

From:
Subject: Re: www.ecoglass.ca 193 units QUAD SC75 Heat Mirror krypton gas imploding problems
Date: 31 October 2018 at 10:39
To: Jim Larkin jim@ecoglass.ca
Cc: info@ecoglass.ca, glenn@ecoglass.ca, Mary Westerterp mary@ecoglass.ca, Dowling, John James III jjdowl@eastman.com, Marsh, Tom tmarsh@eastman.com

Dear Jim,

Is there an reason that i do not get answers on the questions down below?

Kind regards,

On 19 Oct 2018, at 11:29, wrote:

Dear Jim,

Yet an other IG imploded today ! See photo attached.
It has been a week that I am waiting for the answers down below.

It is incredibly that none of the two companies involved with this manufacturing problem show more intrest in their faulty product.

<Yet an other Eco Insulating Glass with HEAT MIRROR imploded today.jpg>

Kind regards,

On 12 Oct 2018, at 16:18, wrote:

Dear Tom,

Unfortunately I have to disagree that Eastman Chemical Company is not involved or indirectly responsible for this problem see down below the following reasons / questions.

- 1 Eastman stipulates what sealant has to be used by the manufactures appointed by Eastman when Heat Mirror is applied.
- 2 Is the sealant stipulated by Eastman applied with the use of Heat Mirror suitable for Krypton gas filled IG?
- 3 Did ECO Insulating Glass Inc. use the sealant stipulated by Eastman?
- 4 What sealant did ECO Insulating glass Inc. use with the primary seal and secondary seal?
- 5 If the leakage of Krypton gas does not go trough the sealant does it leak trough the Heat Mirror film and trough the secondary seal?
- 6 Does Eastman stipulate what spacer has to be used with the use of Heat Mirror? What spacer did ECO Insulating Glass Inc. use?
- 7 If ECO Insulating Glass Inc. followed all rules stipulated by Eastman when applying Heat Mirror and leakage of Krypton gas occurs maybe Eastman their instructions are incorrect?

As you can see on all questions above Eastman Chemical Company is involved in this problem that is also the reason that i started to copy you and your colleague John in since 25 September 2017.

I have appointed a reputable engineer Walter Frank Westgeest from Bouwkans that was recommended by my lawyer A. Paardekooper from Blenheim to investigate the problem about the imploding and concave insulating glass units manufactured by ECO Insulating Glass Inc.
The report is very clear of what the problem is the smaller Krypton gas molecules are leaking out of the IG units and the bigger air molecules can not enter into the sealant with the result that the IG concave and implodes this is happening with all 193 IG units also with a spare one that has never been installed and has been stored in a cupboard in a garage.

This manufacture problem has resulted in a damage of over € 135.000,- i will not accept that ECO Insulating Glass Inc. or Eastman Chemical Company will just walk away from their responsibilities.

Kind regards,

Attached the report made up by engineer Walter Frank Westgeest from Bouwkans:

<Bouwkans report Insulating glass problems 2017:02:10 .pdf>

On 8 Oct 2018, at 20:01, Marsh, Tom <tmarsh@eastman.com> wrote:

Gentlemen,

Recently Mr. Dowling and I have been copied on a string of emails between your companies. As this issue appears to be related to the general manufacturing of insulating glass units and does not directly involve Eastman or our products, I respectfully request that you remove Mr. Dowling and I from your correspondence.

Thank you

Tom

Thomas R. Marsh

Advanced Materials – Performance Films

office: (423) 229-5540 | mobile: (563) 343-3630 | TMarsh@Eastman.com

<image003.png>

Eastman Chemical Company | 575 Maryville Centre Drive St. Louis, MO 63141

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From:

Sent: Friday, October 5, 2018 10:58 AM

To: Jim Larkin <jim@ecoglass.ca>

Cc: info@ecoglass.ca; glenn@ecoglass.ca; Mary Westerterp <mary@ecoglass.ca>;

Marsh, Tom <tmarsh@eastman.com>; Dowling, John James III <jjdowl@eastman.com>

Subject: [I] Re: www.ecoglass.ca 193 units QUAD SC75 Heat Mirror krypton gas imploding problems

Jim,

1 The unit has never been used the original ECO Insulating Glass stickers are still on it, dust is from 10 years of storage in a cuboard are you saying that glass produced by ECO Insulating Glass go concave because of dust ?

2 Please read the report from the engineer carefully the reason for the concave glass and imploding is described clearly and this is a wel known problem when Krypton gas leaks through inferior sealant. As long that you can not prove that there is an other plausible reason we have to follow the clear findings from the engineer Walter Frank Westgeest.

3 You requested me to ship one unit, you where going to have a independent

laboratory do a test on the sealant, you were going to send me the report this has for some strange reason never happened, instead I got a very nasty letter from a lawyer, please explain?

4 Which other damage than Krypton gas leaking through the sealant cause IG glass to concave and implode?

5 There is no clause in the Architect Information Binder 2009 where it stipulate that cross bars void the warranty.

Kind Regards,

On 3 Oct 2018, at 21:05, Jim Larkin <jim@ecoglass.ca> wrote:

Lars,

I will try to answer your questions.

1. I don't know why the unit you say is stored in your garage in a cupboard is concave. I don't know what has happened to it since we shipped it. The picture shows that it is dirty (inconsistent with being stored in a cupboard) and looks used.

2. There is no specific correlation that I am aware of between glued-on cross bars and leaking sealants. It is possible, but not a fact, that concavity of the glass could have caused sealant to leak. Anytime you damage a unit, problems can occur. There are additional problems that glued-on cross bars could cause. That is why the product warranty specifically states that ECO Insulating Glass Inc. assumes no responsibility for "units retrofitted with any type of solar film or tinted film or any other added covering to the original glass surface."

