

Firwin FAQ – I received my insulation blanket order - why are the number of blankets different than what was quoted?

When converting a quote to an order, Firwin's design team will sometimes decide to either combine multiple sections into a single blanket, or conversely, divide a single part into multiple blanket sections. The reasons for this can vary, but it is generally done to provide the customer with a more efficient blanket layout and make the installation process easier. Here are some reasons why our designers might alter the blanket count from that specified in the quote:

Information not available at quoting time:

Often at the quoting stage, not all the detailed information, such as the location of bracket supports or other protrusions, is yet available. When this information becomes available after the order is placed, Firwin's design team will then take these variables into account when designing the insulation blankets, and may deem it necessary to split up a part into multiple sections to account for these protrusions.



Pipe Bracket / Protrusion

Fewer parts to ease installation and improve fit:

When there are a large number of parts to be covered, often our quoting staff will list each part individually, to allow the customer to see and verify that all the desired parts that he wants insulated have been accounted for. However, if all these parts were manufactured separately, it may result in a more difficult or time-consuming installation process, and a less than ideal fit. With this in mind, Firwin's designers will at times combine a number of smaller parts into one.

Larger parts broken up to ease installation, more economical packaging:

Sometimes when large parts are involved, our designers will recommend breaking up an insulation blanket into smaller sections. Insulation blankets can get quite heavy, especially when they are covering large parts and components. Heavy, large blankets can pose safety issues for installers, be hard to handle and create difficulties at installation time. Larger blankets can also add to shipping costs by requiring packaging in larger boxes. For these reasons, larger parts often find themselves being manufactured in multiple sections, in order to lower shipping costs and ease installation.

Multiple parts combined to improve part efficacy and aesthetics:

In general, a single insulation blanket will insulate better than multiple parts, as multiple blankets, if not installed correctly, may have small gaps in between the insulation blanket sections. When a quote reaches the design stage, Firwin's design engineers will take a second look at the overall system being insulated, to determine what would be the most efficient manner of insulation. Often there is more information available at the design stage that at the quoting stage. This added information, combined with the designer's experienced eye, will sometimes result in multiple parts being combined into a single insulation blanket, in order to improve the insulation efficiency of the part in question. There is also the question of aesthetics, as combining certain blanket sections into one may look more visually appealing, which can be an important consideration in certain industries.

Quote was simplified for ease of understanding:

When quoting a complex exhaust system, Firwin quoting personnel will sometimes give a single description and price to an entire exhaust system. This is often done at the request of the customer, or when the person requesting the



The Firwin Corp.
1685 Hunt Road
Toronto, ON
M3J 2W8
Tel: (416) 398-7855
Fax: (416) 398-7899

Toll Free 1-877-FIRWIN7 (347.9467)
Direct: 1-416-745-9389
Fax: 1-416-745-0782

QUOTE Q804FW4F.MK
Please Refer to This Quote Number on ALL Correspondence

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Web: www.firwin.com

Greg Leser
INFOTrac Solutions Inc.
150 Ferrand Drive
Suite 200
North York, ON
M3H 5W1

DATE: April 10, 2008
FIRWIN SALES REP: Sidney Tannenbaum
TERRITORY: INFOT
CUSTOMER NO.

Tel: (416) 398-7855 Fax: (416) 398-7899

We are pleased to submit our quotation as follows:

ITEM NO.	DESCRIPTION	QTY.	UNIT PRICE	AMOUNT
	1" fiberglass insulation (rated till 1200°F/648°C), silicone impregnated fiberglass outer cover, S.S. knitted wire mesh inner liner, S.S. capstan rivets, with S.S. lacing wire fastening. High temperature, sewn construction.			
1	PIPE - Length = 24", OD = 12"	1	50	50
2	MISC - Length = 44", OD = 30"	1	100	100
3	FCAT113 - 3114T; Outlet Elbow Long	5	84.09	420.45
4	SILENCER - Silencer 10" Ø, Length = 30"	3	150	450
5	FFLD - ANSI Flange; 10" (16" O.D.)	10	65.35	653.5
6	FFL05 - ANSI Flange; 6" (11" O.D.)	1	49.5	49.5
7	FHER-G26Z - G3400 Gas (Ver 2); Complete Set	20	375.64	7512.8
8	FCOWTSP060 - COWL PRPL Series; T560 Muffler	5	303.15	1515.75


DELIVERY 2/3 WEEKS AFTER RECEIPT OF P.O.
Call if sooner delivery required.

Notes:

Sale Amount: \$10,752.00

Thank you for the opportunity to provide you with a quote! Here are some of the other products that we carry:

[Spiral Hose Wraps](#) [Hard Coat Composites Insulation](#) [Insulation Tubes & Sleeves](#) [Sound Boards](#) [Screw Shields](#)



TERMS:
FIRWIN Inc., North York, Ontario. Inland freight & charge back. Duty paid into U.S.A. only.
Taxes: Quotation does not include applicable taxes. Canadian taxes applied as per Canadian government regulations.
Ontario customers - P & T. Export Certificate required, if applicable. U.S. and international customers - tax exempt.
Terms: VISA, MasterCard & Payment by check only, on bill subject to Credit Approval. Interest applies on all payments.
Currency: Canadian dollars. Validity: 30 days from quote or date of issue. Lacing Wire: Supplier with order if required.
Insulation: Used by customer. Where items to ship to local there will be no additional charge.
Note: Stockable see quote. Build to order in conformity with the order, drawings, details and specifications supplied at the time the order is received.
Costs of any changes to orders, manufacturing and shipping and production are customer's responsibility, on the customer's account.

Best Wishes
Sidney Tannenbaum
Firwin Corp. e-mail: stannenbaum@firwin.com



ISO 9001:2008
Cert. No. 533736

Typical Firwin Quote

quote is not of a technical bent and listing all the components of a system would cause confusion. When this quote becomes an order and proceeds to the design stage, Firwin's design team will of course break up the system into its respective components.

"Sometimes a discrepancy between a quote and actual blanket parts delivered can create issues with a customer's receiving department, since the piece count from the PO may not match the packing slip", notes Brett Herman, Firwin's Vice President of Sales and Customer Service. "Firwin should be notified if this is a concern."

"It is important to note that altering the number of blankets does not affect the quoted price", added Brett Herman. "Firwin's pricing includes any custom design work that needs to be done, whether it is accounting for brackets and protrusions, or altering the number of blankets on an order to improve blanket efficiency or ease of installation. Whether we reduce or increase the number of insulation blankets, our ultimate goal is to do what is best for the customer."

Other Articles: [Insulation Blanket Outside Cover Touch-Temperature](#) ·
Firwin Alberta Corp.