



**OPEN YOUR DOOR TO  
A JOB WELL DONE™**



# ABOUT US

## OPEN YOUR DOOR TO A JOB WELL DONE

*SINCE 1972,  
our family's commitment  
has been to your  
complete satisfaction*

It has been our family's philosophy from the very beginning when two brothers began their dream: offer you the highest quality products and the best professional installation, all backed by a commitment to your total satisfaction. That's how we started in 1972 and it's the way we continue to serve you today. From the very first meeting, we put our family's name and reputation on the line.



It all begins the moment our home professionals guide you through the decision process. They will help you understand the many product features and benefits that quality products like Andersen Windows, Owens Corning and CertainTeed offer you and your home. The transition from ideas to reality is seamless. Our trained and certified installers provide the highest level of workmanship and the peace of mind that the job was done right. You work with one company for the duration of your project, making it easy for you from consultation to installation.

We don't stop here. We make sure you are completely satisfied with your experience by offering you our Peace of Mind Guarantee for as long as you own your home.

## EXPERIENCE THE C&L WARD DIFFERENCE



Michigan-based and family-owned & operated for over 45 years. Fully licensed & insured with three convenient showroom locations in Southeast Michigan.



Because of the length of time in business and low complaint history, C&L Ward has been awarded the prestigious A+ Rating by the Better Business Bureau.



Nationally recognized as one of the top exterior remodeling firms amongst thousands of remodeling companies in the United States.



We are classified as a preferred installation company for our products. Our team is trained and certified by product manufacturers and industry associations.



Dedicated service & repair department that provides after-the-sale service on all C&L Ward project installations as well as servicing our other products when in need of repair.



Proud member of GuildQuality, a customer satisfaction surveyor. We maintain a 95% Satisfaction Score in both Quality of Workmanship & Quality of Materials.

Our goal is your complete satisfaction **GUARANTEED!**

**GUILD QUALITY Satisfaction Scorecard**

We would like to get your feedback on the C & L Ward experience you had when you purchased our products for your home. Please tell us how satisfied you are by circling one number below: 1 and 10 that corresponds to your level of satisfaction.

Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied

How satisfied were you with the usefulness of the displays and information provided at our store/home? 1 2 3 4 5 6 7 8 9 10

Thinking about the In Home Consultant's Visit to your home, how satisfied were you with:

- ...the amount of time the In Home Consultant took to understand your needs? 1 2 3 4 5 6 7 8 9 10
- ...the professionalism of your In Home Consultant? 1 2 3 4 5 6 7 8 9 10
- ...the product knowledge of your In Home Consultant? 1 2 3 4 5 6 7 8 9 10

Did your In Home Consultant call or visit you during or following the installation of your products? YES NO

Overall, how satisfied are you with your C & L Ward In Home Consultant? 1 2 3 4 5 6 7 8 9 10

Thinking about the installation, how satisfied were you with:

- ...the amount of time between ordering and the installation start? 1 2 3 4 5 6 7 8 9 10
- ...the punctuality of the installation crew? 1 2 3 4 5 6 7 8 9 10
- ...the professionalism of the installation crew? 1 2 3 4 5 6 7 8 9 10
- ...your installer's explanation of how to operate/maintain your products. 1 2 3 4 5 6 7 8 9 10
- ...the condition of your home following the installation? 1 2 3 4 5 6 7 8 9 10

Overall, how satisfied are you with the manner in which the C&L Ward installers did their job? 1 2 3 4 5 6 7 8 9 10

Overall, how satisfied are you with the products installed by C&L Ward? 1 2 3 4 5 6 7 8 9 10

Overall, how satisfied are you with your entire C&L Ward experience? 1 2 3 4 5 6 7 8 9 10

Overall, how satisfied are you with the value of our products and service for your money? 1 2 3 4 5 6 7 8 9 10

Extremely Unlikely 1 2 3 4 5 6 7 8 9 10 Extremely Likely

If you had another home improvement project, how likely would you be to use C&L Ward again? Yes No

Would you recommend C&L Ward to a friend/neighbor? Yes No

In your opinion, what can we do differently to provide a better service/product in the future?

