

# **Gutter Helmet**<sup>®</sup>

**NEVER CLEAN YOUR GUTTERS AGAIN**<sup>®</sup>



**Homeowners Guide & Maintenance Info**

## Welcome to Gutter Helmet

This homeowners manual will provide details and information about your Gutter Helmet system. If you have any questions please feel free to call your local Gutter Helmet Dealer.

### The First 30 - 60 Days

Normal weathering will enhance the performance of Gutter Helmet. Some over-run may occur initially because of the initial handling of the product during installation, as well as some residue that may exist on the product from the manufacturing process. This over-run will stop within 30-60 days or after a few rainfalls. If problems occur after that time period, please call Gutter Helmet Customer Service Department.

### Winter Performance / Icicles & Ice Dams

Gutter Helmet is designed to keep the interior part of your gutters free of debris and leaves so they are free flowing during rainy seasons. Gutter Helmet is not engineered to prevent the formation of icicles or ice dams. It is normal for icicles to form across the nose of the Gutter Helmet. This does not mean the product was installed incorrectly. During the winter's freeze/ thaw process, this is a completely common occurrence. The Gutter Helmet is protecting the gutters from having to carry the stress and weight of the ice that would typically accumulate in them, which can often lead to potential fascia damage. Ice dams are generally caused by heat loss from a lack of insulation or insufficient ventilation in the attic and soffit areas. If your home does experience ice dams caused by these issues, your Gutter Helmet can be enhanced with our Helmet Heat Technology, which will reduce these ice issues. This technology can be added to your existing Gutter Helmet system after the initial install.

## Gutter Helmet & Icicles



Pictured: Gutter Helmet in the winter with icicles. This home also had heat loss issues enhancing the amount of ice buildup.

As stated on the previous page, icicles are a completely normal occurrence due to the climate in which we live in. The amount of icicles can depend on the home itself and the quality of the attic's insulation. Any form of heat loss will expedite the thawing process, which will increase the quantity of icicles that may appear. If you are experiencing icicles extending off of your roof on the Gutter Helmet, we recommend knocking them off with a broom. This is completely normal and the Gutter Helmet is working properly to protect your home and gutters from damage.

## Gutter Helmet with Helmet Heat



Pictured: Gutter Helmet in the winter with icicles. This home also had heat loss issues enhancing the amount of ice buildup.

