

Hi Michan,

I wanted to tell you that you were absolutely right about your installers at Keystone. They introduced themselves and Marcelo confirmed all of the project details with me to make sure things were correct. There were some delays because my sheathing turned out to be basically non-existent (just sound-board) and Marcelo had to come up with a way of putting sheathing on to better protect against the weather around the windows. He showed me the problem and told me what he wanted to do. Most contractors would have probably just put paper over it, but he wanted to give me extra protection despite the fact that the rest of the house did not have wood sheathing. It was a creative idea to rip the cripple studs slightly to make it fit properly.

The job was done with exceptional attention to detail and they persisted until things were just perfect. I've never seen contractors tweak and redo steps until they got things just perfect.

Marcelo even disassembled, trimmed, and reassembled an entire wall build-up by himself after he found that the adjacent window and sill were about 3/16" higher. Honestly, I wouldn't have noticed such a small detail as the only it could be seen was by sighting the line from the outside with your head against the siding, and likely would have been unnoticeable after the trim went up.

I was extremely impressed as he and the crew treated the project as if they were working on their own homes. They swept and cleaned up better than any other contractor I've had making sure to pick up every last scrap and thoroughly broomed the work area and then some.

Marcelo also made sure to explain each step in the process and pointed out any small imperfections such as a minor difference in the amount of visible frame inside the house due to the walls not being perfectly plumb. Probably not noticeable to anyone but him. The whole crew worked in parallel instead of the usual milling around I see, and most of the time was spent waiting on materials. It was also very obvious the crew enjoyed working together, which allowed them to hold each other to high standards. Thanks for running a contracting business that does what they say, on time, and does it well, and thanks to the crew for their exceptional work. I know that when we're ready to replace the rest of the windows in our home, we will want Keystone and Marcelo and his crew to do the job.

- Jeff Yee

Hi Michan,

Your installers finished up Friday while I was at work, and I came home last night to see it was all done. Waking up this morning was one of the most delightful experiences; I could barely hear the thrashing of the freeway noise. Also, it seems my heater does not kick on as frequently.

Thanks for all of the hard work.

- John Kirkland

Hi Michan

Just wanted to let you know your team at Keystone has been a pleasure to work with! Especially your window installers they were so sweet and did an amazing job. The windows look beautiful!! Now we just need to finish up and hopefully sell that dang house!! **I will definitely be referring you to my friends, family, clients and colleagues!**

Take care and Thanks!!

- Roshini Hauser

Hello,

My name is Alex Velez. My wife and I own a home in Maple Leaf that needed new vinyl double-paneled windows. Through a strong recommendation from a neighbor, we chose Keystone Windows and Doors. **We were very pleased with their courtesy, professionalism and craftsmanship.** New efficient windows are a necessity if you decide to sell your house in a tough buyers market, or cut down on your heating bill or eliminate outdoor noise. I can see why my neighbor picked Keystone, and would recommend them highly to everyone.

- Alex Velez

Michan,

Thanks to you and your crew for a great job! This is the 3rd window install I have done, and this one was by far the best! Your lead on site was awesome! He really ran things tight and always asked questions before he did something he was not sure of! Please extend my thanks to them! I would hug them all, they were so cute! I will recommend you to my uncle so please watch for that! Best Wishes!

- Paula Kwan

Dear Michan,

I have been meaning to write you for so long! I want to write a glowing letter for your portfolio.

But for now, I must quickly say thanks and let you know how much the new windows (esp the bay in the front) have meant to all of us. This being our first winter with them, I expected the room to be warmer without drafts. Well, who knew that we would have two weeks of record breaking snow?? And through it all, **we were able to enjoy a true winter wonderland, draft free and with the benefit of light and an expansive view.** We have all enjoyed it so. Thanks. I appreciate, as always, your vision.

- Renee Smith

The windows crew was responsive and efficient in the manner of which they replaced my windows. I do love the work, it looks absolutely amazing!!! The rec-room has just been transformed by the excellent craftsmanship and work. I'm so happy with it. I'm not planning to sell soon. Maybe within the next five years, but not shorter term than that -- I have to get some enjoyment out of my new windows! :o)

- Sylvia Bowser

We would like to take a moment and tell you how satisfied we are with both the product and the service we received from Keystone Windows & Doors.

