

Fire destroys window manufacturing facility ...but Cotton has it back in business in just 2 days

Background

Champion Window, manufacturer of aluminum and vinyl windows, sustained heavy fire, soot and smoke damage following a three-alarm fire at its 200,000-square-foot facility in Houston, Texas. The center of Champion's U-shaped complex burned to the ground and with it, vital components of the business and large portions of the manufacturing area that operates 24/7. Heavy soot covered adjacent storage and office areas. Losses were estimated at \$25 million.



Challenges

As word of the fire spread in the building industry, phone calls poured in from Champion Window's customers. Builders and general contractors worried that Champion would miss their delivery deadlines. As the sole manufacturing facility for all Champion locations in the state, it was critical to resume operations as quickly as possible. Plus, Champion was entering its peak season. Keeping existing customers while adding new ones was vital to the company's survival.



Restoring the World



Solutions

Within two days of the fire, Cotton had Champion Window at 30 percent manufacturing capacity and all office areas fully operational. In just five days, the plant was operating at 70 percent capacity. Within a week of the fire, Champion was manufacturing at 95 percent capacity. Cotton's rapid response included a team of 100 who worked around-the-clock for just under four weeks to . . .

- Clean walls, floors, ceilings, manufacturing equipment, computers, office furniture, office supplies and salvageable inventory
- Remove all affected ceiling tiles, insulation, wiring, inventory and debris from manufacturing area
- Reconstruct the manufacturing area

Cotton was sensitive to Champion's 1,200 employees and worked around their manufacturing. Cotton also set up containment systems to capture airborne materials and prevent them from entering Champion's multi-chambered windows.

Proven Experience, Powerful Results

Cotton's rapid response delivered what mattered most to Champion – getting its plant operational as quickly as possible. Champion delivered all its orders on time. The company retained and grew its customer base. Once again, Cotton exceeded client expectations and delivered exceptional value by getting Champion back in business faster than company officials imagined was possible.



Restoring the World

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"We realized Cotton was the right choice to get our business back to normal and that going with any other restoration company would have been a huge mistake. Within hours, Cotton had us moving forward to meet our customer's demands and expectations. Without Cotton, I believe our complete recovery would not have been possible."

Arran Waters

*Inside Sales Manager
Houston Office
Champion Window Inc.*