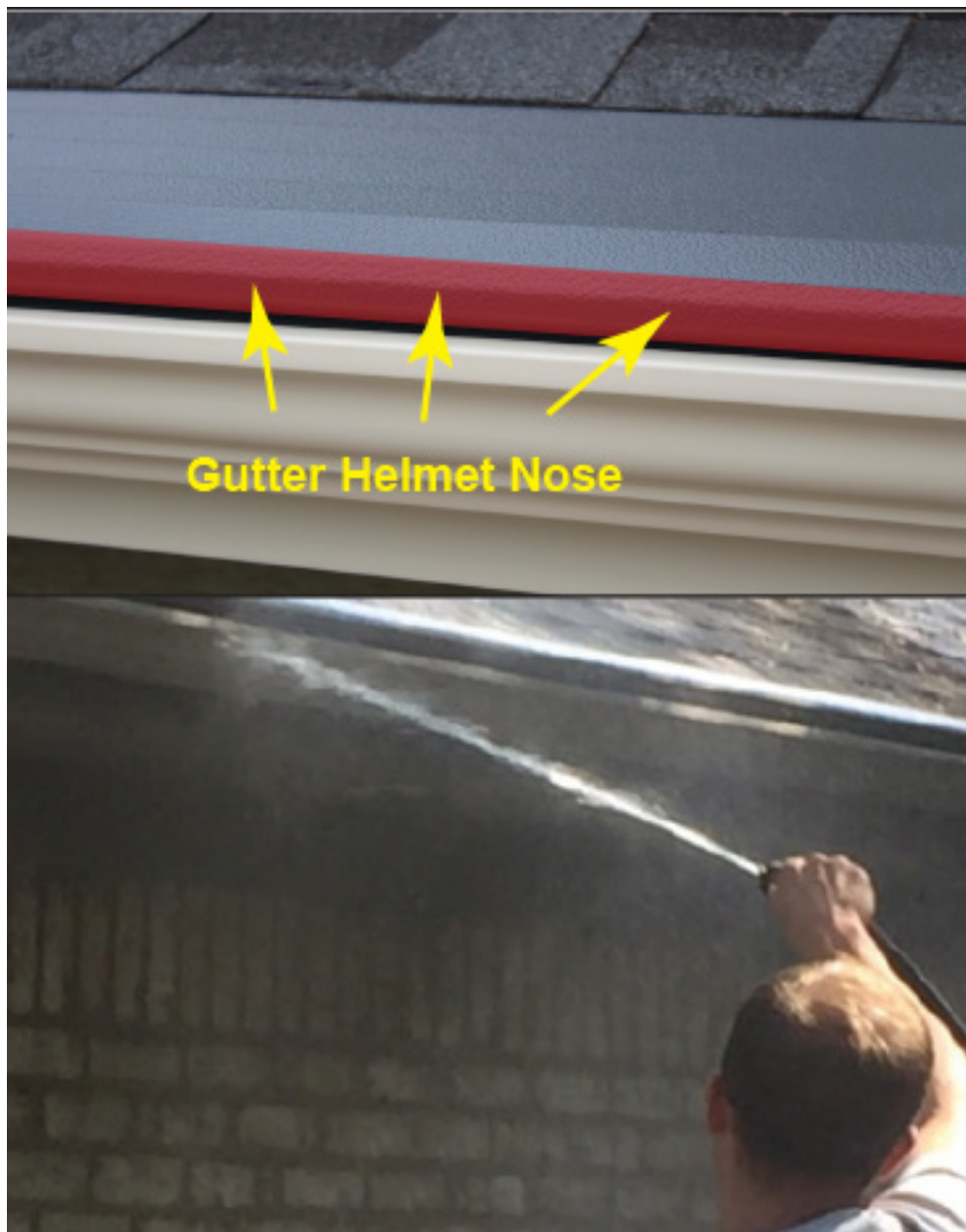
The Helmet Heat system is designed to drastically reduce icicles that could form along the nose of Gutter Helmet. It also reduces the amount of ice that could form on the top of the Helmet or within the gutters or downspouts in the areas where Helmet Heat is installed. This can be adapted to Gutter Helmet at any time and can be heated just in the areas of specific need.



## Proper Care & Maintenance

The Gutter Helmet may require some minor routine maintenance, depending on the types of trees that are located around your home. If your home is surrounded by trees that produce sap, pine resin, tassels or seeds, this maintenance may be required.

1) The Nose: Semi annual or annual spray cleaning of the nose of the Gutter Helmet with a garden hose with a spray nozzle will help maintain performance excellence. This cleaning will not require you to get on a ladder. This is not covered under the Gutter Helmet warranty. The Gutter Helmet Team can clean this area off for you, but it will incur our basic service fee.



## Proper Care & Maintenance

If you find that the nose of the Gutter Helmet has become dirty, we can supply a spray nozzle that is ideal for removing the dirt or debris that may have accumulated on the nose.

2) Roof Valleys: If there are a lot of trees that overhang your house it is possible that branches, debris, and leaves will fall onto your roof and collect in valley areas of your home's roof. To ensure proper Gutter Helmet performance, the debris that gathers on the roof valley should be cleared off, or you may experience water running over the Gutter Helmet due to the accumulation of debris on your roof. This area is considered part of the roof and is not covered under the Gutter Helmet warranty. The Gutter Helmet Team can clean this area off for you, but it will incur our basic service fee.



**Before**

Roofs and roof valleys full of leaves and debris could affect the Gutter Helmet's performance.

To enhance performance, we recommend you keep the roof and roof valleys clean.



**After**

## Proper Care & Maintenance

3) Re-Roofing: In the event that you happen to need a new roof, it is required that you contact us 7 business days prior to that occurring. To protect the integrity and warranty of the Gutter Helmet, we require that the Gutter Helmet is removed prior to the new roof being installed. It is also required that we, your exclusive Gutter Helmet dealer, remove the system to ensure that both your material and performance warranty stay in effect. Removal and re-installation by a third party contractor will void both the material and performance warranty. There will be a minimal charge to provide this service. If your roof has been damaged by acts of God, hail, wind, or falling trees, we can provide a free inspection of your Gutter Helmet to ensure that its integrity has not been compromised. We also can work directly with your insurance company to ensure that any damaged materials are replaced as needed. We also will negotiate on your behalf to make sure that the proper value of the replacement of any damaged Gutter Helmet is received.