What is your Age? (Check only one box)  18-34 yrs.  35-44 yrs.  45-54 yrs.  55-64 yrs.  65 yrs. or older  That's a Secret!

What other home improvement projects do you plan on completing within the next 7 years?

- Roofing
- Kitchen or Bath
- Window Treatments
- Vinyl Siding
- Closet Organization Systems
- Basement Finishing
- Garage Door Replacement
- New Gutters
- New Deck
- Window or Door Replacement
- Gutter caps (No More Leaves)
- Room Addition

Your opinions are important; the scorecard results from previous customers helped improve our service to you. Thank You.

## When We Finish Your Installation, We've Actually Just Started

To make sure you are completely satisfied with our work, you will receive a *Satisfaction Survey* from Guild Quality. It will enable you to "Grade" our performance and your level of satisfaction with our company.

## Service After The Sale

Long after your project is completed, C&L Ward is here to provide you with years of worry-free support. As a member of the Andersen Dealer Service Network, our staff of in-house service technicians is ready to service your products should the need ever arise. Rest assured, help is just a phone call away.



## For As Long As You Own Your Home

Peace of mind. Many companies promise it; however, few really deliver it. At C&L Ward, all of our window, door and siding installations are backed by a written workmanship guarantee. Should a problem ever arise due to the quality of our installation, C&L Ward will correct the problem at no cost to you, for as long as you own your home.





# WINDOWS

## WHO WILL YOU TRUST TO DO THE JOB RIGHT?

### ✓ Experienced

As an Andersen Certified Installer, we are specifically trained and certified by Andersen® to install Andersen windows and patio doors. Since 1972, C&L Ward has installed over 125,000 windows and doors in Michigan!



### ✓ Trusted

As an Andersen Certified Installer, we stand behind our workmanship for as long as you own your home. Andersen provides an additional two year Warranty on all Andersen windows and patio doors we install.



### ✓ Tested

We experienced rigorous hands-on training to become an Andersen Certified Installer to ensure your new Andersen replacement windows and doors are properly installed and perform for many years to come.



# 12

The number of steps in the installation process of your windows that ensures you get their best performance.

