



Harry Lo <harrykhlo@gmail.com>

Fwd: 27363 - 2 Rapera Street

1 message

Ricky Wong <jsrconstruction.nz@gmail.com>

Thu, Nov 24, 2022 at 1:05 PM

To: Harry Lo <harrykhlo@gmail.com>, Jessica Lee <jlee2609@yahoo.com.hk>

Hi Harry and Jessica

We visited your house with the General Manager of Hagley and conducted a full inspection of your windows and doors. Your worries of the all the windows was done done with Non Thermally broken was not true. all the windows is done thermal broken, They have all the documents and orders to proof it. and I asl touch and feel the items on site. They are few doors that donot have the stile as explained in pervious letter as well as the letter below. Please find some time to read.

I am happy to go through this with you guys onsite. Please let me know when you are available.

Thank you.

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

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

Date: Thu, Nov 24, 2022 at 12:37 PM

Subject: 27363 - 2 Rapera Street

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

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

Hi Ricky,

Thanks for your time today on site at 2 Rapera Street and very nice to meet you.

I wanted to formalise in an email our conversation regarding the concern about the Residential Thermal Heart suite that you have purchased from us for this property.

Hagley is a manufacturer of aluminium windows and doors with our product coming from the APL Group.

The APL Group is the largest supplier of windows and doors in New Zealand and has over 80 window and door manufacturers nationwide through 3 brands being Altherm, First and Vantage.

APL provide us with the manufacturing packs for all our products as well as the testing data that is used through our quoting and pricing programs to ensure all their fabricators are providing a top quality product that is up to specification and code.

The Thermal Heart product has been around for a number of years now and its popularity has increased over time.

APL have been continually developing this product during this course to ensure it continues to comply with the required insulation levels for a thermal aluminium system as well as adding new products and designs to suit all types of projects.

Around 3 years ago the group of window manufacturers met together at an APL conference and discussed a common problem we were facing with the interlocker and stiles of the sliding door units.

We were finding that particularly with darker colour joinery, the product would bend and bow in direct sunlight and the doors were not able to be operated as you can see in the attachment above from APL.

After thorough investigation in New Zealand and overseas, APL made the decision to supply the interlocker and stiles of the sliding door units without a thermal break in it as standard.

They modelled these sliding doors to see what the loss percentage of the thermal retention or R Value of the product would be with this solution and found that it was as low as only 4% lost through the unit due to this solution. APL then compared this to the building code and the R Values required for a thermal suite to achieve and have confirmed that this solution still complies as a thermal system.

To sum up, Hagley are a manufacturer of windows from APL and certainly haven't made this decision ourselves without the confidence that the product is up to scratch and compliant. APL have tested and modelled countless doors and data to ensure that the solution of non-thermally broken stiles still achieves the R value required for a thermal system.

Hagley have quoted and provided the APL Residential Thermal Heart suite as per our contract to 2 Rapera Street in full and in spec and in line with the building code.

I have attached above a letter from the Technical Manager of APL to confirm and give confidence that the email above is accurate.

I have also attached our metal extrusion order which shows every piece of metal ordered, confirming that everything has been supplied as per the APL Thermal Suite requirement. All codes show the thermal heart (T/H) code next to them apart from the interlocker and stile which is in line with the above and attachment from APL.

Also attached above is our producer statement for this contract noting the specifications of the windows and doors.

If you have any queries on the information above please let me know but I hope this gives your client confidence that Hagley has provided the windows and doors to the correct specification and per our contract.

Thanks and regards,

Matt McLelland
General Manager
Hagley Windows & Doors

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Sustainability | Please consider the environment before printing this email.

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Project Manager
Ricky Wong
JSR CONSTRUCTION LTD
0221018468



3 attachments

 **Thermally Broken Sliding Doors.pdf**
613K

 **Product Order 27363_PO1.pdf**
39K

 **27363 - producer-statement.pdf**
767K

Thermally Broken Sliding Doors

12 May 2022

To whom it may concern

After many complaints about sliding doors not being able to be operated when the sun was on the doors, APL decided to look at ways this problem could be rectified.

The cause of thermal bending is that one side heats up more than the other and as they are connected to each other the 2 sides expand at different rates causing the extrusion to bend. This will straighten when the 2 sides of the extrusion return to the same temperature.

This is a problem around the world which has been worked on by the suppliers of the Thermal Break in Europe. Until that developing technology is available to us, we have decided to supply the stiles that bend a lot in straight aluminum as standard. Because the interlocking stile is opposed to the interlocking mullion (Which is thermally broken but captured in the frame) very little cold is transferred through to that stile. There is slightly more in the closing stile, but it is more important that that one stays straight as you cannot shut the door if it bends.

Thermal modeling does show that the door loses 4% of its R value which we believe is justified to have a door that operates properly.

It still has an R value that will comply with the soon to be introduced upgrade of R values in section H1 of the building code.

I hope this assists in assuring you that we believe it is the best available option as our standard offering.



