

DATE 05/18/2009

Columbia County Building Permit

This Permit Must Be Prominently Posted on Premises During Construction

PERMIT

000027817

APPLICANT CURTIS JONES PHONE 754-6924  
ADDRESS 222 SW CROSS POINTE CT LAKE CITY FL 32024  
OWNER MICHAEL & NORMA JEAN MURRY PHONE 961-8055  
ADDRESS 438 SW SHORT LEAF DR LAKE CITY FL 32024  
CONTRACTOR CURTIS JONES PHONE 754-6924  
LOCATION OF PROPERTY 247S, TURN INTO FOREST COUNTRY, TR ON STOP SIGN,  
TL ON SHORT LEAF, 1ST HOUSE ON RIGHT  
TYPE DEVELOPMENT REMODEL ON SFD ESTIMATED COST OF CONSTRUCTION 4001.00  
HEATED FLOOR AREA TOTAL AREA HEIGHT STORIES  
FOUNDATION WALLS ROOF PITCH FLOOR  
LAND USE & ZONING MAX. HEIGHT  
Minimum Set Back Requirments: STREET-FRONT REAR SIDE  
NO. EX.D.U. FLOOD ZONE N/A DEVELOPMENT PERMIT NO.

PARCEL ID 21-4S-16-03080-003 SUBDIVISION FOREST COUNTRY  
LOT 2 BLOCK A PHASE UNIT TOTAL ACRES

CGC1513223  
Culvert Permit No. Culvert Waiver Contractor's License Number Applicant/Owner/Contractor  
EXISTING X09-139 BK HD N  
Driveway Connection Septic Tank Number LU & Zoning checked by Approved for Issuance New Resident

COMMENTS: NOC ON FILE

Check # or Cash 6556

FOR BUILDING & ZONING DEPARTMENT ONLY

(footer/Slab)

Temporary Power date/app. by Foundation date/app. by Monolithic date/app. by  
Under slab rough-in plumbing date/app. by Slab date/app. by Sheathing/Nailing date/app. by  
Framing date/app. by Insulation date/app. by  
Rough-in plumbing above slab and below wood floor date/app. by Electrical rough-in date/app. by  
Heat & Air Duct date/app. by Peri. beam (Lintel) date/app. by Pool date/app. by  
Permanent power date/app. by C.O. Final date/app. by Culvert date/app. by  
Pump pole date/app. by Utility Pole date/app. by M/H tie downs, blocking, electricity and plumbing date/app. by  
Reconnection date/app. by RV date/app. by Re-roof date/app. by

BUILDING PERMIT FEE \$ 25.00 CERTIFICATION FEE \$ 0.00 SURCHARGE FEE \$ 0.00  
MISC. FEES \$ 0.00 ZONING CERT. FEE \$ FIRE FEE \$ 0.00 WASTE FEE \$  
FLOOD DEVELOPMENT FEE \$ FLOOD ZONE FEES \$ CULVERT FEE \$ TOTAL FEE 25.00  
INSPECTORS OFFICE CLERKS OFFICE

NOTICE: IN ADDITION TO THE REQUIREMENTS OF THIS PERMIT, THERE MAY BE ADDITIONAL RESTRICTIONS APPLICABLE TO THIS PROPERTY THAT MAY BE FOUND IN THE PUBLIC RECORDS OF THIS COUNTY. AND THERE MAY BE ADDITIONAL PERMITS REQUIRED FROM OTHER GOVERNMENTAL ENTITIES SUCH AS WATER MANAGEMENT DISTRICTS, STATE AGENCIES, OR FEDERAL AGENCIES.

"WARNING TO OWNER: YOUR FAILURE TO RECORD A NOTICE OF COMMENCEMENT MAY RESULT IN YOUR PAYING TWICE FOR IMPROVEMENTS TO YOUR PROPERTY. IF YOU INTEND TO OBTAIN FINANCING, CONSULT WITH YOUR LENDER OR AN ATTORNEY BEFORE RECORDING YOUR NOTICE OF COMMENCEMENT."

EVERY PERMIT ISSUED SHALL BECOME INVALID UNLESS THE WORK AUTHORIZED BY SUCH PERMIT IS COMMENCED WITHIN 180 DAYS AFTER ITS ISSUANCE, OR IF THE WORK AUTHORIZED BY SUCH PERMIT IS SUSPENDED OR ABANDONED FOR A PERIOD OF 180 DAYS AFTER THE TIME THE WORK IS COMMENCED. A VALID PERMIT RECIEVES AN APPROVED INSPECTION EVERY 180 DAYS. WORK SHALL BE CONSIDERED NOT SUSPENDED, ABANDONED OR INVALID WHEN THE PERMIT HAS RECIEVED AN APPROVED INSPECTION WITHIN 180 DAYS OT THE PREVIOUS INSPECTION.

The Issuance of this Permit Does Not Waive Compliance by Permittee with Deed Restrictions.



