

#### 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.

# CO-INSUL TING GLASS INC

INVOICE

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

Date	Invoice Number
Apr 30 09	91147



Ship To:

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

ust PO No. VERBAL	Date Ordered P.S.T. No. Apr 14 09 Ship Via		Terms				Our Order No. 74902 \ /		
ate Required			F.O.B.	Shipped		Salesman			
May 19 09	BEST WAY	W S DATE OF THE SECOND	OUR PLANT	Apr	30 09 QTY	OTY-	SB	u.	
RD'D	6570.367	DESCRIPTION		4	- B/O	SHPD	PRICE	AMOUNT	
1 SHIPPI	NG CLOSED TRUCK	(BRONK NEW YORK)		**	0	1	850.00	850.0	
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May 19 09 BEST WAY			Comment of the commen		191 2	Apr 30 09		Salesman	9	
RDD	46		DESCRIPTION		291	59	QTY. B/O	QTY SHPD	PRICE	AMOUNT
200 PE 2000 PE		75 KRYPTON 25-3		C5	5.06		0	5	0.00	0.0
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1.00	W 1- 1		1/16 X 73-5/16	C8	1233			12.1	0.00	0.0
WOOD   100 PM	100000000000000000000000000000000000000	5 KRYPTON 26-7		C10	2 72		0	1	0.00	0.0
4 11 11 17 17 17 17 17		5 KRYPTON 26-7		C10	1439		0	1	0.00	0.0
255A - 375A - 375	DOM: NO		5/16 X 90-5/32	C14	122.64		0		0.00	0.0
Company of the Compan		5 KRYPTON 9-15		DE1	10.00		0	2	0.00	0.6
(15) The 150 COOK II		5 KRYPTON 7-7/	THE RESERVE OF THE PROPERTY OF THE PARTY OF	DE2	1.56		0	1	0.00	0.0
1 QUAL	sc'	5 KRYPTON 7-7/	16 X 27-5/16	DE3	1.56		0	1	0.00	0.0
1 TOT	AT CI	RDER VALUE	V-2100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				0	1	39,907.65	39,907.6
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# ECO-INSU! ATING GLASS INC

INVOICE

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

Date N	Invoice Number
Apr 30 09	91147



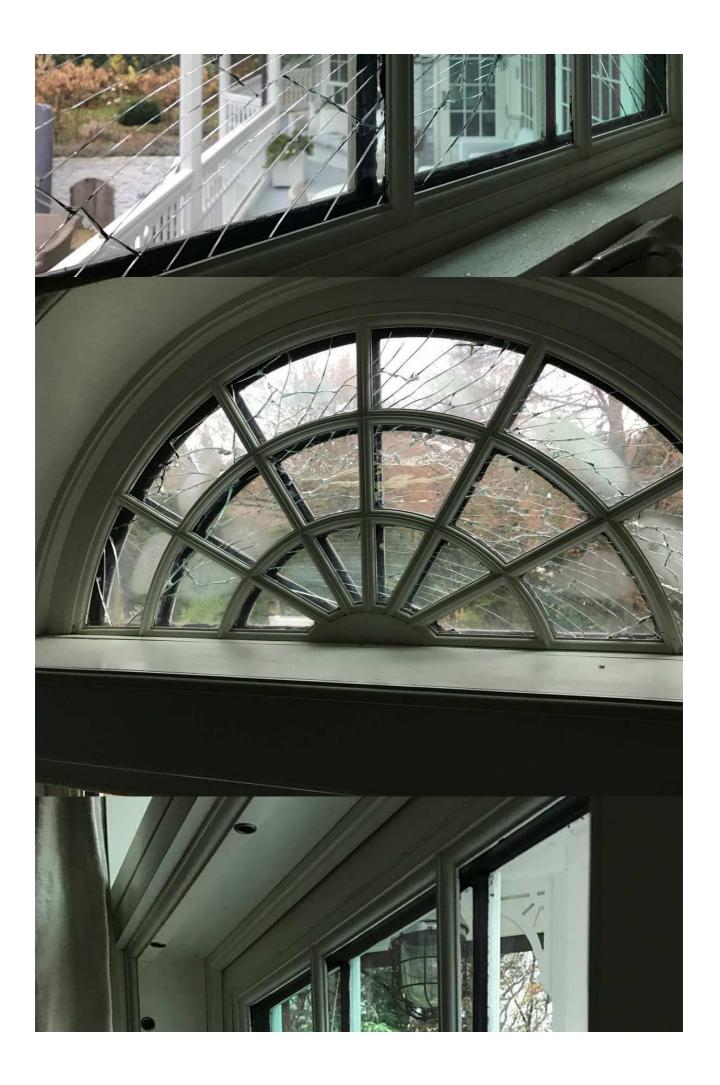
Ship To:

