

There's More to Windows and Patio Doors than Meets the Eye, J.D. Power Finds

Highlighting Security and Often-Overlooked Product Features Can Boost Customer Satisfaction

COSTA MESA, Calif.: 22 Aug. 2018 — Customers who feel their homes are more secure and are informed of additional features of new windows and patio doors at the point of sale are most satisfied, according to the J.D. Power 2018 Windows and Patio Doors Satisfaction Study,SM released today.

“It may be a given that customers want their homes to be more secure and energy efficient with new window and patio door purchases, however, there are many benefits and product features that are not apparent at first glance,” said **Christina Cooley Director, Home Improvement and Technology Practice at J.D. Power**. “If manufacturers and retailers can educate customers on these overlooked features that provide value, they will see an increase in customer satisfaction.”

Now in its 12th year, the J.D. Power Windows and Patio Doors Satisfaction Study is based on survey responses from 3,797 customers who purchased windows or patio doors within the previous 12 months. The study was fielded in March-April 2018. The manufacturer brand segment measures satisfaction among customers based on performance in three factors (in alphabetical order): appearance and design features; operational performance and durability; and warranty. The retailer segment measures satisfaction among customers based on performance in four factors (in alphabetical order): installation; ordering and delivery; price; and sales staff and service.

Window and Patio Door Manufacturer Brand Rankings

Renewal by Andersen (884) ranks highest in customer satisfaction among window and patio door manufacturer brands and performs particularly well in operational performance and durability. **Harvey** (879) ranks second and performs particularly well in warranty, followed by **Infinity from Marvin** (875), performing well in appearance and design features. Overall satisfaction with windows and patio doors is 863, up from 840 in 2017.

Window and Patio Door Retailer Rankings

Window World (879) ranks highest in customer satisfaction among window and patio door retailers and performs particularly well in price. **Renewal by Andersen** (874) ranks second and performs particularly well in installation and ordering and delivery. **Pella** (864) ranks third and performs particularly well in sales staff and service.

For more information about the J.D. Power Windows and Patio Doors Satisfaction Study, visit <http://www.jdpower.com/business/resource/jd-power-windows-and-patio-doors-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2018139>.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe. J.D. Power is a portfolio company of XIO Group, a global alternative investments and private equity firm headquartered in London, and is led by its four founders: Athene Li, Joseph Pacini, Murphy Qiao and Carsten Geyer.

Media Relations Contacts

Geno Effler; Costa Mesa, Calif.; 714-621-6224; media.relations@jdpa.com

John Roderick; St. James, N.Y.; 631-584-2200; john@jroderick.com

About J.D. Power and Advertising/Promotional Rules www.jdpower.com/business/about-us/press-release-info

###

Note: Two charts follow

J.D. Power 2018 Windows and Patio Doors Satisfaction StudySM



Source: J.D. Power 2018 Windows and Patio Doors Satisfaction StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

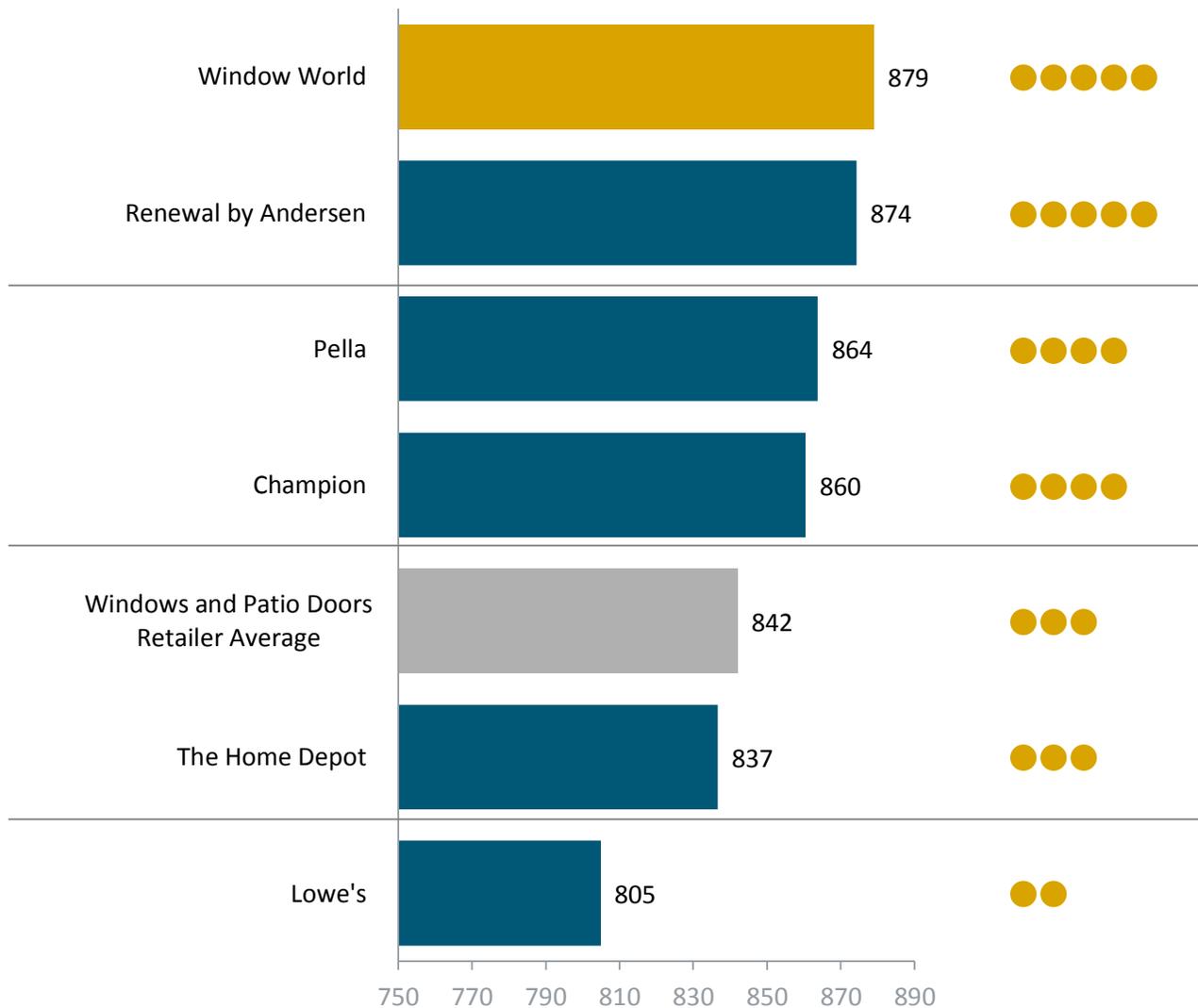
J.D. Power 2018 Windows and Patio Doors Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

Retailer Segment

(Based on a 1,000-point scale)

JDPower.com
Power Circle RatingsTM
for consumers:



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power 2018 Windows and Patio Doors Satisfaction StudySM

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.