



CUSTOMER FAQ

Everything you need to know about TitanPad.

Answers to the questions we hear most — from homeowners, contractors, installers, dealers, and retail partners. Covers all TitanPad series, installation, warranty, and ordering.

QUICK REFERENCE · TITANPAD AT A GLANCE

WEIGHT

12 lb

1/17th the weight of concrete

TEMPERATURE

-40°F to 180°F

All-climate performance

LOAD CAPACITY

2,000+ lb

Static load rating

WARRANTY

Limited Lifetime

Cracking, chipping, rot

INSTALL TIME

Under 5 min

No pour, no cure time

COMPATIBILITY

Universal

Generac, Kohler, Briggs +

THE BASICS

Quick answers to the most common customer questions.

Q. What is TitanPad?

TitanPad is an engineered foundation pad designed to support generators, HVAC equipment, pool pumps, and other outdoor mechanical equipment. It is made from high-density EPP composite — stronger than concrete, yet just 11 lb, and installs in under five minutes. TitanPad is a modern alternative to poured or pre-cast concrete pads.

Q. What does TitanPad replace?

TitanPad replaces the concrete or pre-cast pad traditionally used as a base for outdoor equipment. It performs the same structural function — distributing load evenly, providing a stable and level platform — without the weight, mess, cure time, or cracking issues of concrete.

Q. Who makes TitanPad?

TitanPad is a product of Diversicor Ventures Ltd., a Canadian operating company. TitanPad is distributed through Hill Supplies, a family-owned multi-trade distributor in business since 1984, and through authorized dealers, distributors and retail partners.

Q. Where is TitanPad made?

TitanPad is currently made in China

PRODUCT SERIES & SIZING

TitanPad's current lineup and what fits what.

Q. What sizes does TitanPad come in?

The flagship product is the **Generator Series (TP-54313)**, 54" x 31" x 3", rated for 2,000+ lb. Additional SKUs planned in the roadmap include a 37" x 37" x 3" **Equipment Pad** for HVAC and larger pool equipment, and a 24" x 24" x 3" **Equipment Pad** for condensers, pool pumps, and smaller HVAC units. A stainless steel **Earth Anchor Screw** accessory is also in development.

Q. Which TitanPad do I need for my generator?

For most residential air-cooled home standby generators — Generac, Kohler, Briggs & Stratton, Honeywell, Champion and similar — the **Generator Series TP-54313 (54" x 31" x 3")** is the correct choice. It accommodates the footprint of virtually all major residential standby generators up to roughly 26 kW.

Q. Is TitanPad compatible with my brand of generator?



Yes. TitanPad is engineered with universal mounting and is compatible with Generac, Kohler, Briggs & Stratton, Honeywell, Champion, and other major generator brands. The anchor holes accept standard 3/8" lag bolts that thread through the generator's factory anchor points.

Q. Can I use TitanPad for something other than a generator?

Yes. TitanPad is engineered for a wide range of outdoor mechanical equipment — HVAC condensers, heat pumps, pool pumps, pool equipment, air handlers, dehumidifiers, water softeners, transformers, and industrial pumps and motors. If it's heavy and it sits outside, TitanPad will support it.

MATERIAL & PERFORMANCE

What it's made of, and how it performs in the real world.

Q. What is TitanPad made of?

TitanPad is molded from high-density expanded polypropylene (EPP) composite. EPP is a lightweight, structural closed-cell foam used in automotive, aerospace, and industrial applications where strength-to-weight ratio matters. TitanPad uses a flame-retardant, UV-stabilized, fully recyclable formulation.

Q. Is TitanPad really stronger than concrete?

Yes — for the loads a generator or equipment pad needs to handle. TitanPad is rated to support 2,000+ lb static load. It distributes weight evenly, resists cracking, and does not spall, chip, or degrade under prolonged load. A concrete pad of the same footprint cracks over time from freeze-thaw cycles, settling, and load concentration — TitanPad does not.

Q. Will TitanPad crack or break?

No. TitanPad does not crack, chip, stain, rot, or rust. This is backed by our Limited Lifetime Warranty. If your TitanPad ever fails to perform under normal use, warranty will apply.

Q. How does TitanPad handle freeze-thaw cycles?

Exceptionally well — this is one of TitanPad's biggest advantages over concrete in Canadian and northern U.S. climates. The rigid insulating construction prevents frost heave and absorbs freeze-thaw expansion without cracking. Cold-chamber testing at -40°C for 24 hours showed less than 1% dimensional change.

Q. What is the operating temperature range?

TitanPad performs reliably from -40°F to 180°F (-40°C to 82°C). Compression strength holds at elevated temperatures: 63.8 PSI at 23°C, 43.5 PSI at 50°C, and 26.1 PSI at 80°C.

Q. Is TitanPad fire resistant?

Yes. TitanPad is rated HF-1 (highest horizontal burn grade) and carries an HBF flame retardant class. It achieves Class A flame spread (ASTM E84), HB grade burn rate (ASTM D635), and is compliant with NFPA 37 standards for stationary combustion engines.

Q. Is TitanPad water resistant?

Yes. Water absorption is 0.02 g/cm³ — effectively negligible. TitanPad does not swell, warp, or degrade from water exposure, rain, or snow.

Q. Is TitanPad UV resistant?

Yes. TitanPad is manufactured with a UV-resistant coating and is engineered for continuous outdoor exposure. It will not fade, chalk, or break down under sunlight.

Q. Will rodents, insects, or mold damage TitanPad?

No. TitanPad is resistant to rodents, insects, mold, bacteria, and pet urine. None of these have any effect on the product.

Q. Is TitanPad resistant to oil and chemicals?

Yes. TitanPad resists common industrial chemicals, oils, and solvents typically found around generators and mechanical equipment — including fuel drips, lubricants, and pool chemicals.



