GUTTER

YOURADE NAIL

ENTERPRISE

July/August 2019



IN THE GUTTER INDUSTRY

GUTTER TOOLS& ACCESSORIES

Whats New In the Industry

INDUSTRY LEADER PROFILES

Liberty Seamless Enterprise
RainChains

SunCoast Products & Services

TECHNICAL ARTICLE

utter & Weather

PRESORTED STANDARD U.S. POSTAGE PAID ACTION PRINTING

ANOTHER REASON WHY KWM IS #1.

Guttermans the industry.

Cover 30 gutter profiles—the most diverse in































































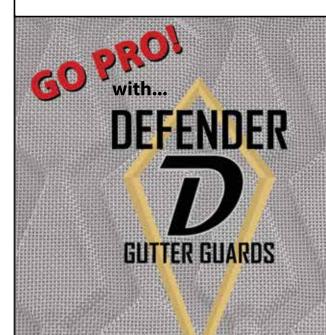




www.kwmgutterman.com Toll-free (888) 729-4290

After business hours call Ken at (815) 405-1731 or Keith at (815) 405-1729.

Make Extra MONEY Installing Gutter Guards!





- Easy to Install
- Advanced Micromesh Gutter Guard
- 🖟 Raised Screen Design
- Deflects Leaves & Debris
- Happy & Protected Customers
- OLow Cost = \$ High Return \$



Factory Direct Pricing!

\$1.95 / ft + (sales tax in California)

Sold in 100 ft Boxes

FREE SHIPPING!

Only to lower 48 states on orders of 500 ft. or more

To Order or More Info.
Call Emily at
916-652-1000

Contents





Features

- 6 **Design Trends** In the Gutter Industry
- 12 **The Gutter Industry Weathers the Weather**
- **15 Best Practices for Managing Your Team**
- 18 **Installations** -**Give Them the WOW!**

Departments

- **Industry Spotlight** SunCoast Building Products & Services, Inc.
- 5 **Industry News**
- 14 **Industry Leaders** Senox- Curt Dyer Liberty Seamless Enterprise- Kurt Heisey
- 16 **Gutter Tools & Accessories** Gutter Enterprise discusses new products and some old ones.



elcome to the 2nd edition of Gutter Enterprise, the only magazine solely devoted to the gutter industry. We're pleased you're joining us to study, inform, promote and engage with our industry. Gutter Enterprise aims to be the voice of gutter manufacturers and installers across the U.S. Our bi-monthly print magazine is available to over 7,500 of the nation's top gutter professionals.

My experience in the building industry, including researching and writing

about building products and residential construction has led me here, to working with Gutter Enterprise publisher Brian Mahoney in crafting a comprehensive and informative snapshot of the gutter industry. In speaking with many gutter manufacturers and installers, I've been impressed with the passion in the industry for producing quality gutter products and professional installations.

For our July 2019 edition, we decided to focus on trends in gutter design and manufacturing. We're seeing a plethora of exciting trends in many types of conveyance systems, including increased installations of copper gutters and rainwater collection systems. Even decorative water carriers like rain chains are increasing in popularity as homeowners look to enhance the visual appeal of their home while maintaining a functional water channel system.

Thank you to our advertisers, contributors, and readers for helping us build the go-to source for the gutter industry. We welcome news of new products and installation methods, along with your comments, questions, and feedback as we move towards future editions.

Enjoy,

Craig Hoffman

Craig Hoffman, Editor Gutter Enterprise



JULY/AUGUST 2019 VOLUME 1, ISSUE 2

PUBLISHER

Brian Mahoney brian@gutterenterprise.com

EDITOR

Craig Hoffman craig@gutterenterprise.com

CONTRIBUTING WRITER

Tori Fica

GRAPHIC DESIGN

Corporate Imagination

Cover Picture provided by Concord Metals of Pittsburg, CA

Gutter Enterprise LLC is a bi-monthly publication located at PO Box 5191, 51 Northview Drive Lancaster, PA 17601. Phone 717-940-6231 Fax 717-344-5469

Gutter Enterprise LLC accepts and considers only unpublished, non-copyrighted, original articles for publication with no guarantee stated or implied. Publisher reserves the right to accept, edit and/or reject any article or advertisement submitted to this magazine for any reason without showing cause.

This magazine, or any part thereof, may not be reproduced or stored, in whole or in part, by any means whatsoever including digital or electronic formats, or as part of a computer or web-based retrieval system without prior written consent of the publisher. Copyright © 2019 Gutter Enterprise LLC. All Rights Reserved.

SunCoast Building Products & Services, Inc.

Conway, SC



Services of Conway, SC is an apt business name for the company located in the sunny South Carolina coastal region of Horry, Georgetown & Brunswick Counties, including the "Grand Strand" of Myrtle Beach. While their climate may be favorable for those seeking warm year-round weather, SunCoast finds itself in the middle of a hurricane-prone area. That has had a huge effect on Darryl and Lesley Hill, owners and operators of SunCoast.

However, it's the quality work and industry knowledge that has kept SunCoast a regional gutter installation powerhouse from their humble beginnings in Darryl's garage in 1999. Lesley Hill, the company's CEO says that it's attention to detail and years of experience that make the difference. "Offering custom-solutions that general contractors and remodelers can't,

we offer homeowners a true professional gutter installation," she says.