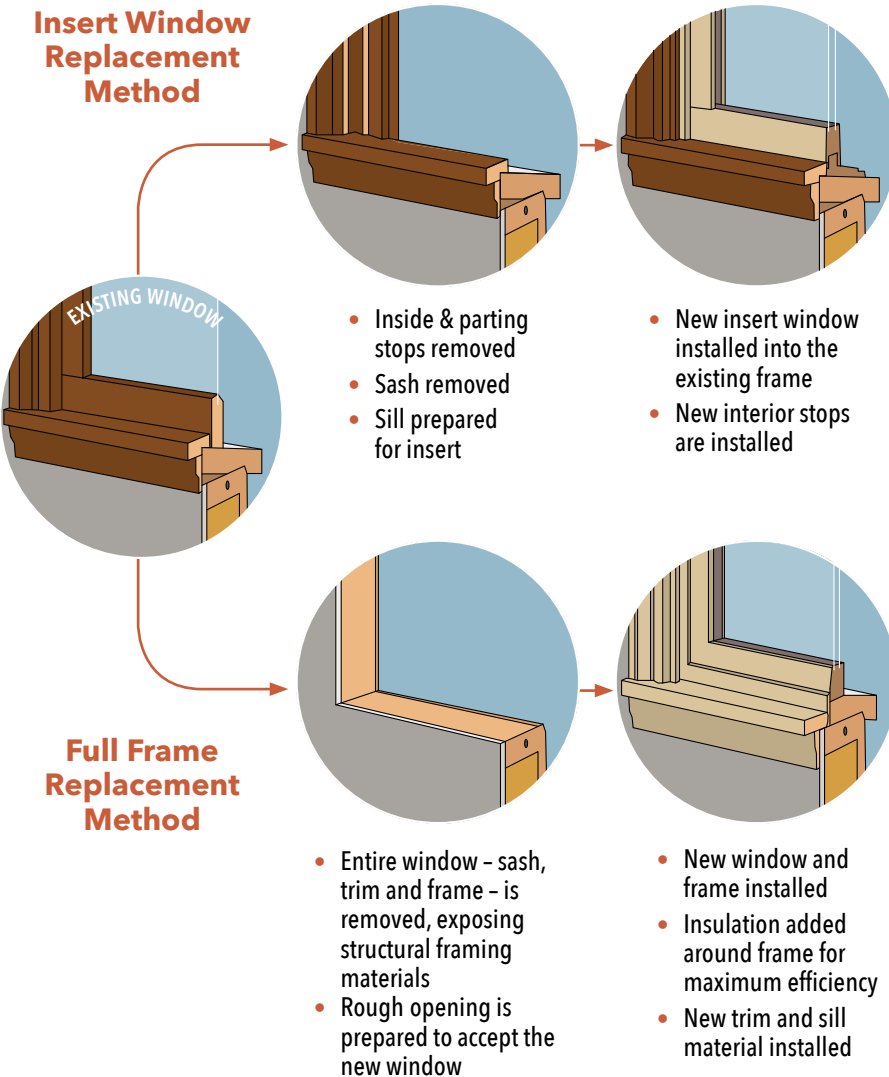


WINDOWS • DOORS  
**Andersen**® 

**CERTIFIED INSTALLER**

## Installation Methods

Because every home is unique, C&L Ward offers both insert and full frame window replacement. No matter which method you choose, you can be assured that your new windows will be custom manufactured according to precise measurements and exact specifications.



## A WINDOW FOR EVERY HOME AND EVERY BUDGET

### Wood

- Charming rich wood interiors
  - Low-maintenance exterior cladding
  - Preserves home's architectural character
  - 50 exterior colors to choose from
- \$\$\$\$



### Fibrex®

- Innovative wood + vinyl composite technology
  - Will never fade, crack, blister, flake, or peel
  - Twice as strong as vinyl
  - 6 exterior colors to choose from for beautiful curb appeal
- \$\$\$



### Vinyl

- Economical option
  - Durable and low-maintenance
  - Easy operation and cleaning features
  - 3 exterior colors to choose from
- \$\$



Replacement Features	Full Frame	Insert
Replaces window frame, casing and sill	✓	✗
Preserves original interior trim	✗	✓
Sill water & wind protection	✓	✗
New insulation between frame & home	✓	✗
Maximum energy-efficiency	✓	✗
Increased visible glass area	✓	✗
Low-maintenance materials	✓	✓





# ENTRY DOORS

**WELCOME  
YOUR  
GUESTS  
WITH STYLE**



**THERMA TRU<sup>®</sup>**  
DOORS

Therma-Tru entry door systems provide a beautiful warm welcome to your guests in a way that reflects your own unique style. Preferred by builders, Therma-Tru doors are unmatched when it comes to the best warranties in the industry. Each and every fiberglass or steel door comes with a package of performance enhancements that are unrivaled in the industry.

With a front door by Therma-Tru, not only will you see an increase in comfort, energy efficiency and performance, you will also see an increase in curb appeal. In fact, you can increase the perceived value of your home just by adding a Therma-Tru entry door system.

## A Front Entry Door Adds Value to a Home

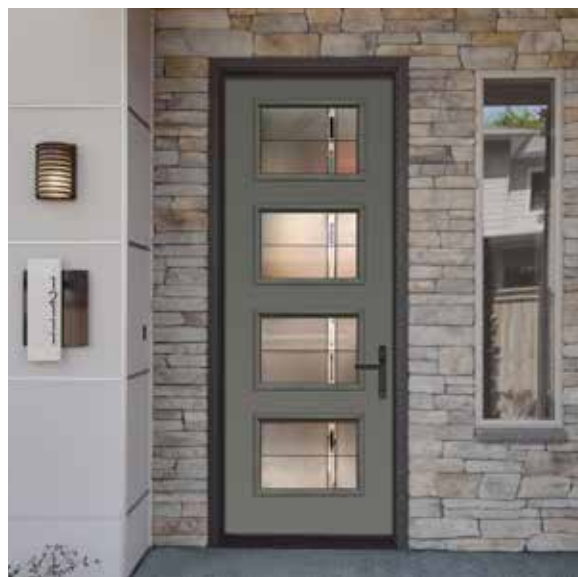
A study conducted by an independent research company found that a home with an enhanced Therma-Tru entryway added to its perceived value by an average of 4.2%.\*