## Columbia County Building Permits Application

Application # 0905-35

27817

Property ID Number <u>21-45-16-03080-003</u>	Septic Permit No. _____
Subdivision Name <u>FOREST COUNTRY</u>	Lot <u>2</u> Block <u>A</u> Unit _____ Phase _____
Construction of _____	Cost of Construction <u>3894.52</u>
Mobile Home Permit - New or Used (Circle One)	Year _____ Length _____ Width _____
Name of the Authorized Person Signing the Permit <u>CURTIS JONES</u>	
Phone <u>386-754-6924</u> Fax <u>386-754-4116</u>	
Address <u>222 SW CROSS POINTE CT</u>	
Owners Name <u>MICHAEL + NORMA JEAN MURPHY</u> Phone <u>386-961-8055</u>	
911 Address <u>438 SW SHORTELL DR LAKE CITY, FL 32024</u>	
Relationship to Property Owner _____ Is this Home Replacing an Existing Home <u>NO</u>	
Contractors Name <u>CURTIS JONES</u> <u>239-571-0699</u> Phone <u>386-754-6924</u>	
Company Name <u>CT CUSTOM CARPENTRY INC</u> Fax <u>386-754-4116</u>	
Address <u>222 SW CROSS POINTE CT LAKE CITY, FL 32024</u>	
Fee Simple Owner Name & Address _____	
Bonding Co. Name & Address <u>N/A</u>	
Architect/Engineer Name & Address _____	
Mortgage Lenders Name & Address _____	
Driving Directions to the Property <u>297 LEFT INTO FOREST COUNTRY</u> <u>RT AT STOP SIGN, 2ND LEFT, HOUSE ON RT.</u>	
Lot Size _____ Total Acreage <u>1.545</u> Building across lot numbers _____	
Actual Distance of Structure from Property Lines - Front/Road <u>EXISTING</u> Left Side _____ Right Side _____ Rear _____	
Number of Stories <u>1</u> Heated Floor Area <u>2583</u> Total Floor Area <u>3512</u> Roof Pitch <u>4</u>	
Circle the correct power company - FL Power & Light <u>Clay Elec.</u> - Suwannee Valley Elec.	
Progress Energy - Slash Pine Electric	
Do you currently have an: <u>Existing Drive</u> or Private Drive or need a Culvert Permit or Culvert Waiver	
(Currently using) (Blue Road Sign) (Putting in a Culvert) (No Culvert but do not need a Culvert)	





## Columbia County Building Permits Application

Application # \_\_\_\_\_

**TIME LIMITATIONS OF APPLICATIONS:** An application for a permit for any proposed work shall be deemed to have been abandoned 180 days after the date of filing, unless such application has been pursued in good faith or a permit has been issued; except that the building official is authorized to grant one or more extensions of time for additional periods not exceeding 90 days each. The extension shall be requested in writing and justifiable cause demonstrated.

**TIME LIMITATIONS OF PERMITS:** Every permit issued shall become invalid unless the work authorized by such permit is commenced within 180 days after its issuance, or if the work authorized by such permit is suspended or abandoned for a period of 180 days after the time work is commenced. A valid permit receives an approved inspection every 180 days. Work shall be considered not suspended, abandoned or invalid when the permit has received an approved inspection within 180 days of the previous approved inspection.

**FLORIDA'S CONSTRUCTION LIEN LAW: Protect Yourself and Your Investment:** According to Florida Law, those who work on your property or provide materials, and are not paid-in-full, have a right to enforce their claim for payment against your property. This claim is known as a construction lien. If your contractor fails to pay subcontractors or material suppliers or neglects to make other legally required payments, the people who are owed money may look to your property for payment, even if you have paid your contractor in full. This means if a lien is filed against your property, it could be sold against your will to pay for labor, materials or other services which your contractor may have failed to pay.

**NOTICE OF RESPONSIBILITY TO BUILDING PERMITEE: YOU ARE HEREBY NOTIFIED:** as the recipient of a building permit from Columbia County, Florida, you will be held responsible to the County for any damage to sidewalks and/or road curbs and gutters, concrete features and structures, together with damage to drainage facilities, removal of sod, major changes to lot grades that result in ponding of water, or other damage to roadway and other public infrastructure facilities caused by you or your contractor, subcontractors, agents or representatives in the construction and/or improvement of the building and lot for which this permit is issued. No certificate of occupancy will be issued until all corrective work to these public infrastructures and facilities has been corrected.

**WARNING TO OWNER:** YOUR FAILURE TO RECORD A NOTICE OF COMMENCEMENT MAY RESULT IN YOU PAYING TWICE FOR IMPROVEMENTS TO YOUR PROPERTY. A NOTICE OF COMMENCEMENT MUST BE RECORDED AND POSTED ON THE JOB SITE BEFORE THE FIRST INSPECTION. IF YOU INTEND TO OBTAIN FINANCING, CONSULT WITH YOUR LENDER OR ATTORNEY BEFORE RECORDING YOUR NOTICE OF COMMENCEMENT.

**OWNERS CERTIFICATION:** I hereby certify that all the foregoing information is accurate and all work will be done in compliance with all applicable laws and regulating construction and zoning. I further understand the above written responsibilities in Columbia County for obtaining this Building Permit.

M. M. M.  
Owners Signature

**CONTRACTORS AFFIDAVIT:** By my signature I understand and agree that I have informed and provided this written statement to the owner of all the above written responsibilities in Columbia County for obtaining this Building Permit including all application and permit time limitations.

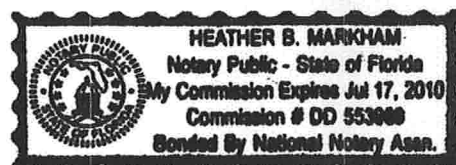
[Signature]  
Contractor's Signature (Permittee)

Contractor's License Number CCE1513223  
Columbia County  
Competency Card Number \_\_\_\_\_

Affirmed under penalty of perjury to by the Contractor and subscribed before me this 5 day of May 2009  
Personally known \_\_\_\_\_ or Produced Identification FL driver license

Heather B Markham  
State of Florida Notary Signature (For the Contractor)

SEAL:



**PRODUCT APPROVAL SPECIFICATION SHEET****Location:** LAKE CITY, FL**Project Name:** MURPHY

As required by Florida Statute 553.842 and Florida Administrative Code 9B-72, please provide the information and the product approval number(s) on the building components listed below if they will be utilized on the construction project for which you are applying for a building permit on or after April 1, 2004. We recommend you contact your local product supplier should you not know the product approval number for any of the applicable listed products. More information about statewide product approval can be obtained at [www.floridabuilding.org](http://www.floridabuilding.org)

