

ThermoGear Heated Jacket Pro V2

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1. Introduction

Welcome to the **Temptrek ThermoGear Heated Jacket Pro V2**. This advanced heated jacket is specifically engineered to provide exceptional warmth and comfort in extreme conditions. Whether you're hiking, skiing, or simply braving cold urban environments, the ThermoGear Heated Jacket Pro V2 ensures you stay comfortably warm.

Product Features

The **ThermoGear Heated Jacket Pro V2** boasts a range of standout features:

- **Advanced Heating Elements:** Integrated heating elements strategically placed to provide consistent warmth across the back, chest, and sleeves.
- **Long-lasting Battery:** Equipped with a high-capacity rechargeable battery located in the left inner pocket, ensuring prolonged heating performance.
- **Water-Resistant and Breathable:** Constructed with premium, water-resistant materials to keep you dry and comfortable, while ensuring breathability.
- **Ultimate Comfort and Mobility:** Ergonomically designed for a snug fit that allows full range of motion without compromising on warmth.

Package Contents

Your **ThermoGear Heated Jacket Pro V2** package includes:

- 1 x ThermoGear Heated Jacket Pro V2
- 1 x Rechargeable Battery Pack
- 1 x USB Charging Cable
- 1 x User Manual

Safety Information

For your safety and optimal performance of the jacket, please adhere to the following guidelines:

- **Do Not Submerge:** Although the jacket is water-resistant, do not fully submerge it in water.
- **Battery Safety:** Only use the provided rechargeable battery pack. Keep the battery away from extreme heat and direct sunlight.

- **Safe Handling:** Do not attempt to disassemble or modify the heating elements or internal wiring.

Getting Started

To start using your **ThermoGear Heated Jacket Pro V2**, follow these steps:

1. **Charge the Battery:** Use the provided USB charging cable to fully charge the battery pack. The LED indicator on the battery will turn green when fully charged.
2. **Connect the Battery:** Insert the battery pack into the left inner pocket and connect it to the jacket's power cable.
3. **Power On:** Press the power button located on the inside of the jacket near the chest area. The button will light up to indicate the jacket is heating.
4. **Adjust Heat Settings:** Use the control panel on the inside of the jacket to select your preferred heat setting: Low, Medium, or High.

Warranty Information

The **Temptrek ThermoGear Heated Jacket Pro V2** comes with a one-year limited warranty covering manufacturing defects. For warranty claims, please contact our customer support with your proof of purchase.

Contact Information

For additional support or inquiries, please reach out to our customer service team:

- **Email:** support@temptrek.com
- **Phone:** 1-800-TEMPTREK (1-800-836-7875)
- **Website:** www.temptrek.com

Thank you for choosing the **Temptrek ThermoGear Heated Jacket Pro V2**. Stay warm and enjoy your outdoor adventures!

2. Safety Information

When using the Temptrek ThermoGear Heated Jacket Pro V2, prioritize safety to ensure an optimal and hazard-free experience. Please read and follow all safety instructions carefully.

2.1 General Safety Instructions

- **Read and Understand All Instructions:** Ensure that you have read and comprehended all instructions before using the ThermoGear Heated Jacket Pro V2.
- **Keep Away from Children:** This product is not a toy. Ensure the jacket is stored out of reach of children when not in use.
- **Use Only Original Accessories:** Use only the battery pack and charger specifically designed for the ThermoGear Heated Jacket Pro V2 to prevent electrical hazards.

2.2 Battery Safety

- **Charging:** Only charge the battery with the provided charger. Do not use any other chargers as it might cause overheating or damage.
- **Storage:** Store the battery in a cool, dry place when not in use. Avoid exposure to direct sunlight or high temperatures.
- **Handling:** Do not puncture, crush, or expose the battery to fire. If the battery shows any signs of damage, discontinue use immediately.
- **Disposal:** Dispose of the battery according to local regulations. Do not dispose of it in fire or water.

2.3 Operation Safety

- **Do Not Overheat:** Avoid using the jacket on the highest setting for prolonged periods to prevent burns or excessive heat exposure.
- **Water Resistance:** While the ThermoGear Heated Jacket Pro V2 is water-resistant, do not submerge the jacket in water. Use in heavy rain should be minimized.
- **Inspection:** Regularly inspect the jacket for any signs of wear and tear, particularly on heating elements and battery connections. Discontinue use if any damages are discovered.

