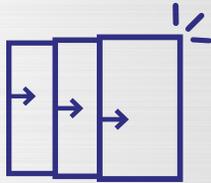
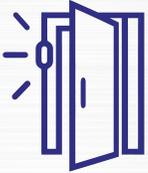


Customer Success Story



SUMMIT AUTOMATION

Bringing Doors to Life!



Background

Chio Saelee, who was relocating to Las Vegas from California, found the perfect home. He appreciated all of the beautiful work done by Blue Heron (a custom-home design and build firm), but one of his favorite features was the automated sliding door. Unfortunately, after a severe thunderstorm, Chio's older system (with prior technology) required service. Chio searched for a manual that might offer assistance, but unfortunately, the prior homeowner did not pass this along. His attempts to troubleshoot or diagnose the issue were also unsuccessful, but he did notice Summit Automation's information on one of the panels, and sent an email to the company. Within minutes, CEO PJ Gruetzmacher responded, and after learning about the issues Chio was experiencing suggested he contact our local Summit Certified Installer, Marcos Ocampo, Owner of Epsilon Window & Door. Chio reached out to Marcos to schedule an appointment, thinking the initial visit would be to diagnose why the door's automation wasn't working, followed by a future visit to complete repairs with the necessary parts. When the technician arrived, not only did he have the required components with him to get the door automation working again, but he also took the time to share more information with Chio about the door and system, and informed him that the newly rated UL325 control box prevents damage during lightning strikes as well as other new enhanced features.

"I asked Marcos little things about the community I had just moved into, and he actually knew how many homes in the neighborhood have a sliding door. And he was very transparent with what he was doing and showed me his work. I felt like I was doing a brand-new install with him! He was very detail-oriented, including extras like caulking around the outside panel's enclosure."

"I run a business myself, and any time you get someone who is really good, very knowledgeable, and well-versed in the company's products, it's awesome. Marcos went the extra mile, and knowing that Summit Automation has that type of support structure gave me a lot more comfort."

- Chio Saelee

Challenges

- Chio didn't have a manual to refer to when the automation system on his sliding door stopped working.
- Being new to the Las Vegas area and not being the original owner of the home, he didn't know much about the system or a local technician to contact for repair support.

Our Solution

- Summit's CEO provided the name and contact details for a local technician within minutes of making contact with Chio.

Outcome

- The technician came out, and on his first visit, he was able to troubleshoot, diagnose, and address the issue, as well as provide Chio with knowledge about the door and system along with the newest features.

Currently, all Summit systems ship with an information card as well as a QR code to use when Customers have questions or need support.