Category/Subcategory	Manufacturer	Product Description	Approval Number(s)
<b>A. EXTERIOR DOORS</b>			
1. Swinging			
2. Sliding			
3. Sectional			
4. Roll up			
5. Automatic			
6. Other			
<b>B. WINDOWS</b>			
1. Single hung	BETTER BILT	SINGLE HUNG ALUMINUM WINDOW	8455.1
2. Horizontal Slider			
3. Casement			
4. Double Hung			
5. Fixed			
6. Awning			
7. Pass-through			
8. Projected			
9. Mullion			
10. Wind Breaker			
11. Dual Action			
12. Other			
<b>C. PANEL WALL</b>			
1. Siding			
2. Soffits			
3. EIFS			
4. Storefronts			
5. Curtain walls			
6. Wall louver			
7. Glass block			
8. Membrane			
9. Greenhouse			
10. Other			
<b>D. ROOFING PRODUCTS</b>			
1. Asphalt Shingles			
2. Underlayments			
3. Roofing Fasteners			
4. Non-structural Metal Rf			
5. Built-Up Roofing			
6. Modified Bitumen			
7. Single Ply Roofing Sys			
8. Roofing Tiles			
9. Roofing Insulation			
10. Waterproofing			
11. Wood shingles /shakes			



Category/Subcategory (cont.)	Manufacturer	Product Description	Approval Number(s)
13. Liquid Applied Roof Sys			
14. Cements-Adhesives - Coatings			
15. Roof Tile Adhesive			
16. Spray Applied Polyurethane Roof			
17. Other			
<b>E. SHUTTERS</b>			
1. Accordion			
2. Bahama			
3. Storm Panels			
4. Colonial			
5. Roll-up			
6. Equipment			
7. Others			
<b>F. SKYLIGHTS</b>			
1. Skylight			
2. Other			
<b>G. STRUCTURAL COMPONENTS</b>			
1. Wood connector/anchor			
2. Truss plates			
3. Engineered lumber			
4. Railing			
5. Coolers-freezers			
6. Concrete Admixtures			
7. Material			
8. Insulation Forms			
9. Plastics			
10. Deck-Roof			
11. Wall			
12. Sheds			
13. Other			
<b>H. NEW EXTERIOR ENVELOPE PRODUCTS</b>			
1.			
2.			

The products listed below did not demonstrate product approval at plan review. I understand that at the time of inspection of these products, the following information must be available to the inspector on the jobsite; 1) copy of the product approval, 2) the performance characteristics which the product was tested and certified to comply with, 3) copy of the applicable manufacturers installation requirements.

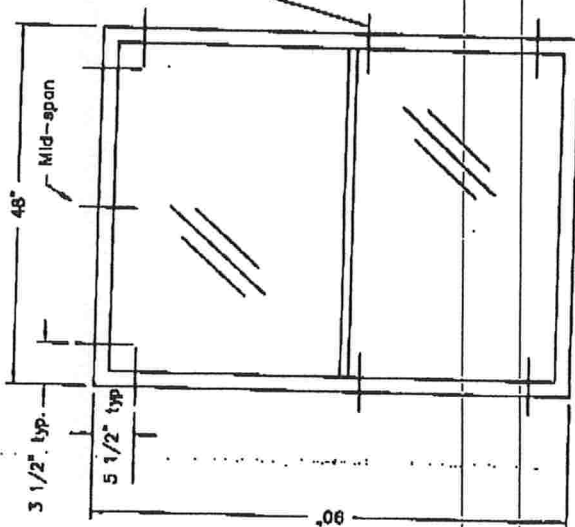
I understand these products may have to be removed if approval cannot be demonstrated during inspection.

  
Contractor or Contractor's Authorized Agent Signature

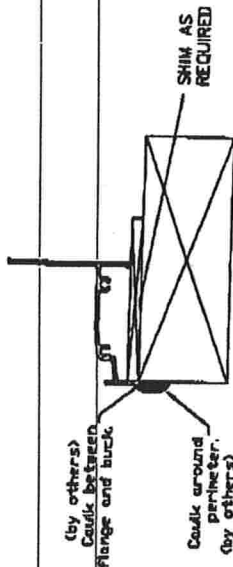
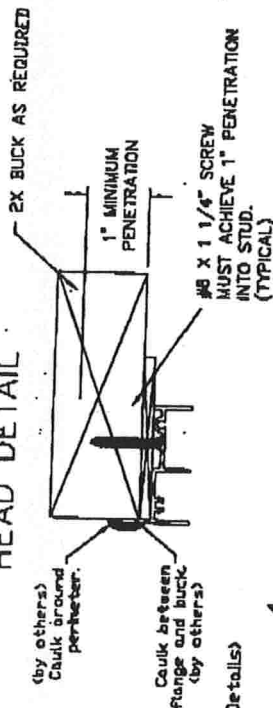
CURTIS JONES  
Print Name

5/4/09  
Date

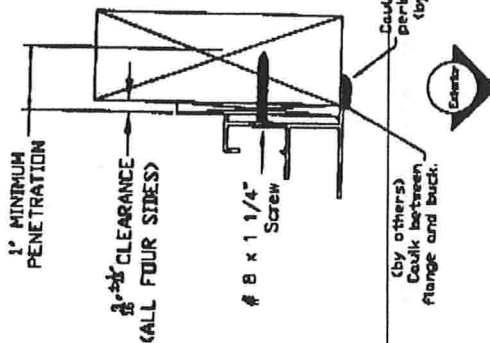
# ELEVATION



## HEAD DETAIL



## SILL DETAIL



## JAMB DETAIL

### Notes:

1. Installation depicted based off of structural test report # 70948.01-108-47.
2. Wood screws shall satisfy the National Design Specification for Wood Construction for material type and dimensional requirements.
3. Wood buck installations are assumed 2x S-P-F (G=0.42) or denser. Buck width shall be greater than the window frame width. Tapered or partial width bucks are not allowed. Wood buck shall be secured to the structure to resist all design loads.
4. Wood screw lengths shall be sufficient to guarantee 1" penetration into wood buck.
5. Maximum shim thickness of 1/4" permitted at each fastener location. Shims shall be load bearing, non-compressible type.
6. These drawings depict the details necessary to meet structural load requirements. They do not address the air infiltration, water penetration, intrusion or thermal performance requirements of the installation.
7. Installation shown is that of the test window for the size shown and the design pressure claimed. For window sizes smaller than shown, locate jamb fasteners 5 1/2" from head and sill and at midspan of jambs. Locate head fasteners 3 1/2" from jambs and one at midspan. Design pressures of smaller window sizes are limited to that of the test window.