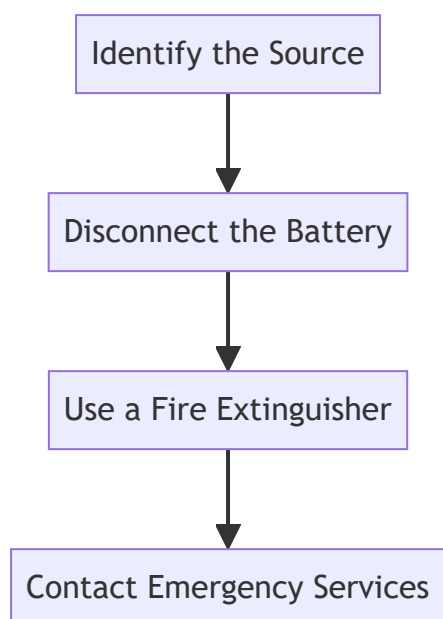
2.4 Care and Maintenance

- **Cleaning:** Follow the specific washing instructions provided. Do not machine wash unless specified. Remove the battery pack before cleaning.
- **Storage:** Store the jacket in a dry, ventilated place. Ensure the battery is not connected when storing for extended periods.
- **Repair:** Do not attempt to repair the jacket yourself. Contact customer service for any required repairs.

2.5 Emergency Procedures

2.5.1 Fire Hazard

In case of fire:



2.5.2 In Case of Overheating

- Immediately turn off the heating elements using the control button located on the left interior side of the jacket.
- Remove the jacket and allow it to cool down.
- Inspect the jacket for any signs of malfunction or damage. If found, discontinue use and contact customer service.

2.6 Important Contacts

In case you need assistance, please use the contact information below:

Type of Assistance	Contact Details
--------------------	-----------------

Customer Service	1-800-123-4567
Technical Support	support@temptrek.com
Emergency Services	Dial your local emergency number

2.7 Product Specific Warnings

- **Pacemakers:** Individuals with pacemakers should consult their physician before using the ThermoGear Heated Jacket Pro V2, as the heating elements might interfere with the device.
- **Pregnancy:** Pregnant women are advised to use the product with caution due to the presence of heating elements.

By adhering to these safety instructions, you can maximize the benefits of your ThermoGear Heated Jacket Pro V2 while minimizing risks. Enjoy comfort and warmth safely wherever your outdoor adventures take you.

3. Package Contents

When you receive your **Temptrek ThermoGear Heated Jacket Pro V2**, ensure that all the components are included in the package. Each item plays a crucial role in providing you with the warmth, mobility, and comfort the jacket promises. Check the list below carefully.

Included Items

3.1 ThermoGear Heated Jacket Pro V2

- **Jacket:** The main part of this package is the **ThermoGear Heated Jacket Pro V2**. It is crafted with advanced heating elements, water-resistant materials, and features designed for breathability and mobility. The jacket includes built-in heating zones located around the chest, back, and arms for optimal warmth distribution.

3.2 Battery Pack

- **Battery Pack (Model BP-TG2023):** A long-lasting rechargeable battery pack is essential for the jacket's heating elements to function. The battery pack is compact and fits into a designated interior pocket of the jacket.
- **Battery Specifications:**
 - Capacity: 8000mAh
 - Voltage: 7.4V
 - Output: 5V/2A

3.3 Charging Cable

- **USB Charging Cable:** Included for recharging the battery pack. The USB charging cable can be connected to any standard USB port or adapter.
- **Cable Length:** 1.2 meters

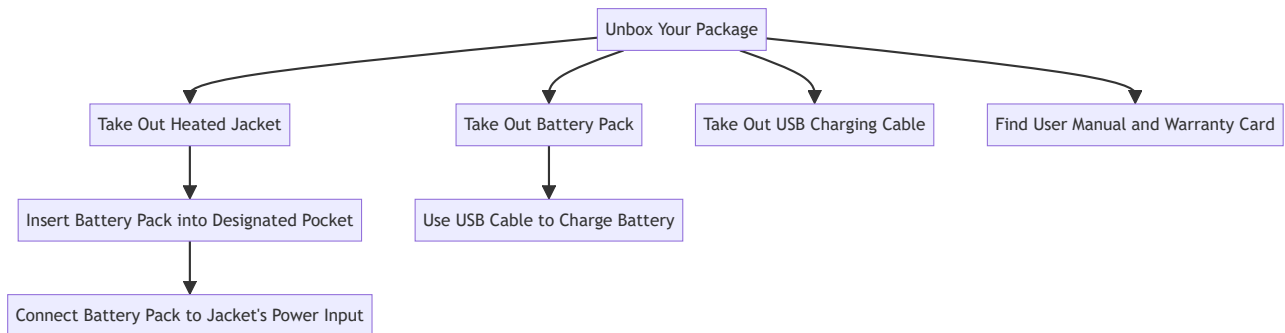
3.4 User Manual

- **User Manual:** A comprehensive guide to help you understand the features, operation, and care of your **Temptrek ThermoGear Heated Jacket Pro V2**.

