



# Warranty Card – FilterFlow

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Store Purchased: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

**Fax 480-287-8589 or Mail in top half w/ copy of receipts to the address stated at the bottom of this form**

**Keep bottom half for your records**

**5 Year Warranty**



**THE WARRANTIES DESCRIBED ON THIS INFORMATION CARD ARE MADE SOLELY AND EXCLUSIVELY ON BEHALF OF THE MANUFACTURER. NO WARRANTIES OF ANY KIND HAVE BEEN MADE BY YOUR FILTERFLOW DEALER.**

FilterFlow is a polyether foam filter insert guaranteed to prevent leaves and large debris from entering and clogging a gutter or downspout during a **five(5)** year period from the original date of sale, when installed in a manner consistent with FilterFlow Installation Procedures, under normal leaf and debris conditions. This Warranty is non-transferable to the next homeowner upon sale of property.

This constitutes the sole warranty made by the manufacturer either expressed or implied. The manufacturer makes no other warranties expressed or implied which extend beyond the face hereof, herein, including the implied warranties of merchantability and fitness for a particular purpose. In addition to making no express or other warranties of any kind, your Dealer disclaims any and all implied warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

In no event shall the Distributor, Dealer, or Retailer be liable for any incidental or consequential damages and remedies shall be limited to repair or replacement of nonconforming units or parts. Debris may accumulate on the surface of the FilterFlow product when sunlight and wind cannot dry and move away debris. We recommend clearing off the debris in these areas periodically (with a water hose or leaf blower, never use a broom or brush) to ensure FilterFlow flow capability is not obstructed. Over time some shrinkage of the product has been observed as slight gaps between the lengths may occur. There may be the need to fill in gaps with the same FilterFlow material to match the existing. It may be possible to avoid this situation overall by installing FilterFlow pieces so that they press against each other and the 4' pieces are not stretched. Aged, improperly sized, poorly sloped, or malfunctioning gutters must be corrected before FilterFlow is installed. FilterFlow is manufactured with a UV stabilizer to reduce the effect of sunshine on the surface of the product. Overtime, exposure to the elements may cause the surface of the product to bleach out and become brittle to the touch. For optimal life and performance of the product it should remain unmolested in the gutter. Exclusions to this warranty include, but are not limited to, unreasonable use, Acts of God, floods, fires, (FilterFlow is manufactured in part from oil based products and as such is flammable in certain conditions when exposed to a naked flame.) vandalism, exposure to corrosive chemicals or pollutants, or any condition beyond the control of the Dealer or manufacturer. This Warranty covers only genuine FilterFlow. Homeowner must verify with Distributor, Dealer, or Retailer that the product is FilterFlow. There are no warranties on this product other than set forth in this warranty. We are not liable for any other written or oral warranties such as those that may be given by Dealers, Contractors, Installers, or Distributors of this product. Homeowners who install FilterFlow are responsible for correct installation. No in home service calls are permitted for self installation purchases. A sales receipt and warranty card must accompany all products. Visit [www.GutterSupply.com](http://www.GutterSupply.com) for proper Installation Procedures. A copy of Installation Procedures should be given to Homeowner with this warranty. This Warranty covers K Style, Half Round, and Fascia Style FilterFlow. -

### Warranty Registration Required

In order to be able to make a warranty claim in the future, you must send us the warranty registration card within 90 days of the original purchase. Any requests for product replacement under warranty will be denied if the warranty has not been properly registered near the sale date. If you ordered multiple product lines together, fill out a different card for each product line and include the entire receipt that product appears on with that registration card. If you have several different orders / purchases to register, fill out a separate warranty card and attach the receipt for each separate purchase.

### Warranty Claim Process

Note that if you have not sent in your warranty registration so it is postmarked within ninety (90) days of your purchase, your warranty claim will not be honored. Therefore, it is imperative to send in your registration soon after your purchase.

In order to have your product replaced under the manufacturer's warranty, do the following:

1. Send us your defective product at your expense. TJM Innovations will inspect the product for manufacturer's defects. Only the pieces sent to us that have been determined to be defective will be replaced. Partial pieces will be replaced with equivalent whole pieces so that the same total linear footage is matched. Any custom cuts you may have made during installation will not be made by the manufacturer; replacement product will only consist of whole pieces.
2. Send a copy of your sales receipt along with the product you want to have replaced, making sure the product you want replaced appears on that sales receipt. No product replacements will be done if sales receipts are not provided at the time the product is returned. We will match the sales receipt to your warranty registration in order to verify its accuracy. If there is no warranty registration for that sales receipt, the warranty will not be honored. Where to send defective product and sales receipt:

#### TJM Innovations

Attn: Warranty Claims Department  
5519 W. Woolworth Avenue  
Milwaukee, WI, USA 53218  
Fax #(480) 287-8589

3. Pay the shipping and handling costs for the replacement product. Upon verification that the above requirements have been met, we will contact you by phone or mail to request payment of our standard rate shipping charges. If the warranty claim requirements have not been met, we will inform you of this via phone or mail, and you will either need to pay shipping charges to have your original product sent back or surrender the product. All warranty claims are closed within 60 days of receipt of the defective product. Therefore, if we are unable to reach you via phone or mail during the 60 days after receipt of the defective product and the warranty has not been closed yet, the warranty claim will be automatically void, and the product you have sent us will be considered to have been surrendered. Therefore, please make sure your contact information is accurate.