Hurricane Ready

According to Lesley, SunCoast has seen higher-than-average extreme weather. In addition to increased hurricane activity, they've also had record flooding. Despite weather- related installation delays.

In reaction to severe weather conditions, Lesley notes an increase in water channeling. "We've started to do a lot more drains and lawn popups to carry large amounts of water away from the house. "Since we're in a hurricane area, we use high-strength gutter materials and extra brackets and two-inch nails to keep gutters secure in high winds."

Trends from Field

"We're installing a lot more copper half-round and stainless that before,"

says Lesley. She attributes some of that growth to the many historical homes in the Conway and Georgetown areas. "Believe it or not, we're also seeing requests for black seamless gutters to match certain architectural touches on new homes. We feel like homeowners are more informed about their choices for rain systems in their houses, whether they be copper gutters, water barrels, or rain chains."

Challenges for the Future

Lesley says that SunCoast is doing well in the country's hot economy. She laments, however, the difficulty in finding qualified and professional gutter installers in their area. "We just can't find the right type of workers that can represent our company. Our expansion efforts have been scaled back because, with the baby boomers retiring, and millennials disinterested in the construction industry, we simply can't find qualified workers." [GE]

Industry News

FOR IMMEDIATE RELEASE

HALIFAX, Mass.,

Fiberglass Building Products Inc, the leading manufacturer of fiberglass gutter, announces a distribution partnership with Coastal Forest Products. Coastal Forest Products will offer the full line of FiberGutter® branded products to its extensive dealer network throughout Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York and New Jersey. "We at Coastal Forest Products are excited to partner with Fibergutter, 'the most durable rain gutter'.

Our experienced sales team, combined with our logistics platform, will only help to expand an already growing list of supporting dealers" said Harry Lund, Vice President at Coastal Forest Products

According to Edward Mayo, President, Fiberglass Building Products, "Coastal is a recognized supply partner in the New England and Mid-Atlantic territory. We are thrilled to collaborate with Coastal to accelerate the growth of our premium products in the exterior building products market."

With the industry's largest manufacturing capabilities and profile selections of fiberglass gutter, Fiberglass Building Products is dedicated to manufacturing sustainable, low-maintenance exterior solutions.

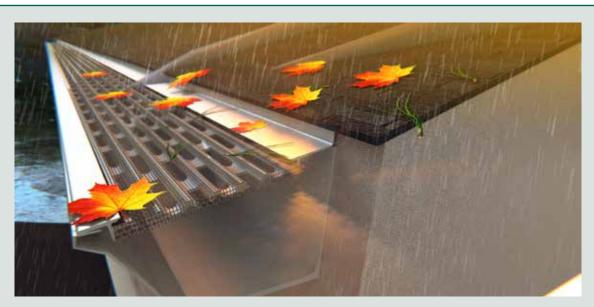
Coastal Forest Products is a major wholesale distributor of specialty building products. We supply an extensive dealer

network of retail lumberyards throughout New England, Eastern NY state, Long Island, and Northern NJ. With over three decades of building products experience, Coastal brings a unique understanding of the issues our dealers face and how best to resolve them so they can do what they do best... "run their business".

Coastal Forest Products offers a broad product selection, covered storage for the majority of their inventory, quality pre-finishing services on a wide range of products, professional delivery with their own fleet, in-house engineering assistance, and educational solutions and professional resources tailored to each of our dealer's unique business needs.

FiberGutter®, a division of Fiberglass Building Products Inc., is an industry leader in the development of premium, low-maintenance exterior building products. Available to a nationwide audience, our product lines span FiberGutter® and custom manufactured fiberglass exterior products.

For more information on FiberGutter® visit www.fiberautter.com Edward Mayo- Phone: (781) 754-4890 Email: info@fibergutter.com



ArmourGuard® Fascia Mount

All Weather Armour® introduces a new revolutionary line of gutter guards – ArmourGuard® Fascia Mount! Combining the best gutter guard technology – Micro Mesh, with a one piece extruded aluminum fascia mount frame, produces a gutter guard that prevents any debris from entering the gutters while maximizing water throughput via capillary action. All this while avoiding contact with any roofing materials and eliminating any additional mounting hardware. Available in both a 5" and 6" version. For more information and a free sample visit us online: www.allweatherarmour. com or email: sales@allweatherarmour.com or call toll free: 888-654-4942



utters are usually an afterthought for home renovators and new home constructors. After spending a nationwide average of \$184,000 on the house itself, an unobtrusive fixture like gutters is one of many endless details in a construction project. Yet, gutter professionals know they provide a reliable and effective means to keep a home free of damaging moisture.

According to Freedonia's study of the gutter industry, demand for gutter and downspout products is forecast to reach \$6 billion in 2022, driven by healthy growth in construction activity. Gains in linear feet of gutter sold are expected to slow due to an anticipated moderation in residential improvement and repair activity. Freedonia suggests that gutter suppliers and contractors can make themselves more competitive by expanding their product lines to include new colors and styles, promoting value-added products, such as gutter guards, rain harvesting equipment, and rain chains and other decorative items.

Our industry produces products of sophistication and curbside appeal to please all types of homeowners. It's the design-side of gutter products that takes center stage this month in Gutter Enterprise.