3.5 Warranty Card

- **Warranty Card:** Enclosed for accessing the warranty services. Fill in the necessary details and keep this card handy for any future reference or claims.

Quick Installation Diagram



Additional Notes

Before using your **ThermoGear Heated Jacket Pro V2** for the first time, ensure the battery pack is fully charged. Follow the instructions in the user manual for initial setup and operation. Proper care and maintenance, as outlined in the manual, will help you maximize the performance and lifespan of your heated jacket.

Please keep all contents for future reference.

4. Product Overview

The Temptrek ThermoGear Heated Jacket Pro V2 is designed for optimal warmth and comfort in extreme conditions. This advanced jacket features cutting-edge heating elements and a long-lasting battery, making it the perfect companion for outdoor adventures, regardless of the weather.

Key Features

Advanced Heating Elements

- **Upgraded Heating Zones:** The ThermoGear Heated Jacket Pro V2 includes strategically placed heating zones in the chest, back, and sleeves.
- **Three Heating Levels:** Easily adjust the warmth with three settings: Low, Medium, and High, using the conveniently located control button on the left chest area.

Long-Lasting Battery

- **Battery Life:** The jacket is powered by a high-capacity rechargeable battery, delivering up to 10 hours of continuous heating on a single charge on the low setting.
- **Powerbank Functionality:** The battery pack also functions as a power bank, allowing you to charge your devices on the go via a USB port.

Material and Design

Water-Resistant and Breathable

- **Outer Shell:** Made from a durable, water-resistant material, the jacket provides excellent protection against wind and rain.
- **Breathable Lining:** The inner lining ensures maximum breathability, keeping you comfortable and dry during high-intensity activities.

Comfort and Mobility

- **Ergonomic Design:** The jacket features an ergonomic design with articulated sleeves and adjustable cuffs for enhanced mobility.
- **Soft Interior:** The soft fleece interior adds an extra layer of warmth and comfort.

Usage Scenarios

Ideal for Outdoor Adventures

- **Hiking and Camping:** Perfect for cold-weather hiking and camping, ensuring you stay warm even in the harshest conditions.
- **Winter Sports:** Ideal for skiing, snowboarding, and other winter sports where staying warm is crucial.
- **Daily Commute:** Great for everyday use during the cold winter months, providing a stylish and functional solution to staying warm.

Control and Indicators

Easy-to-Use Controls

- **Power Button:** The control button on the left chest area allows you to easily switch between heating levels.
- **Battery Indicator:** The battery pack comes with LED indicators showing the remaining battery life, so you know when it's time to recharge.

Charging and Maintenance

Recharging the Battery

- **Charging Port:** Located on the inside pocket, the charging port allows for easy access to recharge the battery.
- **Charge Time:** The battery takes approximately 4-5 hours to fully charge.

Care Instructions

- **Washing:** Remove the battery before washing. The jacket is machine washable on a gentle cycle.
- **Storage:** Store the jacket in a cool, dry place when not in use to maintain its longevity and performance.

Safety Features

Built-In Safety Mechanisms

- **Overheat Protection:** The ThermoGear Heated Jacket Pro V2 includes overheat protection, automatically shutting off heating elements if they reach unsafe temperatures.

- **Water-Resistant Components:** All electrical components are designed to be water-resistant, ensuring safety in wet conditions.

Conclusion

The Temptrek ThermoGear Heated Jacket Pro V2 is expertly designed to provide ultimate warmth and comfort in extreme weather conditions. Its advanced features, coupled with a durable and stylish design, make it the ideal choice for any outdoor enthusiast. Stay warm, stay comfortable, with Temptrek.

5. Sizes and Specifications

5.1 Size Chart

The Temptrek ThermoGear Heated Jacket Pro V2 is available in various sizes to ensure a perfect fit for all users. Please refer to the size chart below to select the most appropriate size for your needs.

Size	Chest (inches)	Waist (inches)	Sleeve Length (inches)
Small	36-38	30-32	33-34
Medium	38-40	32-34	34-35
Large	42-44	36-38	35-36
XL	46-48	40-42	36-37
XXL	50-52	44-46	37-38

5.2 Jacket Dimensions

- **Length (back):** 28 inches (for Medium)
- **Shoulder Width:** 18 inches (for Medium)
- **Weight:** 1.2 lbs (without battery)

5.3 Heating Elements

The ThermoGear Heated Jacket Pro V2 is equipped with advanced heating elements positioned strategically for maximum warmth and comfort.

