

J.D. POWER

American Craftsman ranks among the top 2 brands in the Manufacturer Segment of the J.D. Power 2025 U.S. Windows and Patio Doors Satisfaction StudySM



American Craftsman achieves the highest score for the “Value Given Price Paid” study dimension in its segment.

American Craftsman earns an Overall Satisfaction Score (OSAT) of 746, 22 points above the Manufacturer segment average. The brand moves from 3rd to 2nd in rank position in the segment between 2024 and 2025, reflecting a strong commitment to customer satisfaction.

The J.D. Power 2025 U.S. Windows and Patio Doors Satisfaction StudySM measures satisfaction among customers who purchased windows and/or patio doors within the past 12 months, based on performance in seven key areas (in alphabetical order):

APPEARANCE | DURABILITY | EASE OF USE | FEATURES | LEVEL OF TRUST | PERFORMANCE | VALUE GIVEN VALUE PAID



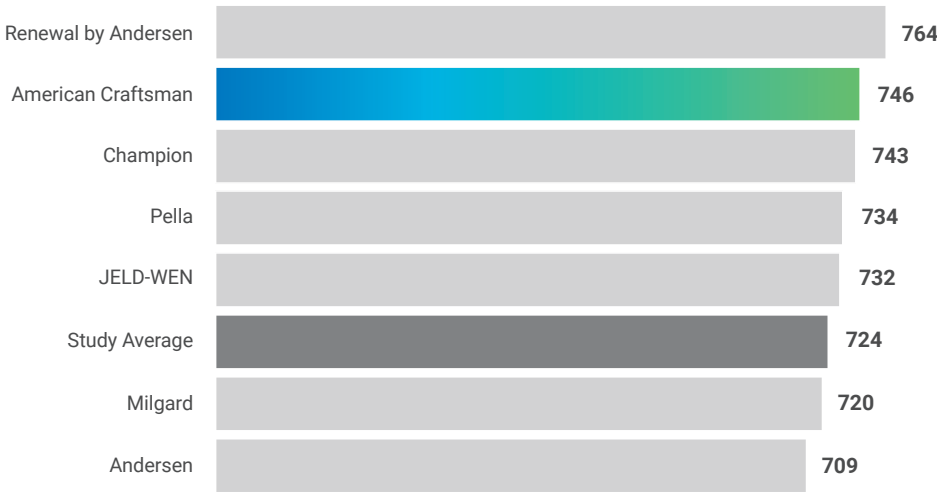
We believe that customer satisfaction is the ultimate measure of trust in our products and people. For the American Craftsman brand, it means that the quality, craftsmanship and value we strive to deliver every day are making a difference in the lives of homeowners. This ranking is a testament to our team’s commitment to customer satisfaction.”

- **Gustavo Chohfi**, VP, Quality Assurance and Continuous Improvement, Cornerstone Building Brands, Parent company to American Craftsman



2025 U.S. Windows and Patio Doors Satisfaction StudySM

Overall Satisfaction Index (Satisfaction scores on a 1,000-point scale)



Source: J.D. Power 2025 U.S. Windows and Patio Doors Satisfaction StudySM
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The study is based on responses from 3,095 customers who purchased windows or patio doors within the previous 12 months. Of these, 1,706 customers answered questions about product purchases, and 1,386 responded about their experiences with retailers. The study was fielded from August 2024 through June 2025.

American Craftsman Satisfies Customers Across Key Study Dimensions in the Manufacturer Segment of the J.D. Power 2025 U.S. Windows and Patio Doors Satisfaction StudySM

American Craftsman Dimension Score Highlights

FACTOR	DIMENSION	VS. INDUSTRY AVERAGE
Value Given Price Paid	716	659
Appearance	772	758
Durability	734	724
Ease of Use	781	764
Features	743	716
Level of Trust	741	727
Performance	766	757



American Craftsman receives the highest score for the highlighted Dimension in the Manufacturer Segment

To measure customer satisfaction, J.D. Power studies the performance of more than 14 of the largest manufacturers and home retailers by using a comprehensive index model. The analysis yields a benchmark of excellence for each of the core study dimensions. In 2025, American Craftsman earns the highest score in the “Value given price paid ” dimension in the Manufacturer segment, in addition to exceeding the segment average for all key drivers of satisfaction.

Value Given Price Paid: Windows and patio doors are a significant investment, so it’s no wonder that price is a key driver of satisfaction. American Crafts earns the highest score for the Value Given Price Paid Dimension with a score of 716, 57 points above the segment average.

Appearance: Aesthetic choices, like styles, colors, and decorative details, can influence customer satisfaction. American Craftsman stands out, earning the second-highest Appearance Dimension score, 14 points above the segment average.

Features: Available features, like safety and lock handles, can influence a customer’s satisfaction with their windows and patio doors. American Craftsman earns the second highest Features Dimension score of 743 points, 27 above the segment average.

Durability: Quality materials and reliable performance are a key driver to window and patio door customer satisfaction. American Craftsman earns a strong Durability score of 734 in this Dimension, 10 points above the segment average.

Ease of Use: Everyday usability can impact customer satisfaction. American Craftsman earns the third-highest Ease of Use Dimension score of 781 points, outperforming the segment average by 17 points.

Level of Trust: Trust is an important driver of satisfaction for customers making a substantial investment in their homes. American Craftsman stands out, earning the third-highest Dimension score, 14 points above the segment average.