Gutter Basics

Guttering is a niche specialty that faces challenges with increasing overhead and price competition. Contractors can find it difficult to find that pricing sweet spot to win the bid and turn a profit. Recent tariffs on steel and aluminum have caused material costs to increase, placing even more financial pressure on gutter contractors.

The good news is that gutters and downspouts are often part of larger roofing projects, so rising costs aren't expected to negatively impact demand. In fact, with a little creativity and old-fashioned salesmanship, contractors and gutter installers can incorporate style and aesthetically pleasing gutter systems and accessories into projects large or small.

Aluminum Outpaces Other Materials

While steel has been the most popular type of gutter product, the industry is seeing an increased demand for aluminum gutters. As mentioned above, cost is always key for most gutter projects, so the shift from steel to aluminum seems like a natural market shift. However, installers report that aluminum has become popular because it's a lightweight, easy-to-install material that comes in a range of color options.

The growing demand for aluminum products aligns with Freedonia's study that projects aluminum gutters and downspouts to increase 3.4 percent annually to \$4 billion by 2022. Aluminum isn't completely taking over, though. Steel, copper and vinyl materials will still account for a healthy portion of the overall \$6 billion gutter and downspouts market by 2022. While it's more expensive than aluminum, many people still opt for steel gutter products because of their durability and warranty. For contractors working on high-end projects, copper is often selected because of its expensive appearance.







High-end Gutter Materials

Copper, zinc, and wood gutters are at the high end of the price spectrum, ranging from \$20 to \$32 per linear foot including installation (depending on the area and metal gauge). Though expensive, they last longer; copper and zinc gutters have the added benefit of requiring no paint and little maintenance. Copper weathers from a bright finish to an understated brown and verdigris that blends well with stone, wood, and Mediterranean style homes.

Copper gutters and downspouts are mostly seen in high-end custom homes and historic residences. Copper used on Victorian or Arts & Crafts houses would make Frank Lloyd Wright, champion of natural materials, proud indeed. He frequently used copper glinting along the edges of classic slate roofs and decorative ground drains beneath.

Zinc has a discreet gray finish that works well with a variety of styles. Wood gutters made of cedar, redwood, and fir are used mostly in renovation work on historic homes.

Rainwater collection systems.

According to the World Wildlife Fund, 1.1 billion people worldwide lack access to water and by 2025, two-thirds of the world's population may face water shortages. Capturing and reusing rainwater reduces the community's demand on the municipal water supply, reduces the owner's water bills, and helps avoid strict water schedules.

Rainwater collection systems are added into gutter plans to allow collected rainwater to be recycled for reuse. I inch of rainfall on a 2,000 sq. ft. roof is equal to 1,250 gallons of water. The ability to water your lawn, garden and landscaping with recycled water can cut down on water bills, while also being an attractive decorative piece. Filtration systems are also available within rainwater collection systems, so homeowners can recycle rainwater into their personal drinking water.

Rain Barrels This method is the most common and most familiar to homeowners. This involves installing a

barrel at a gutter downspout to collect rainwater. The actual barrel may be a recycled barrel or a new commercially available rain barrel.

"Dry" System This method is a variation of a rain barrel set-up, but it involves a larger storage volume. Essentially, the collection pipe "drys" after each rain event since it empties directly into the top of the tank.

"Wet" System This method involves locating the collection pipes underground to connect downspouts from different gutters. The rainwater will fill the underground piping and the water will rise in the vertical pipes until it spills into the tank. The downspouts and underground collection piping must have water-tight connections. The elevation of the tank inlet must be below the lowest gutter on the house.

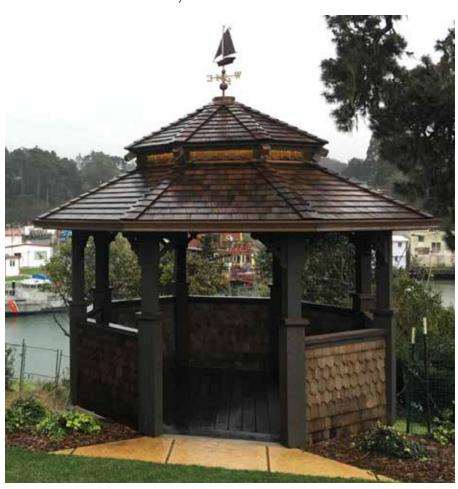
Decorative Gutter Fixtures

The gutter industry sees most of its creative flair in decorative fixtures and add-ons at the end of the rain's jour-

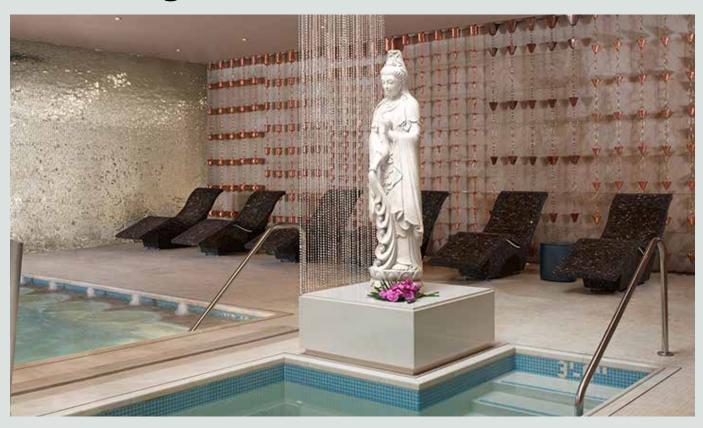
ney from roof to ground level. Downspouts, conductor heads, brackets, boots, splash blocks, and rain chains are a few stylized gutter accessories that are available to installers and, in turn, homeowners.