### SIZE AND DESIGN PRESSURE CHART

FASTENER TYPE AND SPACING SHOWN WILL ALLOW DESIGN PRESSURES UP TO +30.09/-30.09 UNITS UP TO 48" x 90" (SEE TEST REPORTS FOR INDIVIDUAL UNIT SIZE AND APPLICABLE DESIGN PRESSURE LIMITATIONS)



### INSTALLATION INSTRUCTIONS & FASTENER SCHEDULE

—FLANGE—

740/3740 Single Hung

DATE	12/15/08
T.C.	
DESIGNED	
BY	
SCALE	NONE
1 OF 1	
REV	
740 FIN	



Inst:200912007916 Date:5/14/2009 Time:10:16 AM  
DC,P.DeWitt Cason,Columbia County Page 1 of 1 B:1173 P:260

## NOTICE OF COMMENCEMENT

County Clerk's Office Stamp or Seal

Tax Parcel Identification Number 21-45-16-03080-003

THE UNDERSIGNED hereby gives notice that improvements will be made to certain real property, and in accordance with Section 713.13 of the Florida Statutes, the following information is provided in this NOTICE OF COMMENCEMENT.

1. Description of property (legal description): LOT 2 BLOCK A FOREST COUNTRY ORB 710-356
  - a) Street (job) Address: 438 SW SHORT LEAF DR
2. General description of improvements: REPLACE 12 WINDOWS / VANITY TOP MASTER BATH WITH FAUCET REPLACEMENT.
3. Owner Information
  - a) Name and address: MICHAEL AND NORMA JEAN MURRAY
  - b) Name and address of fee simple titleholder (if other than owner): \_\_\_\_\_
  - c) Interest in property: OWNERS
4. Contractor Information
  - a) Name and address: CT CUSTOM CARRINGTON INC 222 SW CROSS POINTE CT LAKE CITY, FL
  - b) Telephone No.: 386-754-6924 Fax No. (Opt): 386-754-4116
5. Surety Information
  - a) Name and address: \_\_\_\_\_
  - b) Amount of Bond: \_\_\_\_\_
  - c) Telephone No.: N/A Fax No. (Opt): \_\_\_\_\_
6. Lender
  - a) Name and address: \_\_\_\_\_
  - b) Phone No.: \_\_\_\_\_
7. Identity of person within the State of Florida designated by owner upon whom notices or other documents may be served:
  - a) Name and address: \_\_\_\_\_
  - b) Telephone No.: \_\_\_\_\_ Fax No. (Opt): \_\_\_\_\_
8. In addition to himself, owner designates the following person to receive a copy of the Lienor's Notice as provided in Section 713.13(1)(b), Florida Statutes:
  - a) Name and address: \_\_\_\_\_
  - b) Telephone No.: \_\_\_\_\_ Fax No. (Opt): \_\_\_\_\_
9. Expiration date of Notice of Commencement (the expiration date is one year from the date of recording unless a different date is specified): \_\_\_\_\_

**WARNING TO OWNER: ANY PAYMENTS MADE BY THE OWNER AFTER THE EXPIRATION OF THE NOTICE OF COMMENCEMENT ARE CONSIDERED IMPROPER PAYMENTS UNDER CHAPTER 713, PART I, SECTION 713.13, FLORIDA STATUTES, AND CAN RESULT IN YOUR PAYING TWICE FOR IMPROVEMENTS TO YOUR PROPERTY; A NOTICE OF COMMENCEMENT MUST BE RECORDED AND POSTED ON THE JOB SITE BEFORE THE FIRST INSPECTION. IF YOU INTEND TO OBTAIN FINANCING, CONSULT YOUR LENDER OR AN ATTORNEY BEFORE COMMENCING WORK OR RECORDING YOUR NOTICE OF COMMENCEMENT.**

STATE OF FLORIDA  
COUNTY OF COLUMBIA

10. [Signature]  
Signature of Owner or Owner's Authorized Officer/Direction/Partner/Manager  
Michael D. Murray  
Print Name

The foregoing instrument was acknowledged before me, a Florida Notary, this 12<sup>th</sup> day of May, 2009, by:  
Michael Murray as \_\_\_\_\_ (type of authority, e.g. officer, trustee, attorney  
fact) for \_\_\_\_\_ (name of party on behalf of whom instrument was executed).

Personally Known ☒ OR Produced Identification \_\_\_\_\_ Type \_\_\_\_\_Notary Signature L. Michelle Holloway Notary Stamp or Seal:

11. Verification pursuant to Section 92.525, Florida Statutes. Under penalties of perjury, I declare that I have read the foregoing and that the facts stated in it are true to the best of my knowledge and belief.

NOTARY PUBLIC-STATE OF FLORIDA  
L. Michelle Holloway  
Commission #DD842256  
Expires: DEC. 02, 2012  
BONDED THRU ATLANTIC BONDING CO., INC.

[Signature]  
Signature of Natural Person Signing (in line #10 above.)