From the moment we engaged with you about our desire to preserve the character of our 1930's house, you listened and cared right along with us. Your competitors did not rise to that level of customer service.

Your experience with older homes is what intrigued us, your sincerity about it made us trust your recommendations on the right windows to install in our home. Michelle and I both knew we were dealing with a company that cares about the character of a house and would find the right product to match it. And you did.

The most often repeated compliment we get is how well the Milgard wood-clad Retrofit windows preserve the character of our classic home's wood trim on the inside and how attractive they are from the curbside (fiberglass exterior). They were not the cheapest option nor the most

expensive...but they were the right option. They were the right product for our home.

We were also impressed by the teamwork from the critical measurements (done so very accurately!) all the way through the install. The installers did beautiful work, were courteous, amiable and professional. They also finished early without sacrificing any quality. In fact, we felt like they were approaching the installation as if it was their own home. They were even kind and protective of our pet cat, which we appreciated very much.

Hat tip to your team, they were simply the best contractor experience we have had to date. If we can ever be a reference for Keystone we would be honored to do so. If we need more window work done (or any of our friends), you know we will be calling on Keystone.

Thanks again for helping us to make our house more beautiful, we could not be happier with your work

- Tim and Michele Rick

Thank you for your personal attention to my mother's window problems. Your prompt, kind manner is greatly appreciated.

- Audrey Carter

Dear Michan, Rob, Kyle, Nick, Collin, Francisco, Diego, & the rest of the Keystone Windows Co.

Thank you so very much for everything – all the hard work on our windows & doors, the excellent customer service/support and the “going the extra mile for us attitude”. – we love our new windows and doors and our house feels so much warmer. The contrast from before/after is striking! [Nick- Thanks for you excellent work and very personal & personable service. Thank you for pointing out and fixing our siding - we will paint soon so it will all match!]

We are so very pleased with how everything turned out and are looking forward to working with you all again soon when we start the remodel of our kitchen/living area and the addition of our master suite! We hope it'll be soon – we're looking at late 2006/ early 2007!

Again, we appreciate all you have done for us – each and every one of you! Thank you so very much!

- Kathy & Taiji Tamura

The windows are beautiful! I have seen a 30% drop in my heating bill which I can't quite believe and I can't wait till spring when I can open the doors out to my front porch and let the fresh air and sunshine in. Thanks for the great work under very difficult circumstances with Christmas and all that rain!

- Robin Chapman

We both want to thank you and tell you how pleased we are with the workmanship the guys put into the job. They were clean, efficient, and so pleasant. I don't know when I have ever been more satisfied with a construction effort. Please convey our warmest thanks to them all for the outcome of the job. We would highly recommend you to anyone in need of these services

- Debra and Gary Rowe

I want to thank you very much for the beautiful replacement door recently installed by your employee, Tony Price and his helper, John. They did a beautiful job of replacing the door that had unexpectedly and unexplainably shattered. It was a real joy watching the way the Tony worked with John. Tony did not waste a motion; he was very controlled in all that he did. It was wonderful to watch him patiently explain his moves and why he did them. The educators in our schools should be as patient and as well prepared in instructing others as Tony did. If that were the case, the drop out rate would be nil. Tony's work and teaching are to be commended. Thank you folks, and thank you Tony and John. John appeared to be a very receptive student.

- Ruth C. Addison

I wanted to thank you so much for the windows, they do so much for the place and they look fantastic. You guys are so speedy too it looks great and I just wanted to thank you again, it was a pleasure doing business with you. I just wanted to thank you again and hope to see you again.

- Meg

The job turned out well and the crew did a great job overall. They're good campers; they left the place neater than when they arrived!

- Joe Ishitani

These windows make such a big difference. We are still trying to get used to the new look. Thank you Michan, Rob, Tony and Jason for your excellent work – your professionalism was outstanding you took great care in our house and yard and with the dogs. The windows look great! Thank you!

- Jeff Battin

Thank you very much for providing me with an estimate on fixing a window for one of my cases – I really appreciate your time and effort. Because of your assistance, the suspect is being charged with the correct crime. Once again, Thanks!