For example, in Japan, rain chains have been used for centuries as a device for directing rainwater runoff, producing a musical cascade of water that empties either into a rainwater receptacle or a drainage bed. Japanese architecture takes inspiration from the natural world, and kusari doi (rain chains) are a reminder that rain falling from the sky onto a roof is a celebration rather than a nuisance.

Increasingly popular with architects, rain chains are a visually unobtrusive feature that can blend well with many styles, from modern to traditional. The simpler the design of the chain, the more easily it will blend into the background. GE



Interview with Garm Beall, Owner and Designer of RainChains.com



n 2001, Garm Beall started Rain-Chains.com in his garage after being inspired by their use in feng shui, an architectural method of achieving balance and harmonization with the energies in any given space. In literal translation, feng means "wind" and shui means "water". Beall took the "shui" part of the ancient practice and made a business out of providing custom designed and manufactured rain chains for both residential and commercial use.

How did RainChains.com start?

In 1999 I bought my first rain chain from a store in Japan and didn't like the quality. So, I started the company out of my garage with one product. We now manufacture and sell over 70 different items. It's been a great 17year ride for me.

What intrigued you about rain chains?

Rain chains aren't necessarily a Japanese or Chinese invention. Cultures all over the world have been using rain chains to provide a pleasing way and to remove water from the house. Link chains are used most often, and so I created more and more advanced products based on that simple design.

How are your rain chains built and sold to homeowners?

We've been working with the same family-run factory in India since the beginning of the company. Our custom design and assembly are done here in California.

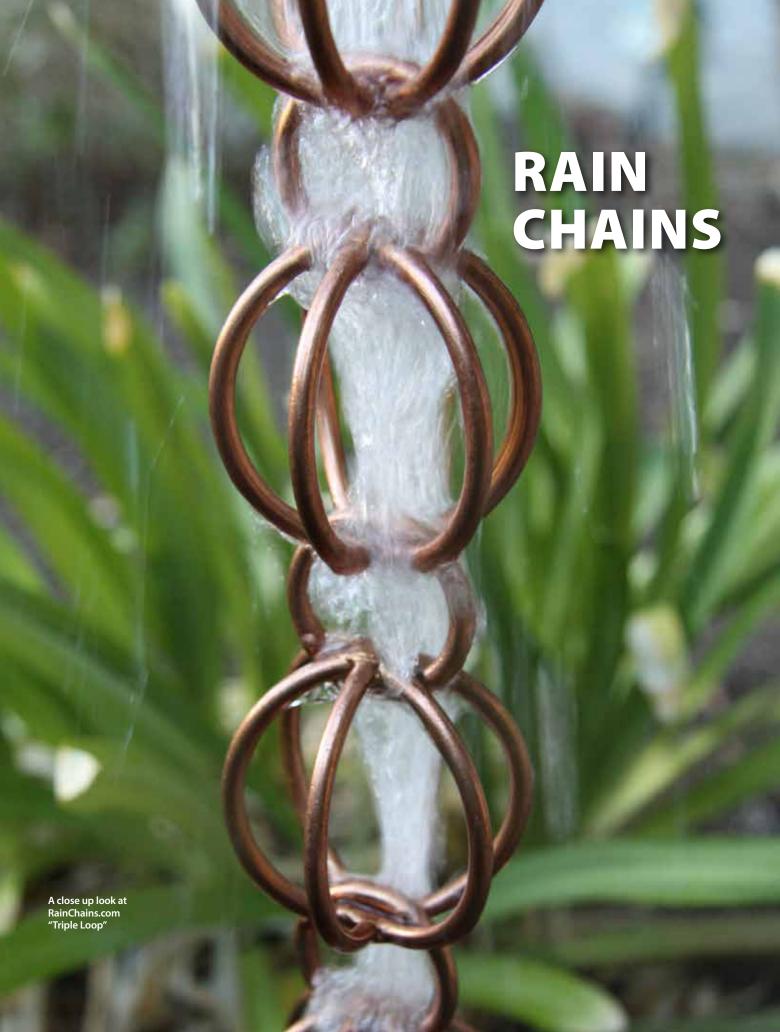
We have been building awareness of rain chains during the lifetime of the business. Architects add them into their designs, or gutter installers will suggest them to their clients to replace the standard downspout.

How do rain chains work?

Regular downspouts are a tube that takes the water from the gutter to the ground and away from the house. There's nothing pleasing about that system. Rain chains start at the same place a downspout would but offer a pleasing visual and sound as the water moves through it.

Are there other uses for rain chains?

Yes. Our rain chains are used in commercial building as well as residential. Our products are used indoors as both functional and decorative accessories in offices, restaurants and even in The Spa at Wynn inside the Wynn Encore Resort in Las Vegas. GE



Rain chains have been around for centuries. Yet, in the U.S. it took until 2001 and Garm Beall to start Rain Chains in Chatsworth, California, combining the elegant functionality of rain chains and the convenience of the internet into a feng shui success story. Starting with one product while working out of his garage, Rain Chains now offers over 70 products including cup and link designs both in the U.S. and abroad.