**Murrey, Michael D.**

**From:** Murrey, Michael D.  
**Sent:** Thursday, July 16, 2009 8:01 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Copy of Field Service Report from 1 July 2009

---

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Monday, July 06, 2009 11:11 AM  
**To:** Murrey, Michael D.  
**Subject:** Copy of Field Service Report from 1 July 2009



**FS #:** 11481A

**Homeowner:** MICHAEL MURREY  
**Address:** 438 SW SHORTLEAF DR  
LAKE CITY, FL 32024  
**Phone1:** 386-961-8055  
**Phone2:**  
**E-Mail:** michael.murrey@med.va.gov  
**Contractor:**  
**Phone:**  
**Series:** 740 /  
**Problem:** Installation Issue  
**Pay Info:**  
**Manf Whs:** 100  
**Notes:**

**Action Taken:**

1 July 2009 -- Inspected all windows in home. Windows are 3740 series from Lowes. Four of the units were installed by Lowes Installed Sales the remainder were installed by the same installer but as a direct bill to the Murreys. The product is functioning properly. The installation is not in accordance with AAMA recommendations. The original window frames were removed by cutting the existing frame and removing it from the opening. The new windows were installed into the opening in a finless application. No consideration was given to properly flashing the new windows into the existing opening. The primary line of defense against water intrusion is a perimeter butt bead of sealant which varies in joint width from 1/4" to 3/4". No backer rod or insulation was used in the viewed samples. The purpose of



**Opened:** 6/24/2009  
**Closed:** 7/1/2009  
**Distributor:**  
**Contact:**  
**E-Mail:**  
**Inspected**

**Purchase Date:**  
**Rep:** TODD REED  
**# of Trips:**  
**Amount:** \$0.00  
**Bill To:** Distributor



the visit was to inspect the product and the installation for compliancy to manufacturer's specifications. The "product" exhibited no defects. The installation application was replacement. Neither manufacturer or AAMA recommendations were followed for the installation. The two choices for a proper installation in this specific condition were leaving the existing frame in tact as utilizing a flush fin product for installation OR removing the brick exterior, removing the entire existing frame, install a new fin window. In both methods above there are specific sealant and flashing applications to be followed to work in conjunction with existing conditions to prevent water intrusion. Due to the installation of the product at the Murrey residence MIWD can make no claim as to the product's performance or compliancy with applicable codes.

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**Murrey, Michael D.**

**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 10:25 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

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**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 8:51 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

---

**From:** todd@fenestrationservices.com [mailto:todd@fenestrationservices.com]  
**Sent:** Tuesday, September 22, 2009 5:37 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

That is correct, unless you are removing the brick and using a nailing flange product.

Todd Reed

Fenestration Services Inc.

PO Box 783

Statesboro, GA 30458

Phone 912-690-2139

Email Todd@fenestrationservices.com

Web www.FenestrationServices.com

**Confidentiality Notice**

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10/13/2009



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**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 21, 2009 11:34 AM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** RE: Windows

Todd does this mean that no matter if we put in aluminum or vinyl windows in that we would have to have the wood buck around them?

---

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Sunday, September 20, 2009 6:09 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

Mr. Murrey

Please see responses to your email below.

Let me know if you have any questions.

Thanks

**Todd Reed**

**Fenestration Services Inc.**

**PO Box 783**

**Statesboro, GA 30458**

**Phone 912-690-2139**

**Email Todd@fenestrationservices.com**

10/13/2009

Web [www.FenestrationServices.com](http://www.FenestrationServices.com)

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**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 14, 2009 2:18 PM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** Windows

We are planning a meeting at our residence with the state, the contractor, and the county inspectors that inspected our windows. We are going to try and get Mr. Jones the contractor to replace the windows. If you recall we had four of the windows installed through Lowes. The other nine windows we contracted ourselves with the same contractor Curtis Jones. Lowes has since replaced the four windows. They stated the windows were measured wrong and were not the right size. The state thinks it would be helpful if you would send a letter also stating the wrong size windows were put in. **(The windows are the wrong size if they are unable to install and utilize a wood buck around the entire perimeter of the window. Remember there are only two AAMA recommended installations for your original condition. They were leaving the existing frame in tact and jumping it with an exterior flanged frame product or removing the exterior brick and removing the entire existing frame and installing a new nail flange product. Since neither of these were done the only option AAMA recommends is removing the exterior brick and installing a new nail flange product. The only alternative is if the installer is sure the opening can be flashed properly a wood buck could be installed in the opening and then an exterior flange product installed into the wood buck. Based on these alternatives the windows currently in your home are the wrong size,)** If Mr. Jones does not agree with replacing the windows and wants to repair them we would need you to come down.

If it is determined to let Mr. Jones repair the windows is MI Windows going to warranty the windows after Mr. Jones has taken them apart and replaced the frame as he is suggesting?(**No**) If we would upgrade to a Vinyl window what series window would we want? **(3540 series)** Would MI Windows consider giving us a discount on windows? **(I do not know. That would be a question for The director of MIWD customer care Tamie Scherbik.)** If you can please let me know when you will be coming through this area or close to this area and we will try to schedule the meeting around it. **( I currently have nothing in the area, I would think that with the previous documentation and this email it is really cut and dry and they should be able to see and distinguish what needs to be done. Let's just see how your meeting works out and go from there.)**  
Thank You.

