

To: glenn@ecoglass.ca

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.

ECO-INSULATING GLASS INC.

1416 Bonhill Rd., Mississauga, ON L5T 1L3
Telephone: (905) 564-8235 Fax: (905) 564-1814

INVOICE

Date	Invoice Number
Apr 30 09	91147

Sold To:

THE NETHERLANDS

Ship To:

THE PADDED WAGON WAREHOUSE
163 EXTERIOR STREET
BRONX, NEW YORK
10451

QTY ORD'D	DESCRIPTION	QTY B/O	QTY SHPD	PRICE	AMOUNT
1	SHIPPING CLOSED TRUCK (BRONX NEW YORK) GTY Cont# X023517-1 PAID <i>WIKI MATTHEW</i> Subtotal	0	1	850.00	850.00
					41,277.65
					COPY
GST No. 827015165				6.0% Energy Chg.	2,394.46
				5.0% GST	0.00
				8.0% PST	0.00
				TOTAL INVOICE	43,672.11

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Cust PO No. VERBAL		Date Ordered Apr 14 09	P.S.T. No.	Terms	Our Order No. 74902			
Date Required May 19 09		Ship Via BEST WAY		F.O.B. OUR PLANT	Date Shipped Apr 30 09	Salesman SB		
QTY ORDD	DESCRIPTION				QTY B/O	QTY SHPD	PRICE	AMOUNT
	<i>291.59</i>							
2	QUAD SC75 KRYPTON 25-3/4 X 12-27/32	C5	<i>5.06</i>		0	2	0.00	0.00
2	QUAD SC75 KRYPTON 25-3/4 X 73-5/16	C5	<i>26.72</i>		0	2	0.00	0.00
2	QUAD SC75 KRYPTON 25-3/4 X 12-27/32	C9	<i>5.06</i>		0	2	0.00	0.00
2	QUAD SC75 KRYPTON 25-3/4 X 73-5/16	C9	<i>26.72</i>		0	2	0.00	0.00
1	QUAD SC75 KRYPTON 23-11/16 X 12-27/32	C6	<i>2.33</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 23-11/16 X 73-5/16	C6	<i>12.33</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 23-11/16 X 12 27/32	C8	<i>2.33</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 23-11/16 X 73-5/16	C8	<i>12.33</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 26-7/16 X 12-27/32	C10	<i>2.72</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 26-7/16 X 73-5/16	C10	<i>14.39</i>		0	1	0.00	0.00
8	QUAD SC75 KRYPTON 22-15/16 X 90-5/32	C14	<i>122.67</i>		0	8	0.00	0.00
2	QUAD SC75 KRYPTON 9-15/16 X 71-5/8	DE1	<i>10.00</i>		0	2	0.00	0.00
1	QUAD SC75 KRYPTON 7-7/16 X 27-5/16	DE2	<i>1.56</i>		0	1	0.00	0.00
1	QUAD SC75 KRYPTON 7-7/16 X 27-5/16	DE3	<i>1.56</i>		0	1	0.00	0.00
1	TOTAL ORDER VALUE				0	1	39,907.65	39,907.65
8	CRATING CHARGES 8 CRATES \$ 65.00 EACH		<i>557.34</i>		0	8	65.00	520.00

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INVOICE

Date	Invoice Number
Apr 30 09	91147

Sold To:



THE NETHERLANDS

Ship To:

