

[Redacted]

From:
Subject: ECO Insulating Glass - PROBLEMS
Date: 17 May 2017 at 11:30:11 GMT+2
To: glenn@ecoglass.ca

Dear Glenn,

The imploded glass is ready for collection size 80cm x 55cm 8 kg from the address down below:

See photo's of the dismantling of the glass and ready for shipment:





kind regards,

On 16 May 2017, at 16:43, Glenn MacEachern [glenn@ecoglass.ca] wrote:

It will be necessary for us to have at least one unit returned for a complete and thorough examination- the smaller the better for all concerned . Can I suggest that the glass on the unit be taped over with a clear tape in order to have the unit returned in as complete as possible condition.

If you'd kindly advise the dimensions of the package (and approximate weight) when ready we'll be better able to find a suitable carrier for return .

Regards
Glenn

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

Sent: May-15-17 9:33 AM

To:

Subject: RE: ECO Insulating Glass - PROBLEMS

Hello

Before you go to the bother of packaging up a broken unit let me check in on the possibility of just having the molecular sieve (aka desiccant) from the internal portions of the spacer bar returned .

That may make things easier at your side - if it's a viable option from the lab point of view .
Glenn

From:

Sent: May-15-17 7:58 AM

To: glenn@ecoglass.ca

Subject: ECO Insulating Glass - PROBLEMS

Dear Glenn,

Since you need a cross section for inspection to be analysed in North America by an independent laboratory we are willing to dismantle one broken unit and pack it

in a carton box.

You can have the unit collected at the address down below.

Please let me know when you will have it collected?

Once this inspection and evaluation has taken place we wait to hear from you with the action plan to solve this total problem and the complete reglazing of the premises.

kind regards,

On 2 May 2017, at 21:34, Glenn MacEachern <glenn@ecoglass.ca> wrote:

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 ir. 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 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@ecoglass.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

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