- **Heating Zones:**
 - 2 chest zones
 - 1 back zone
 - 1 lower back zone
- **Heating Temperature:**
 - Low: 100°F (38°C)

- Medium: 120°F (49°C)
- High: 140°F (60°C)

```
```mermaid
graph LR
 A[Heating Elements] --> B(Chest Zones)
 A --> C(Back Zone)
 A --> D(Lower Back Zone)
```

## 5.4 Battery Specifications

The included battery is designed for longevity and reliability, ensuring you stay warm during extended outdoor activities.

- **Battery Capacity:** 10,000mAh
- **Battery Life:**
  - Low: Up to 10 hours
  - Medium: Up to 7 hours
  - High: Up to 5 hours
- **Battery Type:** Lithium-ion
- **Charging Time:** Approximately 3-4 hours

## 5.5 Material Composition

The jacket is made from high-quality materials to ensure durability, water resistance, and breathability.

- **Outer Material:** 100% Polyester
- **Lining:** Soft fleece
- **Insulation:** Premium synthetic down

## 5.6 Water-Resistance and Breathability

- **Water-Resistance Rating:** 10,000mm
- **Breathability Rating:** 10,000g/m<sup>2</sup>/24hr

## 5.7 Control and Interface



The ThermoGear Heated Jacket Pro V2 features an intuitive control button located on the left chest area for easy access.

- **Control Button:**
  - **Power On/Off:** Hold for 3 seconds
  - **Temperature Adjust:** Press to cycle through low, medium, high settings

## 5.8 Packaging Information

- **Box Dimensions:** 15 x 12 x 5 inches
- **Total Weight (including packaging):** 2.5 lbs

## 5.9 Warranty

- **Warranty Period:** 1 year from date of purchase
- **Coverage:** Includes defects in materials and workmanship

For any additional information, please refer to the other sections of this manual or contact Temptrek customer service.

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## 6. Using Your ThermoGear Heated Jacket Pro V2

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### 6.1: Charging the Battery

The ThermoGear Heated Jacket Pro V2 by Temptrek comes with an advanced lithium-ion battery system designed for long-lasting warmth. Below are the steps to charge the battery:

#### 6.1.1: Removing the Battery

1. Locate the battery pocket inside the jacket lining, positioned on the lower left side.
2. Unzip the pocket and gently remove the battery pack.

#### 6.1.2: Connecting to the Charger

1. Attach the provided charging cable to the battery pack's charging port.
2. Plug the other end of the charging cable into a standard electrical outlet.

#### 6.1.3: Charging Indicators

- The battery pack's LED indicator will light up red when charging.
- Once fully charged, the LED indicator will turn green.

Plan Ahead:

- Charging Time: The battery takes approximately 3-4 hours to fully charge.
- Battery Life: Provides up to 10 hours of heating on a full charge.

**Note:** Only use the provided Temptrek charging cable to avoid damage and ensure safety.

### 6.2: Operating the Heating Elements

The ThermoGear Heated Jacket Pro V2 features state-of-the-art heating elements strategically placed in key areas. Follow these steps to operate the heating elements:

#### 6.2.1: Powering On the Jacket

1. Insert the fully charged battery pack back into the battery pocket.
2. Press and hold the power button, located on the inner left chest area, until the indicator light turns on.

#### 6.2.2: Heating Zones

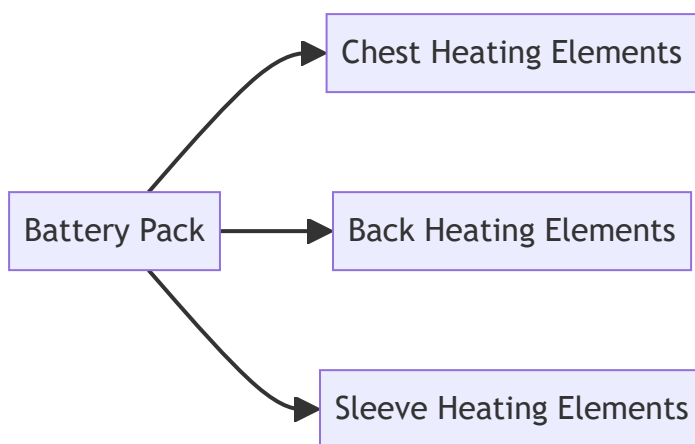
The jacket includes heating elements in the following zones:

- Chest
- Back
- Sleeves

### 6.2.3: Initial Heating

Upon powering on, the jacket will enter a preheat mode for 5 minutes, indicated by a flashing red light.

Heating Element Diagram:



## 6.3: Adjusting Temperature Settings

The ThermoGear Heated Jacket Pro V2 offers three temperature settings for customized comfort. Follow these steps to adjust the settings:

### 6.3.1: Temperature Control

1. After the preheat mode, press the power button to cycle through the temperature settings:
  - **Red:** High (60°C/140°F)
  - **White:** Medium (45°C/113°F)
  - **Blue:** Low (30°C/86°F)

### 6.3.2: Maintaining Temperature

- To maintain a steady temperature, allow the jacket a few minutes to stabilize after adjusting the setting.

- You can verify the current setting by observing the color of the power button's indicator light.

