

# Spring-Open Leak Diverter

## Frequently Asked Questions

**What makes the PIG Spring-Open Diverter different than standard leak diverters?** Unlike traditional diverters, the Spring-Open Diverters have a spring steel rim which gives shape and structure. This makes it easier to hang the unit level with the drainage point at the lowest spot, even if it's hung from non-level attachment points. The bungee cords are easily adjusted and the unit can be repositioned even when the hooks are attached to the building structure. Everything you need is included in one compact package to make hanging it easier, faster and safer.

**How exactly does this spring open?** The spring steel rim around the outer perimeter is encased inside the vinyl leak diverter material, and the entire unit is coiled into a smaller storage size. It stays coiled until the user opens it and the spring steel rim pops open, ready for use.

**How do I unfold it?** Easily, but carefully! The unit is coiled upon itself under slight tension, so the coiled spring steel pops open quickly and easily. We recommend opening it with care, holding it away from your face. Also, the large hanging hooks are secured to each other for safety in shipping. We recommend re-nesting them when you store the diverter in the pouch for future use.

**Can it really be deployed in 2 minutes?** Yes, if you are prepared with a ladder and have easy access points to attach the hooks. Simply attach the four hooks to your attachment points, adjust the bungees and slide the diverter as needed to position the Spring-Open Diverter under the leak. Then just click in the quick-connect hose to the diverter nozzle, position the hose to the drain or bucket, and you're ready to go. No more trips up and down a ladder to get the diverter to hang properly! As soon as you click the quick-connect hose, you are diverting the leak.

**What comes in the case?** There are two assemblies included in the yellow vinyl storage pouch: the Diverter Assembly, with all bungees, hooks and a quick-connect hose fitting in place, and the Hose Assembly.

**Will the steel rim rust?** The steel rim is coated with a flexible, rubberlike covering that prevents rust. We recommend wiping the unit after use and allowing it to dry before storage.

**Why the big hooks?** We found that it's much easier to hold onto large hooks while on a ladder. Large hooks are also easier to hang from many attachment points. If the bungee must wrap around something larger, the hook can be wrapped around the attachment and then hooked onto the bungee.

**Is the diverter available in colors?** Not at this time. It is made of a clear vinyl that has been reinforced for strength. The benefits of the clear vinyl are that you can see into the unit from below to monitor for leaks or blockages and it doesn't block artificial or natural lighting. The unit tends to blend into the existing roof structure as well.

**Can the unit get clogged?** Yes, but it does come with an installed debris guard to minimize the chances of that happening. The see-through design of both the diverter and the hose will alert you to any blockage.

**Will the spring steel rim break or bend?** In normal use, the steel should not break. We have tested the design for over 100 deployments with no signs of fatigue. It is possible to bend the rim, but that should not happen in normal use. If it does happen, it can be bent back to its original shape without tools.

**Why does the oval unit (TLS753) have extra grommets?** Extra grommets are provided in case the unit needs to be secured in unique situations. For example, roof leaks often occur near beams that support two different building heights. This situation requires a more creative way to hang a diverter. Or condensation can occur in HVAC systems that have awkward attachment possibilities. Extra grommets can be helpful in these instances.

**How do I fold the unit for storage?** It may take a little practice! Instructions are included in the package and are available at [newpig.com](http://newpig.com). The general steps are:

1. Dry the unit before storage.
2. Nest the hooks together on top of the diverter before folding. Fit the bottom of one hook into the top crook of the other hook, then repeat with the other end. Slip the loop of the bungee over the hook tops and cinch closed.
3. Grasp opposite sides (3 o'clock and 9 o'clock) of the opened diverter with the palm of your left hand facing up (thumb pointing away from you) and the palm of your right hand facing down (thumb pointing toward you). Twist your wrists in opposite directions about ½ turn, as if you were wringing out a towel.
4. As you twist, the diverter will begin to coil into a figure eight shape of loops.
5. Keeping your left hand stationary, keep twisting the right side and move your right hand inside and closer to the left, tucking the right loop into the left. As you do this, you will notice three loops forming.
6. The middle loop gets sandwiched between the top loop and bottom loop.
7. Keep tucking and adjusting until all the loops are about the same size and the diverter forms a neat package.
8. Store the hose in the front pocket of the case, and the diverter in the larger pocket.



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