

Gutter Topper® Frequently Asked Questions

• ***How do I register the warranty?:*** Simply call 800-915-5888

• ***What do I need to do if I need a new roof?:*** Call us first. If any other contractor manipulates our product in any way that action voids your Lifetime Transferable Warranty. As members of the Professional Roofers Advisory Council Dennison Exterior Solutions & Gutter Topper is certified as Building Solution Specialists in roofing and siding by the largest manufacturer of exterior building products. Call us for a free inspection and estimate at 866-532-3739

• ***What is covered under the warranty?:*** If any debris enters the inside of the gutter and Topper system and prohibits (stops) the free flow of rain water throughout the above ground gutter system.

• ***Are there any charges for warranty service work?:*** No.

• ***What is not covered under the warranty?:***

1. Any debris on the outside of the gutter and Topper system that interferes with water surface tension that is needed to allow the water to flow into the gutter and Topper system.

2. Any one time over-flow of water due to any unforeseen circumstances.

3. Ice build-up (see what causes the icicles below)

• ***What are the charges for non-warranty work?*** After an installation a homeowner may believe their gutters or downspouts may not be free-flowing and call Gutter Topper® for service. We will respond to all such calls. However, if upon inspection it is found that your gutters are free-flowing and performing as outlined under our warranty, we will charge a basic Service Call Fee of \$175.

• ***What kind of preventative maintenance is required?:*** Occasionally, some debris may settle on top of the Topper due to an insufficient rain-flow or debris may settle between the nose of the Topper and front lip of the gutter. If these conditions exist you may simply stand on the ground (no ladder climbing) and use a sharp water spray to loosen and wash the debris off. If any debris falls inside the Topper and gutter system that debris will simply washout during the next few rainstorms. (See What is covered under the warranty above)

• ***What must I do before I request warranty service?*** Monitor the suspected Topper system over several rain storms to confirm that the gutter and Topper system is not free-flowing. This can be determined by no or very little water flowing out of the end of the downspout and/or water overflowing from the area between the nose of the Topper and front lip of the gutter. If you determine that this condition exists please e-mail our office at topperinfo@gmail.com or call our office at 866-532-3739. 1. Our office may call and perform a short phone interview. 2. We will mail or e-mail you a form to fill out and sign that will allow you to provide us with more detailed information regarding your concerns. 3. We may request that you provide us with pictures. 4. If after this review it is determined that Warranty Service is needed an appointment will be made to address your concerns.

• ***What causes the icicles?*** A lack of your attic and roof deck to have proper or sufficient ventilation and insulation to keep the roof deck uniformly cool. The Topper does not heat up or cool down on its own nor does it restrict the movement of ice and snow off your roof. Simply put the heat rises in your home and filters through the ceiling, insulation and attic and warms the roof deck. This heat then radiates through the roof deck and melts the snow on the upper areas of the roof. This melted snow runs down the roof and refreezes over the unheated areas of the roof (eaves). · What can be done to help reduce or mitigate the amount of ice? As members of the Professional Roofers Advisory Council Dennison Exterior Solutions & Gutter Toppers are Certified as Ventilation & Insulation Experts. Call us at 866-532-3739 for an in-home appointment so that we may determine what your ventilation and insulation options are. **Why Pay Higher Heating & Cooling Bills? Ask us about our Ener-Shield Heat Deflector system that the Department of Energy has determined could reduce your heating & cooling bills by 20 to 45%!**