

# WINDOW & DOOR REPLACEMENT WITH OPAL ENTERPRISES



*Have a Wonderful Remodeling  
Experience with Opal Enterprises!*



ABOUT OPAL ENTERPRISES, INC

Voytek Opalski & Tara Dawn incorporated the company in 2003. Prior to 2003, both earned experience in the exterior remodeling industry.

**Tara Dawn:** Employed for 3 years at Associated Materials in Chicago. This is a manufacture of windows and siding. Born, raised and earned an undergraduate college degree in Colorado. She grew up on construction sites with her father and learned The Golden Rule Principle as a core value that guides to this day.

**Voytek Opalski:** Immigrated from Poland as a self-starter and entrepreneur. He got his start in this industry as a crew leader/job site manager for several Chicagoland remodeling companies and was recognized for his quality craftsmanship and leadership. Soon after incorporation, Opal

Enterprises recruited key team members who were recognized for their education, drive and potential to the organization! The person who gave you this brochure was hand picked, tested and trained by manufactures and leaders in our industry.

**Eli Williams:** GM of Des Plaines location. Eli grew up around the construction industry with his father and uncle’s business and has always had a passion for home improvement. He earned a degree from Illinois Wesleyan in Business Management which further honed his analytical and planning skills. Tara and Voytek asked Eli to join the team in 2011 right after college graduation based off of his ethical stance and genuine interest in the remodeling industry. He quickly rose to be an Opal star team mate and was asked to open up our 2nd location in Des Plaines, IL.

**Ryan Anderson:** Sales Director of Naperville location. Ryan started with Opal immediately after graduating from North Central College. He developed a fascination with home design and premium performance products which has kept him in the industry and has stayed at Opal Enterprises his entire professional career. Ryan believes that a professional installation is even more important than the premium product itself. Ryan was asked to join Opal Enterprises in 2011 and since then he has help shape and form the organization by maintaining high-standards and leading by example.

**Message from Owners:** A personal thank you for your time invested with Opal Enterprises so far. We approach business with the “How would we want to be treated” mentality. We sincerely hope you have enjoyed the interactions

you have had with our staff thus far! We assure that we take our Mission Statement seriously and we want you to enjoy your home investment and the experience that comes with that. You worked hard for your money, and we intend to make sure you feel appreciated and respected with your purchase. We do pay our team members well as we respect their positive advancements in an industry that has a negative connotation. Please check out this website: [illinoisattorneygeneral.gov/pressroom/2020\\_03/20200302b.html](http://illinoisattorneygeneral.gov/pressroom/2020_03/20200302b.html) or search this topic: ILLINOIS ATTORNEY GENERAL ANNOUNCES TOP 10 LIST OF CONSUMER COMPLAINTS and see for yourself the black-eye our industry has earned from too many bad apples. Opal Enterprises has worked since 2003 to prove to homeowners that a remodeling project does not have to equal you pulling your hair out of your head!