Michael D. Murrey  
Ass't Chief A&MM Service  
North Florida South Georgia

10/13/2009



**Norma Murrey**

**From:** "Murrey, Michael D." <Michael.Murrey@va.gov>  
**To:** "Norma Murrey" <nmurrey@bellsouth.net>  
**Sent:** Monday, July 06, 2009 11:54 AM  
**Subject:** FW: Copy of Field Service Report from 1 July 2009

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Monday, July 06, 2009 11:11 AM  
**To:** Murrey, Michael D.  
**Subject:** Copy of Field Service Report from 1 July 2009



**FS #:** 11481A

**Homeowner:** MICHAEL MURREY  
**Address:** 438 SW SHORTLEAF DR  
 LAKE CITY, FL 32024  
**Phone1:** 386-961-8055  
**Phone2:**  
**E-Mail:** michael.murrey@med.va.gov  
**Contractor:**

**Phone:**  
**Series:** 740 /  
**Problem:** Installation Issue  
**Pay Info:**  
**Manf Whs:** 100  
**Notes:**

**Action Taken:**

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**Opened:** 6/24/2009  
**Closed:** 7/1/2009  
**Distributor:**  
**Contact:**  
**E-Mail:**  
**Inspected**

**Purchase Date:**  
**Rep:** TODD REED  
**# of Trips:**  
**Amount:** \$0.00  
**Bill To:** Distributor

the existing frame and removing it from the opening. The new windows were installed into the opening in a finless application. No consideration was given to properly flashing the new windows into the existing opening. The primary line of defense against water intrusion is a perimeter butt bead of sealant which varies in joint width from 1/4" to 3/4". No backer rod or insulation was used in the viewed samples. The purpose of the visit was to inspect the product and the installation for compliancy to manufacturer's specifications. The "product" exhibited no defects. The installation application was replacement. Neither manufacturer or AAMA recommendations were followed for the installation. The two choices for a proper installation in this specific condition were leaving the existing frame in tact as utilizing a flush fin product for installation OR removing the brick exterior, removing the entire existing frame, install a new fin window. In both methods above there are specific sealant and flashing applications to be followed to work in conjunction with existing conditions to prevent water intrusion. Due to the installation of the product at the Murrey residence MIWD can make no claim as to the product's performance or compliancy with applicable codes.

Web [www.FenestrationServices.com](http://www.FenestrationServices.com)

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---

**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 14, 2009 2:18 PM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** Windows

We are planning a meeting at our residence with the state, the contractor, and the county inspectors that inspected our windows. We are going to try and get Mr. Jones the contractor to replace the windows. If you recall we had four of the windows installed through Lowes. The other nine windows we contracted ourselves with the same contractor Curtis Jones. Lowes has since replaced the four windows. They stated the windows were measured wrong and were not the right size. The state thinks it would be helpful if you would send a letter also stating the wrong size windows were put in. **(The windows are the wrong size if they are unable to install and utilize a wood buck around the entire perimeter of the window. Remember there are only two AAMA recommended installations for your original condition. They were leaving the existing frame in tact and jumping it with an exterior flanged frame product or removing the exterior brick and removing the entire existing frame and installing a new nail flange product. Since neither of these were done the only option AAMA recommends is removing the exterior brick and installing a new nail flange product. The only alternative is if the installer is sure the opening can be flashed properly a wood buck could be installed in the opening and then an exterior flange product installed into the wood buck. Based on these alternatives the windows currently in your home are the wrong size,)** If Mr. Jones does not agree with replacing the windows and wants to repair them we would need you to come down.

If it is determined to let Mr. Jones repair the windows is MI Windows going to warranty the windows after Mr. Jones has taken them apart and replaced the frame as he is suggesting?(**No**) If we would upgrade to a Vinyl window what series window would we want? **(3540 series)** Would MI Windows consider giving us a discount on windows? **(I do not know. That would be a question for The director of MIWD customer care Tamie Scherbik.)** If you can please let me know when you will be coming through this area or close to this area and we will try to schedule the meeting around it. **( I currently have nothing in the area, I would think that with the previous documentation and this email it is really cut and dry and they should be able to see and distinguish what needs to be done. Let's just see how your meeting works out and go from there.)**  
Thank You.

Michael D. Murrey  
Ass't Chief A&MM Service  
North Florida South Georgia

10/13/2009

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---

**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 21, 2009 11:34 AM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** RE: Windows

Todd does this mean that no matter if we put in aluminum or vinyl windows in that we would have to have the wood buck around them?

---

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Sunday, September 20, 2009 6:09 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

Mr. Murrey

Please see responses to your email below.

Let me know if you have any questions.

Thanks

**Todd Reed**

**Fenestration Services Inc.**

**PO Box 783**

**Statesboro, GA 30458**

**Phone 912-690-2139**

**Email Todd@fenestrationservices.com**

10/13/2009



**Murrey, Michael D.**

**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 10:25 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

---

**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 8:51 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

---

**From:** todd@fenestrationservices.com [mailto:todd@fenestrationservices.com]  
**Sent:** Tuesday, September 22, 2009 5:37 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

That is correct, unless you are removing the brick and using a nailing flange product.

Todd Reed

**Fenestration Services Inc.**

**PO Box 783**

**Statesboro, GA 30458**

**Phone 912-690-2139**

**Email Todd@fenestrationservices.com**

**Web www.FenestrationServices.com**

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10/13/2009

**INSTALLATION INSTRUCTIONS FOR ALUMINUM FIN AND FLANGE WINDOWS**

**FAILURE TO FOLLOW THESE INSTRUCTIONS, AND BUILDING CODES REQUIREMENTS, MAY EFFECT THE REMEDIES AVAILABLE UNDER YOUR WARRANTY**

READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING. Please inspect your MI Windows and Doors, Inc. product thoroughly before beginning installation. Inspect the opening and the product, and do not install if there is any observable damage or other irregularity. The product specification sheet and warranty include important information regarding your product and may include product-specific installation requirements (for example, types of fasteners to be used with impact resistant windows and limitations on the height at which the product may be installed); if you did not obtain copies please contact MI Windows and Doors, Inc. Local building codes may impose additional requirements, and those codes supercede these instructions.