"Rain chains have been around for centuries," says Beall, "but the Japanese really took the process of moving water from the roof to the ground into a beautiful yet functional decorative piece. Regular downspouts use a tube to carry water without seeing or hearing it. Rain chains are pleasing to the eye and soothing to the ears."

One trend that Beall sees is the use of rain chains and other decorative rain fixtures in commercial applications in offices and lobbies of buildings. He notes that the feng shui concept has been co-opted by architects and building designers to create a workplace that stimulates creativity, collaboration, and communication while reducing stress and anxiety.



Commercial application of RainChains.com's "Aluminum Double Loops".







t's the irony of the gutter industry that what we manufacture and install – surface water collection channels – and is dependent....the weather. Industry insiders have noted that extreme weather in the U.S. dating back to at least 2016 have taken its toll on the construction industry. Flooding, hurricanes, tornadoes and other extreme weather has caused productive investment in the U.S. almost \$400 billion in losses in 2017 and 2018, according to the National Oceanic and Atmosphere Administration (NOAA).

While extreme weather may seem like a boon to the gutter industry due to replacement of weather-damaged gutter and roofing systems, or the need for stronger, more durable gutters, there are downsides to extreme weather, including increased costs for planned projects and the "property insurance protection gap," which risen steadily over the past 40 years.

By its nature, gutter installation is dependent on weather. Project planning and design are based on the landscape, topography, and local weather. Installation strategies and materials are chosen based on a particular climate. Of course, gutter installation teams work outside. Extreme weather events can delay projects, endanger workers and increase construction costs.

In the past decade, the cumulative total damage to global property as a result of natural disaster events was \$1.8 trillion. At least 70 percent of those losses were not covered, according to a 2015 Swiss Re study titled "Underinsurance of Property Risks: Closing the Gap." An example of the flood protection gap hit Texas last year when Hurricane Harvey arrived. Less than 20 percent of homes in the Houston area were covered for a flood. Indeed, lack of flood insurance in even flood-prone areas is at an all-time low as homeowners take the chance that their community won't be next.

In the past decade, the cumulative total damage to global property as a result of natural disaster events was \$1.8 trillion. At least 70 percent of those losses were not covered

Extreme weather has caused U.S. insurance companies to intervene, by creating the Insurance Institute for Business & Home Safety, a nonprofit research organization "leading to real-world solutions for home and business owners, helping to create more resilient communities." Their best practices and certification program called "Fortified" provides contractors and installers guides to retrofitting and installing new weather-prone materials. They suggest that "gutters and downspouts be designed and tested for outstanding performance."

It's that outstanding performance that is driving significant change in construction methods, material composition and manufacturing. Increasingly stronger, lighter, and more durable materials are required, which drives the cost of materials up. Those costs will need to be borne by construction companies and homeowners.

Damaged homes and communities are most often rebuilt after extreme weather. Repairing or replacing damaged infrastructure like gutters will ultimately offset the cost increases caused by construction delays and likely spur gutter installation growth in certain areas of the U.S. But weather's effect on residential and commercial construction will continue to play a key role in the growth of the gutter industry for years to come. GE









Exclusive Interview with Two Industry Leaders

By Craig Hoffman, Editor

Enterprise talked to two industry leaders, Curt Dyer of Senox Corporation in Austin, TX and Kurt Heisey of Liberty Seamless Enterprises in Knoxville, PA to share their industry knowledge, how their companies have grown and adapted to market changes, and where they believe gutters are headed in the future.

How has your company grown from its beginnings?

Dyer: "Senox began as a product reseller in Central Texas, offering gutters, but also patio covers and a few other outdoor products. We got out of everything else to focus on rain gutters. We have locations in six southern states and our extensive online catalog is available to installers across the U.S.

Heisey: "Liberty started in the early 90s as a gutter installation company. We had an idea for a portable downspout machine and started manufacturing them regionally. We expanded our catalog to include a half-round gutter machine, manual and electric gutter elbow machines, and a few others. Liberty also does a lot of custom machines like a gutter hood machine we recently manufactured.

What are the current challenges facing your company today?

Dyer: "Our primary focus is in the expansion of our business, mostly in the south. Online ordering and shipping are difficult without the piece sustaining damage. However, that's a small part of our business. We're responding to market trends for more seamless gutters, unique colors, and more variety overall for installers and homeowners.

Heisey: "Tariffs have affected our business because we manufacture most of

our parts at a machine shop in China. However, the tariffs go both ways, between the U.S. and China, so that levels the playing field. Also, the price of gutter machines is going down as the market becomes saturated, so we're adapting by manufacturing more specialty machines like gutter hood machines and specialty drip edge machines.

What trends do you see in the gutter industry?

Dyer: "We're seeing an increased awareness of the need for quality rain gutters from customers and homeowners. Higher-end homes are being built with gutters not only being functional, but aesthetically pleasing as well, including more colors and more seamless options for clean lines. We're also seeing an increased demand for rain collection systems, especially in rural areas away from municipal water systems.





