



NEWMAR WINDOW MFG. INC.
ALPA LUMBER GROUP

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

WO # W204351
Pack Slip:215414

Service Date: Dec 12, 2023

Priority: Normal Status: PENDING

BUILDER

Customer: N000531 City: CALEDON Received: Dec 12, 2023
Name: ZANCOR CALEDON CLUB Service Phone(s):
Service Fax: Site Phone: Time:
Site Fax: Lot#: 146A Order: D383576-1
Phase:

RESIDENT INFORMATION

Home Owner Name: BHUMIKA & VISHAL PATE Address: 138 PETCH AVE
Home Phone(s): 647-274-3556, 647-403-5199 Work Phone(s):
Cell Phone(s): Email(s): vishal.patel9@live.com

LINKED ORDER INFORMATION (D383576-1)

Customer: N000531 ZANCOR CALEDON CLUB Lot #: 146A
Model: 38-01 MAGNA (MOD) (RR UPG)/LOT 146A/BLK Phase:

SERVICE INSTRUCTIONS

- Done
IN THE BACKYARD PATIO DOOR, BOTH SIDE FIXED GLASS PANEL FRAMES ARE BENDING IN A BOW SHAPE AND DEVELOPING MAJOR GAPS BETWEEN THE JAMB AND FIXED GLASS PANEL FRAMES. ALSO DEVELOPING A GAP BETWEEN THE FIXED GLASS PANEL FRAME AND GLASS ITSELF, YOU CAN NOTICE IN PICTURES, THE SEAL IS ALSO BROKEN.

Problem Description: *both fixed panel had 1 screw in the center of each panel, so the vinyl frame was bowing in the middle*

☐ Warranty

☐ CHARGEABLES

Material \$

Material \$

Labour \$

Labour \$ *N/C*

P.O.#:

Cause:

Solution: *install Fixed panels into panel Pocket properly and screw it back in with the proper amount of screws and also Silacored the fixed panels to frame for extra hold.*

Date Completed: *Dec. 12. 2023*

Approved:

Time:

Service Signature: *Mike Clarke*

MIKE(RENO)



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Home Owner Name:	BHUMIKA & VISHAL PATE	Address:	138 PETCH AVE
Home Phone(s):	647-274-3556, 647-403-5199	Work Phone(s):	
Cell Phone(s):		Email(s):	vishal.patel9@live.com

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Problem Description: _____

☐ Warranty

Material \$ _____

Labour \$ _____

☐ CHARGEABLES

Material \$ _____

Labour \$ _____

P.O.#: _____

Cause: _____

Solution: _____

Date Completed: _____

Approved: _____

Time: _____

Service Signature: _____

MIKE(RENO)



Melissa Green <mgreen@newmar.com>

FW: Hello, URGENT ISSUE RE: Entire back Patio Door Frame & Glass

2 messages

Gisella Fiore <Gisella@zancorhomes.com>

Tue, Dec 12, 2023 at 2:05 PM

To: "mgreen@newmar.com" <mgreen@newmar.com>, "sfacey@newmar.com" <sfacey@newmar.com>, Michael Koopmans <mkoopmans@newmar.com>

Cc: Alexandria Damianidis <Alexandria@zancorhomes.com>, Anthony Riccardi <anthony@zancorhomes.com>

Hello Newmar Team

See attached photos of 146A Caledon- Can we book an appointment as soon as possible for this?



Gisella Fiore

Service Manager

Gisella@zancorhomes.com

P: 905.738.7010 F: 905.738.5948

221 North Rivermede Road- Concord, ON L4K 3N7

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From: Vishal Patel <vishal.patel9@live.com>

Sent: Monday, December 11, 2023 7:01 PM

To: Alexandria Damianidis <Alexandria@zancorhomes.com>; Gisella Fiore <Gisella@zancorhomes.com>

Cc: Bhumika Patel <Bhumika.Patel@live.ca>

Subject: Hello, URGENT ISSUE RE: Entire back Patio Door Frame & Glass

Hello Alexandria & Gisella

Status: URGENT

Issue RE: Entire back Patio Door Frame & Glass

Address: Lot 146A - Caledon Club, Caledon
138 Petch Ave, Caledon, ON, L7C 4LC.

