

Onward & Upward Outfitters

www.onwardandupward.com

701 Butte St

Boulder, CO 80301

(303) 555-6464

May 21, 2012

Elise Smith

5000 Wilderness PL

Boulder, CO 80301

Elise,

Referring to your letter dated May 17, I did not misrepresent the H2O Pro-TechT rain jacket. H2O Pro-TechT is the best breathable, waterproof rain gear available. I suspect you did not use the jacket properly.

H2O Pro-TechT, like all other waterproof/breathable fabrics, is not 100 percent waterproof and flawlessly breathable. However, you cannot find a better combination of water repellency and vapor transmission (sweat). Yes, PVC ponchos are inexpensive and certainly waterproof. However, they are heavy and bulky, not to mention extremely uncomfortable under just moderate exertion or outdoor temperature.

You mentioned that you spent the weekend cold and damp. First, you need to realize that H2O Pro-TechT is not a good insulator from the cold (wind yes, cold temperatures, no). It may be that you just need to wear a heavier, moisture-wicking layer underneath. On the other hand, you may have been wearing too much or a cotton fabric (remember, cotton kills) under the jacket. The dampness you felt may have been the sweat you built up while making camp. If this is the case, remember to use the ventilation zippers (pit zips) to allow your body heat and sweat to escape. You can check to see if your jacket does indeed leak by wearing it and standing in your shower or lawn sprinklers.

See you up there,

Brook Rodney

Brook Rodney

Climbing Sales Specialist