

# WAGNER

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WINTER SPECIAL EDITION 2010

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## Wagner helps customers through record-breaking snowstorms

Like all of us with a roof over our heads, you probably thought about your roof more than once during the record-breaking snowstorms earlier this month. And more likely than not, you were worried about damage. From the time the first flurries fell on Friday, February 5, to Monday, February 22, Wagner Roofing took hundreds of phone calls and made 140 service calls helping home- and business-owners repair damage from the storms.

“People were panicking because of the amount of snow,” says operations and project manager Kevin Morgan. “We’ve never seen anything like this. This was the kind of stuff you can tell your grandchildren about.”

Thanks to a recently upgraded phone system that allows Wagner employees to take their desk phones home, service coordinator Mary Day was able to pick up calls to the office from the comfort of her own home (on the three weekdays that the region shut down after the storms).

“I just took home my phone and plugged it in using an Internet cable,” Day says. “It came in handy because I didn’t



**Instead of using rock salt, which causes deterioration of the roof, gutters and downspouts, Wagner uses magnesium chloride along the eave to help dissolve the ice dam.**

have to lose any time during the snow. A lot of people were calling company after company, and they didn’t want to talk to a voicemail. They wanted a live person. Just talking to someone—about a leak or their concern about the weight of the snow—was sometimes enough to ease their minds.”

Although these storms did cause some roofs to collapse and brought about some cracks in structural beams, many of the problems were leaks caused by ice dams—which occur when melted snow on your roof can’t run off the slope because of the remaining snow on the over-



**Water has seeped in between the gutter and the building from the ice, and it has leaked down the outside of the house, forming a frozen waterfall. Had it not been for the ice and water shield that was installed, that water would have been leaking inside the house.**

hang. So instead, it goes under shingles, through nail holes and into your house, or it backs up gutters. Many gutters collapse because the ice is so heavy—56 pounds per cubic foot.

In those three days managing

Wagner calls out of her home, Day says the phone was ringing off the hook from 6:30 a.m. to 5 p.m. “I couldn’t get up without the phone ringing again,” she says. “I have a whole new respect for secretaries.”

KEVIN MORGAN

# What to do (and what not to do) during and after a storm

**W**agner Roofing operations and project manager Kevin Morgan has seen it all when it comes to roofs, but the story he heard about a residential roof in Rockville simply broke his heart.

“This guy went up on his roof with a propane torch and was going to melt the snow,” Morgan says. “Unfortunately, he burned the house down.”

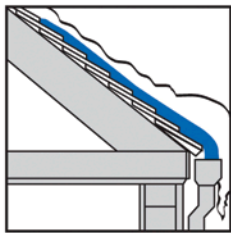
That’s a tough way to learn it, but the lesson is this: No matter what your tools, never try to remove snow from your roof. “It’s very dangerous, even for a professional,” Morgan says. “Professionals will know how to safely shovel it off and how

to break the ice dam without breaking the gutters.” He says because of the increased risk, Wagner sends three- or four-man crews for snow removal instead of the typical two.

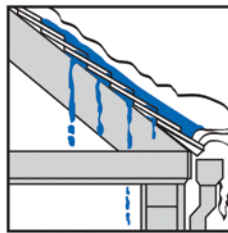
Morgan offers six things that you CAN do:

1. If you have a leak and are waiting for a roofer, punch a hole in your drywall ceiling (with a screwdriver or nail) and place a bucket in your attic to collect the water. That will prevent water from spreading out and collapsing the ceiling.
2. If a leak is causing water to run into anything electrical, call an electrician or shut off the breaker. Water and electricity are a dangerous combination.
3. Install an ice and water shield, which will protect against wind-driven rain and ice dams. This waterproofing membrane is applied to the roof deck at the eaves and around vulnerable flashing points to protect against ice dams and wind-driven rain. The membrane seals nail holes, which are the most likely entry point for water. (See figure below.)
4. If you have a slate or tile roof, install a snow guard, which will protect people, plants, lower roofs and gutters from heavy slides of melting snow and ice. Snow guards are most effective in snowfalls under a foot.
5. If other methods fail, Wagner can install heat tape, a more expensive option (for both installation and usage, since it’s heated with electricity). Heat tape is actually copper wire with a heating element. It is run through a downspout, gutter or the roof to prevent ice build up.
6. Now that the snow has melted, schedule a roofer to come and inspect your roof, and set up a maintenance plan to make sure the roof is well prepared for the next storm. Wagner Roofing’s Maintenance Agreement includes two visits a year, in the spring and fall, during which we clean the gutters, inspect the roof and provide a report and photos of the conditions.

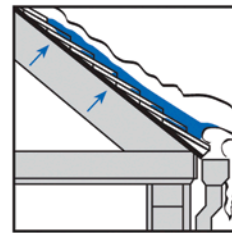
## Ice Dams



Water from melting snow over the heated portion of the house runs down the roof. It freezes at the cold eave and an ice dam begins to form preventing drainage.



As the ice dam grows, water is trapped behind it and backs up under the shingles. Eventually it reaches the roof deck and leaks through, damaging the interior of the structure.



Grace Ice & Water Shield resists this leakage because of the seal around the fasteners, ability to make watertight laps, and the membrane’s bond to the deck.