



Harry Lo <harrykhlo@gmail.com>

Re: Incorrect Thermal broken Aluminum Joinery: 2 Rapare St. Job No.27363 - JSR Construction.

1 message

Harry Lo <harrykhlo@gmail.com>
To: Ricky Wong <jsrconstruction.nz@gmail.com>
Cc: Matt McLelland <matt.mclelland@hagley.co.nz>

Wed, Dec 21, 2022 at 9:59 PM

Hi Ricky,

Thank you for your information.

I have not agreed to the conditions of replacement and warranty stated in Matt's email below on 21 Dec 2022.

I will initiate the mediation in due course.

Thank you for your attention.
Kind regards,
Harry

On Wed, Dec 21, 2022 at 9:24 PM Matt McLelland <matt.mclelland@hagley.co.nz> wrote:

Good evening Harry and Ricky,

I have mentioned this to Ricky but just wanted to email to confirm that we have agreed to replace the non-thermal extrusions for you.

We have ordered the material and this is due to arrive mid to late January (since the supplier also has a break over the holiday period) and we can change this over on site once it arrives.

I can confirm that you will receive a warranty for the windows and doors, however, the warranty does not cover any thermal bowing or any issues related to this. Thermal bowing is a temporary condition that can occur when the temperature on an extrusion is different on one side compared to the other. To avoid this we originally supplied you with our standard aluminium stiles which still reach the R-Value requirement of the new building code for thermal heart joinery, but this was not satisfactory to you.

I can also confirm that the fixed interlocker has already been supplied as a thermally broken extrusion so this will not be changing, there is no other extrusion or alternative here that could be put in its place and APL have only the one thermally broken fixed interlocker which I can confidently say has been installed as you have pointed out in your photo.

This extrusion has been supplied and installed in line with the APL manufacturing pack provided to us which Hagley and all of APLs other manufacturers follow.

Thanks for your time,
Cheers

Matt McLelland
General Manager
Hagley Windows & Doors

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

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926 Halswell Junction Road
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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.

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From: Harry Lo <harrykhlo@gmail.com>
Sent: Tuesday, 20 December 2022 7:33 PM
To: Ricky Wong <jsrconstruction.nz@gmail.com>
Cc: Matt McLelland <matt.mclelland@hagley.co.nz>
Subject: Re: Incorrect Thermal broken Aluminum Joinery: 2 Rapare St. Job No.27363 - JSR Construction.

Kia ora Ricky,

Thank you for your updated information.

Would you provide us with a full warranty of the thermally broken sliding doors and windows after the replacements of any components of the sliding doors and windows?

In short, you are required to at least but not limited to replace the fixed interlocker and stiles with full warranty of the entire products. The details are given below.

You shall provide us with the following:

1. You shall replace all non-thermally broken components of the sliding doors and windows which including but not limited to the stiles and fixed interlocker. There is a path of thermal conduction where it is not thermally broken at the joint of the window transom and sliding-door fixed interlocker as indicated by the red line on the marked photo as shown on Photo 1 below. The same photo without marking is given side by side for easy reference. You are required to change the fixed interlocker to have the proper thermally broken strip align with the strip on the window transom. I also took a thermal image (see Photo 2) with the sunshine reaching half the height of the sliding door. It showed that the non-thermally broken components (the joint in between the interlocker and the window transom, and the stiles) creating a thermal conduction between the internal and external parts of the thermally-broken members (e.g. bottom of the sliding door frames and the window transom).
2. You shall provide full warranty of the thermally broken sliding doors and windows after the replacement. Hagley Windows & Doors mentioned that, on their email, they will not provide us with the warranty of the sliding doors if they change the stiles of the sliding doors (refer to the part is highlighted yellow on the email from Hagley Windows & Doors on 17 Nov 2022 at 3:42pm at the screenshot below). I do not accept the product without the warranty.

Thank you for your kind help.