Further, the characterization of the sealant used as "the incorrect sealant" or "inferior quality for the use of Krypton gas" is an incorrect assumption. If the sealant leaked, it would likely have been as a result of other damage.

3. Unfortunately, I was not at the meeting in Toronto and I did not see your plans. However, the warranty is very clear that you cannot add things to the surface of the glass.

The bottom line here is that ECO Insulating Glass Inc. simply cannot be responsible for the mishandling or misuse of our product after delivery.

Regards,

Jim Larkin

<image003.jpg>
ECO Insulating Glass Inc,
Tel: 905-564-8235
Web: www.ecoglass.ca

From:
Sent: Tuesday, October 2, 2018 1:01 PM
To: Jim Larkin <jim@ecoglass.ca>
Cc: info@ecoglass.ca; glenn@ecoglass.ca; Mary Westerterp
<mary@ecoglass.ca>; tmarsh@eastman.com; jjdowl@eastman.com
Subject: Re: www.ecoglass.ca 193 units QUAD SC75 Heat Mirror krypton
gas imploding problems

Jim,

Interesting that you only comment about the dust on the IG glass that has never been used and still has the stickers from ECO Insulating Glass Inc. and heat mirror on both sides. You can read in the report made by ir. Walter Frank Westgeest 10 February 2017 page 12 where the unit was stored and the condition of the unit when the report was made it is concave and has never had cross bars glued on it.

None of the 193 units arrived concave in 2009 otherwise I would have notified ECO Insulating Glass Inc. immediately.

As you can read in the report made by ir. Walter Frank Westgeest on page 13, 14, 15 and on other media on-line the problem is the incorrect sealant used by ECO Glass Insulating Glass Inc. the sealant is of a inferior quality for the use of Krypton gas resulting in a slow leakage process of the gas with a result to concave and implode.

I would like you to answer my previous questions:

- 1 Please explain why the unit that we have stored in our garage in a cupboard and has never been installed is concave?
- 2 Is there a correlation between glued-on cross bars and leaking sealant between the panes?
- 3 The Architect information binder does not mention anything about glued-on cross bars violating the warranty. When we ordered the units when we where in Toronto we showed the plans and design of the windows and there was no mention that the glued-on cross bars could cause the IG to concave and implode.

Kind regards,

On 1 Oct 2018, at 23:00, Jim Larkin <jim@ecoglass.ca> wrote:

I don't know what happened to the unit in the picture. I am sure if it was in that condition when it was delivered, we would have heard about it. There is a lot of dirt on the edge. Unfortunately, we have no way of keeping track where it has been or of its treatment after we shipped it. It certainly looks well-used.

I am sorry you have found yourself in this situation. But it is clear that ECO bears no responsibility for what happened in this case.

Regards,

Jim Larkin
<image002.jpg>
ECO Insulating Glass Inc,
Tel: 905-564-8235
Web: www.ecoglass.ca

From:

Sent: Monday, October 1, 2018 12:12 PM

To: Jim Larkin <jim@ecoglass.ca>

Cc: info@ecoglass.ca; glenn@ecoglass.ca; Mary Westerterp <mary@ecoglass.ca>; tmarsh@eastman.com; jjdowl@eastman.com

Subject: Re: www.ecoglass.ca 193 units QUAD SC75 Heat Mirror krypton gas imploding problems

Jim,

Please explain why the unit that we have stored in our garage in a cupboard and has never been installed is also concave?

There is no correlation between glued-on cross bars and leaking sealant between the panes.

Your Architect information binder does not mention anything that glued-on cross bars violate the warranty.

<image001.jpg>

On 1 Oct 2018, at 17:52, Jim Larkin
<jim@ecoglass.ca> wrote:

Mr.

I wish to reiterate, that we are truly sorry to learn of the problem you are having with your windows.

To repeat my prior response, in 30 years of manufacturing, we have never had an "implosion" issue. Second, upon review of your problem, we discovered that your installation of our insulating glass units was done improperly which unfortunately voided the warranty. Your own "glass expert" acknowledged that the glazing system included "glued-on cross bars" which invalidated the warranty.

We tried to help and do what we could within reason. Unfortunately, you declined our previous offer to help. We wish you the best in your effort to solve the problem.

Regards,

Jim Larkin
<image003.jpg>
ECO Insulating Glass Inc,
Tel: 905-564-8235
Web: www.ecoglass.ca

From:

Sent: Monday, October 1, 2018 6:39 AM

To: info@ecoglass.ca; glenn@ecoglass.ca;
jim@ecoglass.ca; donna@ecoglass.ca; Mary
Westerterp <mary@ecoglass.ca>

Cc: tmarsh@eastman.com;
jjdowl@eastman.com

Subject: www.ecoglass.ca 193 units QUAD SC75
Heat Mirror krypton gas imploding problems



ECO Insulating Glass,

We are now entering into autumn and then winter arrives we are already worried of what this winter is going to give us how many windows manufactured by ECO Insulating Glass Inc. will implode in this winter and will someone get hurt by glass pieces that fly around after the implosions? All windows are concave with a result that all views through the windows are distorted.

Are you ever considering that not taking responsibility for your production errors is a big mistake or do you not care about what your customers think about your company and products that you manufacture?

You denying your production problems is very bad for the reputation of ECO Insulating Glass Inc. but this does not seem to worry you at all.

Kind regards,