Q. Is TitanPad non-conductive?

Yes. TitanPad is non-conductive and safe for use with electrical equipment. No separate grounding pad is required beneath the generator.

Q. Does TitanPad dampen vibration?

Yes. TitanPad's composite structure absorbs vibration, reducing generator noise and preventing equipment from shifting or walking during operation.

INSTALLATION

How to put it in — and what you'll need.

Q. How long does installation take?

Under five minutes. Place the pad on a level, compacted base with the logo facing up, center the generator over the pad, and secure with 3/8" lag bolts. No concrete pour, no curing time, no second person required.

Q. What tools do I need to install TitanPad?

A socket wrench or drill with a 3/8" socket, four 3/8" lag bolts with washers, and a level. That's it.

Q. What length of lag bolt do I use?

6" lag bolts for generators with a built-in plastic base. 4" lag bolts for frame-on-pad installations.

Q. Do I need to pour a concrete footing under TitanPad?

No. TitanPad replaces the concrete pad entirely. You do need a level, compacted base — typically compacted gravel or existing firm ground — but no pouring, forming, or curing is required.

Q. Can TitanPad be installed on grass or soil?

The base underneath TitanPad must be level and compacted for proper load distribution. If installing on grass or loose soil, remove the turf and compact a gravel base first — the same prep work required for any generator pad. On a prepared compacted surface, TitanPad installs directly without any additional footing.

Q. Can I drill or cut TitanPad on site?

Yes. TitanPad can be drilled or modified on site if needed to accommodate specific mounting patterns or conduit penetrations. This is not recommended.

Q. How do I tighten the lag bolts — is there a torque spec?

Tighten each bolt until snug, then turn an additional full rotation. Do not exceed snug plus one full turn. If threading strips, do not continue over-tightening — TitanPad will still hold securely.

Q. Which side of the pad faces up?

The side with the TitanPad logo and directional arrows faces up. The arrows are molded into the surface to confirm orientation during installation.

Q. Is professional installation required?

No. TitanPad can be installed by a homeowner or DIY customer, though we recommend following the generator manufacturer's installation manual for the generator itself. Electrical and fuel connections should always be done by a licensed professional.

Q. Can I move or reuse TitanPad?

Yes. Unlike concrete, TitanPad can be lifted, relocated, and reinstalled. If you sell your generator or move house, the pad comes with you.

WARRANTY & SUPPORT

What's covered, and how to reach us.

Q. What warranty comes with TitanPad?



TitanPad is backed by a **Limited Lifetime Warranty** against cracking, chipping, rotting, and material failure under normal use. Full terms are available at titanpad.ca

Q. What does the warranty cover?

The warranty covers defects in material and workmanship, including cracking, chipping, deterioration, and failure to perform under normal load and environmental conditions.

Q. What does the warranty not cover?

The warranty does not cover damage from improper installation, loads exceeding the 2,000+ lb rating, intentional damage, modifications beyond standard drilling for anchoring, or use outside of intended applications.

Q. How do I make a warranty claim?

Contact the partner that you purchased the product from with your proof of purchase, photos of the issue, and a brief description.

Q. How do I contact TitanPad customer support?

Email: info@diversicor.com

Web: www.titanpad.ca

Social: @titanpad on Instagram and Facebook

BUYING & AVAILABILITY

Where to get it and how to order.

Q. Where can I buy TitanPad?

TitanPad is available through Hill Supplies, authorized contractor dealers, and select retail partners. Contact us at info@diversicor.com to find a dealer near you, or visit www.titanpad.ca

Q. Do you sell direct to homeowners?

Yes, homeowners can purchase directly through our dealer network and through authorized online channels. Contact us for the most current buying options in your area.

Q. What is the MSRP?

The Generator Series TP-54313 has a suggested retail price of \$349.99. Pricing varies by region, retailer, and promotion. Contact your dealer for current pricing.

Q. Do you offer contractor or dealer pricing?

Yes. Contractor and dealer pricing is available with tiered volume discounts. Pads are pre-packed 5 per bundle and 25 per skid. Contact us to open a wholesale account or to discuss your volume needs.

Q. What is the lead time for larger orders?

Standard lead time is 8–10 weeks for container-scale orders. In-stock quantities are typically available for same-week dispatch from Ontario-based inventory.

Q. How is TitanPad shipped?

TitanPad ships palletized — 5 units per bundle, 25 units per skid. Freight cost is typically \$15/pad within Ontario; custom freight programs are available for outside Ontario. LTL and full-container options available for larger orders.

Q. Can I get a sample to try before I buy?

No. Samples are not offered.

THE COMPANY



Who you're buying from.

Q. Who is behind TitanPad?

TitanPad is a product of **Diversicor Ventures Ltd.**, a Canadian operating and investment company founded by Christopher Perry. TitanPad is distributed and supported through **Hill Supplies**, a family-owned multi-trade distributor established in 1984, serving contractors across plumbing, electrical, and industrial categories.

Q. Is TitanPad a new company?

TitanPad is a new product, but it is backed by an established distribution operation with more than 40+ years in industrial supply. Hill Supplies is a member of Affiliated Distributors (AD), one of North America's largest independent buying groups, providing logistics, warehousing, and contractor reach for TitanPad.

Q. Is TitanPad an environmentally responsible product?

Yes. TitanPad is manufactured with up to 100% post-consumer recycled content, is 100% recyclable (polypropylene), and complies with ESG sustainability standards. By replacing concrete, TitanPad also reduces the embedded carbon footprint of every installation.

Q. How do I stay up to date on TitanPad?

Follow us on Instagram (@titanpad) and Facebook (Titanpad) for product updates, job site photos, and install tips. For technical updates and spec changes, visit www.titanpad.ca