

# Ernie Cappello

President/CEO, Window-Fix

A family-owned business based in Brooklyn, Window-Fix has a simple mission: to save building owners and managers the cost of replacing old or broken windows of any kind — from simple to exotic, small to huge — by fixing or upgrading them, in most cases the same day or the next.

“We can match, fix or install pretty much anything,” says Window-Fix President/CEO Ernie Cappello. “Residential, commercial, retail, industrial — anything having to do with windows.”

With more than 25 years of experience, Window-Fix has repaired well more than 1 million windows in the tri-state area.

The service is especially valuable for property managers, Cappello says. “In a building with thousands of windows, you’re not going to change them every five years, 10 years or even 20 years. To be able to salvage and make them functional is a big plus.”

It was a huge plus for the owners of One Main Street, the waterfront condo conversion that helped kick off the gentrification of Dumbo in Brooklyn. The oversized windows on the old industrial building offered gorgeous views, he recalls. “You could touch the bridge from their windows.” The only problem: “They didn’t work. The windows were horrible,” says Cappello. Not good in apartments selling for \$1,000 per square foot.

“We put in a whole new Ultra Lift balancing system — a great product,” says Cappello. “It actually lifts 80 percent of the weight of the window, so it only requires 20 percent of your force.”



From left to right: John Cappello, Vice President/General Manager of Window-Fix, with President/CEO Ernie Cappello

Window-Fix also custom manufactures window screens. “A lot of new construction buildings use European-style windows that do not come with screens,” explains Cappello. “We can make a screen for almost any window.”

Sometimes the company is called in to do the nearly impossible. That’s the sort of challenge that really gets them going.

“The Brooklyn Public Library at Grand Army Plaza was interesting,” Cappello recalls, “because for many years they had no solution there.” A landmarked building, the library is not permitted to change its windows, and even if it could, replacing the huge, heavy steel frames would cost a fortune.

The main problem was with the unique and peculiar window locks. One handle controls three locks, which are placed vertically up the very tall window.

“Not many companies would invest the time to evaluate those little window locks,” says Cappello. “They would say, ‘just change the windows,’ and be done with it. We go and give a free estimate and try our best to get it done.”

Window-Fix made exact copies of the locks, using heavy steel, and made the windows function again.

If a building’s windows are beyond repair, Window-Fix carries an extensive factory-ready inventory of replacement windows. In 2005, the company began fabricating and manufacturing whole double-pane glass windows. It also carries and installs fire escape security gates and child guards and offers a wide range of 18-gauge furniture steel radiator covers.

Cappello says he looks forward to networking with ABO member builders, owners and property managers. Perusing a roster of members who are property managers, he says he noticed that, “we’ve already done business with half the people on the list.”

As for the other half: “I would like to show them our services,” says Cappello, “because it really is a very helpful thing in this industry, as a property manager, to be able to have a company come out to serve any of their window needs, the same day or the next day.” ■