

Begin forwarded message:

**From:** "Glenn MacEachern" <glenn@ecoglass.ca>  
**Subject:** RE: Update  
**Date:** 5 April 2017 at 20:44:12 GMT+2  
**To:**  
**Reply-To:** <glenn@ecoglass.ca>

This issue is unique for ECO as we've not previously experienced this phenomenon and it is taxing our ability to assess what has caused the issue . ( Distance and the lack of a physical sample for examination are not helping )

I've always been a proponent is assessing the root cause for failures so that we simply do not repeat the problem again for you . I want to get to the bottom of things and correct the situation .

I presently await feedback from our gas supplier as well as our polyurethane / silicone / pib suppliers to have their opinion as to the root cause.

In the interim period I can suggest that if you're wanting us to replace a few insulated units then please provide details of the specific sizes required . We can manufacture and have these units available ( as F.O.B. Mississauga , Ontario ) for the carrier of your choosing ( in agreement with our standard warranty ) .

Regards

Glenn

P.S. I have a meeting scheduled next week at ECO to once again discuss your situation with ECO staff / company president .

## **Glenn MacEachern**

Vice President - Sales

ECO Insulating Glass Inc .,

1416 Bonhill Road , Mississauga , ON . L5T 1L3

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[www.ecoglass.ca](http://www.ecoglass.ca)

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**From:**  
**Sent:** April-03-17 5:30 AM  
**To:** [glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)  
**Subject:** Re: Update

Dear Glenn,

I made the first mention about the problem with the imploding ECOGlass in November 2016.

You have had the report now for a month and you had one question on the report that was answered.

I do not feel that this big problem gets the attention that it should by yourselves at ECOGlass.

As I mentioned in my earlier email we are hoping that you come with a satisfactory solution in a amicable way but you are challenging my patience.

Can you please come with a proposal of how to handle this problem and I want to have specific timing on this.

kind regards,

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On 23 Mar 2017, at 16:22, Glenn MacEachern <[glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)> wrote:

Hello

Given the info as provided by you and your consultant ,ECO is searching for local consultants capable of providing review of the circumstances and suggestions for remedy . I appreciate your patience while we investigate this further .

Regards

Glenn

### **Glenn MacEachern**

Vice President - Sales

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**From:** Glenn MacEachern [<mailto:glenn@ecoglass.ca>]

**Sent:** March-14-17 4:37 PM

**To:**

**Subject:** RE: ECO Insulating Glass - PROBLEMS

Thank you

I'll forward this to ECO management today and follow up early next week upon my return from a current show we're exhibiting at in New York City .

Regards

Glenn

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**From:**

**Sent:** March-14-17 12:41 PM

**To:** Glenn MacEachern

**Subject:** ECO Insulating Glass - PROBLEMS

Dear Glenn,

See down below the explanation, answer and photo's to your question dated 9 March from Ing. W.F. Westgeest.

kind regards,

Begin forwarded message:

**From:** Walter Frank Westgeest <[westgeest@bouwkans.nl](mailto:westgeest@bouwkans.nl)>

**Subject: RE: Question**

**Date:** 14 March 2017 at 17:07:48 GMT+1

**To:**

**Cc:**

Dear,

This e-mail provides answers to the questions as asked by Eco Insulating Glass Inc. on March 9<sup>th</sup> and can be forwarded to them.

During my inspection no windows were found where – viewed from the outside and perpendicular to the pane – the primary or secondary sealants of the IGU were visible.

The glazing beads (outside stops) are of sufficient height to cover the complete edge system.

This was already described in the report on page 7: *'The combination of the rebate depth and the height of the beads is such that the glass unit edge, spacer and sealant is sufficiently recessed and not visible when viewed from the front (photo 13).'* Because photo 13 was not taken perpendicular to the pane, two new photos (A and B) were taken (one from the inside and one from the outside).

Due to the lighting conditions the photo from the outside shows the glass pane and background/inside as a dark area so that no details are visible.

The photo from the inside is however very clear: the top sides of the glazing beads both inside and outside are visible and no sealants whatsoever are visible.

Because all windows are similar no further photos were taken.

It is understandable that Eco Insulating Glass Inc. wants to be sure about whether the edge sealants are not visible and thus cannot be damaged by direct sunlight and UV-light.

In this matter it is of great importance to know that three of the imploded IGUs (numbered 1, 2 and 3) are situated under the large canopy so that direct sunlight and UV-light cannot reach the units at all (see photo 4 in the report). This fact was described in the report on page 4: *'Many of the windows are placed under a canopy and are thus shielded from rain and partially from direct sunlight.'*

On photo's 15, 16 and 17 in the report this canopy is visible through the windows.

There was also no significant difference visible in the concaveness of the

units under the canopy and in other (unshielded) facades.  
At last I want to emphasise the importance of the spare unit which has the same problems and was never subjected to any sunlight or UV-light whatsoever.

However understandable the concern of Eco Insulating Glass Inc. is about damage due to sunlight or UV-light this is absolutely not the case in this project. The cause of the problems must be found elsewhere.

Best regards,

ir. Walter Frank Westgeest

**B O U W K A N S**

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Begin forwarded message:

**From:** "Glenn MacEachern" <[glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)>  
**Subject:** Question  
**Date:** 9 March 2017 at 16:54:08 GMT+1  
**To:**  
**Reply-To:** <[glenn@ecoglass.ca](mailto:glenn@ecoglass.ca)>

Hello

It???d be helpful if you were able to supply us close up photos of a few different windows - from the exterior of the residence - showing that the outside stops completely cover the sightline of the **Heat Mirror** insulated unit(s) .

In other words showing that the black primary sealant ( PIB in the attached diagram ) and secondary sealants are not visible / exposed .

Regards

Glenn

**Glenn MacEachern**

Vice President - Sales

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