## Helmet Heat Ice Reduction System

If you did not have our exclusive Helmet Heat technology installed with your system, it can be added to it at any time if circumstances arise where you have icicle or ice dam issues. Helmet Heat can be adapted in specific areas of your home where you have ice problems. We can heat it only where you need it. If you did have Helmet Heat installed with your Gutter Helmet system and have questions, please refer to your Helmet Heat Operator's Manual that was provided at the time of install.

## Christmas or Seasonal Lighting

Lighting can be retrofitted to your gutters in areas that Gutter Helmet exists. This type of lighting will require a lighting gutter clip that must extend out horizontally from the gutter. These clips can be found at any hardware store. Please make sure that the clips or lights do not touch the nose of the Helmet for this would have an impact on the product's performance.



## Gutters

Gutter Helmet can be installed over either new or existing gutters. Below are details in regard to service and warranty, depending on your specific installation.

**Gutter Helmet Installed Over Existing Gutters:** Your local Gutter Helmet Dealer may warranty the existing gutters against leaks for a period of 60 days from the date of install. They may repair leaks after the 60-day period has expired, however it will incur your local dealers' basic service charge. If at some point you would like to replace the gutters, please contact your local dealer. They may be able to provide a quote for you to install new gutters and to remove and re-set the existing Gutter Helmet. If a third party were to remove or re-set the Gutter Helmet this would void your warranty. This removal and re-set should be completed by our certified Gutter Helmet installers.

**Gutter Helmet Installed Over New Seamless Gutters:** If you purchased new gutters from your local Gutter Helmet Dealer, your local dealer may warranty the new gutters against leaks for a period of 5 years at no charge. If you were to experience leaks after the 5-year period has expired, repairing the leak will incur the local dealers' basic service charge. Please check with the local Gutter Helmet dealer for details.

The downspouts and extensions should have been installed in the areas and to the lengths that were discussed with your sales person. These are typically flagged and agreed upon in your downspout placement agreement during the original sale. If at anytime after your installation you would like to alter, change, or re-route any downspouts, these changes will incur our basic service charge.

**Service for Gutter Helmet In Areas Where There Is No Local Dealer:**  
We will do our best to find you a dealer to service Gutter Helmet. Since this means the dealer would be beyond your local area this can take up to 2-4 weeks to schedule.

## Warranty

The Gutter Helmet Limited Lifetime Transferable Warranty covers certain areas of labor, material and performance.

### What is covered under the warranty:

**Material** - If the paint coating were to chip, corrode, crack, or peel the Gutter Helmet panels that are deemed defective will be replaced at no charge. The labor will be covered to replace these panels if they are deemed defective by the Gutter Helmet technician.

**Performance** - Clogged gutters or downspouts. If the interior trough of the gutter is clogged, we will clean this for free. Our standard service charge will be waived for this covered maintenance. This is not covered if the product has been removed or altered by a third party, which would void all the phases of the warranty.

See your written warranty for specific coverage details.

**What is not covered under the warranty: (These services can be provided by the dealer for our basic maintenance service charge.)**

**Cleaning of the Gutter Helmet nose** - If water is pouring over the nose of the Gutter Helmet, please check the nose of the Gutter Helmet for debris and dirt. If debris or dirt does exist, please see page 4 of this manual for details of how to solve this problem.

**Debris on top of the Gutter Helmet and in valley areas** - If debris or leaves have accumulated on the roof in the valley areas of your home, please see page 5 on how to resolve this issue.

**Water leaking behind or from the bottom of gutter** - If we installed the Gutter Helmet over your existing gutters, there is a leak warranty for 60 days from install. If we installed new gutters, there is a leak warranty of 5 years. If the leak occurred outside of these time lines, we can repair the leak but it will incur our basic service charge.

Please see the Gutter Helmet Fact Sheet Agreement that you received at the time of purchase for more details.