### 6.3.3: Powering Off

1. Press and hold the power button until the indicator light turns off.
2. Disconnect the battery pack and store it securely when not in use.

**Note:** *Always turn off the heating elements before removing the jacket to conserve battery life.*

*End of Section*

## 7. Maintenance and Care

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Proper maintenance and care will ensure the longevity and performance of your **Temptrek ThermoGear Heated Jacket Pro V2**. Follow these guidelines to keep your jacket in optimal condition.

### 7.1 Cleaning Instructions

Cleaning your **ThermoGear Heated Jacket Pro V2** is essential for maintaining its functionality and appearance.

#### 7.1.1 Hand Washing

1. **Disconnect the Battery:** Always disconnect the battery pack before cleaning.
2. **Prepare the Cleaning Solution:** Mix a mild detergent with warm water in a basin.
3. **Clean the Jacket:** Use a soft cloth or sponge to gently clean the jacket. Avoid scrubbing the heating elements.
4. **Rinse:** Rinse the jacket thoroughly with clean water.
5. **Drying:** Lay the jacket flat on a towel and gently roll the towel to remove water. Air-dry on a clean, flat surface away from direct sunlight or heat sources.

#### 7.1.2 Machine Washing

1. **Remove the Battery:** Unplug and remove the battery pack.
2. **Place in Garment Bag:** Place the jacket in a mesh garment bag to protect it during the wash cycle.
3. **Wash Settings:** Use cold water and select a gentle cycle.
4. **Drying:** Air-dry the jacket flat. Do not tumble dry.

### 7.2 Battery Maintenance

Proper care for the battery pack ensures it provides long-lasting power.

1. **Charging:** Use only the provided charger to recharge the battery.
2. **Storage:** If storing the jacket for an extended period, remove the battery and store it in a cool, dry place.
3. **Inspection:** Regularly check the battery for any signs of damage or wear. Replace if necessary.

## 7.3 Storage Tips

1. **Clean Before Storing:** Always clean the jacket before storing it for an extended period.
2. **Dry Thoroughly:** Ensure the jacket is completely dry to prevent mold and mildew.
3. **Fold Gently:** Avoid creasing the heating elements when folding the jacket.
4. **Cool, Dry Place:** Store in a cool, dry place away from direct sunlight and moisture.

## 7.4 Inspecting for Wear and Tear

Regularly inspect the jacket to identify any potential issues.

1. **Heating Elements:** Check the heating elements embedded in the jacket for any signs of damage.
2. **Zippers and Seams:** Ensure that all zippers and seams are intact and functioning properly.
3. **Battery Connection:** Verify that the battery connection points are free from debris and damage.

## 7.5 Repairs

For repairs, please contact **Temptrek Customer Support** or visit an authorized service center.

1. **Warranty:** Refer to the warranty section for detailed information on repair coverage.
2. **Authorized Repairs:** Only authorized personnel should perform repairs to maintain the warranty.

## 7.6 Safety Precautions

1. **Avoid Exposure to High Temperatures:** Do not expose the jacket to high temperatures or open flames.
2. **Do Not Submerge:** Never submerge the jacket in water, as it can damage the heating elements.
3. **Inspect Before Use:** Always inspect the jacket and battery for signs of damage before use.

These steps ensure your **Temptrek ThermoGear Heated Jacket Pro V2** stays in top condition, providing you with warmth and comfort during all your outdoor adventures.

## 8. Troubleshooting

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### 8.1 Jacket Not Heating

#### 8.1.1 Check Battery Connection

Ensure the battery is properly connected to the jacket. The connection port is located inside the left inner pocket. The connector should click firmly into place.

#### 8.1.2 Inspect Battery Status

Verify that the battery is charged. The battery indicator light should be green. If it's red, charge the battery using the supplied charger.

#### 8.1.3 Power Button Response

Press the power button located on the left chest area. The button should light up. If it doesn't light up, try resetting by disconnecting and reconnecting the battery.

