligation, the Owner must do the following:

Contact the Manufacturer at the number listed below or by mail at the address listed below, and request a claim form. Complete and return the claim form along with the defective Product, Product Label showing serial number, the original dated sales receipt to the Manufacturer by certified mail return receipt requested within the Limited Warranty Period. The phone number and address to contact the Manufacturer for these purposes is as follows:

Thermosoft International Corporation
Attention: NeverFreeze® Warranty Claim Department
701 Corporate Woods Parkway
Vernon Hills, IL 60061
Phone: (847) 279-3800 Fax: (847) 279-8845

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF IMPLIED WARRANTIES. IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE ARE DISCLAIMED.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. TO THE EXTENT ALLOWED BY APPLICABLE LAWS, MANUFACTURER HEREBY DISCLAIMS ANY AND ALL SUCH RIGHTS.

UNDER NO CIRCUMSTANCES SHALL MANUFACTURER BE LIABLE TO THE OWNER, OR ANY OTHER PERSON FOR ANY CONSEQUENTIAL, INCIDENTAL, ECONOMIC, DIRECT, INDIRECT, GENERAL, OR SPECIAL DAMAGES ARISING OUT OF ANY BREACH OF WARRANTY, EXPRESS OR IMPLIED, UNDER THIS CONTRACT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY HEREBY SUPERSEDES ALL PRE-EXISTING WARRANTIES, EITHER EXPRESS OR IMPLIED, RELATING TO THE PRODUCT.