



Mike Hensgen, President

February 14, 2018

Sunset Condos

1843A East 20th Ct.

Arkdale, WI 54613

Hi Mike,

I wanted to confirm our most recent discussion regarding the windows at The Sunset Condos.

On November 1, 2017 I met with you and representatives of Holtz Builders Inc. to inspect some of the original windows which were removed from the Sunset Condos. Those windows which I had inspected have failed due to improper water management of the drainage plane of the structure. My understanding is that there were inconsistencies in window installation with the flashing and caulking of the windows into the drainage plane. We do not warranty windows which fail due to improper installation. Our windows have a 20-year warranty on the insulated glass and 10 years on the rest of the window. The windows at Sunset Condos are older than 10 years and are not covered under warranty under any circumstance. Unfortunately, Sunset Condos will need to take responsibility for the replacement windows.

At that meeting I reviewed with the representatives of Holtz Builders Inc the proper method of incorporating the window in the drainage plane of the building using caulk, flashing tape and drip caps. I am confident they understand the best practices that Andersen Windows and the Building Science Professionals recommend for proper window installation.

I have been selling Andersen Windows for 33 years, the first 18 for an independent Andersen Distributor and the last 15 for Andersen Windows directly. I have a Bachelor of Science degree from the University of WI Stout in Business Administration with a concentration in Light Building Construction.

- I have been a guest instructor for the building science class at Fox Valley Technical Institute-Oshkosh on Window Installation
- I have been a guest instructor at FVTI-Oshkosh for the continuing education credits for the State of WI Insurance Adjusters Association on Window Installation
- I instruct Continuing Education Credits on Window Installation to builders so they can maintain their State of Wisconsin Builders License

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Brierton".

Tom Brierton

Andersen Windows

Sales Representative