HAVE A **WONDERFUL REMODELING** EXPERIENCE



Opal Enterprises Timeline

<p>Tara Dawn is employed at Alside Building Materials straight out of college.</p>					<p>Ryan Anderson &amp; Eli Williams join Opal Enterprises straight out of college.</p>	<p>Opal moves into a larger showroom/warehouse space @ 127 Ambassador Drive, Naperville</p>				<p>Opal Joins Maui Mastermind Group, a national organization for high thinking companies.</p>	
2000-2003	2003	2005	2009	2010	2011	2012	2015	2017	2018	2019	2020+
<p>Voytek Opalski runs installation crews as a subcontractor for several Chicagoland Remodelers</p>	<p>Opal Enterprises, Inc is founded and incorporated in IL. Home Office in Naperville, Wil-o-Way subdivision</p>	<p>Opal Enterprises earned credentials with manufactures: Pella Windows, Jeldwen Windows, Alside Windows, ThermaTru Doors, Certainteed Building Materials &amp; many more</p>	<p><b>BIG YEAR for OPAL</b> 1st Office location in Naperville at La Jolla Point Property on Washington Street &amp; 1st hires of Office Manager and Sales Reps</p>	<p>Opal is asked to join the Certified Contractor’s network. An elite group that vows to use best practices in our industry</p>	<p>1st showroom &amp; warehouse space @ 424 Fort Hill Drive, Naperville</p> <p>Opal is awarded Andersen Window Dealership Status</p>	<p>Opal Enterprises is named <b>BIG 50 Contractor</b> (Lifetime Achievement Award)</p>	<p>Opal named GAF Presidents Club Award Winner (must be a high winner 3-years in row to earn)</p>	<p>2nd Opal location &amp; showroom established in Northern Suburbs! Glenview IL &amp; now Des Plaines</p>	<p>Opal Enterprises wins Presidents award with James Hardie for most installs and highest quality and reviews!</p>	<p>Opal Enterprises is awarded Kolbe Dealership for Chicagoland</p>	<p>Decision made to offer lifetime labor warranty on window installations!</p>



Peace of mind for  
your investment.



Opal is the High-Value, Low Risk  
Contractor Choice for your Home!



### 1 Treating you the way we want to be treated

The company was started out of desire to take care of our young family and to put our expertise to work. Opal Enterprises is fully licensed and insured with showroom locations to serve you.

### 2 Dedicated to our Industry

Opal Enterprises has lived and breathed the remodeling industry since 2000. We have sought out every educational opportunity as well as award, certification and license that can be earned. We love the Chicagoland community and are thankful for the opportunity to thrive as a business.

### 3 Dedicated to our Communities

Since 2003 we have taken philanthropy to heart. We enjoy being business owners and we will never forget how our own lives were enhanced by the generosity of others.

#### Ways we have "passed it on."

**Kyle Shines On** | [kyleshineson.org](http://kyleshineson.org)

The son of one of our customers passed away before they became our client. They shared with us their story and we wanted to be a part of it.

**Make-a-Wish Foundation**

**Illinois Chapter** | [illinois.wish.org](http://illinois.wish.org)

An Opal customer shared that this foundation was important to him and we wanted to join in on the cause.

**Wounded Warrior Project** | [woundedwarriorproject.org](http://woundedwarriorproject.org)

An Opal customer invited Opal Enterprises to support a cause that was important to her. We sponsored races/runs where the proceeds went to this charity.

**Little Friends of Naperville** | [littlefriendsinc.org](http://littlefriendsinc.org)

Stop, Drop and Run 5K Run/Walk benefiting Naperville Fighters

**Naperville Marathon 2016-2019** | [runnaperville.com](http://runnaperville.com)

**Boy Scouts of America** | [scouting.org](http://scouting.org)

**Cookies for a Cause**

Opal's own charity where we made, baked and delivered cookies to hospitals in our DuPage area.

**Subdivision Block Party sponsorship**

**Feed my Starving Children** | [fmssc.org](http://fmssc.org)

**Habitat for Humanity** | [habitat.org](http://habitat.org)

And several other charities!

Let Opal know if there is a charitable organization you would like to make us aware of.



Don't take  
our word for it.



REVIEWS

Even before online review were as important as they are in today’s world, Opal Enterprises has always asked for feedback from our customers. We are eager to know how we are doing compared to the industry standards, so we can continue to be better than expected. It is our goal to treat every home like our own and getting customer directives has always been a guiding source for us. We meet multiple times a month as a company to discuss what is going right and what we need to implement as processes moving forward.



**Google/Facebook:** No explanation needed here! See our **240+ unique reviews** earned on Google and **37+** on Facebook: [facebook.com/opalenterprises/](https://facebook.com/opalenterprises/)



**BBB:** We have been an accredited member since: 2009, we have earned **30+ reviews** on this credible site as well as several Complaint Free Year Awards.



