

From: "Glenn MacEachern" <glenn@ecoglass.ca>
Subject: Update / Proposal
Date: 2 May 2017 at 21:34:47 GMT+2
To:
Reply-To: <glenn@ecoglass.ca>

Hello

As it turns out the group in Germany cannot test the desiccant so it's moot to talk about sending any units there.

Here's where we (including the president of ECO Insulating Glass) sit at this point . We're of the opinion that the problem is a result of contaminated desiccant (molecular sieve) having been used in the manufacture of your units . Our thought is that this contaminated desiccant is absorbing the Krypton molecules. It would appear as though the seals of the ig units are working / holding properly as there's no mention of seal failure and no evidence of air replacing the " missing " krypton molecules . (Thus the reason the concave appearance of the units .)

We do need to analyze a cross section of the affected units to ascertain this hypothesis and prepare ourselves for any possible litigation against the desiccant supplier before considering / embarking upon a complete reglaze of the premises.

As such we propose the following :

- ECO is prepared at this time to manufacture at N/C and have available for Pippa (as the original customer) replacement units FOB Mississauga Ontario (in accordance with our warranty – see attached) to replace the units presently brokenand – as a goodwill gesture - a few other units to replace units that appear severely distorted .
- Upon receipt of these replacement insulated units in the Netherlands , we'd request the broken / defective units from the villa be packaged (in the same shipping crate(s) as the replacements would be sent in) for return to ECO – at ECO's expense .
- Upon receipt of these failed / failing units back in North America , ECO would then enlist an outside independent laboratory to provide a written report as to the cause of the implosion(s)
- An action plan to address the issues / remedy your situation could then be developed / implemented .

I hope that you can find agreement in this and look forward to receiving a takeoff (qty / sizes) for replacement units . Once received we can then address the crating and shipping charges .

Regards

Glenn

From:
Sent: April-25-17 6:29 AM
To: Glenn MacEachern
Cc: Walter Frank Westgeest
Subject: ECO Insulating Glass - PROBLEMS

Dear Glenn,

The engineer that we agreed to use is Walter Frank Westgeest from BOUWKANS is advising me against your idea to ship the spare unit to Germany because this is the best proof that there is . As it proves that there is nothing wrong with the

is the best proof that there is. As it proves that there is nothing wrong with the installation of the 193 units of ECO glass in the villa, but a production problem of ECO Insulating Glass Inc. as the spare unit has the same problem as all other installed units.

ir. Walter Frank Westgeest suggests the following two options :

A.

The Germans investigate one or more of the windows that are not broken yet, preferably from under the loggia. He would then choose for, one of the same top units in the same position as the ones that are broken.

Preferably, the person from the German operation comes to the Netherlands and gets the window out themselves and look at the situation on location. Ir. Walter Westgeest would then be present to give any explanation on his report and his opinion of the specimen.

ir. Walter Frank Westgeest sees this as the optimal choice. And they can inspect the spare unit at the location in Holland.

B.

If this fails, for example because they Germans do not want to come, one window could be retrieved (same location) and sent to them.

Mr. Westgate could take it out and at the same time investigate the casing.

We can also ask a glass setter to do this together with Ir. Westgeest so that they can independently measure the glass and casing.

I suggest you seriously consider option A to clear this up once and for all.

kind regards,

On 18 Apr 2017, at 19:38, Glenn MacEachern <glenn@ecoinsulatingglass.ca> wrote:

Good evening

Just to advise that I'm awaiting confirmation from a material supplier to ECO that their German operation might be in a position to help with forensics on one (or more if necessary) of your Heat Mirror insulated units to ascertain the exact cause of the apparent gas loss and implosion phenomenon. My thought is that the spare unit from your villa can be sent to them as a representative sample .

I hope to hear back soon.

Regards

Glenn

Glenn MacEachern

Vice President - Sales

ECO Insulating Glass Inc .,

1416 Bonhill Road , Mississauga , ON . L5T 1L3

Phone : 1-866-331-4235

Fax: 905-564-1874

Cell: 647-225-0781

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