### 8.2 Uneven Heating

#### 8.2.1 Heating Zones Check

Ensure all heating zones (chest, back, and pockets) are functioning. Feel the areas to confirm warmth. If one or more zones are cold, the heating elements may need replacement.

### 8.3 Short Battery Life

#### 8.3.1 Battery Age

Check the age of the battery. Older batteries may not hold charge well. Consider replacing the battery if it is over 2 years old.

#### 8.3.2 Heat Settings

Review your heat settings. Higher settings consume more power. Reduce to a lower setting to extend battery life.

### 8.4 Water Resistance Issues

### **8.4.1 Inspect Jacket Exterior**

Check for visible damage or wear on the jacket's exterior. Small tears or punctures can compromise water resistance.

## **8.5 Controls Not Responding**

### **8.5.1 Check Power Button**

Ensure the power button is not obstructed by dirt or debris. Clean around the button gently if needed.

### **8.5.2 Reset Procedure**

If controls are unresponsive, perform a reset by disconnecting the battery for 30 seconds and then reconnecting it.

## **8.6 Jacket Not Charging**

### **8.6.1 Charger Inspection**

Ensure the charger is functioning properly. Check for damage to the cord or plug.

### **8.6.2 Battery Connection**

Verify the connection between the charger and battery. The connection should be secure and the indicator light on the charger should be on.

### **8.6.3 Charging Port**

Inspect the charging port on the battery for debris or damage. Clean gently if needed.

## **8.7 Heating Elements Malfunction**

### **8.7.1 Zone Diagnosis**

Identify which heating zone is malfunctioning (chest, back, or pockets). Test each zone by setting the lowest and highest heating levels.

### **8.7.2 Contact Support**

If a specific heating element is not working, contact Temptrek support for professional diagnostics and potential replacement.



## 8.8 LED Indicator Issues

### 8.8.1 Indicator Light Review

Check the LED indicator on the power button. It should show different colors based on the heat setting (blue for low, white for medium, and red for high).

### 8.8.2 Malfunction

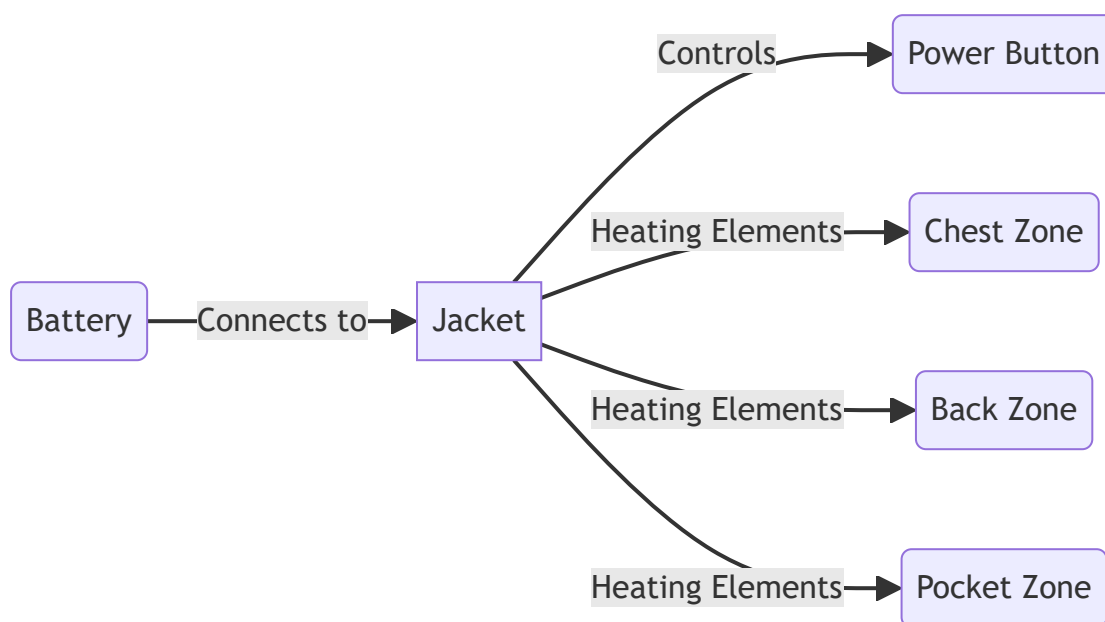
If the LED indicator is not displaying correctly, reset the jacket by disconnecting and reconnecting the battery.

## 8.9 General Maintenance

### 8.9.1 Battery Maintenance

Regularly check and maintain the battery by charging it fully before storage and storing it in a cool, dry place.

## 8.10 Diagram: Battery and Connector Overview



## 8.11 Contact Support

If none of the troubleshooting steps resolve your issue, please contact Temptrak support for further assistance.

### **Temptrek Customer Support:**

- Email: support@temptrek.com
- Phone: 1-800-TEMPTREK
- Website: [www.temptrek.com/support](http://www.temptrek.com/support)

## 9. Warranty Information

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### 9.1 Limited Warranty Coverage

Temptrek warrants that the **ThermoGear Heated Jacket Pro V2** (the "Product") will be free from defects in materials and workmanship under normal use for a period of **one (1) year** from the date of purchase. This warranty only applies to the original purchaser and is not transferable.

### 9.2 What is Covered

- **Heating Elements:** The advanced heating elements embedded in the jacket.
- **Battery Pack:** The long-lasting battery provided with the jacket.
- **Fabric and Construction:** The water-resistant and breathable fabric, zippers, and stitching.

### 9.3 What is Not Covered

This warranty does not cover:

- **Damage Caused by Misuse or Abuse:** Including but not limited to improper charging, unauthorized modifications, and physical damage.
- **Normal Wear and Tear:** Including scratches, fading, and stains.
- **Accidental Damage:** Such as tears, burns, and other forms of physical damage.
- **Consumable Parts:** Such as detachable controllers or cables that naturally degrade over time.

### 9.4 How to Make a Warranty Claim

#### 9.4.1 Initial Steps

1. **Proof of Purchase:** Ensure you have a valid proof of purchase (receipt or order confirmation).
2. **Contact Temptrek Support:** Contact our customer service team through the following channels:
