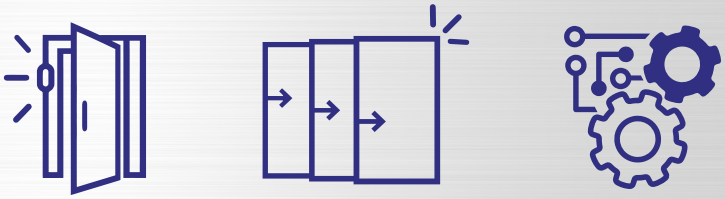
Customer Success Story

SUMMIT AUTOMATION

Bringing Doors to Life!



"It really impressed me that Summit provided so much support"

John Flynn
Project Manager

EPIC windows+doors

Epic Windows and Doors has been in business for 25 years, providing windows and doors to exclusive clientele who focus more on the quality of a product than its cost. These clients know precisely what they want in a door and have the means to afford any of Epic's elite door and window products.

John Flynn, one of Epic's project managers, deals mainly with sales and customer support. John has been with Epic for four years has a vast understanding of the industry and recognizes the high quality of the products Epic offers.

"We don't just slap on vinyl windows. The product we sell is high end and very technical," says John.

Most of what John sells is exclusive to bigger homes, which come with large, heavy doors and windows making Epic especially reliant on companies that can provide the door and window automation systems that these clients need.

While Epic previously worked with a different automation company, they were not living up to Epic's standards, and they needed a change. It was at this point that John heard about Summit Automation and their stellar reputation.

"I heard that they backed up their products and you could get them on the phone anytime," says John.

Summit Automation's unsurpassable customer service soon became apparent when a home in the luxury neighborhood of "The Colony" had an issue with a 4-panel door that utilized one of Summit's automation devices. The door's control panel was not installed properly, causing moisture to seep in and damage the machinery. To make matters worse, the home was located in a somewhat remote location with very little cell coverage, making it extremely difficult for Epic to contact Summit and get their help. Nevertheless, Summit took it upon themselves to fly the Summit's CEO and a well-trained technician out to the home with tools and new parts to help fix the problem in person.

"It really impressed me that Summit provided so much support," says John.

John and the entire Epic Windows and Doors team are delighted with the service and support they receive from Summit Automation.

"When I was at 10,000 feet elevation and could not communicate with the technician at Summit, it could have been an awful experience, but they really made lemonade out of the situation," says John. "As long as Summit provides that kind of support, they will make their place in the industry!"