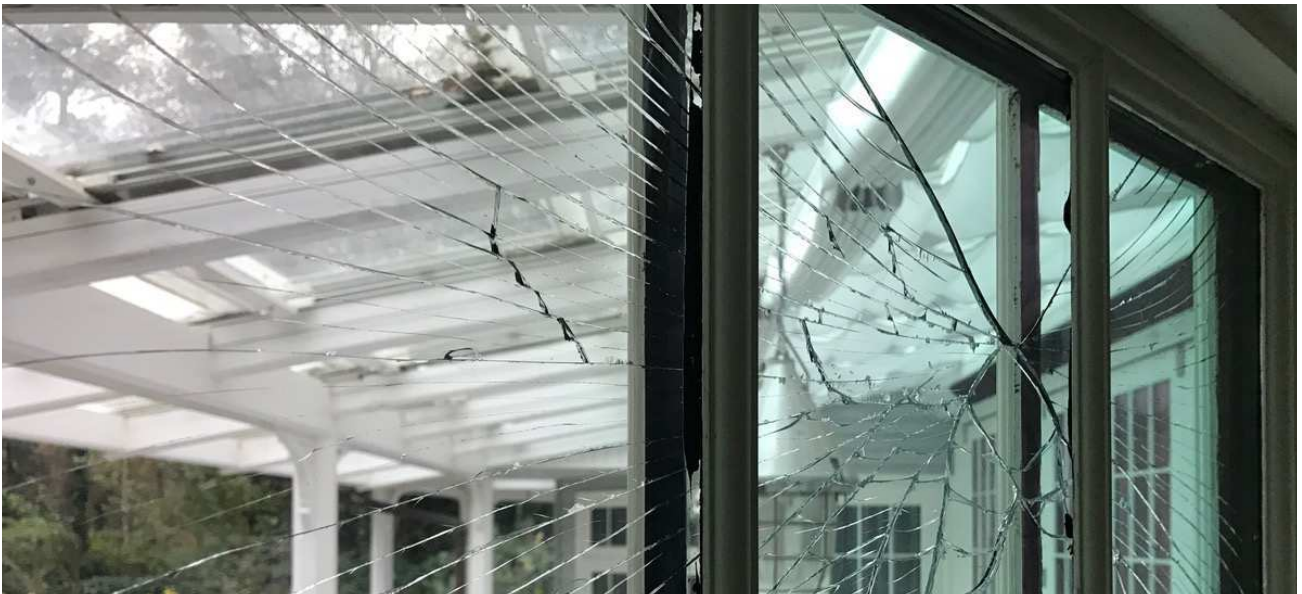
THE PADDED WAGON WAREHOUSE
 163 EXTERIOR STREET
 BRONX, NEW YORK
 10451

Cust PO No. VERBAL	Date Ordered Apr 14 09	P.S.T. No.	Terms	Our Order No. 74902			
Date Required May 19 09	Ship Via BEST WAY	F.O.B. OUR PLANT	Date Shipped Apr 30 09	Salesman SB			
QTY ORDD	DESCRIPTION			QTY S/O	QTY SHPD	PRICE	AMOUNT
	5MM SOFTCOAT LOWE TEMP/4MM CLR TEMP 1-1/4"OA BLACK SPACER						
1	QUAD SC75 KRYPTON 26-15/32 X 72-7/32	A9	1439	0	1	0.00	0.00
1	QUAD SC75 KRYPTON 26-15/32 X 72-7/32	A13	1439	0	1	0.00	0.00
8	QUAD SC75 KRYPTON 26-9/32 X 89-13/32	A14	14000	0	8	0.00	0.00
1	QUAD SC75 KRYPTON 26-15/32 X 72-7/32	A15	1439	0	1	0.00	0.00
1	QUAD SC75 KRYPTON 26-15/32 X 72-7/32	A19	1439	0	1	0.00	0.00
2	QUAD SC75 KRYPTON 7-15/16 X 12-27/32	C3	156	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 21-3/4 X 12-27/32	C3	428	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 7-15/16 X 88-5/16	C3	1000	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 21-25/32 X 73-5/16	C3	2262	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 7-15/16 X 12-27/32	C11	156	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 21-3/4 X 12-27/32	C11	428	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 7-15/16 X 88-5/16	C11	1000	0	2	0.00	0.00
2	QUAD SC75 KRYPTON 21-25/32 X 73-5/16	C11	2262	0	2	0.00	0.00
1	QUAD SC75 KRYPTON 26-7/16 X 12-27/32	C4	272	0	1	0.00	0.00
1	QUAD SC75 KRYPTON 26-7/16 X 73-5/16	C4	1439	0	1	0.00	0.00
			<u>27259</u>				

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kind regards,

On 1 Dec 2016, at 03:19, Glenn MacEachern <glenn@ecoglass.ca> wrote:

Hel [REDACTED]

To start the process it'd be helpful if you could advise (perhaps scan / e-mail ?) a copy of the original ECO order or invoice showing the customer's name ,address etc as well as a description of the construction of the insulated units . Any photos of the issue would also be appreciated . From there we can work toward resolving the issue for you .

Regards
Glenn

Glenn MacEachern

Vice President - Sales
ECO Insulating Glass Inc .,
1416 Bonhill Road , Mississauga , ON . L5T 1L3
Phone : 1-866-331-8235
Fax: 905-564 -1814
Cell: 647-225-0781

www.ecoglass.ca

From: [REDACTED]
Sent: Tuesday, November 29, 2016 2:00 PM
To: info@ecoglass.ca
Subject: glass problem

Dear Sirs,

We bought ecoglass Quad from you a while ago and have now a problem that two windows imploded, and it looks that there are more windows that soon will get the same problem because they are pulled vacuum.
Please let me know what solution you have and what you can do about this?

kind regards,

[REDACTED]