

# FREQUENTLY ASKED QUESTIONS

Below are some answers to the most common questions about our unique product. Visit [www.FeelsWarm.com](http://www.FeelsWarm.com) to see the various product options that we provide for warming your countertop.



## Why purchase a heating mat for my countertop?

Stone countertops are perceived as being cold to the touch. Having a heated countertop allows for comfort especially when one leans on the surface often. It adds luxury to a home, portrays elegance, and adds to the overall comfort of the area.



## Where can heating be installed?

For a new installation, you can heat any stone surface including kitchen islands, desks, bathroom counters, bars, vanities, shower seats or reception desks. It is most common to heat the front edge of a counter and not the entire stone. For an existing countertop, you can add heat to any overhanging or exposed area underneath.



## How much weight can the heaters hold?

Both the stick-on and compressed heaters can handle the heavy compression force of any stone countertop, which can weigh up to 30 pounds per square foot.



## How long does it take to receive the unit once I order?

Custom heaters are shipped in 2-3 weeks. Standard stick-on mats are shipped in 2-3 business days. Faster shipping options are available upon request.



## Will the FeelsWarm mat work properly if there is a layer of wood underneath my countertop?

Yes, but make sure you provide the details about the layer of support board or plywood when the order is placed to ensure proper performance.



## Can I adjust the temperature of the mat?

You can adjust the temperature down using the optional Thermal Controller, which has six temperature settings. The controller is not required for the mat to function and can always be purchased later.



## How long does the countertop take to warm up?

FeelsWarm heaters are engineered for a "slow warm-up" to avoid shocking the stone. You can expect a counter to reach its maximum temperature setting in approximately 90 minutes.



## How much does it cost to run the mat?

Remarkably, the cost to heat a countertop is very low. The approximate cost to operate a 5 square foot heater continuously is similar to a 75 watt light bulb or approximately \$0.15 per day.



## What are the electrical requirements?

FeelsWarm Technology operates on 6-24 volts. Similar to a laptop computer, each heating mat is supplied with a low-voltage transformer which plugs into a standard outlet. A customized power line is not required. Current draw on a 120V line is ½ - 2 amps depending upon the heater size.



## How warm does the countertop get?

The intent of the heating mat is to elevate the stone temperature so that it no longer feels cold to the touch. Stabilizing around 20°F above room temperature, the heater is designed to provide comfortable warmth.



## When should the included Surface Prep Kit be used?

The epoxy kit that is included with each mat is required for "rough cut" stone, which is typically quartz, marble or rough granite. Smooth granite and any stone with a mesh backing will most likely not need the kit.



## Is countertop heating safe?

FeelsWarm is designed specifically for stone, making it the only safe way to heat countertops without introducing a risk of cracking the stone. The low-voltage transformer (24 volts or less DC) is UL listed with over-power surge protection and over-thermal protection, making it safe to leave on at all times.



## Can I heat an existing countertop that has support beams?

Yes, you can customize a mat that fits your exact shape and size, including cutouts for corbels or supports.



## Can I heat an outdoor countertop?

We have an outdoor model available for outdoor applications. Contact us to discuss this option.



## What is the warranty?

We offer a two-tier warranty: 3 years for the heating mat and 2 years for the controllers. The likelihood of the FeelsWarm mat ever failing on its own is extremely low.