

From: [REDACTED]  
Subject: [REDACTED]  
To:

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**From:**  
**Subject: Re: ECO Insulating Glass - PROBLEMS**  
**Date:** 20 January 2017 at 19:55:27 GMT+1  
**To:** [glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)

Dear Glenn,

Two more panes imploded this week !!!

I hope that you come very soon with a solution for this big problem.

kind regards,

On 13 Jan 2017, at 11:01, > wrote:

Dear Glenn,

The windows are mounted as instructed on page 23 & 24 of your Architect Information Binder.  
All glass on all photo's are made by Ecoglas  
I am very concerned about this situation and ask you to urgently let me know what action you will be taking.

kind regards,

!

On 12 Jan 2017, at 18:15, Glenn MacEachern <[glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)> wrote:

Hello

Sorry for the delay . My first attempt to have someone in Europe be involved has fallen through .

As such I'm searching for another engineering option .

In the meantime I have had a similar situation here locally over the holidays . I'm attempting to have a glass engineering company assess the situation . I'm hopeful that perhaps some of the conclusions drawn here could help us assess your situation.

The two main "suspects" in this are thought to be that the units are too tight in the framing systems or the stops on the windows are not sufficient enough ( wide enough ) to completely cover the black sealant ( leading to UV exposure on the sealant causing the sealant to break down and enabling the gas molecules to evacuate from the interior cavity - which in turn causes the glass to be concave and ....with the right atmospheric conditions .....implode ) . From the exterior of your house is the black sealant – around the perimeter of the insulated unit itself - visible ?

Please rest assured that we are working diligently to address your situation .

Regards

Glenn

P.S. One thing I'm curious on ..... on the original photos as sent on Dec 1<sup>st</sup> there is a picture ( Image # 7748) of what I call a half round window . I don't see any such shape on the order copies that you had forwarded. Is this failed half round window a Heat Mirror insulated unit or could it be a different construction ?

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**From:** ]  
**Sent:** January-12-17 4:06 AM  
**To:** [glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)  
**Subject:** Re: ECO Insulating Glass - PROBLEMS

Dear Glenn,

I have not received an answer yet of how Eco Glass is going to solve the problem with the imploding glass panes.

I the mean time there are 3 more panes that imploded see photo's attached.

I appreciate and immediate action for this problem.

<image001.jpg><image002.jpg><image003.jpg>

kind regards,

On 14 Dec 2016, at 10:03, > wrote:

Dear Glenn,

The units where shipped via New York with a container by sea.

The units are installed 25 meters above sea level.

kind regards,

On 13 Dec 2016, at 21:04, Glenn MacEachern <[glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)> wrote:

Hello again

I believe I may have found someone in Europe willing to help us out with this . .

Two preliminary questions of you please :

- How were these units transported to the Netherlands from North America / what route ?
- What geographic location are they installed in ? ( I'm looking to determine the elevation above sea level )

These answers will assist us to ascertain what has gone wrong here in order to suggest a remedy.

Thanks

Glenn

**Glenn MacEachern**

Vice President - Sales

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**From:** ]

**Sent:** December-01-16 4:44 AM

**To:** [glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)

**Subject:** Re: ECO Insulating Glass - Contact

Dear Glenn,

See down below the invoices and photo's the first two you can see the two windows that imploded the inner glass pane is thinner that is the reason that that one burst the first, 3e photo showing a window where you can see that it is bending inwards because of the vacuum that is created, 80% of the windows have this problem.