

**** “The Exclusions to Warranties” area of The Gutter Topper Lifetime Performance Warranty specifically states:**

“Adjustments to or tampering with the customer engineered Gutter Topper system by unauthorized contractors (painters, roofers, etc.) all warranties will be null and void if Gutter Topper is not properly installed by a trained Authorized Retailer.”

****The “Exclusions to Warranties” area of the Gutter Topper® Warranty, specifically states**

- “Gutter Topper should be sprayed off with an ordinary garden or pressure hose to maintain performance excellence.”
- Periodically the homeowner must perform basic exterior cleaning of the product.
- Leaves and debris may from time to time collect on top of the Gutter Topper® and or wind driven debris may settle in between the nose of the Gutter Topper® and the front lip of the gutter.
- Most if not all of the debris will wash or blow off under normal weather conditions. However, the homeowner may without climbing a ladder use a garden hose or pressure hose to remove the debris.
- Icicles: Briefly, the Gutter Topper® does not create the ice. The ice is created by the heat loss from the living areas in your home warming the roof decking. This heat transfers through the roof deck and melts the snow on the shingles. This water drains to the eave edge (overhang) area which is unheated or colder and refreezes. The ice or the amount of ice that forms at the eave edge is dependent upon the amount of snow, freeze thaw from the heat loss from the living areas in your home and the outside temperature. The Gutter Topper® is the coldest area of your eave edge. The snow & ice no longer piles up in your open gutter because of the Gutter Topper®. Now the ice and snow have nowhere to go but off the roof.
- The Gutter Topper® does not create the ice.

Gutter Topper® takes no responsibility for these occurrences

SERVICE CALLS

After an installation a homeowner may believe their gutters or downspouts may not be free flowing and call Gutter Topper for a Service Request. 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 \$225

The situation you see in the picture below while not unique to the Gutter Topper system is not covered under the warranty does happen in certain situations when debris falls onto the roof and then is pushed to the front edge of the Topper in every light rain. The rain then stops and does not push to debris onto the ground. The debris then hardens during an extended period of no rain. Sometimes after this situation arises when it rains it causes rain water to then flow off and onto the ground. This situation is easily remedied **without climbing a ladder**. With your garden hose simply spray a heavy flow of water onto the debris making sure that the water has saturated the debris. Then, using a nozzle on your garden hose standing at an angle aim a sharp spray directly at the debris. This will clear the debris from the face of the gutter and Topper. Do not worry about any debris falling into the inside of the gutter, as the debris is not large enough to cause an internal clog. If it did, this would then fall under the warranty. This has always remedied this situation and has never led to a clog gutter.

