



James Burford <james.burford@ship8.com>

Jolly Roofing - Inv# 2073017 Wilmer, TX

Jessica Jeng <jessica.jeng@jlahome.com>

Wed, Apr 3, 2024 at 2:14 PM

To: James Burford <james.burford@ship8.com>, Flora Chu <flora.chu@jlahome.com>

Cc: ap dept - jla <ap.dept@jlahome.com>, Nancy Hattersley <nancy.hattersley@jlahome.com>

Hi James:

Please tell Jolly Roofing that we have to repair the fire panel quickly ourselves for safety concern and deduct the amount from the attached invoice. Thanks

A/P:

Please hold to process the payment until the fire panel matter is resolved. Thanks

Regards,

Jessica Jeng

Corporate Controller

E & E Co. LTD dba JLA Home

(510) 490-9788 x 458

(510) 403-7240 (direct)

jessica.jeng@jlahome.com

From: James Burford [mailto:james.burford@ship8.com]

Sent: Wednesday, April 3, 2024 3:08 AM

To: Flora Chu

Cc: ap dept - jla; Nancy Hattersley; Jessica Jeng

Subject: Re: FW: Jolly Roofing - Inv# 2073017 Wilmer, TX

Flora,

This is a TPO roofing, the warranty covers any defect in material or workmanship. The warranty does not cover any holes, this is the same issue we have in Savannah. These holes are typically caused by birds, whether they drop something from above or from their claws, beaks. Some damage can also be done by a person if they are not careful while working on the roof, main example would be HVAC technicians while they are working on Roof Top Units. I have reached out to John to see if he has had a recent HVAC PM service. Based on where these holes are located, I would think that these could have been caused by a vendor for NFI, so I believe these charges should go back to NFI. I will let you know what I find out from John Poole.

1 out of the 4 leaks is covered under the warranty, but the other three are holes.

Jessica - The one that is covered under warranty is the leak that caused the damage to the fire panel. have asked the roofers about this damage since it was caused by the repair. How would you like to proceed with this panel repair that was caused due to this leak? Currently the fire monitoring system is not working for part of the warehouse due to this panel not working.

[Redacted]

James Burford

Regional Facilities Director

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