At a time when homeowners are looking to get the most out of every dollar they spend on their home, installing an attractive new front entryway is a cost-effective investment that can have a big impact.

### Increase in Perceived Home Values

	Unenhanced	Enhanced	Difference
<b>Test Home 1</b>	\$284,730	\$296,690	<b>+ \$11,960</b>
<b>Test Home 2</b>	\$403,500	\$420,450	<b>+ \$16,950</b>
<b>Test Home 3</b>	\$189,300	\$197,250	<b>+ \$7,950</b>
<b>Test Home 4</b>	\$427,540	\$445,500	<b>+ \$17,960</b>

\*From a nationwide survey of consumers' estimates of perceived home value based on exterior appearance. Not based on actual home sales. Results may vary based on region / home style.  
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Let C&L Ward bring the finishing touch to your home's new windows and doors with our exclusive FinishRight® Finishing Process. All you have to do is choose the finish you desire. Our design professionals will help you select from several different Sherwin-Williams® stains and a rainbow of paint colors to provide that one-of-a-kind look for your home.

Leave the work and time of staining or painting your new windows and doors to our finishing craftsman in our own exclusive prefinish shop. Our exclusive 7-Step finishing process will bring out the true beauty of your windows and doors using Sherwin-Williams quality paints and stains.



## Why Choose Our Process?

- ✓ When we're done, you're done
- ✓ No odors or fumes in your home
- ✓ No disruption to your daily routine
- ✓ No worries about a mess or spills
- ✓ No excess materials to dispose of
- ✓ No time off work or wasted weekends



# TRUST C&L WARD TO THE FINISH

# 7

The number of steps in the C&L Ward FinishRight process that provides your windows and doors with the perfect professional finish.

# FinishRight®

FINISHING PROCESS 





# VINYL SIDING

## COLOR YOUR HOME BEAUTIFUL



## Certainteed

*Quality made certain. Satisfaction guaranteed.*

Only Certainteed vinyl siding products give you the beauty, performance and durability you've been looking for. We offer over 200 styles and colors for your home and the professional installation to make it last.

- *Perfection Shingles* • *Dutchlap*
- *Cedar Shake* • *Half Rounds*
- *Board-N-Batten*
- *Clapboard*



200

The number of  
and colors  
from at C&L

## Certified Installers

Once you've decided to enhance your home with new siding, it's important to know that the quality of the installation job is just as, if not more, important as choosing a high quality product. C&L Ward's trained, experienced and certified installation professionals will help ensure that your home's siding will look great and perform well for years to come.

Our siding professionals have received thorough training on proper, industry-approved vinyl siding installation techniques. These certification

processes involve a combination of hands-on instruction, classroom training, and written tests given by a certified trainer.





# ENGINEERED WOOD SIDING

## SMART IS IN THE NAME

10+

siding styles to choose from at C&L Ward.

## The Rich Look of Wood for Any Home

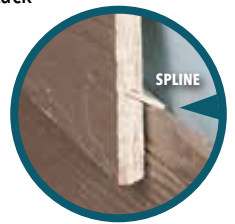
C&L Ward is now offering LP Smart Side, a beautifully engineered wood which offers the warmth and classic look of traditional wood siding. It's an appealing option in which to side your home and comes with a 50 Year Substrate Warranty. It is free of knots, common defects and resists warping, twisting and shrinking. The advanced processes actually improve upon nature, creating siding panels that are far more durable, dimensionally stable and consistent than traditional wood materials, yet they cut just like traditional wood, taking nails and screws with ease - with no special tools required.



