

Customer Success Story

“A majority of our Customers are choosing to forgo whatever their current system’s warranty coverage is, and spend the extra money to upgrade to a Summit system.”

Jon Brunson, Director Of Operations



SUMMIT
AUTOMATION

Bringing Doors to Life!

Four years ago, Summit Automation went knocking at the door of USI All-Purpose Windows & Doors. Jon Brunson, the Director Of Operations at USI, took the meeting with Summit, just to see what they had to offer. Shortly thereafter, Jon’s prior Customer, using another companies’ automation motor, had their door fail in only a year-and-a-half of operation. Since the actual installation, the company that initially provided the motor (not Summit Automation) had been acquired by a new owner who promptly and rather unceremoniously washed their hands of the issue and absolutely refused to help. They went as far as to tell their former client “Sorry, nothing we can do - you’re on your own.” Jon called Summit who got involved immediately to see if they could help in some way, the door was not only repaired, but improved! Jon had hoped that Summit would be willing and able to step in and help when the original installer refused, and Jon was not disappointed in Summit’s performance. Because Customer service is paramount to the Arizona-based company, they jumped into action to give USI a very reasonable rate; and after Summit’s technician made the repairs, Jon then became a very happy Summit Customer. Most of the Customers that USI services are choosing to switch to a Summit motor because the price is reasonable, they get more power, the technology lasts longer, and the Customer care is great. Jon says what he likes most about working with Summit Automation is hands-down the service, explaining, “These are complicated systems, and Summit not only has the know-how and technology, but the service I have received from everyone at the company has been exceptional.”

USI

BUILDING SOLUTIONS

Industry:

Residential and Commercial Building

Products and Services:

Installation services including but not limited to: fiberglass, cellulose, and spray foam insulation; windows; mirrors; glass shower enclosures; closet shelving and storage systems; garage doors; gutters; fire stopping; fireproofing. Distributes insulation products and related accessories

Challenges:

- “Technology advances pretty quick, and our previous vendor’s technology was quite old.”
- “Our Customer’s door stopped working just a year and-a-half after the installation, and the original company had since changed hands and told us, “Sorry, there’s nothing we can do.””

Our Solutions:

- “The Summit rep said, “I’m going to make this easy for you,” and gave us a deal on parts, then came out to Utah to personally oversee that the door and it has worked perfectly after his repairs.”
- “Summit comes in very reasonably priced and provides more powerful motors and better technology - plus it’s a much longer lasting technology.”
- “Summit has always answered the phone or called me back quickly, and the service I have received from them has been exceptional.”