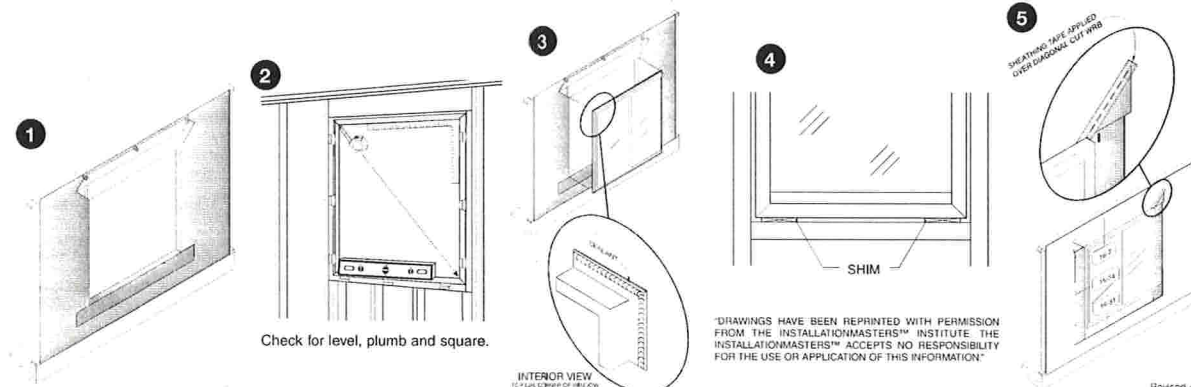
1. IF THE BUILDING HAS A WEATHER RESISTANT BARRIER (WRB) I.E. HOUSE WRAP, PREPARE THE OPENING ACCORDING TO WRB MANUFACTURER'S INSTRUCTIONS. AT EACH TOP CORNER MAKE A 45° CUT IN THE WRB. FOLD UP THE WRB SO THAT THE TOP NAIL FIN OF THE UNIT CAN BE INSTALLED UNDERNEATH IT. (See Figure 1 below) FLASHING OF THE WINDOW OPENING IS RECOMMENDED AND MAY BE REQUIRED BY SOME BUILDING CODES.
2. MAKE SURE THE ROUGH OPENING IS PLUMB, SQUARE AND THE SILL PLATE IS LEVEL. ROUGH OPENINGS SHOULD BE 1/2" LARGER THAN NET WINDOW SIZE IN WIDTH & HEIGHT. (SEE FIGURE 2 BELOW)
3. CLOSE & LOCK THE SASH THROUGHOUT INSTALLATION. KEEP THE SIDE JAMBS PLUMB & SQUARE WITH HEAD AND SILL. BE CAREFUL NOT TO "CROWN UP" OR "BOW DOWN" THE HEAD OR SILL. CONSTANTLY CHECK WIDTH AT THE MEETING RAILS OF SINGLE AND DOUBLE HUNG TO AVOID A "BOWED OUT" INSTALLATION. WHEN USING FLASHING APPLY THE BOTTOM PIECE BEFORE INSTALLING THE WINDOWS. (SEE FIGURE #1) FLANGE TYPE WINDOWS REQUIRE FLASHING THE ENTIRE OPENING PRIOR TO WINDOW INSTALLATION. FLASHING MUST MEET ASTM D-799, 24 HOUR WATER RESISTANCE TEST.
4. **APPLY A CONTINUOUS 3/8" BEAD OF PREMIUM GRADE, COMPATIBLE EXTERIOR SEALANT TO THE INTERIOR (BACKSIDE) OF THE NAIL FIN OR FLANGE NEAR THE OUTSIDE EDGE ON ALL SIDES PRIOR TO SETTING THE WINDOW INTO THE ROUGH OPENING.** (SEE FIGURE 3 BELOW)
5. SET AND CENTER THE WINDOW INTO THE OPENING, INSERT 1/4" SHIMS UNDER THE BOTTOM CORNERS (DO NOT PLACE SHIMS OR BLOCKS UNDER THE SILL EXCEPT AT THE CORNERS). THESE SHIMS SHOULD BE REMOVED AFTER INSTALLATION IS COMPLETE. (SEE FIGURE 4 BELOW) MULLED WINDOWS, SLIDERS AND UNITS WITH INTERMEDIATE JAMBS REQUIRE A SHIM AT EACH MULLION, INTERMEDIATE JAMB OR MEETING RAIL TO INSURE A LEVEL SILL. CONDITION. IF ADDITIONAL SHIMS ARE REQUIRED TO MAINTAIN A LEVEL SILL, APPLY SHIMS AS NECESSARY. THESE SHIMS SHOULD REMAIN AFTER INSTALLATION IS COMPLETE
6. PLACE A TEMPORARY FASTENER THROUGH THE NAIL FIN ON EACH TOP CORNER OF FIN UNITS. ON FLANGE WINDOWS INSTALL TEMPORARY FASTENERS INTO THE HOLES PROVIDED IN THE FRAME AT THE TOP OF JAMBS. PLACE SHIMS AT EACH ANCHOR LOCATION AT THE SIDES AND HEAD. FASTENERS NEED TO BE INSTALLED STRAIGHT AND SUFFICIENT LENGTH TO PENETRATE TO FRAMING BY A MINIMUM OF 1 INCH. CHECK THE SILL FOR LEVEL BY RAISING THE SASH SLIGHTLY, THE SPACE SHOULD BE EQUAL, IF NOT ADJUST ACCORDINGLY, RELOCK SASH. CHECK THE JAMBS FOR PLUMB, THEN MEASURE DIAGONALLY ACROSS THE CORNERS, THESE DIMENSIONS MUST BE THE SAME FOR UNIT TO BE SQUARE. NEXT: PLACE FASTENERS NEAR THE BOTTOM CORNERS, AGAIN CHECKING WINDOW FOR LEVEL, PLUMB AND SQUARE. CONTINUE PLACING FASTENERS IN THE NAIL FIN, EVERY 16" ON ALL SIDES OF FIN WINDOWS UNTIL SECURE, AVOID DISTORTING THE FIN. FLANGE UNITS REQUIRE FASTENERS IN ALL HOLES PROVIDED IN THE FRAME. SHIMMING AS NEEDED AT EACH FASTENING POINT.
7. **APPLY SEALANT OVER EXPOSED FASTENER HEADS ON THE NAIL FIN. ALSO SEAL OUTSIDE OF NAIL FIN/FLANGE WHERE IT IS IN CONTACT WITH THE WRB/SHEATHING. OR IF FLASHING (WINDOW TAPE) IS BEING USED - NOTE: SILL FLASHING SHOULD HAVE BEEN APPLIED PRIOR TO INSTALLING THE WINDOW. APPLY THE SIDE FLASHING ON TOP OF THE NAIL FIN OVERLAPPING THE SILL FLASHING AND EXTENDING UP PAST THE TOP NAIL FIN BY APPROXIMATELY 2". THEN APPLY THE TOP FLASHING ALSO COVER THE NAIL FIN, OVERLAPPING THE SIDE PIECES AND EXTENDING PAST THE SIDE FLASHING BY APPROXIMATELY 1". LASTLY FOLD DOWN THE WRB FLAP OVER THE FLASHING. TAPE THE DIAGONAL CUTS ABOVE EACH CORNER.** (SEE FIGURE 5 BELOW)
8. PLACE SHIMS AT THE MEETING RAILS/CHECK RAILS AT THE SIDE JAMBS OF FIN UNITS TO PREVENT BOWING, THESE SHIMS SHOULD REMAIN AFTER INSTALLATION. CAUTION SHOULD BE TAKEN AS TO NOT OVER SHIM AND CAUSE DEFLECTION OF THE FRAME AND HINDER SASH OPERATION. CHECK THE WIDTH OF THE WINDOW AT THE TOP, MIDDLE AND BOTTOM, IF NOT THE SAME, SHIM ACCORDINGLY. UNLOCK AND OPERATE THE SASH, TILT IT IN AND VISUALLY INSPECT ALL SIGHT LINES.
9. **INSULATE BETWEEN THE WINDOW FRAME & ROUGH OPENING WITH FIBERGLASS INSULATION OR EQUAL. THE SPACE MAY BE FILLED WITH MEASURED USE OF LOW EXPANSION FOAM BUT ONLY AFTER DETERMINING THAT FOAM WILL NOT EXERT PRESSURE AGAINST THE FRAME. WHICH CAN IMPAIR OPERATION. DISTORTION OF THE FRAME WILL AFFECT THE USER'S RIGHTS UNDER THE WARRANTY.**
11. ALLOW A 1/4" GAP BETWEEN THE EXTERIOR CLADDING, SIDING, BRICK, STUCCO OR STONE AND THE WINDOW FRAME ON ALL SIDES, EXCEPT VINYL J-CHANNEL. THE GAP (EXPANSION JOINT) SHOULD BE FILLED WITH CORRECT SIZE BACKER ROD, THEN SEALED WITH A HIGH GRADE EXTERIOR SEALANT AND WILL NEED TO BE MAINTAINED.

