

ITEM 19

FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC's Franchise Rule permits a franchisor to provide information about the actual or potential financial performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

HISTORICAL FINANCIAL PERFORMANCE REPRESENTATION

This representation is a historic financial performance representation about a subset of the franchise system's existing outlets' past performance during the calendar year beginning on January 1, 2024 and ending on December 31, 2024 (the "Reporting Period").

We obtained these figures from information provided to us by our franchisees using our software system. Franchisees are not required to use generally accepted accounting principles when reporting these figures.

"Gross Sales" means the total revenues and receipts from whatever source (whether in the form of cash, credit, agreement to pay, barter, trade or other consideration) that arise, directly or indirectly, from the operation of or in connection with a Window Genie business whether under any of the Marks or otherwise. Gross Sales exclude sales taxes collected from customers and paid to the appropriate taxing authority and any other bona fide refunds, rebates or discounts that we authorize in writing. Gross Sales also exclude sales from any Excluded Services (as defined in a mutually executed Excluded Services Addendum (see Schedule I to the Franchise Agreement).

Written substantiation of the data used in preparing the financial performance representations included in this Item 19 will be made available to you upon reasonable request.

As of December 31, 2024, there were 103 Window Genie businesses in operation in the United States, all of which were franchised businesses.

Eleven franchised businesses closed during the Reporting Period. As these businesses were not in operation at the end of the Reporting Period, their data is excluded from this Item 19. Of the franchised businesses that closed during the Reporting Period one business closed after being open for less than 12 months.

Part I and Part II of this Item 19 include data from 103 businesses for the Reporting Period (collectively, for purposes of Part I and Part II, the "Reporting Businesses"), which were all in operation and reporting sales during any part of the Reporting Period and were in operation at the end of the Reporting Period.

PART I – AVERAGE AND MEDIAN GROSS SALES PER JOB

The below table in this Part I shows the average and median Gross Sales per Job data for the Reporting Period.

Year	Number of Reporting Businesses	Average ¹	High ²	Low ²	Median ¹	Number/Percent At or Above Average ³
2024	103	\$535	\$1,154	\$268	\$525	47/45.6%

¹ We calculated the average and median Gross Sales Per Job as follows: (i) first, we calculated the average Gross Sales Per Job during the Reporting Period for each Reporting Business, based on information provided by the Reporting Businesses to us through our Software System (the “Individual Business Average Gross Sales Per Job”) and (ii) then we calculated the average and median of all Reporting Businesses’ Individual Business Average Gross Sales Per Job (as determined in clause (i)) during the Reporting Period.

² This is the range between the Reporting Businesses’ lowest Individual Business Average Gross Sales Per Job and the highest Individual Business Average Gross Sales Per Job during the Reporting Period, based on information provided by the Reporting Businesses to us.

³ This is the number and percentage of Reporting Businesses that achieved or exceeded the Average Gross Sales Per Job.

PART II – AVERAGE AND MEDIAN JOBS COMPLETED PER BUSINESS PER DAY

The below table in this Part II shows the average and median number of jobs completed per Business per day for the Reporting Period. Number of jobs completed per Business per day refers to the number of customer jobs each Window Genie Business location completed each day of the applicable Reporting Period. All jobs completed per Business per day were calculated based on a seven day week.

Year	Number of Reporting Businesses	Average ¹	High ²	Low ²	Median ¹	Number/Percent At or Above Average ³
2024	103	4.7	17.3	.25	3.85	42/40.8%

¹ We calculated the average and median number of jobs completed per Business per day as follows: (i) first, we calculated the average number of jobs completed per Business per day during the Reporting Period for each Reporting Business, based on information provided by the Reporting Businesses to us through our Software System (the “Individual Business Number of Jobs per Business per Day”) and (ii) then we calculated the average and median of all Reporting Businesses’ Individual Business Number of Jobs per Business per Day (as determined in clause (i)) during the Reporting Period.

² This is the range between the Reporting Businesses’ lowest Individual Business Number of Jobs per Business per Day and the highest Individual Business Number of Jobs per Business per Day during the Reporting Period, based on information provided by the Reporting Businesses to us.

³ This is the number and percentage of Reporting Businesses that achieved or exceeded the Average Number of Jobs per Business per Day.

PART III – RECURRING CUSTOMERS

The below table shows the percentage of services provided that were performed for recurring customers for the Reporting Period for all businesses that were in operation for at least 12 months as of the end of the Reporting Period and reporting sales for the full Reporting Period. Recurring customers means customers that the same franchisee serviced at least twice during the Reporting Period. This Part III of this

Item 19 includes data from 90 businesses for the Reporting Period (collectively, the “Reporting Businesses”), which were all in operation and reporting sales during the entire Reporting Period. This Part III excludes the data from (a) 8 businesses that opened in 2024 and therefore were not in operation and reporting sales for the full Reporting Period, (b) 5 businesses that were transferred to new owners in 2024 and therefore were not in operation and reporting sales for the full Reporting Period.