**Houzz:** [houzz.com/pro/opalhouses/](https://houzz.com/pro/opalhouses/)  
On this industry specific website, Opal has earned 85+ reviews on this site that shows photos from customers as well as price ranges. **We have been named Company of the Year 4 years in a row!**



**YELP:** [yelp.com/biz/opal-enterprises-naperville-3](https://yelp.com/biz/opal-enterprises-naperville-3)  
Yelp is an odd beast. Not all reviews are shown to the public. Please scroll down on our Yelp Profile to see the grayed-out “NON RECOMMENDED REVIEWS” link to see all **45+ reviews** that we have earned over the years (we have no understanding as to why Yelp only tends to show mostly the few negative reviews)



**GuildQuality:** [guildquality.com/pro/opal-enterprises-inc](https://guildquality.com/pro/opal-enterprises-inc)  
This 3rd party surveying organization asks homeowners, several weeks after the project is completed, to talk about their remodelng experience. This site operates on a scale 1–4 (4 being the highest score).



Before Windows by Opal Enterprises settled on the right products to offer your home today of Kolbe Windows, Andersen Windows and Provia here are the factory tours/deep dive education that formed our decision:

- Kolbe Windows
- Andersen Windows
- Pella
- Simonton
- Alside
- Marvin
- JeldWen
- Thermatru Doors
- James Hardie Building Products  
(Including Beechworth Windows)



Organizations we belong to keep our skills and business healthy for you! We have been very committed and active members of all of these top organizations. Our entire team dedicates hours to higher learning and best practices.

Certified Contractors Network | Maui Mastermind Group | BBB | Local Chambers of Commerce

WE ARE REFERABLE

925

Amount of referred customers in our lifetime

720

Amount of returning customers in our lifetime

10,000+

Total customers served in the Chicagoland area since 2003

(dated July 2020)





Notable accomplishments.



remodeling.hw.net/big50/2012/opal-enterprises



remodeling.hw.net/benchmarks/remodeling-550 Contractors in the Country



Best Pick Company in Illinois 11-years in a row.  
bestpickreports.com/window-and-door-replacement/chicago/  
opal-enterprises-exterior-remodeling



James Hardie Elite Preferred Siding Contractor and Presidential Award Winner 2019



EPA Lead Safe Certified



GAF Master Elite Roofer and 3 time Presidential Award Winner

THE OPAL PROCESS

- 1 Contact Opal for a free window/door consultation. ✓
- 2 Initial meeting with a project consultant with Opal Enterprises. ✓
- 3 Explore window manufacturers, styles and options to best suit your home! ✓
- 4 Professional, solution-based estimate offered on the project's needs and wants. ✓
- 5 Contract Signing puts you on our production schedule, we get to work on building your project with material needs and crew assignment.
- 6 An assigned admin will stay in touch with you weekly, updating you on your project and making sure you have all your questions answered and are prepared for installation day.
- 7 Project installation. An Opal Enterprises Project Manager will meet and greet you on your 1st day of installation, introduce you to your craftsman and let you know what to expect for the duration of your project. Your project manager will always be available for questions and concerns.
- 8 A brand Ambassador will contact you during your project to collect feedback and wishes so you have multiple points of contact to communicate with.
- 9 Clean up and final walk through to make sure you are thrilled with your remodeling project! ★★★★★
- 10 When you are happy and ready to finalize the contract together, then the real work begins. We will contact you via email/text about every 3-4 months to ensure your project is intact and ask if you need assistance with anything. We want to hear from you if you have concerns. While we are made up of humans, we will treat your home as our own!
- 11 You will have the Opal Advantage Lifetime Warranty for your windows and doors project and a 5-year labor warranty on all other projects!





Choosing your installation method.



Which installation method is best for your project? We have options for you to explore.