  - **Email:** [support@temptrek.com](mailto:support@temptrek.com)
  - **Phone:** 1-800-TEMPTREK (1-800-836-7875)

- **Website:** [www.temptrek.com/support](http://www.temptrek.com/support)

#### 9.4.2 Describe the Issue

Clearly describe the defect or issue you are experiencing with your **ThermoGear Heated Jacket Pro V2**.

#### 9.4.3 Shipping Instructions

If instructed by customer support, securely pack the jacket, including all components (battery pack, controllers), and ship to the address provided by our support team. Please ensure the package is insured and trackable.

### 9.5 Warranty Process and Timeline

1. **Inspection:** Once received, our team will inspect the Product.
2. **Resolution:** If the defect falls under warranty coverage, Temptrek will repair or replace the Product at no additional cost to you.
3. **Timeline:** The warranty claim process typically takes 2-4 weeks from the date of product receipt.

### 9.6 Limitations and Exclusions

- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- Temptrek's liability is limited to the cost of repair or replacement of the Product. Temptrek shall not be liable for any incidental or consequential damages.

### 9.7 Outside the Warranty Period

For repairs or issues arising after the warranty period, Temptrek offers a paid repair service. Contact customer support for a quote and further instructions.

### 9.8 International Warranty Claims

For international customers, please contact your local distributor or retailer. Warranty terms and conditions may vary from country to country.

### 9.9 Important Information

- **Keep Original Packaging:** If possible, retain the original packaging for shipping purposes.

- **Backing Up Data:** If the jacket firmware or settings are important, ensure they are backed up as they may be reset during repair.
- **Warranty Voids:** Unauthorized repairs or modifications will void this warranty.

## 9.10 Contact Information

For any additional questions or concerns, please reach out to Temptrek's dedicated support team through the following methods:

- **Email:** support@temptrek.com
- **Phone:** 1-800-TEMPTREK (1-800-836-7875)
- **Website:** [www.temptrek.com/support](http://www.temptrek.com/support)

## 10. Contact Information

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### 10.1 Customer Support

For any questions or issues related to the Temptrek ThermoGear Heated Jacket Pro V2, please reach out to our customer support team. Our dedicated professionals are here to assist you with any inquiries, troubleshooting, or warranty claims.

#### Phone Support:

- **Toll-Free Number:** 1-800-TEMPTREK (1-800-836-7873)
- **Operating Hours:** Monday to Friday, 9 AM - 5 PM (EST)

#### Email Support:

- **General Inquiries:** [support@temptrek.com](mailto:support@temptrek.com)
- **Technical Support:** [techsupport@temptrek.com](mailto:techsupport@temptrek.com)
- **Warranty Claims:** [warranty@temptrek.com](mailto:warranty@temptrek.com)

### 10.2 Mailing Address

If you need to send your ThermoGear Heated Jacket Pro V2 for warranty service, repairs, or returns, please use the following address:

**Temptrek Customer Service Center** 1234 Warm Haven Street Chillville, CA 90210 USA

*Please ensure you include a copy of your receipt and a detailed description of the issue.*

### 10.3 Online Resources

Visit our website for additional resources, including FAQs, user forums, and instructional videos to help you get the most out of your ThermoGear Heated Jacket Pro V2.

- **Website:** [www.temptrek.com](http://www.temptrek.com)
- **FAQs:** [www.temptrek.com/faqs](http://www.temptrek.com/faqs)
- **User Forums:** [www.temptrek.com/forums](http://www.temptrek.com/forums)
- **Instructional Videos:** [www.temptrek.com/videos](http://www.temptrek.com/videos)

### 10.4 Social Media

Stay updated on the latest news, product releases, and promotions by following us on social media:

- **Facebook:** [facebook.com/temptrek](https://facebook.com/temptrek)
- **Twitter:** [twitter.com/temptrek](https://twitter.com/temptrek)
- **Instagram:** [instagram.com/temptrek](https://instagram.com/temptrek)