Nga mihi,

Harry

Photo 1: Path of thermal conduction at the joint of window transom and sliding-door fixed interlocker and the same photo without marking is given side by side for easy reference

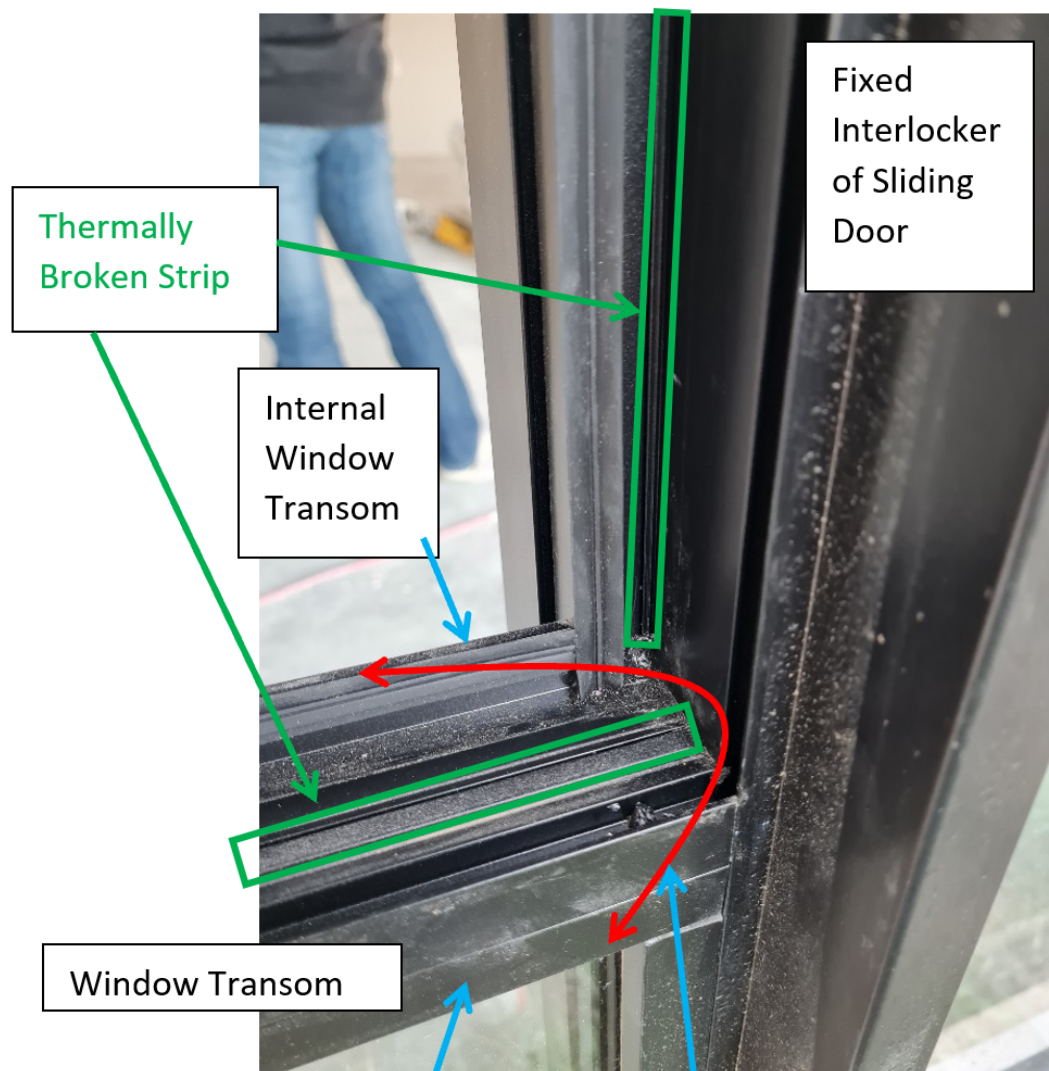
Marked photoSame photo without marking

Photo 2: Thermal image of the sliding door and window with the sunshine reaching half the height of the sliding door. It showed that the non-thermally broken components (the joint in between the interlocker and the window transom, and the stile) creating a thermal conduction between the internal and external parts of the thermally-broken members (e.g. bottom of the sliding door frames and the window transom).



Screenshot: Hagley Email about non-warranty arrangement

----- Forwarded message -----
From: **Tom Ashwin** <tom.ashwin@hagley.co.nz>
Date: Thu, Nov 17, 2022 at 3:42 PM
Subject: RE: Building Dispute MB # 050417 - JSR Construction: Job No.27363
To: Ricky Wong <jsrconstruction.nz@gmail.com>
Cc: Matt McLelland <matt.mcllelland@hagley.co.nz>

Hi Ricky

Thank you for sending this through.