Heisey: "We're receiving more requests for custom machinery. Our clients are seeing niche opportunities in the marketplace for products like seamless elbows and miters. Our export business is expanding to over 30 countries. [GE]

Senox Corporation



Senox Corporation is a leading manufacturer and supplier of seamless gutter products for residential and light commercial construction. They manufacture downspouts, elbows, and

rainwear fittings for seamless gutter systems in 30 colors in their Traditional and Armor Tough™ Painted Aluminum product lines, Galvalume Plus and Copper. They also carry a complete inventory of 5″, 6″, and 7″ K-Style/O.G. gutter products and 6″ Half Round in 30 Senox colors, Galvalume Plus, and Copper. 866-522-1696.

Liberty Seamless Gutter LLC



Liberty Seamless Gutter is a locallyowned-and-operated business serving the Southern Tier region and Western NY and Northern PA for over 20 years. They offer a variety of options including 30 different color options, an

embossed design pattern, 1/2 round seamless gutters, and 5-or 6-inch seamless gutters. Liberty Seamless Gutter is an exclusive dealer of LeaFree Gutter Protection and the GutterRx leaf protection system. 866-548-8837.



ou know that cousin you haven't spoken to in years? It's not because you don't like himyou just lost contact over the years. A month without contact turns into 6 months than a year.

The same can be said for the on-site worker. When the practices break down at your business, instead of taking time to drift apart, it may only take a few days for on-site workers to feel neglected and disengaged. We all know how long it takes to hire and train a new employee. Whether you're an organization with five or 500 employees it's important to learn how to manage them effectively. As you learn on-site-workers best practices, you can grow your reputation as a great place to work and retain the exceptional people you already have on your team.

How to manage on-site workers

Managing onsite workers boils down to two elements: connection and collaboration. If you can help your on-site workers feel connected as a team and find opportunities to collaborate on

important projects, then you're doing it right. And if you think some of your on-site team members may be struggling, you know what to check first.

Connections with co-workers

Positive relationships at work are a key ingredient for employee engagement. For on-site workers, those connections and friendships at work can boost engagement.

On-site workers, connections and friendships can be even more crucial and take much more conscious effort. Without managers, team members, and even the organization's leaders putting in the time and effort to foster relationships it's all too easy for the on-site workers to feel isolated and left out.

A study published in Harvard Business Review showed that on-site workers are most likely than in-house workers to worry that coworkers say bad things behind their backs, make changes to projects without telling them in advance, lobby against them, and don't fight for their priorities. Building a culture that promotes,

open, fair and positive relationships can dismantle some of these concerns that plague many on-site workers.

Team Collaboration

Besides a connection, remote employees also need to feel a professional connection to their organization. Some collaboration happens in scheduled meetings or formal brainstorming sessions,

But most of it comes from casual conversations that spring up on their own. Indeed, such informal communication is linked to increased productivity within the group. If teams don't collaborate and communicate with their on-site workers, they may move decisions and projects forward without consulting everyone who should be involved. Not only does this make these on-site workers feel less informed and appreciated, but your organization could also be missing out on valuable input and expertise.

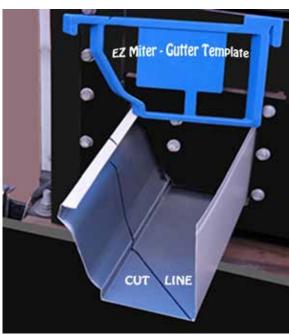
Look for more strategy tools for managing remote workers in upcoming issues. Thank you from the January 2019 issue of Kiplinger's Personal Finance GE

Gutter Tools & Accessories

GutterBrush LLC's Low Impact, Tool-Free Clog Solution

Since 2004, GutterBrush LLC has provided long lasting, UV protected, flexible brushes designed to be quickly and easily slid into gutters, filling the gutter from "end to end". Rain water flows between the bristles while the brush, which comes in 5 sizes up to 8 inches in diameter, keeps the gutter from clogging. For more information, visit www.gutterbrush.com or call 888-397-9433.





EZ-Miter Gutter Template

EZ-Miter Gutter Template is a new tool which will help any new or experienced gutter installer cut inside and outside miters easily. Put the EZ-Miter Gutter Template inside the gutter, draw your line, then cut a perfect 45 degree angle. We offer a template for 5" and 6" K-Style gutters. Visit www.ezmiterguttertemplate. com to see the EZ-Miter Gutter Template in action. Call 1-318-584-5033 to order.

Hanger Mark by KWM Gutter Man

Save substantial time on the ground! Hanger Mark is an add on accessory for any IronMan K-style machine. It makes an indentation on the inside back of the gutter every 8" to indicate where to place your hangers. Patent Pending. Hanger Mark is now available for purchase for any new or used IronMan K-style profile machine.





HONGER

Fill out a subscription card to receive **Gutter Enterprise** all year long!

A bi-monthly publication for the seamless gutter industry. For advertising opportunities, contact the publisher at brian@gutterenterprise.com. Send your product announcements or news releases to brian@gutterenterprise.com

The audience for *Gutter Enterprise* is a diverse group of seamless gutter installers: residential and commercial, suppliers, roofers (looking for installers) and wholesalers across the country. The support network of these professionals promotes gutter installations and increases business relationships in the industry. Who understands seamless gutter installers, contractors and suppliers than similar companies?