FULL-FRAME WINDOW INSTALLATION

Full frame window replacement is when existing windows are completely removed down to the studs exposing a rough opening and the new windows are installed in the clean and “new” opening.  
**BENEFIT:** Allows Opal to inspect for and repair any water damage, we get to properly flash and insulate the opening. Also offers flexibility to replace with a new size window  
**LIMITATION:** Requires removal of interior and exterior trim, and occasionally siding  
**BENEFIT:** Best quality of installation of your new window

INSERT-POCKET WINDOW INSTALLATION

Insert window replacement is when new windows are installed within the existing frame. Only the old sash, hardware and covers are removed and replaced.  
**BENEFIT:** Less extensive installation and typically lower cost; preserves existing interior and exterior trim  
**LIMITATION:** Only an option if you have structurally sound wood or aluminium frames—and you may have a reduction of glass size in the opening

WINDOW MATERIAL TYPES

VINYL WINDOW



**AESTHETICS**  
Vinyl windows typically offer the least in terms of high end design features and aesthetic appeal.

**PERFORMANCE**  
Material science shows vinyl windows are at the highest risk of severe expansion and contraction. Over time can cause seal failure, cracking and drafts.

**VALUE**  
Typically the lowest priced due to inexpensive material cost  
TIP 1: Warranties are mis-leading, often stating “lifetime”, but fine print proves otherwise. 7-years is considered lifetime in Illinois.  
TIP 2: Vinyl is in the most homes in America, and is great in CERTAIN climates, and detrimental in others.

COMPOSITE WINDOW



**AESTHETICS**  
Composites share similar design features and aesthetic appeal with their vinyl “cousins”.

**PERFORMANCE**  
Composite windows are a mix of materials—typically 60% vinyl with wood fibers—which make it stronger than all-vinyl, but still reactive to heat and cold.

**VALUE**  
Despite being similar to vinyl, composite windows are typically sold for a significant premium by companies targeting the repair & remodel industry, and positioning against vinyl.  
TIP 1: Oftentimes many people confuse composites with fiberglass.

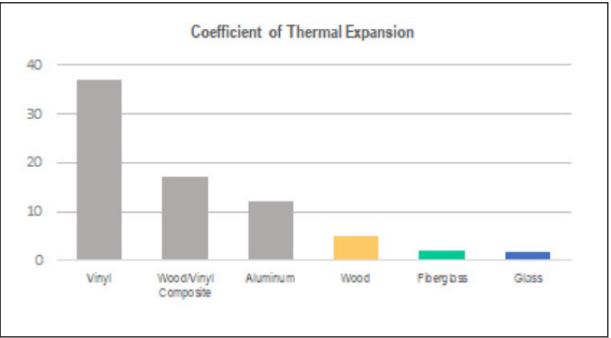
FIBERGLASS WINDOW



**AESTHETICS**  
Fiberglass windows offer a variety of design/aesthetic options, including real wood interiors.

**PERFORMANCE**  
Exceptionally strong building material – impervious to water – with expansion/contraction rates mirroring glass.

**VALUE**  
Fiberglass windows are typically priced between wood and vinyl, and given their proven longevity, they easily provide the most value of any window material  
TIP 1: Fastest growing window material option with modern technology.  
TIP 2: Not all fiberglass is made the same.





Why choose  
Windows by  
Opal Enterprises?



Here at Opal we pride  
ourselves on market research  
and customer surveying.

