



Harry Lo <harrykhlo@gmail.com>

Re: Thermally broken doors

1 message

Harry Lo <harrykhlo@gmail.com>

Thu, Apr 13, 2023 at 8:17 PM

To: Claudia Davidson <claudia@canterburylegal.co.nz>

Hi Claudia,

Thanks for your call today.

Further to our conversation, the following information is for your reference.

I would like to send you the information below about the order amendment including the removal of argon gas during the colour consultation (actually they used the meeting for promoting upgrade on the order. I expected only to confirm the colour).

1. Attached Email 1 includes
 1. An email I sent Hagley to confirm that I do not want the argon gas; and
 2. An email Hagley confirmed the argon gas is removed and an entry door is changed.
2. Attached Email 2 includes
 1. An email Ricky (the builder) requested for a confirmation of the aforementioned changes by signing the attached document.
3. Attached Email 3 includes:
 1. An email I confirmed the changes by returning the signed document.

For your reference, the argon gas is a material filling into the cavity of the double glazed glass. My complaint is about aluminum frames missing the thermal insulation between the inner and outer parts of the aluminium frames. Therefore, in my view, the argon gas does not relate to the complaint.

Regarding the builder reply to the mediator today, I enclosed the following emails

1. Attached Email 4 includes
 1. The builder's reply told what he got from Hagley (But it did not have the attachment from Hagley)
2. Attached Email 5 includes
 1. An email Builder's lawyer sent me the aforementioned Hagley's attachment
3. Attached RE_2 Rapare street.eml
 1. It is the actual Hagley's attachment that the Builder's lawyer sent to me
 1. The attachment was about that Builder and Hagley agreed on 20 Dec 2022 to replace the one of aluminium members (i.e. the stile). But I did not know this agreement between them.
 2. Hagley informed me their agreement with the builder on 21 Dec 2022 and I immediately disagreed with their offered conditions of the replacements and warrants.
4. Attached Email 6 includes
 1. My email on 21 Dec 2022 (mentioned right above) disagreed with Hagley's offered conditions of the replacements and warrants.

Now, I am going to get one or two quotation(s) from different manufacturers for the following items:

1. remove the entire 7 existing partially thermally sliding doors with a side window
2. dispose of the 7 sliding doors.
3. install 7 fully thermally broken sliding doors with the side window.
4. reinstall all the affected parts of the house due to the replacement of the doors.

Please feel free to let me know if there are any problems or concerns.

Thank you for your help.

Kind regards,

Harry

On Tue, Apr 11, 2023 at 11:24 AM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Claudia,

Thank you for your effort to help.

I have some questions about the further actions.

Would you mind having a chat at your convenience? If so, what time suits you best?

Thank you so much.
Kind regards,
Harry

On Tue, Apr 4, 2023 at 9:41 AM Claudia Davidson <claudia@canterburylegal.co.nz> wrote:

Hi Harry,

First you need to get a quote from a different manufacturer for the cost of installing the correct thermally broken aluminium doors that you paid for under the contract and a quote for the partially broken aluminium doors (what you got).

Once we know these figures, we can write a letter of demand to the builder to rectify this issue. If the builder does not rectify the issue and replace the doors, we can file a claim for costs in the District Court depending on how much the cost is to replace the doors.

Regards,

Claudia Davidson

Senior Litigation Solicitor



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W: www.canterburylegal.co.nz

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----- Forwarded message -----

From: Matt McLelland <matt.mclelland@hagley.co.nz>

To: Ricky Wong <jsrconstruction.nz@gmail.com>

Cc: Tom Ashwin <tom.ashwin@hagley.co.nz>

Bcc:

Date: Mon, 19 Dec 2022 21:25:18 +0000

Subject: RE: 2 Rapare street

Hi Ricky,

Good thanks hope you are well also.

Yes as per my phone call last week we have re-ordered all the stiles in thermally broken and we will replace these on site for you once they arrive in.

We should see this metal arrive in mid to late January.

Cheers

Matt McLelland
General Manager
Hagley Windows & Doors

☎ 03 33 88 235
☎ 0274 800 803
✉ matt.mclelland@hagley.co.nz
🌐 www.hagley.co.nz  

📍 **Waterloo Business Park**
926 Halswell Junction Road
Christchurch 8042
New Zealand



Merry Christmas from the Hagley team.
We close down for Christmas at 12pm on Thursday 22 December 2022 and reopen on Monday 16 January 2023.

The content of this email may contain information that is confidential to the named recipient and/or subject to legal privilege. If you are not the intended recipient, you must not use, distribute or copy this email. If you have received this email in error, please notify the sender immediately and delete the email. Any views expressed in this email do not necessarily reflect those of the Hagley & Thermaseal group of companies.

Sustainability | Please consider the environment before printing this email.

From: Ricky Wong <jsrconstruction.nz@gmail.com>
Sent: Tuesday, 20 December 2022 10:07 AM
To: Matt McLelland <matt.mclelland@hagley.co.nz>
Cc: Tom Ashwin <tom.ashwin@hagley.co.nz>
Subject: Re: 2 Rapare street

Hi Matt and Tom

How are you? Kindly advise what is the next steps you guys decided to do with the thermal broken issues.

Thank you and hope to hear from you. Soon

regards Ricky

On Sun, 11 Dec 2022, 08:54 Ricky Wong, <jsrconstruction.nz@gmail.com> wrote:

Hi Matt

How are you?

My client doesn't accept your and agreed with your reply and insisted that that there wanted full Thermally broken windows as they was no information given that you cannot do it 100 percent when we ordered the products and now coming back to tell us that if we choose to install the Stile they will be no warranty is not acceptable.

Please fix this asap as the job progressing very fast, gib installed and plaster for gib will start next week.

Hope to hear from you.

Thank you.

regards

Ricky

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Project Manager

[Ricky Wong](#)


JSR CONSTRUCTION LTD

[0221018468](#)


7 attachments


 **Email2 argon gas - Gmail - Fwd_ Quote No.27363 JSR CONSTRUCTION - 2 RAPERA STREET, ROLLESTON.pdf**
498K

 **Email1 argon gas - Gmail - RE_ 2 Rapere Street_ No Argon Gas in double glazed glasses.pdf**
1636K

 **Email3 argon gas - Gmail - Re_ Quote No.27363 JSR CONSTRUCTION - 2 RAPERA STREET, ROLLESTON.pdf**
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