The concept of *Gutter Enterprise* is to create a community; readers helping and informing other readers. Columns are written by gutter installers. Q&A pieces feature installers, contractors and suppliers of gutter products.

Gutter Enterprise aims to produce a publication for seamless gutter installers (residential and commercial), contractors and suppliers to have a one-stop resource for everything gutters, downspouts, foundation protection and water harvesting.



Contact Us: 717-940-6231 brian@gutterenterprise.com

Installations - Give Them the WOW!

By Ken Rutter- LeavesOut, Inc. CEO

or many gutter companies at least 60 percent of new business should come from prior customers. "Wowing" the homeowner with a professional crew is perhaps the least expensive form of marketing to generate new business. Here are some great tips that will have your company stand out among your competitors.

- Arrive on time or call. Communication is everything. Do what you say you are going to do!
- 2. Confirm where the homeowner would like you to park.
- 3. All workers should be in the same uniform (shirt, cap and pants). This instills confidence in your company. If a hat is worn, it should be the company hat, company shirt (no bare chests). No jewelry other than wedding bands. No smoking on the homeowner's property.
- 4. Go to the door before staring and let them know you are there.
- 5. Introduce the crew to the homeowner and explain what they will be doing that day.
- 6. Prior to starting, finalize the project with the customer to review notes on the order. (Gutter leaks, and other minor repairs, identify dog bombs, power source, water source, and any questions or concerns the homeowner may have.
- 7. Ask if they want to keep any material you will be removing. If not, ask if you should bundle it and place it beside their trash can or take it with you.
- 8. Ask if there is a bathroom you can use, if necessary.
- 9. Ask if they will be home when the job is to be finished so you can receive final payment.



- 10. Ask permission to put up a yard sign. Place it perpendicular toand-near the street.
- 11. If installing gutter protection, blow off the entire roof and then clean the gutters. After cleaning the roof and gutters, immediately clean decks, sidewalks, driveway, yard and any flowerbeds and shrubbery of debris from the roof.
- 12. Look for a small complimentary project, while you are on the premises. Examples (clean skylights, fix ridge vents, loose siding nails, etc.) Leave it better than you find it.
- 13. Suggest a service agreement when you believe it will be needed. Offer to leave a copy of your company agreement so they can call when they feel they need service.
- 14. At the end of the job check the roof and ground around the house to pick up debris, nails or screws you may have accidentally dropped. Close gates you opened and roll up hoses you may have used.

- 15. Have the homeowner step outside and briefly go over the install with them what you have done.
- 16. All vehicles, including trailers, should have a company logo for branding and professionalism.
- 17. Vehicles should be washed and kept clean when needed.
- 18. Inside vehicles should be clean and organized and cleaned out at the end of the day. Have the truck (vehicle) ready for the next day.

Customer Surveys frequently reveal that the most common complaints of homeowners.

- Leaving a dirty job site: aluminum shavings, debris from gutters left in flower beds and on the lawn.
- Damage to landscaping.
- Installers did not make customers aware they arrived for the installation.
- Not arriving on time
- Smoking on the property
- Shirts were removed. GE



Industry Resources and Websites

Hancock Enterprises, Inc.

www.hancockent.com

KWM Gutterman, Inc.

www.kwmgutterman.com

Senox Corporation

www.senox.com

Raytec Manufacturing LLC

www.raytecLLC.com

Diamond Back Gutter Covers

www.diamondbackguttercovers.com

Raplh Wilhelm Seamless Spouting Inc.

www.wilhelmspouting.com

Liberty Seamless Enterprises

www.libertyseamless.com

National Weather Service-Climate Prediction Center

https://www.cpc.ncep.noaa.gov/products/Drought/

www.disastersafety.org

Insurance Institute for Business & Home Safety, a nonprofit research organization "leading to real-world solutions for home and business owners, helping to create more resilient communities." Their best practices and certification program called "Fortified" provides contractors and installers guides to retrofitting and

installing new weather-prone materials. They suggest that "gutters and down-spouts be designed and tested for outstanding performance."

www.rainchains.com

Artistic Downspouts for Home, Business and Gardens using pure copper, brass and even aluminum for materials.

www.allweatherarmour.com

The Only Four Season Roof & Gutter Protection™

Upcoming Issues

SEPTEMBER 2019

Theme Feature Gutters and Roofs – Why they

should work together?

Profile Gutter Installer

Technical Article Materials – What gutter options

are available to installers.

Departments News, Installer Column, Q&A,

Sales Column, Sales Q&A

NOVEMBER 2019

Theme Feature Gutter Covers – What you should know!

Profile Gutter Installer

Technical Article Foundations and diverting water Departments News, Installer Column, Q&A,

Sales Column, Sales Q&A

JANUARY 2020

Theme Feature Dealing with an aging inventory –

Tips to keep inventory under control

Profile Gutter Installer

Technical Article Hiring and Training – What you should

know when hiring and training your workforce

Departments News, Installer Column, Q&A,

Sales Column, Sales Q&A

MARCH 2020

Theme Feature Water Conservation – Rain water col-

lecting units

Profile Gutter Installer

Technical Article Dealing with Gutter Miters Departments News, Installer Column, Q&A,

Sales Column, Sales Q&A

We truly appreciate the companies who have put their faith in Gutter Enterprise.