## 10.5 International Support

We offer international support through our network of authorized distributors and service centers. To find a distributor or service center near you, please visit our website or contact our customer support team.

- **International Phone Support:** +1-707-555-1234
- **International Email Support:** [intl\\_support@temptrek.com](mailto:intl_support@temptrek.com)

## 10.6 Warranty Information

Your ThermoGear Heated Jacket Pro V2 comes with a one-year limited warranty. For detailed information on warranty coverage and claims, please refer to the [Warranty Section](#) of this manual or contact our warranty department at:

- **Warranty Phone Support:** 1-800-TEMPTREK (1-800-836-7873)
- **Warranty Email:** [warranty@temptrek.com](mailto:warranty@temptrek.com)

## 10.7 Feedback and Reviews

We value your feedback and would love to hear about your experience with the ThermoGear Heated Jacket Pro V2. Share your reviews and suggestions with us:

- **Email:** [feedback@temptrek.com](mailto:feedback@temptrek.com)
- **Product Reviews:** [www.temptrek.com/reviews](https://www.temptrek.com/reviews)

## 10.8 Corporate Office

For corporate inquiries, collaborations, and partnership opportunities, please contact our corporate office at:

**Temptrek Inc.** 4567 Cozy Trail Warmtown, NY 10001 USA

- **Corporate Phone:** +1-212-555-4567
- **Corporate Email:** [corporate@temptrek.com](mailto:corporate@temptrek.com)

## 11. Appendix

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### 11.1: Technical Specifications

Specification	Details
Model	ThermoGear Heated Jacket Pro V2
Brand	Temptrek
Heating Elements	3 carbon fiber heating panels (chest and back)
Battery Capacity	10,000 mAh
Heating Duration	Up to 10 hours on low, 6 hours on medium, 4 hours on high
Water Resistance	IPX4
Material	100% Polyester
Temperature Settings	Low (100°F/38°C), Medium (113°F/45°C), High (131°F/55°C)
Charging Time	Approximately 7 hours
Weight	1.5 lbs
Available Sizes	S, M, L, XL, XXL
Color Options	Black, Blue, Grey

### 11.2: FAQs

#### How do I turn on the ThermoGear Heated Jacket Pro V2?

To turn on the jacket, press and hold the power button located on the left chest area for 2-3 seconds. The LED indicator will light up, and the jacket will start heating.

#### How do I adjust the temperature?

Press the power button briefly to cycle through the temperature settings: Low (green light), Medium (blue light), and High (red light).

#### How do I charge the battery?



Disconnect the battery from the jacket and connect it to the provided USB charger. Plug the charger into a power source. The battery will take approximately 7 hours to fully charge.

### **Can I wash the jacket?**

Yes, the ThermoGear Heated Jacket Pro V2 is machine washable. Remove the battery and hand wash or machine wash on a gentle cycle with cold water. Hang to dry.

### **What should I do if the jacket isn't heating properly?**

Ensure the battery is fully charged and properly connected. If issues persist, refer to section 11.3.3 for instructions on replacing heating elements.

## **11.3: Replacement Parts**

### **11.3.1: Ordering Replacement Parts**

To order replacement parts for your ThermoGear Heated Jacket Pro V2, visit the official Temptrek website or contact customer service. Have your jacket model number and serial number ready to ensure compatibility.

### **11.3.2: Replacing the Battery**

1. **Remove the old battery:** Unzip the inner pocket located on the lower right side of the jacket. Disconnect the battery by gently pulling the connector.
2. **Install the new battery:** Connect the new battery to the cable inside the pocket. Ensure a secure connection.
3. **Secure the battery:** Place the battery back into the pocket and zip it closed.

### **11.3.3: Replacing Heating Elements**

1. **Identify the faulty element:** Locate the heating panels on the left chest, right chest, or back.
2. **Access the heating element:** Unzip the inner lining of the jacket to expose the internal wiring.
3. **Disconnect the heating element:** Gently unplug the wires connected to the faulty heating panel.
4. **Install the new heating element:** Connect the new heating panel to the corresponding wires. Ensure secure and correct connections.
5. **Close the jacket:** Zip the inner lining back up.