- Officer Sarah Finkel, Bellevue Police

Thank you so much for our wonderful windows & doors. You did a super job. Such experts and FAST! I know you will be getting tons of business on Mercer Island, a great place to live and work! So happy for all of you, best of luck always!

- Doug and Marilyn Weaver

Thanks for the excellent job you did installing our windows. Your concern for customer satisfaction was evident right from our first meeting. You fairly and graciously accommodated changes we requested during the course of the project. We were kept updated on the scheduling and the job was completed as planned. Since I tend to be very critical about workmanship (given my background as a machinist and also a fine furniture maker), my opinion of your work is not to be taken lightly. You are a professional, friendly group of craftsmen who care about accuracy, neatness, design detail and subsequently customer satisfaction (plus a sense of humor that is refreshing). These are qualities that are too often lacking in the modern business world. Keep up the good work.

- Ken Osbourne

Thank you so much for working with us the way you did – tell us your honest opinions, making suggestions, and focusing on long term practical investments. I know we have a tweaks left, but we're looking forward to moving in soon. Then it's the basement so we'll be in touch w/you again. No "disengaging" from us!! Take care!

- Atsuko & Pat

We loooooove our windows! In all the chaos and anxiety of getting bids for replacement windows, Michan was the person that listened to my intent for the 'look and feel of our home' as well as to the quality of the window. She and her husband, Robb, are a great combination of artistic concept and technical expertise. They run a professional and efficient company tempered with old fashioned care for the customer.

- Edwina & George Bassett

We had a door installed a few weeks ago and it looks great. At first I thought some parts of the wall looked damaged, but our two installers came back and made some minor fixes and it looks great. We just need to paint and everything else will look great after we're done.

- Anonymous

We would like to express our great appreciation for Keystone Home Construction Inc. Their work in our home has added security and comfort into our lower level. We had asked Michan to produce a unique window for us, incorporating our old rusty window's style with a new, more secure window that could resist rust and could be painted to our custom color. It was no problem for their crew and thanks to their wonderful work and flexible approach in customizing the window to our needs, we now have high security, hand-lead, fiberglass windows that look great (and have received many compliments.) My husband and I would recommend Keystone for even the most difficult of jobs. Their window choice is vast, prices were the best of all four of our estimates, and in fact, they were the only company that would produce the thickness that we requested for the lead that was to mimic the replaced windows. We are extremely happy with our windows.

- Melonee & Russell

I just wanted to thank you for a job well done. We're thrilled with the results and certainly very happy that we crossed paths. We look forward to having you back to do a few more things like the front door and kitchen door in the future so as soon as you have the time to come out and give us a bid on that and pencil us in on your calendar, that would be great. Thanks again, and we sure appreciate everything you did for us.

- Robert Koreman

We would like to thank all of you at Keystone Windows and Doors for your courtesy, professionalism and aim to please. We would not hesitate to call you again and would be happy to recommend you to anyone who could benefit. Thank You!

- Kathy Holzer

In February 2004, I met Rob and Michan Rhodes, owners of Keystone Windows and Doors, Inc. I found their very professional Web site on the internet and I called to make an appointment for a free estimate. Michan showed us a lot of great pictures and references from previous jobs, and generated an estimate for us on her laptop.

From the beginning, I felt that I could trust this company, but we were still nervous about the quality of workmanship and the windows we would be getting. It was a huge project. We had 26 windows to replace. Michan presented us with a list of customers we could contact that would be more than happy to give references for Keystone Windows and Doors, Inc. We scheduled an appointment to see the company's previous jobs. Customers of Keystone Windows and Doors, Inc. told us about the high quality windows and workmanship, a clean work environment and friendly experience. We visited a few houses and we were very pleased with what we saw. We scheduled an appointment to replace our windows. On Monday (the first day of the replacement process), I came home from work and didn't see any remodeling mess. I actually thought no one had come that day, and figured they would probably come tomorrow. Then I went to back of my house and couldn't believe my eyes. There were new windows, beautiful new windows and my house was as clean as I had left it in the morning. I immediately fell in love with my new windows. Michan called that night, and she asked me if everything was ok. My answer was: Michan, I love, I love, I love my new windows, it is more than I expected! Over the next few days my Kirkland house started to look like a million dollars. Every day when I came home from work, my house was clean, with absolutely no remodeling mess. When the job was done we were so happy and pleased. I was ready to hug all the employees of Keystone Windows and Doors, Inc. We highly recommended Keystone Windows and Doors, Inc. for any big or small projects. They will provide smart solutions, high quality workmanship, clean surroundings, and a friendly atmosphere. My outstanding experience replacing our windows with Keystone Windows and Doors, Inc. makes me sad for one reason, I have no more windows to replace.

