

## TRADE NAMES

# Best Windows prides itself on customer service

BY JOANTUPPONCE  
Special correspondent

**B**ruce Chamberlain of Hanover County had Best Windows install replacement windows on three homes. "They are nice people that do a great job, and their prices are very reasonable," he said of the Hanover-based window company. "Their installers are great and if you have any problem at all, they stand behind it."

When one window seal in his DeLairville home broke, he called the company immediately.

"There was no hesitation," he said. "It was taken care of immediately."

The company is a factory direct dealer with Delaware-based B.F. Rich Windows & Doors, specializing in residential window replacement. All of the windows it sells are made in the United States.

"The windows are custom computer designed and cut per individual order," said Douglas Manning who founded the company in 1983 after working as a window specialist for Sears.

The company has been a member of the Letter Business Bureau for 22 years.

"In that time I have had thousands of jobs and no registered complaints," Manning said. "I'm very proud of that."

He has worked with the Link family, who have installed windows since he opened the business.

"They had been with Sears, and they were the best window crew," he said. "We worked out a deal, and we have been working together for 22 years."

Most of Manning's customers live in the metro Richmond area and hear of his company through family or friends.

"Word of mouth is my business," he said.

The window company installs carry a written lifetime warranty from the manufacturer that covers the vinyl, glass and



Douglas Manning, owner of Hanover County-based Best Windows Inc., says, "Word of mouth is my business." DEAN HOFFMEYER/TIMES DISPATCH

### Best Windows Inc.

**What is it?** Installs custom-made vinyl replacement windows

**Location:** Mechanicsville

**Employees:** Seven, not including the owner

**Owner:** Douglas Manning  
**Contact:** (804) 730-4397 or [www.bestwindowsva.com](http://www.bestwindowsva.com)

all working parts.

"That is a very rare warranty, having all three areas covered," he said. "B.F. Rich has been in business since 1957 and has always had the same warranty. In the window industry some manufacturers will change their name or change management and tell customers the warranty

is no longer valid."

Advancements in the window industry include computerized custom cutting and glass coatings that make windows more energy efficient.

"Precision cutting has changed the business," Manning said.

Customers can opt to purchase windows filled with argon gas that will improve thermal performance. The gas helps reduce the transfer of heat between the outside and inside of the home.

"Windows with a full charge of argon have the same insulating value as packing your glass with yellow fiberglass insulation, but argon gas is invisible," Manning said.

The company handles approximately 10 window installations a month. It's busiest time

periods are the months leading up to and following winter.

Its sales are up 8 percent in the first six months of 2015 compared to the same time period last year.

Manning said he has no plans to increase his sales territory in the future.

"I am very comfortable as a small family business," he said. "I keep my overhead under control. I answer my own phones and I go on all sales interviews. That allows me to keep my prices down and provide quality work."

Scott McIntosh of Mechanicsville was surprised at how quickly the company installed his windows.

"I had 10 windows put in, and they got there about 8 a.m. and were finished by 2:30 p.m.," he

said. "They cleaned up and they re-hung the blinds and curtains they had taken down."

McIntosh had checked with other window companies before calling Manning.

"Their products didn't look as good as what Douglas was selling," he said. "I am very pleased."

Nicholle Anderson of Mechanicsville, whose family is in the construction industry, was impressed by the warranty she received from the company.

"I found out that the warranty that comes with the windows and installation would stay intact if something happened to Best Windows," she said, adding that the company tries to exceed your expectations. "They explain about their product and their history. They communicated with us during the process."

PHOTO COURTESY OF BEST WINDOWS INC.

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