

Our WeatherMaster Experience Rates an A+

Want to know what you do right? Here is our story.

First came the decision that this was finally the year to replace our fourteen 45 year old cold, drafty, single-pane aluminum windows. Sure it would be expensive, but it would save on heating and cooling bills and we would thoroughly research it and get the best value for our money. Your advertisement for "quality windows, affordable prices" intrigued me enough to check out your website. I really liked the education it gave me (like "anatomy of a window") and the testimonials from satisfied customers.

Trying to escape a couple of your competitors' scary presentations coupled with high pressure to "sign now or we won't be able to get the best price", we decided to educate ourselves about the window replacement process and walked into the WeatherMaster showroom. Ed Helman won us over. He sold us on the company (we even got a tour), explained our choices and the newest quality features like the Insulator 8170 with XXX and Duralite warm edge technology, and answered our questions. Best of all, he never pressured us – just "call us when you are ready". He even joked, in response to my query, that we could only get a senior discount if we were older than he was. Did we surprise him! We should have stopped there, but we were still learning and we had to convince ourselves this was as good as it sounds.

Pursuing our agenda, we investigated several more companies, including Welsh, Premier, MasterSeal, Anderson, and an independent contractor before we called back for an in-home estimate. Tom Udovich came out, answered more questions and gave us a better price than the "best deals" we had walked away from at those high-pressure places. But just as important as the price is to us, the quality, features, workmanship, service, warranty and reputation are no less vital. After all, we would be spending thousands of dollars. Would we still be happy in 10 years? What if the installation was sloppy or we ended up with high costs for a repair under a prorated warranty? We wanted the best our money could buy. Tom was patient and let us think about it.

So we compared windows by Comfort World, Atrium, Seaway and Alside (the Excalibur that had been highly touted by more than one company). Then we delved into Newtown Slocomb where Customer Service referred me to an area salesman Howard Greenberg for all our comparison questions. Everyone seemed excited to talk about the quality and features of the Insulator 8170. Honestly, we found them better than windows costing a whole lot more!

Shanna was very helpful providing references to call and addresses to view. As I asked among acquaintances, I found more WeatherMaster customers. Everything was good. By the way, Shanna is welcome to add our address to her list. I would be happy to share our experience and let others see our beautiful new windows.

Not leaving anything to chance, I also called the BBB and MHIC. Everything was very good here too. Finally it is time to sign the contract. By now, other companies were calling back, wanting another chance to lower their "best deals" – sorry, too little, too late. Treat me considerately, show me your integrity, respect my intelligence, don't play games, and then give me your best price the first time like WeatherMaster did. I told a couple of them that their pressure to sign now, without time to think it over or make comparisons, made me feel they had no confidence in their company or the quality of their product. So why should I?

We came to expect the best treatment from everyone with whom we came in contact at WeatherMaster. John was efficient and careful of our home and my plants, clarifying some technical issues for us when he came to take measurements. Marie handled all the details of our installation patiently and professionally, working with our schedule and granting my wish for the meticulous installer recommended to me.

I can't say enough good things about our installer Pete and his uncle Adam. What a capable team! I am very particular about neatness. Pete is just as meticulous. Our aluminum windows were original construction. We knew they wouldn't be easy to get out. No problem for this pair! They worked efficiently and professionally, staying until 7:30 pm to complete the whole house for us in one day. The installation is beautiful. Every caulk line is so neat. The men were very careful and cleaned up both the house and yard very well. They removed all the debris. Neither my flowers nor our garden plants were damaged. Excellent job! I feel like I have a new house. It's always a nice surprise when everything goes so smoothly. This experience has been wonderful. My neighbors are already asking about our work. We won't hesitate to recommend WeatherMaster.

After researching everyone else, we found what we were looking for at WeatherMaster – without any of the pressure! It was a pleasure doing business with a reputable company with excellent people in sales, customer service and installation who gave us a great product (with a fantastic warranty) for the best price. You certainly do things right. We thought you should know. Add us to your long list of very satisfied customers. Thank you to everyone involved.

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