

## **ROOF & GUTTER CABLE COMMON QUESTIONS**

Q: Does the roof cable have a thermostat?

A: No. A roof & gutter cable is not needed every time it gets cold. It is only needed when you have a combination of snow and cold temperatures.

Q: Will the cable melt the snow/ice off my roof?

A: No. Roof & gutter cables are designed to keep a clear channel around the cable, allowing a path for the melt water to run off. The cable does not generate enough heat to completely melt snow/ice. A cable hot enough to clear the roof would probably damage the roof.

Q: Can multiple cables be plugged together to make longer lengths?

A: No, each cable must be plugged into an outlet.

Q: Can the cable be cut to shorten it?

A: No, cutting or altering the cable in any way will render it inoperable and unsafe.

Q: Can the roof & gutter cables be used in vinyl/plastic gutters?

A: Yes

Q: Can these cables be used on Cedar shingle/shake roofs?

A: No

Q: Can these cables be used in wooden gutters?

A: No

Q: What is the life expectancy of the roof & gutter cable?

A: Anywhere from 2 to 15 years depending on the installation and conditions.

Q: Is there any way to turn the roof & gutter cable on and off automatically?

A: There is an add-on controller called The Roof Guard. Call us for details 1-800-621-6947.

Q: I go away for the winter. How do I get the cable to turn on when it is needed?

A: We recommend installing The Roof Guard.

Q: The instructions say not to use your cable on a flat roof. Why not?

A: Flat roofs often collect water puddles. The roof must have a pitch so that the water drains off.

Q: Can I install a roof & gutter cable at any time?

A: No, we recommend the outside temperature be above 50° F, because at lower temperatures shingle material may be brittle and crack.