

FAQ

A Client's satisfaction and a Client's property are important to us, so we have taken the time to answer the most frequently asked questions about work we do on businesses and homes. However, please understand that every possible situation and contingency cannot be described in writing in advance. If a Client has a question, we encourage them to ask, ask, ask. We are always willing to answer questions about any aspect of the work to be performed.

FAQ:

What do I do if I have a question?

We ask our Clients to ask, ask, ask: if there is any question at all about what is included in a given job and what is not included in the price, just ask us. We will be glad to clarify matters immediately. Asking questions early on will avoid surprises and misunderstandings later on.

Should I have my home pressure washed first and then have the gutters cleaned or should I have the gutters cleaned first and then pressure wash?

ALWAYS have your home's gutters cleaned first, and then pressure wash. No matter how careful a person is, guttering cleaning almost always involves a small amount of leaves, leaf debris and/or dirty gutter water accidentally falling onto the siding and walkways of a home. Therefore, it is ALWAYS advisable to have the gutters cleaned first and then have the pressure washing done afterwards. When that is not possible and the house was pressure washed first, please do not be surprised to see a labor charge for the additional time it usually takes to clean the property up, after gutter cleaning, to make everything look just as pristine as it was right after the pressure washing. In some cases, it will take our two-man team an additional 2 to 3 hours just to do such a cleanup.

How does the weather affect your work?

We ask Clients to understand that our exterior work is highly weather dependent. Gusty winds, rain, cold temperatures, water logged soil, ozone days, and high heat indexes can each force a rescheduling for safety reasons and also to protect your turf from being gouged by the feet of heavy ladders, in the case of mushy soil.

Will my outdoor furniture and/or similar property be moved when you work?

We make every effort to not to touch any Client property at all during the course of the work, except perhaps for faucets and electrical outlets. There may be times however when, for example, outdoor furniture on a deck must be moved to help ensure the safety of working personnel. We try our best to remove any leaf debris which may have fallen out of overflowing gutters onto furniture. Likewise, we try very hard to re-position furniture back to the way it originally was before we leave, but please understand that we cannot memorize furniture layouts and therefore cannot be held responsible if we have placed a chair, table etc. in a different position than it originally was in.

Do you need access to my exterior electrical outlets?

Yes. We sometimes need access to outdoor electrical outlets. The amount of electricity we use in our work is miniscule, and we cannot be charged for it.

What about my garden, landscaping and plants?

We truly make every effort not to step on flowers or damage anyone's landscaping. However, there simply are situations where the only safe position for a ladder may involve placing it in a flower bed. We apologize in advance. We cannot be held liable for harm to landscaping, though, when the safety of human beings is at stake, and we appreciate your understanding in this regard. Similarly, we make every effort not to place our ladders against a gutter. Our trucks carry special braces with them at all times which almost always means that our ladder will not be leaned against your gutter. If we must place a ladder against a gutter as a last resort, it is for safety's sake, and we cannot be held liable for any resulting harm to the gutter in order to protect people.

Is there hidden or unobserved damage exclusion in your Estimates?

Yes. Hidden or unobserved damage associated with areas to be repaired is not included in Estimates. Example: if we remove a siding board and discover a rotted stud behind it, the labor and materials for replacing the rotted stud are added to the Estimate cost because the damage to the stud could not be seen when we made the Estimate for replacing the siding board.

WHAT ARE GUTTERS MADE OF?

Our rain gutters are made of .032 gauge aluminum. They are formed to the exact length at the job site so they are seamless.

HOW DO WE ATTACH THE GUTTERS-METHOD OF INSTALLATION?

I use the BRUTE no clip gutter bracket, patented by Lynch Aluminum of Peoria, IL. This bracket clips inside the gutter and is then screwed into the fascia with specially designed screws, providing a very secure, long lasting, concealed installation.

DO THE GUTTERS AND DOWNSPOUTS COME IN DIFFERENT COLORS?

I have a number of different colors to choose from and have found that we are able to match most any color. I will gladly provide color samples upon request. There is no extra charge for most colors.

WHAT IS THE WARRANTY?

I offer a 20 year material warranty and a 1 year labor warranty. If you need further information on the warranty and our repair policy, please feel free to ask us to explain. Product information is available upon request.

WHAT ABOUT INSURANCE?

I am fully insured and can provide a certificate of insurance through my insurance agency upon request.

WHAT ARE THE PAYMENT OPTIONS AND BILLING PROCEDURES?

I will mail an invoice after the completion of the job. I ask that payment be made within 10 days of the date of completion unless prior payment arrangements have been made. A 1.5% interest charge will be added to all invoices after 30 days. If you would like to discuss a payment arrangement, please feel free to call me, 608-780-2047. Most forms of payment are accepted. We now gladly accepts credit cards.

HOW TO ACCEPT THE ESTIMATE.

If you would like to accept the estimate, just call and let me know. I will put you on the schedule and get to your job as soon as possible. Most jobs can be completed the same day, usually in just a few hours. You don't even need to be there.

DOES NATE'S PROVIDE ANY OTHER SERVICES?

I also carry many types of gutter covers and screens. I do maintenance on most systems, and will gladly clean your gutters in the spring and fall. I try to contain all the mess and take the debris with me when I leave. If you think you might need leaf protection...give me a call.