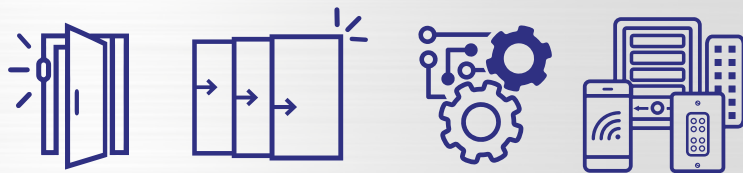


# Customer Success Story



## Background

Bill Kovacich is a homeowner in South Carolina. He had an automated door installed by a local installer and encountered an issue with it soon after. Luckily, Summit Automation's phone number was in the instruction booklet the installers left with him, so Bill called to discuss the issue and see how it could be resolved.

## Challenge

Bill shared, "When my door was installed by the door manufacturer's technicians, it wasn't set properly. It could be opened from the outside by pressing any single number on the keypad – no key code was necessary making the house unsecured. Also, I could not re-program a code into the door."

## Our Solution

Summit Automation was able to diagnose the problem by talking to Bill on the phone and utilizing FaceTime. The installers did not set the programming switches on the circuit board correctly. "After walking me through what to do to resolve the problem, Summit was patient enough to stay on the phone with me while I re-programmed the door and confirmed it was working properly," Bill said.



## Outcome

When asked if he felt Summit Automation solved the issue with the door, Bill replied that they definitely did and he was fully satisfied with the experience of working with the technicians and support staff. As an added bonus from his contact with Summit, he discovered additional features of the automation system that he wasn't aware of before.

*"Jacob and his staff were genuinely interested in helping me work through my issues. It feels like Summit is a smaller operation than it is because everyone seemed to treat me as if I'm the only Customer they have. They were truly interested in making sure I was satisfied. They even showed me features I didn't know I had because, unfortunately, the installers never took the time to show me."*

*Bill Kovacich (Homeowner)*