I have spoken to our manager regarding the homeowners concerns with the Sliding Door Stiles being non-thermally Broken.


We have three options here:

1. We are prepared to change the six Sliding Door Stiles on site to the Thermally Broken Stiles but the homeowner needs to be aware of the potential for Thermal Bowing especially being a dark powder-coat colour and therefore **does not carry a warranty**.
2. Credit back the difference in cost between the standard Aluminium Stiles and the Thermally Broken Stiles which works out to be \$21.50 + GST per Stile. Total \$129.00 + GST
3. More than happy for yourself and the homeowner to come into our Office and discuss the options and homeowner's expectations.

Kind Regards Tom

Tom Ashwin
Project Manager
Hagley Windows & Doors

03 33 88 235
0274 800 208
tom.ashwin@hagley.co.nz
www.hagley.co.nz

 Hagley Windows & Doors Facebook

On Tue, Dec 20, 2022 at 4:37 PM Ricky Wong <jsrconstruction.nz@gmail.com> wrote:

Hi Harry & Jessica

How are you?

Just to let you know that Hagley aluminium has re-ordered all the stiles in thermally broken and we will replace these on site for you once they arrive.

They are expecting the metal to arrive in mid to late January.

Thanks

Ricky

----- Forwarded message -----
From: **Ricky Wong** <jsrconstruction.nz@gmail.com>
Date: Sun, Dec 11, 2022 at 8:49 AM
Subject: Fwd: Incorrect Thermal broken Aluminum Joinery: 2 Rapare St. Job No.27363 - JSR Construction.
To: Matt McLelland <matt.mcllelland@hagley.co.nz>

On Sat, Dec 10, 2022 at 7:15 AM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Ricky,

Hope all is going well with you.

I am writing to check how the remedial work for the aluminium sliding doors is going, since I have not received any reply to my previous email below.

How is the remedial work going?

Looking forward to your reply.

Thank you for your help.

Merry Christmas,

Kind regards,

Harry

On Wed, Dec 7, 2022 at 10:45 PM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Rucky,

How are you getting on the remedial work for the aluminium sliding doors? Can we meet in person or talk over the phone tomorrow (8 Dec 2022) around 5pm to check the process?

Thanks.

Harry

On Sun, Dec 4, 2022 at 8:30 AM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Ricky,

Thank you for your time to clarify the non-thermally-broken aluminium on site on 1 December 2022.

We have clarified that:

1. All the stiles of the sliding doors are not thermally broken (referring to the photo 3 in my email on Nov 20, 2022 at 10:06 PM)
2. All the fixed interlockers of the sliding doors are missed a thermally-broken strip (referring to the photo 2 in my email on Nov 20, 2022 at 10:06 PM). Note that these fixed interlockers are also a part of the adjacent windows.

You are requested to replace all the entire windows and doors which are partially non thermally broken. The warranty of the affected products has to be valid after the replacement.

Please do not hesitate to let us know if there are any concerns or disagreements.

Thank you for your kind help.
Kind regards,
Harry

On Thu, Nov 24, 2022 at 7:51 PM Harry Lo <harrykhlo@gmail.com> wrote:

Hi Ricky,

Why do you give this excuse so late after the installation? Do you know this problem before the installation or before you choose Hayley?

If I know their incapability earlier, I stop you using Hayley. There are a lot of other companies capable of providing proper thermally broken aluminium windows and doors, for example, attached Raylight's quotation here.

You are required to replace all the entire windows and doors which are partially non thermally broken by a capable supplier who can provide proper thermally broken products (e.g. attached Raylight's quotation) without the aforementioned problem. The warranty of the affected products has to be valid after the replacement.

Thank you for your kind help.
Kind regards,
Harry

On Thu, Nov 24, 2022 at 6:47 PM Ricky Wong <jsrconstruction.nz@gmail.com> wrote:

Hi Harry & Jessica

Do you understand this statement below? If not please call me I explain to you.

"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.

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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."