We welcome our new advertisers! Thank you for your belief that our

magazine will benefit the entire industry.

This is your publication and an opportunity to grow sales, industry awareness and exposure to over 7500 subscribers nationally.





GutterWorks.com

BY FRONT STREET MANUFACTURING, INC.

DOWNSPOUT TILE ADAPTERS
Universal to fit ANY drain tile in the ground



Available in Black or White for the same low price

Sizes 2x3x3, 2x3x4, 3x4x3, 3x4x4, 4x4x4, 5x5x4, 6x6x6 and also 4x6x4 & 4x6x6 which also fit 4x5 down pipe

PRICING ON WEBSITE

FREE SHIPPING ON ORDERS OVER \$300

Many more items available at www.gutterworks.com 888-376-6871

DISTRIBUTOR PRICING AVAILABLE
Contact Randy: sales@gutterworks.com or 888-376-6871

Ad Index

KWMInside Front Cover
Hancock EnterprisesBack Cover
All Weather ArmourInside back Cover
Defender Gutter GuardsInside Facing Page
Raytec ManufactuingPage 20
GutterWorks.comPage 20
Liberty Seamless EnterprisesPage 13
Seamless Spouting- Ralph Wilhelm Jr Page 13
Garrety Manufacturing, IncPage 13
Gutter Enterprise House AdPage 17

ALL WEATHER ARMOUR®

www.allweatherarmour.com 888-654-4942

Whatever Your **Gutter Needs** We've Got It "Covered!"



ArmourGuard® Common Features

Ultimate In Design

- Maintenance free architecture.
- · Keeps out all debris and pests.
- Maximizes water throughput via capillary action.
- Discrete low profile appearance.
- Aesthetically pleasing -curb appeal.

Ultimate in Technology

- Patented products.
- Completely sealed system.
- Top rated "Micro Screen" technology by leading consumer magazine.
- Works on all roof and gutter types.
- Curved channels maximize water drainage.

Ultimate In Construction

- Surgical grade 316L stainless steel mesh.
- Robust extruded aluminum frame for stability and durability.
- Anodized frame for use with dissimilar gutter materials.
- Vulcanized rubber permanently bonds mesh to
- No skimping by using a plastic frame or by eliminating either the frame or vulcanized rubber like our competitors do.

Ultimate in Installation

- Installed by certified professionals.
- Pitched to more easily shed debris.
- Various solid and secure mounting options including fascia mount to avoid contacting roofing materials.

Become An AWA Dealer!

- Highly Profitable & Innovative Products
- Exclusive Territories Available
- No Dealer Or Franchise Fees
- No Minimum Orders
- Free Customer Leads

Contact Us Today For:

- Free Product Samples
- Product Pricing & Profit Potential
- All The AWA Dealer Details



ArmourGuard® Standard

- Moderate Debris Application
- 20 Year Manufacturer Warranty
- Best Entry Level Gutter Guard
- Cost Effective Solution
- 1/16" Extruded Aluminum

ArmourGuard® Fascia Mount

- Moderate Debris Application
- 20 Year Manufacturer Warranty
- No Contact with Roofing Materials
- Cost Effective Solution
- 1/16" Extruded Aluminum

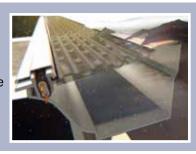


ArmourGuard® Supreme

- Heavy Debris Application
- 25 Year Manufacturer Warranty
- Optional SlipLoc Mounting Method
- · High End Gutter Guard
- 1/8" Extruded Aluminum

ArmourGuard® Ice

- ONLY Four Season Gutter Protection
- 25 Year Manufacturer Warranty
- Integrated Self Regulating Heat Cable
- Eliminates Ice Dams and Icicles
- 1/8" Extruded Aluminum



Contact Info: Email: sales@allweatherarmour.com • Phone: 888-654-4942 • Website: allweatherarmour.com

CHECK THESE OFF YOUR GUTTER SUPPLY LIST



GUTTER CORNERS
GUTTER COVERS
GUTTER HANGERS
GUTTER OUTLETS

FREE GUTTER SAMPLES



You will want to check out the patented **Extreme Miter™** Inside Gutter Corner. The extended front end provides an enlarged catch basin, directing water away from the front edge and channeling it through the gutter troughs to prevent overflowing. It is fabricated to facilitate and simplify the installation of the gutter troughs, and when properly installed and caulked, provides a watertight installation.

The **Clean Sweep™** Gutter Protection System is a gutter cover like no other. The perforated openings provide maximum rain water flow while restricting leaves and other debris. A sloped rubber-based insert is weather resistant providing added support and positive drainage.

The extensive line of gutter hangers includes **M-Hook, Quick Screw** and **Hefty Hidden Hangers** for installations that are fast, straight and secure.

For positive drainage from the gutter trough to the downspout Hancock offers a complete selection of **Gutter Outlets** in various shapes and sizes.

We are the supplier to the major manufacturers and distributors for their fittings in their colors.

Check us out when you are looking for innovative products for your next gutter installation project.



For your **FREE** Samples of these products, contact your supplier or email: BobJ@HancockEnt.com



20655 Northline Road Taylor, Michigan 48180 734-287-8840 | 800-544-0393 | Fax 734-287-8841