## RIGIDSTACK STACKS UP

LP SmartSide's Rigidstack™ Siding offer all the features of lap siding along with a heavy duty spline, creating extreme strength for wind resistance, straighter walls and accurate spacing for better appearance.

- Pull tests show it takes 70 pounds to pull RigidStack away from the wall compared to traditional blind nailed lap siding. That's 375% stronger!
- Hidden fastener system offers a more efficient installation, saves from spending time touch-up painting nail heads, which results in a flawless finished product for the homeowner.
- Manufactured with LP's propriety SmartGuard process to help with durability, fungal decay and termite damage. Exclusively pre-finished with Diamond Kote™ and is available in all color collections as well as custom colors chosen by you.
- Substrate backed by Wausau Siding System 5/50-Year Limited Warranty and finish backed by Diamond Kote 30-Year No Fade Warranty.



Board & Batten

Recreate historic charm by alternating these wide vertical boards with traditional siding.



Traditional Stucco

Make your home stand out in the neighborhood by adding textured areas to your home.



RigidStack® Siding

Traditional clean lines with enhanced strength, designed to be durable and helps protect against the elements of nature.



Decorative Shapes

Accenting your home and gable areas with decorative shakes, octagons or scallops make your home as unique as you are.



# STONE VENEER

## THE STONE AGE IS BACK



### *A Little Stone Goes a Long Way to Make Your Home Stand Out*

Bringing your home to life through the warmth and genuine texture of stone has never been easier. Our design experts can help you select the right stone profile for your home. Choose from nine different stone profiles from cobble and river rock to ledge stone, available in a broad array of authentic colors. Once you have decided on the right style for your home, our installation professionals will give your home a look that makes it stand out from the rest.

**BE RUGGED.  
BE STYLISH.  
BE UNIQUE.**



- ✓ Creates a more exciting façade
- ✓ Sets your home apart from the rest
- ✓ Increases the value of your home
- ✓ Durable and permanent



StoneCraft veneer is about 1/2 to 1/3 the installed cost of natural stone. Its lightweight properties eliminate the need for wall ties or footings, saving you time and money.



Canyon Grey Fieldstone

Canyon Grey Cobblestone

Bucktown Heritage

Bucktown Fieldstone

Chardonnay Ledgestone

Warm Springs Heritage

Tennessee Ledgestone







## WE'VE GOT YOU COVERED

### A Complete System for a Healthy Roof

A high-performance roof takes more than just shingles. The performance of any roof depends on an entire system of Roofing Essentials™ accessory products performing together, including ventilation, hip and ridge shingles, underlayment, and attic insulation.



C&L Ward installs the Owens Corning Roofing System, a lineup of essential products that can help provide the most protection for your home.



**PLATINUM**  
PREFERRED CONTRACTOR

Only the best contractors are OC Platinum Preferred qualified.

- Less than 1% of roofing contractors receive this accreditation
- Lifetime workmanship warranties backed by Owens Corning
- Provides the highest quality products and customer service
- Licensed and insured installers
- A+ rating with the Better Business Bureau



### BLOW YOUR MONEY IN, NOT AWAY

Is your attic costing you money? If your attic floor is insulated, but the wood beams (joists) are still visible, you don't have enough insulation. But even if you can't see your beams, that's still no guarantee that you have enough. C&L Ward's insulation professionals can determine this for you.

C&L Ward uses the AttiCat® Insulation Blowing Machine from Owens Corning. It conditions the AttiCat® Expanding Blown-In PINK Fiberglas™ Insulation by breaking it up and fluffing it, adding millions of the tiny air pockets that give the material its insulating power. And since Fiberglas insulation will not settle, it will keep its energy-saving R-value over time.





