



Harry Lo &lt;harrykhlo@gmail.com&gt;

**Fwd: JSR Construction Job No.27363: 2 Rapare Street, Rolleston.**

2 messages

**Ricky Wong** <jsrconstruction.nz@gmail.com>  
To: Harry Lo <harrykhlo@gmail.com>

Tue, Nov 15, 2022 at 8:09 PM

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

From: **Harry Lo** <harrykhlo@gmail.com>  
Date: Sun, 6 Nov 2022, 21:58  
Subject: Re: JSR Construction Job No.27363: [2 Rapare Street, Rolleston](#).  
To: [jsrconstruction.nz@gmail.com](#) <jsrconstruction.nz@gmail.com>

Hi Ricky,

Thank you for your effort in building our house.

We found that some of the aluminum windows and doors are not thermally broken during our site visit on 29 October 2022.

Could you please fix the windows and doors.

Thank you so much for your kind help. Please feel free to contact us if there are any concerns or questions.  
Kind regards,  
Harry

On Mon, Oct 31, 2022 at 2:02 PM Tom Ashwin <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)> wrote:

Hi Harry &amp; Ricky

I have made a few enquiries regarding the Thermal Break in the Sliding Door Stiles and have discovered that APL which is our Aluminium Supplier have had some issues over the past couple of years with the Thermally Broken Sliding Door Stiles bowing in direct sunlight during the summer months in particular with the darker colours and when the sun is at its hottest in the middle of the day. The bowing causes the Door Stile to not line up with the Frame and Striker Plate making the door difficult to opening and close during the day but comes back in line in the evening.

A decision was made by APL to supply non-Thermally Broken Sliding Door Stiles for this reason where a dark colour has been requested. APL have carried out some rigorous testing in relation to the efficiency of the Door Stiles being non-Thermally Broken and the loss in the Thermal Rating is only one – two percent over the entire Frame. With the Non-Thermally Broken Door Stiles the product still meets the minimum R rating and does not affect the performance of the Door.

Kind Regards Tom

**Tom Ashwin**  
Project Manager  
**Hagley Windows & Doors**

☎ 03 33 88 235  
☎ 0274 800 208  
✉ [tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)



Waterloo Business Park  
926 Halswell Junction Road  
Christchurch 8042  
New Zealand

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**From:** Harry Lo <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>  
**Sent:** Monday, 31 October 2022 12:48 PM  
**To:** Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>  
**Cc:** Tom Ashwin <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)>; Sze Ping Jessica Lo <[jlee2609@yahoo.com.hk](mailto:jlee2609@yahoo.com.hk)>  
**Subject:** Fwd: 2 rapare street

Hi Ricky,

The photos of white aluminium frames you sent Tom were not for our house.

On the photos of the black aluminium frames, the layer marked thermal broken is a strip of aluminium but not the thermal broken layer.

Please have a further investigation.

Thanks.

Harry

On Mon, 31 Oct 2022, 11:00 Ricky Wong, <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)> wrote:

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

From: **Tom Ashwin** <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)>  
Date: Mon, 31 Oct 2022, 10:12  
Subject: RE: 2 rapare street  
To: Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>

Hi Ricky

I can see the thermal break in both those photos so no need to go to site.

Cheers Tom

Tom Ashwin

Project Manager

Hagley Windows & Doors

03 33 88 235

0274 800 208

tom.ashwin@hagley.co.nz

www.hagley.co.nz

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**From:** Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>  
**Sent:** Monday, 31 October 2022 9:56 AM  
**To:** Tom Ashwin <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)>  
**Subject:** Re: 2 rapare street

I had covid , you can get in lockbox and gate 1988

On Mon, 31 Oct 2022, 08:18 Tom Ashwin, <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)> wrote:

What time will you be on site?

Tom Ashwin

03 33 88 235

Project Manager

0274 800 208

Hagley Windows & Doors

tom.ashwin@hagley.co.nz

www.hagley.co.nz

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**From:** Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>  
**Sent:** Monday, 31 October 2022 8:14 AM  
**To:** Tom Ashwin <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)>  
**Subject:** Re: 2 rapare street

Papers yes, but what onsite is different stories, please come to have a look

On Mon, 31 Oct 2022, 08:01 Tom Ashwin, <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)> wrote:

Hi Ricky

I have just checked our paperwork here and all items are thermally broken as requested.

The client didn't want Argon Gas to the Double Glazed Units so this was not provided.

**Tom Ashwin**                      03 33 88 235

**Project Manager**                      0274 800 208

**Hagley Windows & Doors**                      tom.ashwin@hagley.co.nz

**www.hagley.co.nz**

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**From:** Ricky Wong <[jsrconstruction.nz@gmail.com](mailto:jsrconstruction.nz@gmail.com)>  
**Sent:** Sunday, 30 October 2022 5:07 PM  
**To:** Tom Ashwin <[tom.ashwin@hagley.co.nz](mailto:tom.ashwin@hagley.co.nz)>  
**Subject:** 2 rapare street

Hi Tom go see why some doors are not thermal broken

**Harry Lo** <[harrykhlo@gmail.com](mailto:harrykhlo@gmail.com)>  
Draft

Tue, Nov 15, 2022 at 10:12 PM

[Quoted text hidden]