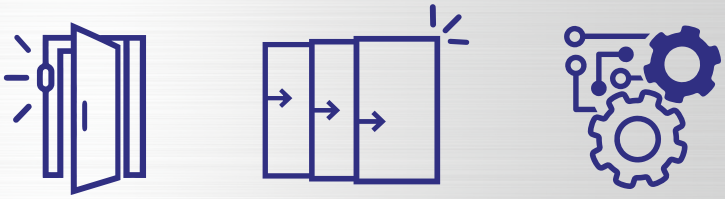
Customer Success Story

SUMMIT AUTOMATION

Bringing Doors to Life!



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Bill Bell
President

SONOMA CONSTRUCTION

Sonoma Construction Incorporated, a privately-held construction company, based in Albuquerque, New Mexico, was established in 1991. Sonoma's President, Bill Bell, says they work mainly with homeowners who know what they are looking for in their homes. One of their current customers insisted on having a door from a specific manufacturer after seeing it on display in a showroom. This door was 16 feet wide, which made moving it very difficult and required the use of a motor. What brought their progress to a halt, however, was working with the door manufacturer company because they did not have any U.S. locations and getting a hold of their customer service representatives was ineffective. They needed a back-up plan.

Their door installer suggested they use a motor from Summit Automation. Summit Automation is an Arizona-based door motorization company, and was a promising solution, as there are no motorized door companies in New Mexico. Due to the unique nature of Sonoma's problem, Summit was happy to help.

"I am very impressed with the effort Summit Automation put into proving support for a product that wasn't theirs," says Bill.

Sonoma Construction is still in the midst of this demanding project; however, Summit has been assisting in any way they can.

"I have the utmost faith in Summit Automation because of how they have gone out of their way to make the process easier," says Bill. "I am not a technician, but they can explain technical instructions in a way that I can make it work."

With all the work that goes into running a business, Bill appreciates that Summit has been able to step in and help make this process smoother for both Sonoma and their customers.

Bill says, "Summit knows their motors and makes themselves ready and willing to help. Everything is working perfectly. Summit was amazing and got the doors working perfectly. I can't say enough about how well we were taken care of through the entire service process."