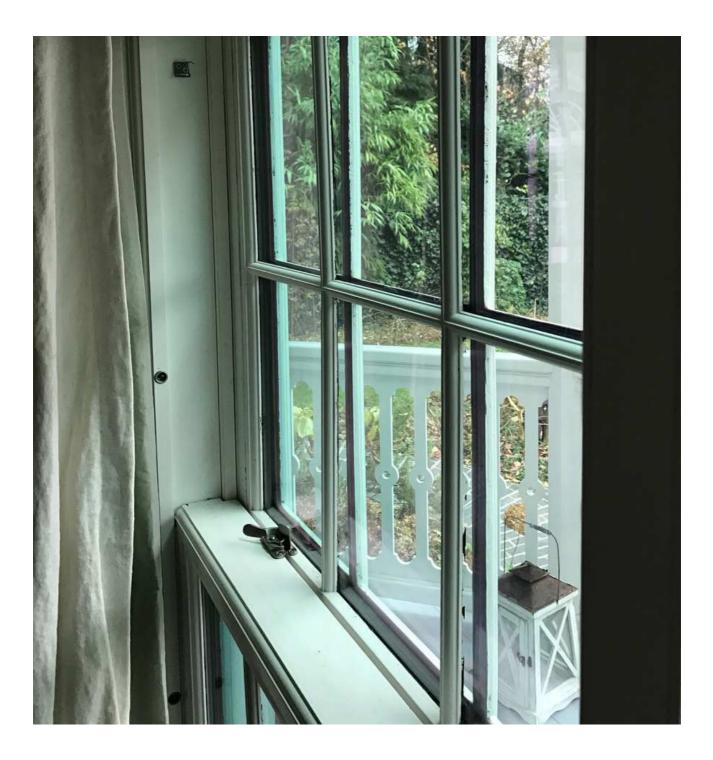
THE PADDED WAGON WAREHOUSE 163 EXTERIOR STREET BRONX, NEW YORK 10451

VERB	[TANKAL 14] [TANKALAMING ]   [LANKALAMIN]   [LANKAL			4.		74902				
Date Required Ship Via			F.O.B.		Date Shipped			Salesman	H	
May	19 09 -	BEST WAY	100	OUR P	LANT	Apr	30 09		SB	0,
QTY.	The same	1277	DESCRIPTION	21,521,642	<b>新之</b> 家)不是	201	gty B/O	OTY SHPD	PRICE	AMOUNT
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2			5/16 X 88-5/16	C3	1000		0	2	0.00	0.
2			25/32 X 73-5/16	C3	2262		0	2	0.00	0.
12	QUAD SC	75 KRYPTON 7-1	5/16 X 12-27/32	C11	1.56		0	2	0.00	0.
12	QUAD SC	75 KRYPTON 21-	3/4 X 12-27/32	Cll	428	8	0	2	0.00	0.
2	QUAD SC	75 KRYPTON 7-1	5/16 X 88-5/16	C11	10 00		0	2	0.00	0.
2	QUAD SC	75 KRYPTON 21-	25/32 X 73-5/16	Cll	2262		0	2	0.00	o.
3	OUAD SC	75 KRYPTON 26-	7/16 X 12-27/32	C4	2.72		0	1	0.00	0.
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kind regards,

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

Hel

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

**Fron** 

Sent: Tuesday, November 29, 2016 2:00 PM

To: <a href="mailto:info@ecoglass.ca">info@ecoglass.ca</a> **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,