# DESIGNER ROOFING

## THERE'S A NEW STYLE IN TOWN

### Designer Shingles for the Finest Homes



- Artisan-crafted shapes combined with oversized tabs and dimensional designs result in a sophisticated beauty unmatched by typical shingles
- 6 distinctive profiles, each with a wide range of specially formulated color palettes designed to accentuate each shingle's natural charm
- Give your roof the appearance of real slate, wood shakes, European shingles, clay tile and more
- Increases your home's value by a median of 5% while increasing the overall curb appeal



Camelot II



Sienna



Slateline



Grand Sequoia



Woodland



Monaco



# INTERIOR DOORS & CLOSETS

## DRAMATIC UPDATES IN THE BLINK OF AN EYE



Upgrade your entire home  
in 4 hours or less - with no  
mess! We get in. We get  
out. You get a whole  
new look.



ONE DAY  
DOORS & CLOSETS

One Day Doors & Closets' advanced 3D measuring technology and robotic automation makes replacing your old doors the easiest and most affordable whole home improvement.

First, select the perfect combination of door style, color and designer hardware to fit your taste. Next, after scanning each opening, new doors are digitally cut to fit and painted off-site using our high-tech system. Lastly, all of your doors are installed in ONE DAY with absolutely no debris or dusty construction in your home!

### Maximize the hidden potential of your home with custom closets

- Organize any walk-in or standard closet, pantry, laundry room, garage or office
- Each design is personally tailored to your custom needs, style and budget
- Specialized racks and clever accessories provide customized utility and efficiency
- A wide range of knobs and finish options complement any architectural style



# DECKING

## EXPERIENCE THE GREAT OUT FLOORS



Fiberon composite decking is made from locally-sourced recycled plastic & lumber mill scraps. The composites are free of the toxic chemicals often found in pressure-treated lumber and are manufactured in a process that produces zero water waste.



Let us replace your old, dry and splintering wood deck boards with low-maintenance Fiberon® decking. Fiberon offers a wide range of colors from solids with natural looking wood grain embossed patterns to tropical colors with exotic hardwood tones and grain patterns.

Fiberon is not affected by wine, tea, coffee, ketchup, barbecue sauces, mustard and the many other drips and spills of outdoor dining and leisure. Plus, extensive testing proves that Fiberon® colors will stay true even after 25 years of exposure to the sun and harsh elements.

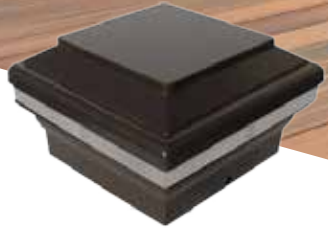
### Why Pick Composite?

- Choice of 20 colors to complement your home
- You'll never have to stain your deck again
- The industry's first 25-year stain and fade warranty
- Smooth deck surface with minimal visible screws
- Splinter-free and slip-resistant, making home safer for children, pets and bare feet
- Products are produced and built in the USA





— DECKING —  
**25 YEAR**  
**STAIN+FADE**  
**PROTECTION**



Post Cap Light



Riser Light



Side Post Light



Accent Light

## Light Up the Night

Enjoy your outdoor living space in the evenings with the ambience of refined lighting, complete with a remote control dimmer to set the right mood. Fiberon Deck and Rail Lighting is available in four distinctive lights, featuring riser lights for added stair safety. Made of rust-free aluminum, all lights are powder-coated for a long lasting finish. This lighting uses eco-friendly, low voltage, LED technology, which uses 1/12th the amount of electricity to brighten your deck. Let C&L Ward transform your deck into a space you can use all evening long during beautiful Midwest summers.

## Railing Systems

Know how the right cabinet hardware instantly elevates your kitchen's style? It's the same with railing and decks. While providing added safety, a stylish rail can dramatically improve the look of your deck, staircase or porch. We offer a variety of styles, colors, and infill options to take your outdoor space from okay to outstanding.





**GREATER FLINT**  
9284 Lapeer Rd.  
Davison, MI 48423  
810-653-3719

**GREAT LAKES BAY**  
1385 S. Huron Rd.  
Kawkawlin, MI 48631  
989-684-3360

**METRO DETROIT**  
41460 Grand River  
Novi, MI 48375  
248-468-1069

*Affiliated brands of C&L Ward*



**WindowParts.com**  
*The clear choice for parts.*

**LockSets.com**  
*Locked on low prices.*

*C&L Ward and our partners are proud to be members of:*