Owners: Bhumika & Vishal Patel

Primary Contact: Bhumika - 647 274 3556

Note: Please refer to the Attached Pictures to better understand the issue.

In the Backyard Patio Door, Both side Fixed glass Panel frames are bending in a bow shape and developing major gaps between the Jamb and Fixed glass panel frames. Also developing a gap between the Fixed glass panel frame and glass itself, you can notice in pictures, the seal is also broken.

This issue and especially gaps are increasing daily and turning into dangerous conditions for my family because patio door is one of the major access to the home. Also, cold air enters the house through these gaps constantly.

I request quick action on this issue before the weather gets worse and repair becomes challenging.

Regards,

VISHAL PATEL

647 403 5199

9 attachments



Glass 1.jpg
667K



Glass 2.jpg
657K



Glass 3.jpg
715K



Glass 4.jpg
848K



Left side 1.jpg
452K



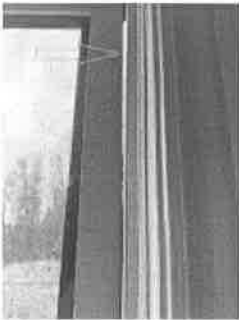
Left side 2.jpg
471K



Left side 3.jpg
635K



Right side 1.jpg
426K



Right side.jpg
429K

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

Tue, Dec 12, 2023 at 2:07 PM

[Quoted text hidden]



***** IN

ORDER TO BETTER SERVE OUR CUSTOMERS, PLEASE NOTE THAT EFFECTIVE IMMEDIATELY ALL NEW SERVICE REQUESTS ARE TO BE SENT TO servicedept@newmar.com *****

Note:

*Newmar/Casabella- We will be closed from Dec 25 to Jan 1st, returning to regular hours Jan 2nd 2024 .
Merry Christmas and Happy Holidays*

Thank you 😊

Melissa Green
Customer Service Coordinator

9 attachments



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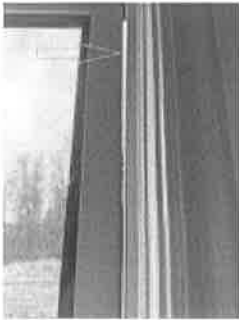
Left side 2.jpg
471K



Left side 3.jpg
635K



Right side 1.jpg
426K



Right side.jpg
429K



Zancor Homes (Caledon) Ltd.
Warranty Services
Phone: (905) 738-7010
Fax: (905) 738-5948

Work Order

Closing Date: 23Feb23
Address: 138 Petch Avenue
Caledon, Ontario L7C 4L3
Location: Caledon Club - Phase: 1 - Lot: 146A
Today's Date: 12Dec23
Contact(s): Vishal Govindbhai Patel - Work: (647) 403-5199 - (vishal.patel9@live.com)
Bhumika Patel - Cell: (647) 274-3556 - (bhumika.patel@live.ca)
Email: vishal.patel9@live.com

Company: Newmar
Attention: Alex
Telephone: (905) 672-1233
Fax: (905) 672-6350

Please Complete the following items:

DAI	Type	Issue		Appt. Date/Time	Notes
169352	Emergen cy	Kitchen- General- Sliding glass inserts coming out of frame			
169353	Emergen cy	Kitchen- General-			

Date Completed: _____

Homeowner Signature: _____
The Homeowner acknowledges and accepts all work
has been completed in a workman like manner.

Date Completed: _____

Trade &/or Service Tech.

Signature: _____

Print Name: _____

Please schedule your Service Department to complete work on the above Lot. Should no appointment time or date appear (below) on this form, it is your responsibility to arrange and adhere to the appointment you have scheduled. Your service representative must have this form signed by homeowner on completion. Please fax the signed form to our office (905) 833-4367.

Failure to comply with this request within 10 business days will give Zancor Homes (and it's group of companies) the right to carry out any and all repairs. All costs incurred will be applied to the Company listed above.

Caledon Club - Phase: 1 - Lot: 146A

169352 - 1 - Glass 1 - Sliding glass inserts coming out of frame



169352 - 2 - Glass 2 - Sliding glass inserts coming out of frame



169352 - 3 - Glass 3 - Sliding glass inserts coming out of frame



169352 - 4 - Glass 4 - Sliding glass inserts coming out of frame



169353 - 1 - Left side 2 -

