



NEWMAR WINDOW MFG. INC.  
ALPA LUMBER GROUP

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

WO # W188729

Pack Slip: 231978

Service Date: Jun 23, 2023

Priority: Normal Status: SCHEDULED RELEASED

BUILDER

Customer: 611313 City: INNISFIL Received: Jun 07, 2023  
Name: ZANCOR BELLE AIRE SHORES Service Phone(s): Time:  
Service Fax: Site Phone: Order: D388444-1  
Site Fax: Lot#: 158W Phase:

RESIDENT INFORMATION

Home Owner Name: N/A Address: N/A  
Home Phone(s): Work Phone(s):  
Cell Phone(s): Email(s):

LINKED ORDER INFORMATION (D388444-1)

Customer: 611313 ZANCOR BELLE AIRE SHORES Lot #: 158W  
Model: 42-06 MASTHEAD/DW/LOT 158W Phase:

SERVICE INSTRUCTIONS

FRONT WINDOW JAMBS DAMAGED BED #4 - NEWMAR  
ADD  
BROKEN GLASS

PARTS REQUIRED

| LN  | Item Description                      | Location | Specification          | Size            | Options                   | Qty |
|-----|---------------------------------------|----------|------------------------|-----------------|---------------------------|-----|
| 170 | NEWMAR VINYL CASEMENT<br>broken jambs | B4       | OTHER RPLCMNT<br>PARTS | 24 X 48         | DW 61316 FJ RIGHT         | 1   |
| 221 | WINDOW JOIN 3 PART<br>broken jambs    | DEN      | OTHER RPLCMNT<br>PARTS | 81 X 52         | DW 61316 FJ               | 1   |
| 344 | NEWMAR VINYL CASEMENT                 | FAM      | SASH AND<br>GLASS      | 28.125 X 54.125 | RIGHT DW AG22<br>LOWE_ARG | 1   |

Problem Description:

*\* DAMAGE VINYL FRAME \**

☐ Warranty

*Note for builder*

☐ CHARGEABLES

Material \$

Material \$ *182*

Labour \$

Labour \$

P.O.#:

Cause:

Solution:

Date Completed: *JUNE 23, 2023*

Approved: *[Signature]*

Time:

Service Signature:

*RICHARD Ray*



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Problem Description: \_\_\_\_\_

☐ Warranty

Material \$ \_\_\_\_\_

Labour \$ \_\_\_\_\_

☐ CHARGEABLES

Material \$ \_\_\_\_\_

Labour \$ \_\_\_\_\_

P.O.#: \_\_\_\_\_

Cause: \_\_\_\_\_

Solution: \_\_\_\_\_

Date Completed: \_\_\_\_\_

Approved: \_\_\_\_\_

Time: \_\_\_\_\_

Service Signature: \_\_\_\_\_

RICHARD



Shonnessa Facey <sfacey@newmar.com>

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## 158w living room window

7 messages

**Nathan Simas** <nathan@zancorhomes.com>

Tue, Jun 6, 2023 at 12:19 PM

To: Service Department <servicedept@newmar.com>, Melissa Green <mgreen@newmar.com>, Shonnessa Facey <sfacey@newmar.com>

Good afternoon

Do you have a date scheduled for this replacement

Thanks,

Nathan Simas

Finishing Supervisor

Belle Aire Shores

Cell # 416-791-9862

nathan@zancorhomes.com



20230606\_120828.jpg  
2789K

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**Shonnessa Facey** <sfacey@newmar.com>

Tue, Jun 6, 2023 at 12:27 PM

To: Service Department <servicedept@newmar.com>

[Quoted text hidden]

We are making some changes to better serve you. Effective immediately all new service requests are to be sent to servicedept@newmar.com

PLEASE NOTE - We are experiencing higher than normal volume and appreciate your patience as we review your inquiry, we are doing our best to respond back in a timely manner.