Rob and Michan, thank you so much for your hard and honest work. It is highly appreciated!

- Anna Boyarska & Waldemar Leszczynski

These folks done excellent work and they cleaned up after them self and the staff were very helpful I will have them continue do work for me.

- Thomas Bakker 4/2/2010 Review from www.yelp.com

Great workmanship, fast, neat I worked with a salesman (Jim Nemmer) who is no longer with them (he moved to another state). The process was very straightforward and painless. The workmanship was excellent and fast. I ordered very expensive Marvin windows, and Keystone worked with a local craftsman to apply an after-market leaded-glass look. Excellent job. I would work with them again any day.

- **“Hagopian” 4/28/2011** Review from Google

“Solid Work”

My wife and I were looking to replace the single-pane windows in our 1930 home and got estimates from several businesses, including Home Depot and Lowes and a few local firms. We really enjoyed meeting with Michan Rhodes and her staff, who were all very patient with us as we made up our minds about the extent of the work we wanted done. We ultimately decided to replace just our four attic windows at this time--Keystone cut us a great deal that matched our next-choice option for the replacement. The installers were very courteous and we were impressed with the level of precaution they took in containing any potential lead paint (we have two little kids) and in the craftsmanship of their work. I'd highly recommend them to anyone looking for windows. I particularly appreciate that Keystone will back their products as window manufacturers may come and go. My parents replaced their windows (though another company) several years ago--the windows are starting to leak and the manufacturer is no longer in business.

- **Mark M. 3/16/2011** Review from www.judysbook.com

“Very professional!”

The entire team was very professional. We appreciated the attention to detail, timely communication, and overall high level of customer care. After installation there was a manufacturer problem with one door. Keystone was prompt in resolving the issue and followed up to ensure we were satisfied with the entire job.

- **Julie V. 2/12/2011** Review from www.judysbook.com

Having been a contractor for almost 30yrs, with several of my suppliers going out of business over these past two years (after decades of business)- I anxiously searched for a stable company for a large window/door order. (Whats a warranty worth if the business has gone under?) Keystone will not only be my supplier but my installer as well hereafter. Michan Rhode's crew was exceptional and their attention to detail excellent. I had a retrofit on a large condo complex which entailed dealing with tenants. They were attentive to getting in and accomplished. I did a walk through a few days later finding a few details needing to be attended. They were out almost immediately accomplishing within an hour. Keystone also was very supportive of working with Snohomish PUD's requirements for rebates which is complex on a multifamily project. Michan has a passion for her work/her business- a and different business style. I have been able to contact her well after typical business hours with questions regarding the project. I would highly recommend as they not only put out a great product but stand by it as well.

-**Catmba at Citysearch 10/18/2010** Review from www.judysbook.com

The owner of Keystone came to our house and listened to us and helped us select a truly excellent series of windows and doors. The final outcome completely transformed the aesthetics of our home inside and out! Instead of an ugly, plain large living room window, we replaced it with a set of three windows. The front door and hardware really enhanced our entryway. The crew did a great job cutting out the old rotten aluminum windows we had that had broken seals and handles and were very accommodating when it came to our pets. We are so happy with the whole process and definitely love the results!

-**"Gatomalo20"** 2/12/2010 Review from www.yellowpages.com

Keystone windows and doors is by far the best company I have worked with for home improvement issues. My husband and I wanted to remodel our house and keystone's employees were friendly, honest, priced fair, and finish the job on time and at the price quoted. thank you keystone!!!!!!!!!!!!!!!!!!!!3

- **"janaem"** 11/19/2010 Review by www.yellowpages.com