## Warranty



You should have received your online registration information to register your warranty at the time of sale. If you cannot find the document, please go to [www.gutterhelmet.com/warranty.cfm](http://www.gutterhelmet.com/warranty.cfm) and follow the guided steps to register the Gutter Helmet warranty. Once registered, you will receive an e-mail confirmation of your warranty.

**Warranty:** The warranty covers the material and the performance of your Gutter Helmet. The warranty document will give you a detailed description of your Lifetime Transferable Warranty on the material portion of your warranty. The performance warranty is honored by the local dealer. The performance portion of the warranty covers the issue if the interior part of the gutter itself were to become clogged where the Gutter Helmet exists. The performance portion of the warranty also covers the labor that would be involved if your gutter were to get clogged. If your gutter were to get clogged please call our service department to arrange a service technician to inspect your gutter. If you feel you may have a clogged gutter but are not sure, the best way to inspect yourself is to check that water is coming out of the downspout during rainfall. If water is coming out of the downspout, then it is unlikely that your gutter is clogged.

**Warranty Transfer:** The Gutter Helmet can be transferred if you sell your home. The best way to do this is to have the new homeowner call us so that we can schedule the required inspection of the system to ensure that it is transferable. There is a fee of \$150 to complete this transfer process. The fee is typically the responsibility of the new homeowner and it is paid at the time of inspection. If you sell your home, we recommend having the purchaser contact us after they have taken possession of the home.



\* Adjustment or tampering with an installed Gutter Helmet® system by any unauthorized person (painters, roofers, etc.), or misalignment caused by foliage, tree limbs, and ladders placed against gutters or Gutter Helmet® product will void these warranties.



**GUTTER HELMET® TRANSFERABLE REGISTRATION**

- Complete registration form.
- Enclose this form, a copy of the original proof of purchase and a check payable to Gutter Helmet in the amount of \$150.00 and mail to the address below
- Inspection and recertification will be scheduled within 30 days of receipt.

**Gutter Helmet® Warranty Registration**

**PO Box 715351**

**Cincinnati, OH 45271-5351**

**Sincerely,**

**Jeremy Kelsey  
Product Engineer**

**TRANSFERABLE REGISTRATION FORM:**

**SELLER:**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

**NEW HOMEOWNER: (Transferee)**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

New Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State / Province: \_\_\_\_\_ Zip / Postal Code: \_\_\_\_\_

Transfer Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ E-mail: \_\_\_\_\_

Signature: \_\_\_\_\_

*In the event you sell your home, please give this warranty to the new homeowner - Gutter Helmet must receive this completed form to honor any warranty claims by the new homeowner (transferee).*

## FAQ's

What to do if I am getting a new roof?

If the roof is being replaced due to hail or some other act of God, we recommend having one of our Gutter Helmet inspectors come out and do a free inspection to ensure that there is no damage to the Gutter Helmet. If you are just replacing the roof due to wear and tear, please refer to the Re-Roofing section at the top of page 6 of this guide for the necessary steps.

I think my gutter is clogged. The easiest way to test the gutter is to spray water onto the roof. This should be done for several minutes to allow the water to flow into the actual gutter. After spraying water onto the roof for several minutes, you should check the downspout extensions to see if water is coming out. If there is water coming out, the gutter is free-flowing and is not clogged.

I am seeing icicles on my Gutter Helmet. Is this normal?

Yes, this is a completely normal occurrence. Please see page 2 of this manual or the Gutter Helmet Fact Sheet agreement that was signed at the time of purchase.

Why is the water going over the front of my Gutter Helmet?

If this occurring within the first 45-60 days of install, please see page 2 of this manual for more details. If your Gutter Helmet has been on the home for a longer period of time, it is best to inspect the nose of the Gutter Helmet to see if it has become dirty. This can be a common occurrence. Please see page 4 of this manual for directions on how to resolve the issue.

Why isn't my Helmet Heat is working?

Most likely the Helmet Heat is working if the breaker or switch has been turned on. The system needs to be turned on 24 hours prior to any snowfall for it to work effectively and should be left on whenever there is snow on your roof. Please refer to your Helmet Heat Homeowner's Operator's Manual for any questions related to the Helmet Heat System.

If you have additional questions or concerns that are not covered within this manual, please call our Gutter Helmet Customer Service at 1-800-824-3772.





1-800-824-3772

GutterHelmet.com