Shonnessa Facey



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**Newmar Window Manufacturing Inc.**

7630 Airport Road

Mississauga, Ontario L4T 4G6

Tel: 905-672-1233 ext.328

Fax: 905-672-1076

Toll Free: 1-800-263-563



20230606\_120828.jpg  
2789K

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**Service Department** <servicedept@newmar.com>

Wed, Jun 7, 2023 at 4:11 PM

To: Shonnessa Facey <sfacey@newmar.com>, Melissa Green <mgreen@newmar.com>, Nathan Simas <nathan@zancorhomes.com>

A work order already exists under swo 188729. This was added to the existing work order. For more information, please contact your coordinator.

*Please note that all dates provided are tentative and to be confirmed with homeowners and /or by builder, generally one week prior to said date .*

**Note: This email is for new work orders only. To follow up on an existing work order, please contact your service coordinator directly.**

Thank you  
Newmar Service Department  
905-672-1233  
MS

[Quoted text hidden]

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**Nathan Simas** <nathan@zancorhomes.com>

Wed, Jun 7, 2023 at 5:02 PM

To: Shonnessa Facey <sfacey@newmar.com>, Melissa Green <mgreen@newmar.com>

Please have this completed before June 23<sup>rd</sup>

Thank you,

Nathan Simas

Finishing Supervisor

Belle Aire Shores

Cell # 416-791-9862

nathan@zancorhomes.com

**ZANCOR**  
HOMES

[Quoted text hidden]

**Newmar Window Manufacturing Inc.**

6/20/23, 1:19 PM

Newmar / Casa Bella Mail - 158w living room window

[Quoted text hidden]

Fax: 905-672-1076

Toll Free: 1-800-263-5634

www.newmar.com

**Manufacturers of Quality Windows and Entrance Door Systems**

**Please consider the environment before printing this email.**

*This e-mail and any attachments may contain information that is privileged and/or confidential. If you are not the intended recipient and appear to have received this e-mail in error, please notify us immediately and then delete all copies from your computer system. Any unauthorized use, copying or further distribution is prohibited. Please also note that if you send us e-mails containing time-sensitive or important instructions, you should ensure that receipt has been timely acknowledged in view of the potential for misdirection or inadvertent interception. Thank you.*

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**Shonnessa Facey** <sfacey@newmar.com>  
Cc: Melissa Green <mgreen@newmar.com>

Thu, Jun 8, 2023 at 8:01 AM

Hey Mel i put this on 06.23.2023 so at least it's on a date close to what this guy is demanding. lol

[Quoted text hidden]

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**Nathan Simas** <nathan@zancorhomes.com>

Fri, Jun 9, 2023 at 4:12 PM

To: Service Department <servicedept@newmar.com>, Melissa Green <mgreen@newmar.com>, Shonnessa Facey <sfacey@newmar.com>

Cc: Carmelo <carmelo@zancorhomes.com>, Chris DiGenova <chris@zancorhomes.com>

Looks like the hardware is damaged on the top of the window.

Thank you,

Nathan Simas

Finishing Supervisor

Belle Aire Shores

Cell # 416-791-9862

nathan@zancorhomes.com

The logo for ZANCOR HOMES, featuring a stylized 'Z' followed by the words 'ANCOR' and 'HOMES' in a sans-serif font.

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**From:** Nathan Simas

**Sent:** Tuesday, June 6, 2023 12:20 PM

**To:** Service Department <servicedept@newmar.com>; Melissa Green <mgreen@newmar.com>; Shonnessa Facey <sfacey@newmar.com>

**Subject:** 158w living room window

Good afternoon

[Quoted text hidden]

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**Shonnessa Facey** <sfacey@newmar.com>

Tue, Jun 20, 2023 at 12:54 PM

To: Nathan Simas <nathan@zancorhomes.com>, Melissa Green <mgreen@newmar.com>

Good afternoon

Lot 158W is scheduled for 06.23.2023. Please confirm access for this date thank you

On Wed, Jun 7, 2023 at 5:02 PM Nathan Simas <nathan@zancorhomes.com> wrote:

[Quoted text hidden]

[Quoted text hidden]