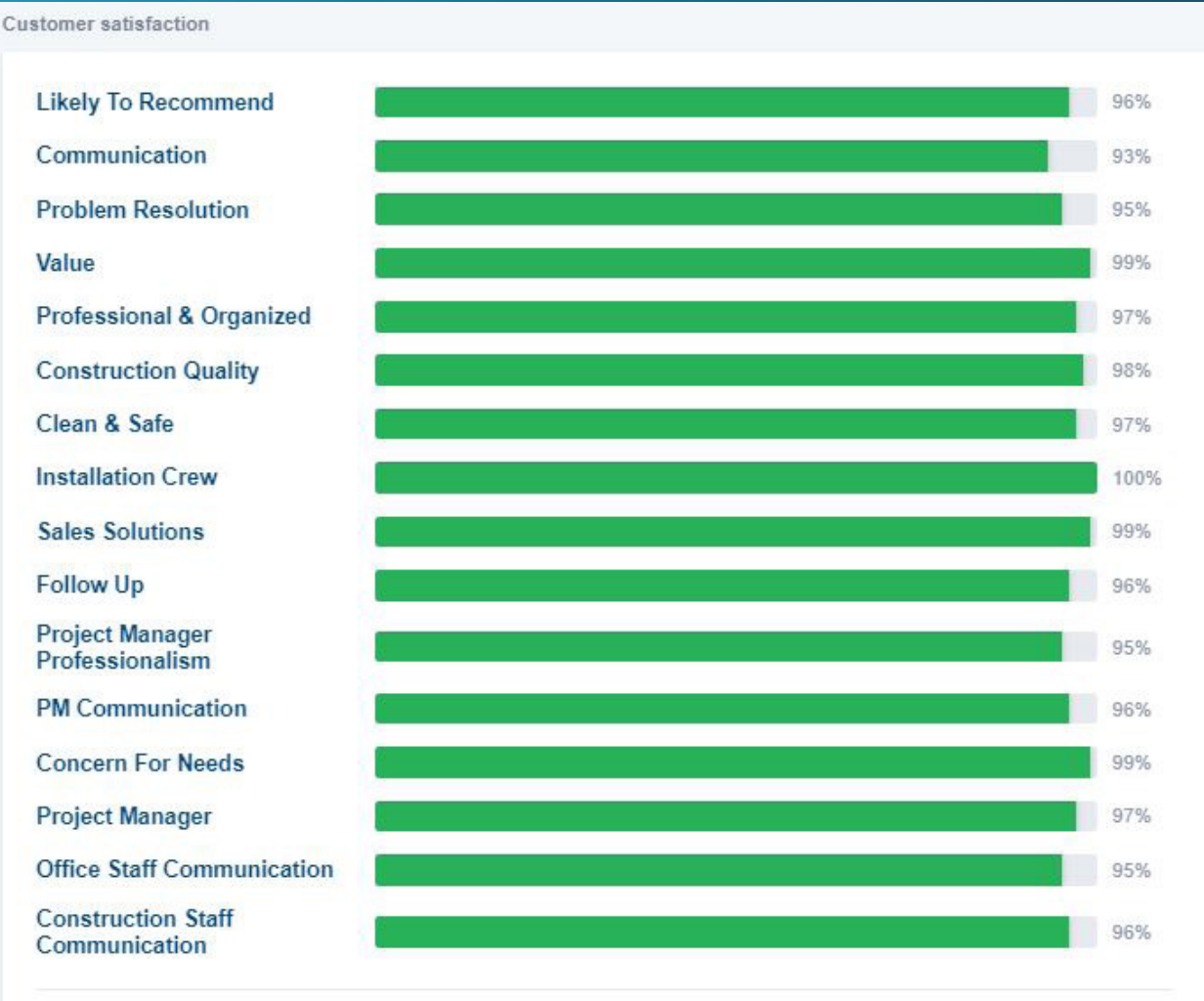
FOR 18+ YEARS WE HAVE ASKED THOSE THAT CHOSE US WHY AND IF THEY WOULD  
CHOOSE OPAL AGAIN AFTER THEIR PROJECT WAS INSTALLED.

Top reasons why Opal were chosen as a contractor:

- ▶ Project Consultant was professional, knowledgeable and just plain likeable!
- ▶ Education on the project that was offered made the homeowner feel comfortable.
- ▶ Prices were comparable to other well certified contractors.
- ▶ Details in the proposal made them feel the details would be in the work as well.
- ▶ Every time the homeowner called the office, a real human was there to assist!
- ▶ Poor experiences with contractors in the past.
- ▶ Had children and pets and wanted to ensure home’s safety.
- ▶ Reviews across platforms.
- ▶ Easy Financing options!