Bill Knighton
Technical Manager

Product Order 27363_PO1

Factory: Hagley Res

Company: My Group of Factories

Job: 27363: JSR CONSTRUCTION - 2 RAPERA STREET ROLLESTON 27363

Address: Hagley Windows and Doors Ltd 926 HALSWELL JUNCTION ROAD CHRISTCHURCH

Supplier: Architectural Profiles Ltd

Submitted (Online): 15/08/2022 2:21 PM **Hub ID:** 507693

Status: Downloaded

Estimated delivery date: 22/08/2022

Items:

1) Extrusion: 65025: RES. TH SQUARE PRESSURE FIT BEAD

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 24

2) Extrusion: 65101: RES. TH STANDARD MULLION

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

3) Extrusion: 65101: RES. TH STANDARD MULLION

Length: 2500

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

4) Extrusion: 65181: RES. TH SIDELIGHT WINDOW FRAME

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 10

5) Extrusion: 65181: RES. TH SIDELIGHT WINDOW FRAME

Length: 2200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

6) Extrusion: 65191: RES. TH HINGED DOOR COUPLING BAR

Length: 2200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

7) Extrusion: 65201: RES. TH HINGED DOOR RAIL **Length:**

4200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

8) Extrusion: 65201: RES. TH HINGED DOOR RAIL **Length:**

2100

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

9) Extrusion: 65211: RES. TH HINGED DOOR STILE

Length: 4200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 4

10) Extrusion: 65291: RES. TH 58MM HINGED DOOR VISION RAIL

Length: 4800

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

11) Extrusion: 65311: RES. TH OPEN OUT HINGED DOOR FRAME

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 6

12) Extrusion: 65331: RES. TH OPEN IN TIMBER DOOR FRAME

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

13) Extrusion: 65331: RES. TH OPEN IN TIMBER DOOR FRAME

Length: 2200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

14) Extrusion: 65381: RES. TH SLIDING DOOR SILL FRAME PUNCHED

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 2

15) Extrusion: 65391: RES. TH MULTI SLIDER FRAME PUNCHED

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 2

16) Extrusion: 65391: RES. TH MULTI SLIDER FRAME PUNCHED

Length: 3000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

17) Extrusion: 65401: RES. TH SLIDING DOOR FRAME

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 6

18) Extrusion: 65411: RES. TH MULTI SLIDER FRAME

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 3

19) Extrusion: 65411: RES. TH MULTI SLIDER FRAME

Length: 4400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

20) Extrusion: 65411: RES. TH MULTI SLIDER FRAME

Length: 3000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

21) Extrusion: 65431: RES. TH HD INTERLOCKING MULLION

Length: 4200

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 3

22) Extrusion: 65431: RES. TH HD INTERLOCKING MULLION

Length: 2400

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1

23) Extrusion: 65471: RES. TH SLIDING DOOR BOTTOM RAIL

Length: 4800

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 4

24) Extrusion: 65509: INTERLOCKER STILE

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 5

25) Extrusion: 65519: HEAVY DUTY REVERSE INTERLOCKER

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 2

26) Extrusion: 65585: RES. TH SLIDING DOOR FLAT INFILL

Length: 4600

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 8

27) Extrusion: 65619: MORTICE LOCK STILE

Length: 5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 4

28) Extrusion: 65625: RES. TH SLIDING DOOR SQUARE THRESHOLD

Length: 4600

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 8

29) Extrusion: 65686: RES. TH SLIDING DOOR TRACK PUNCHED

Length: 4600

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 5

30) Extrusion: 65741: RES TH BEADED SASH **Length:**

5000

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 10

31) Extrusion: 65741: RES TH BEADED SASH

Length: 2500

Colour: CD: METRO COAL DUST MATT 21P9221M

Quantity: 1



Producer statement

Warranty

Our windows and doors comply with the building code

All products supplied by Vantage Windows & Doors meet or exceed the requirements of the New Zealand Building Code and New Zealand Standards; NZS4211, Performance of Windows, and NZS4223, Glazing in Buildings - Parts 1-4 incl.

This means our windows and doors have been designed and successfully tested to perform in New Zealand's most diverse conditions, and will:

- **satisfy the strength and deflection requirements of the standards**
- **deliver the desired levels of weathertightness appropriate to the prescribed wind zones**
- **meet the air leakage requirements necessary to provide comfort and efficiency**
- **include glazing of appropriate weight, strength and safety to satisfy not only the expected wind load but also accidental human impact.**

In accordance with the Terms and Conditions of Warranty, a warranty for all Vantage Windows & Doors products is provided, under normal conditions of use, against failure of materials and/or workmanship for a period of 5 years.

The surface finishing of the aluminium extrusion is covered by a separate Performance Warranty which is dependent on the actual finish selected.

A window and door hardware/component warranty protects against defects in manufacturing, functionality and surface finish for a period of 5 years, provided care and maintenance guidelines have been followed. Plated (soft) finishes are excluded from the warranty.

Please note

This warranty is subject to correct installation, as outlined in the Building Code Acceptable Solution Clause E2/AS1 External Moisture, or an approved alternative solution.

Homeowner details

Name	JSR Construction
Mobile	0221018468
Email	matt.mclelland@hagley.co.nz

Site details

Address / lot number	2 Rapera Street, Rolleston
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Product details

Delivery date	16 September 2022
Joinery Products used	Residential Series ThermalHEART
Joinery colour	Metro Coal Dust Matt
Warranty number	22-11-129800V

Manufacturer details

Name	Hagley Windows and Doors
Address	Waterloo Business Park, 926 Halswell Junction Road, Christchurch



Vantage Windows & Doors is an APL brand