Recurring Customers

Year	Number of Reporting Businesses ¹	Average Percentage of Jobs - Recurring Customer ²	Median Percentage of Jobs - Recurring Customer ²	Number/Percent At or Above Average ³
2024	90	68.6%	66.4%	43/47.7%

¹ This is the number of Businesses included in this analysis (the “Reporting Businesses”).

² We calculated the average and median percentage of jobs for recurring customer as follows: (i) first we received, from each Reporting Business, the total number of jobs performed during the Reporting Period by the Business and the total number of such jobs that were performed for recurring customers; (ii) next we calculated the percentage that the jobs performed for recurring customers represented of the total jobs for such Reporting Business during the Reporting Period (the “Individual Business Recurring Customer Percentage”); and (iii) then we calculated the average and median of all Reporting Businesses’ Individual Business Recurring Customer Percentage.

³ This is the number and percentage of Reporting Businesses that achieved at least the Average Percentage of Jobs for recurring customers during the Reporting Period.

PART IV – ANNUAL GROSS SALES FOR THE REPORTING PERIOD

The following table provides the average and median Gross Sales data for the Reporting Businesses during the Reporting Period.

Percentage Rank of Reporting Businesses ¹	Average Gross Sales	Number of Reporting Businesses ²	Number of Reporting Businesses That Attained Average Gross Sales or Greater ³	Percent of Reporting Businesses That Attained Average Gross Sales or Greater ³	Median Gross Sales ¹	Lowest and Highest Gross Sales ⁴
Top 25%	\$1,015,513	22	8	36%	\$828,332	\$656,180 - \$1,904,796
Top 50%	\$749,447	45	14	31%	\$615,361	\$389,907 - \$1,904,796
Bottom 50%	\$224,789	45	20	44%	\$209,024	\$38,026 - \$384,709
Bottom 25%	\$138,879	23	11	48%	\$128,373	\$38,026 - \$211,093
100%	\$485,284	90	33	37%	\$387,308	\$38,026 - \$1,904,796

¹ Of the franchised businesses in business for 12 months or more and which businesses had full 52 weeks of reported Gross Sales in 2024, the average and median Gross Sales for 2024 for 5 groups are shown; those that ranked in the top 25% and 50%, respectively, in terms of highest level of annual Gross Sales; those that ranked in the bottom 25% and 50%, respectively, in terms of lowest level of annual Gross Sales, respectively, and, finally, those representing all (100%) of the Reporting Businesses.

² This is the number of franchised businesses included in this analysis (i.e., open and reporting for full 52 weeks during the Reporting Period) (the “Reporting Businesses”).

³ This is the number and percentage of Reporting Businesses in each category that achieved or exceeded during the Reporting Period the Average Gross Sales for the applicable category.

⁴ This is the range between the Reporting Businesses’ actual lowest Gross Sales and actual highest Gross Sales during the Reporting Period for each category, based on information provided by the Reporting Businesses to us through our Software System.

PART V – SYSTEMWIDE ANNUAL GROSS SALES DATA FOR THE LAST THREE YEARS

The following table provides the annual Gross Sales data for the franchised businesses during the years of 2022, 2023, and 2024.

Year	Number of Reporting Businesses ¹	Average Gross Sales	High ²	Low ²	Median Gross Sales	Number/Percent of Reporting Businesses At or Above Average ³
2024	90	\$485,284	\$1,904,796	\$38,026	\$387,308	33/36.7%
2023	90	\$451,175	\$1,606,546	\$50,443	\$377,493	38/42.2%
2022	98	\$422,750	\$1,658,514	\$43,434	\$341,012	36/36.7%

¹ This is the number of Businesses included in the analysis (the “Reporting Businesses”) in their applicable reporting periods of 2022, 2023, and 2024.

²This is the range between the applicable Reporting Businesses’ actual lowest annual Gross Sales and actual highest annual Gross Sales during each applicable reporting period, based on information provided by the Reporting Businesses to us through our Software System.

³ This is the number and percentage of the applicable Reporting Businesses that achieved or exceeded during the applicable reporting period the Average Gross Sales for the reporting period.

Some outlets have earned this amount. Your individual results may differ. There is no assurance that you'll earn as much.

Other than the preceding financial performance representation, we do not make any financial performance representations. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor’s management by contacting Chris Bruno, 1010 North University Parks Drive, Waco, Texas 76707, 513-813-5597, the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

TABLE NO. 1
SYSTEMWIDE OUTLET SUMMARY FOR YEARS 2022 TO 2024

OUTLET TYPE	YEAR	OUTLETS AT THE START OF THE YEAR	OUTLETS AT THE END OF THE YEAR	NET CHANGE
FRANCHISED	2022	124	113	-11
	2023	113	106	-7
	2024	106	103	-3
COMPANY-OWNED	2022	0	0	0
	2023	0	0	0
	2024	0	0	0
TOTAL OUTLETS	2022	124	113	-11
	2023	113	106	-7
	2024	106	103	-3

¹ Included in “outlets” are all Businesses that have opened an operating location. Neither sale of a new territory to an existing franchisee where a separate operating location will not be