Top reasons why a homeowner would choose Opal again, after their project was completed:



Source: Guild Quality Surveying <https://www.guildquality.com/pro/opal-enterprises-inc>





Being an active and avid member of the Certified Contractors Network, we wanted to share the core values and best practices we hold dear to our professional hearts.

**Certified Contractors Network Members** have pledged to observe the highest standard of integrity, frankness and professional responsibility in dealing with their owner clients by...

Making no false promises or claims in advertising.

Providing professional courteous reception when the owner calls with an inquiry, or request for bid.

Keeping appointments at the agreed scheduled time. (If a conflict arises to call the owner and rescheduled prior to appointment.)

Providing a professional appraisal of the owner's needs.

Providing written specifications for the required project according to manufacturer specifications and industry standards.

Encouraging only projects that are structurally and financially sound.

Being licensed by local authorities and following local requirements.

Being a certified Installer by manufacturers when applicable.

Providing proof of insurance to owners.

Providing customer reference list to owners.

Fulfilling contract obligations.

Providing manufacturer's long term warranty when applicable.

Providing contractor labor warranty.

By maintaining communications with the owner regarding any changes in schedule, scope of work or unforeseen conditions.

Providing safe work conditions according to OSHA guidelines or industry standards.

Being professionally responsive to owner service calls.

Attending continuing education programs.

Aspiring towards 100% owner satisfaction.



We have a dedicated team who is committed to our standard of excellence.

As one of the highest-rated, industry leading remodeling companies in Chicagoland, we have a dedicated team who is committed to our standard of excellence. Our focus is to give you a wonderful remodeling experience and bring you absolute peace of mind! As a community-based contractor, we are always just a call or email away. This is why Opal proudly backs your home with our **LIFETIME WORKMANSHIP WARRANTY on your windows and doors that we install!**

**This warranty covers ANY issues that arise from Opal's original installation.**

This LIFETIME LABOR WARRANTY is EXCLUSIVE to Opal's original purchasing customer. This warranty is non-transferable to other home owners of this property. If any work is done to or around said windows by a non-Opal installer, the warranty could be considered voided. If Opal elects to replace any or all product(s), and if such product(s) as originally installed are no longer available, Opal shall have the right to substitute product(s) designated by Opal to be of equal quality. Minor color variations may exist between replacement product and the originally installed product and are not indicative of a defective product or a labor defect.

**BONUS:** Opal includes any application of caulking needed for a period of 10 years. While caulking IS considered routine maintenance by all competitors, Opal is throwing this extra time and care in for your home.

**CLAIMS PROCEDURE:** If you have any questions or need service, please visit **OpalExteriors.com**. If homeowner has an issue with installation or caulk, an online request must be submitted to Opal Enterprises and attach photos for review. An employee from Opal Enterprises will be sent out to check the issue within 14 days of acknowledgement.

This warranty covers defects as specified herein and does not include material defects. This warranty does not include damage attributable to normal wear and tear, damages caused by accidents, fire, flood, vandalism, accidental breakage by force, or other Acts of God, misuse, mildew, mold, building settlement, structural failure of walls or occurrences beyond Opal's control are also excluded. General maintenance such as dirty window tracks, debris, and cleaning are not included.

The sole responsibility of Opal under this warranty is stated herein and it shall not be liable for consequential, indirect or incidental damages.







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Experience with Opal Enterprises!*

We have 2 showroom/warehouse locations to serve our Chicagoland suburbs:

**Naperville** | 127 Ambassador Drive Suite #159, Naperville, IL 60540 | 630.355.6557

**Des Plaines** | 1239 Rand Road, Des Plaines, IL 60016 | 847.380.8868

**OpalExteriors.com**