



NEWMAR WINDOW MFG. INC.
ALPA LUMBER GROUP

7630 AIRPORT ROAD, MISSISSAUGA, ON L4T 4G6
TEL (905) 672-1233 FAX (905) 672-1076

WO # W138860

Service Date: Aug 03, 2021

Priority: Normal Status: SCHEDULED

BUILDER

Customer: 611313 City: INNISFIL Received: Jul 06, 2021
Name: ZANCOR BELLE AIRE SHORES Service Phone(s):
Service Fax: Site Phone: Order: D361811-1
Site Fax: Lot#: 37N Phase:

RESIDENT INFORMATION

Home Owner Name: N/A Address: N/A
Home Phone(s): 705-828-3421 Work Phone(s):
Cell Phone(s): Email(s):

LINKED ORDER INFORMATION

Customer: 611313 ZANCOR BELLE AIRE SHORES Lot #: 37N
Model: 50-07 DELTA ST+OP GF(LOFT)/SW Phase:

SERVICE INSTRUCTIONS

THE HOMEOWNER IS REALLY UPSET WITH THE PIECE OF GARAGE TRIM THAT WAS INSTALLED. MY SERVICEMAN ROUMEN WENT TO INSPECT AND CONFIRMED THIS IS UNACCEPTABLE. WOOD FILLER WASN'T EVEN USED. THEY ADDED CAULKING INSTEAD WHICH WE WILL NOT BE ABLE TO PAINT OVER. THE HOMEOWNER ASKED FOR ME TO NOT REMOVE THIS OFF THE LIST UNTIL IT PROPERLY INSTALLED RIGHT. PLEASE HAVE THIS REPLACED I HAVE RESENT A WORK ORDER. PLEASE LET ME KNOW WHEN WE CAN BOOK THIS FOR

PARTS REQUIRED

LN	Item Description	Location	Specification	Size	Options	Qty
140	GARAGE DOOR FRAME Wood header only 8 x 7 4 5/8 4 1/2 wide + brickmould	FRT/GAR	FRAME ONLY	98.75 X 85.375	558	1

Problem Description:

☐ Warranty

Material \$

Labour \$

☐ CHARGEABLES

Material \$

Labour \$

P.O.#:

Cause:

Solution: Made Remove the caulking and put wood filler, builder
redo sand and paint back.

Date Completed: Aug 3/2021

Approved:

Time:

Service Signature: ALEX



Service Department <servicedept@newmar.com>

Fwd: Lot 37N-Innisifl-Newmar

1 message

Melissa Green <mgreen@newmar.com>
To: Service Department <servicedept@newmar.com>

Tue, Jul 6, 2021 at 10:58 AM

08.03.2021 alex

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

From: **Gisella Fiore** <Gisella@zancorhomes.com>
Date: Tue, Jul 6, 2021 at 8:47 AM
Subject: Lot 37N-Innisifl-Newmar
To: service@newmar.com <service@newmar.com>, Melissa Green <mgreen@newmar.com>

Good Morning,

The homeowner is really upset with the piece of garage trim that was installed. My serviceman Roumen went to inspect and confirmed this is unacceptable. Wood filler wasn't even used. They added caulking instead which we will not be able to paint over. The homeowner asked for me to not remove this off the list until it properly installed right. Please have this replaced I have resent a work order. Please let me know when we can book this for.

Service Manager**Gisella Fiore**Gisella@zancorhomes.com

P: 905.738.7010 F: 905.738.5948

221 North Rivermede Road- Concord, ON L4K 3N7

CONFIDENTIALITY NOTICE: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please reply to the sender by email and destroy all copies of the original message.

7/6/2021

Newmar / Casa Bella Mail - Fwd: Lot 37N-Innisfil-Newmar

Please note that our response lead time is longer than before due to backlogs which we have in this pandemic. Thank you for your understanding and patience

Thank you 😊

Melissa Green
Customer Service Facilitator



IMG_3684.heic
1283K