



A Michigan Success Story Independent Window Repair celebrates 20 years of exceptional service

It isn't often stories of business success in Michigan make the news in the current poor economy, and in that regard, Independent Window Repair, Inc., is an anomaly.

Since its inception in 1989, Independent Window Repair (IWR) has steadily grown to become southeast Michigan's premier window repair company, and sole proprietor Matthew Cipriano intends to further cement his company's stellar reputation for top-quality window repairs.

Like most good success stories, Cipriano started out at the bottom, and through hard work, determination and savvy, he's made his way to the top.

Cipriano got his start at the age of 12, sweeping floors at a window company in Detroit. It wasn't long before he was tasked with installing hardware, and by the time he was 16, he was working in all aspects of window assembly. "That hands-on experience is what's given me my knowledge," Cipriano said. It was 1985 when Cipriano first found his niche: After working in the industry for years, Cipriano said, he saw a need that wasn't being met and decided he had to do something about it. "I began to realize that the company was only servicing the builders' needs, not the homeowners' needs," he said of his realization that after the new home construction warranty expired, there was no one offering homeowners an "alternative to costly replacement windows." Cipriano ran with his "Repair Instead of Replace" concept and began doing side jobs at homeowners' requests. As word of his innovative, state-of-the-art window repair system spread, people were lining up to have their rotting windows repaired, and 1989, Cipriano's vision became a reality: He started his own business, Independent Window Repair, Inc. "When I first started off, I did everything myself — I was the salesperson, the secretary and the installer," said Cipriano, who initially ran IWR out of his own home, utilizing a spare bedroom as an office and his garage for storage.

As IWR continued to grow and he picked up contracts with not only homeowners, but also multiple property management associations, Cipriano needed more space. Still working from his home office, he expanded into first one, then two, then three mini-storage garages, and finally into his own "mini-building with a Dumpster." "Then, I realized I really needed my office and storage facilities at the same place, so I moved into a 1,500-square-foot building and then a 2,500-square-foot building," said Cipriano, whose fleet of mobile workshops grew in correlation with IWR, giving the company more exposure than ever. Interest in IWR's innovative, and affordable, repair service is still piqued with each new client and truck on the road, and the company continues to expand.

Based in Chesterfield, IWR now boasts about 25 highly trained "window mechanics," a fleet of 16 work trucks, a 12,000-square-foot building with plenty of room to grow, full-service interior and exterior painting, and a plethora of satisfied customers. Independent Window Repair is a BBB accredited company that's regularly featured on The Handyman Show with Glenn Haege. For more information, or to schedule an appointment, call toll free (866) IWR-1919 or visit www.iwrinc.com.