**CAUTION:**

- USE OF SOLVENTS OR ACIDS WILL DAMAGE COMPONENTS OF THIS PRODUCT AND WILL LIMIT RIGHTS UNDER WARRANTY.
- **FIN WINDOWS SHOULD BE FASTENED THROUGH THE FIN ONLY. FLANGE WINDOWS SHOULD BE ANCHORED ONLY THROUGH THE PROVIDED HOLES IN THE FRAME. FASTENING IN ANY OTHER PORTION MAY PERMANENTLY DAMAGE UNIT WHICH WILL LIMIT RIGHTS UNDER THE WARRANTY**
- IT IS THE RESPONSIBILITY OF THE OWNER, ARCHITECT, OR BUILDER TO SELECT CORRECT PRODUCTS TO BE IN COMPLIANCE WITH APPLICABLE LAWS AND BUILDING CODES.
- DO NOT STORE IN THE SUN OR LAY FLAT BEFORE OR DURING INSTALLATION.
- ANY PENETRATIONS (e.g. ALARM SENSORS) MADE THROUGH ANY PORTION OF ANY M.I., BETTERBILT OR CAPITOL PRODUCT MAY AFFECT RIGHTS UNDER THE MANUFACTURER'S WARRANTY.
- SOME LAWS AND BUILDING CODES REQUIRE SAFETY GLASS TO BE USED NEAR DOORS AND/OR FLOORS. UNLESS SPECIFICALLY ORDERED, THE MANUFACTURER'S NEW CONSTRUCTION WINDOWS ARE NOT MADE WITH SAFETY GLASS, AND, IF BROKEN, THE GLASS MAY SHATTER AND CAUSE INJURY.

THESE INSTRUCTIONS ARE MINIMUM REQUIREMENTS ONLY, CHECK STATE AND LOCAL CODE RESTRICTIONS FOR ADDITIONAL COMPLIANCE ON INSTALLATION AND OR FASTENING. IF UNIT HAS EXTERIOR TRIM (BRICK MOLD/J CHANNEL, ETC.) THE UNIT MUST BE SEALED BEHIND THE NAIL FIN. THE TRIM IS PROVIDED FOR AESTHETIC PURPOSES ONLY. INSTALLATION INTO MASONRY OR REPLACEMENT OPENINGS MUST BE SEALED TO THE OPENINGS USING AN APPROVED, PROPER METHOD. REFER TO AAMA 2400 AND/OR ASTM E212 STANDARDS.

THESE INSTALLATION INSTRUCTIONS ARE PROVIDED FOR INFORMATION ONLY, NO REPRESENTATION AND WARRANTY IS MADE THAT THESE INSTRUCTIONS SET FORTH ALL OF THE INFORMATION NECESSARY FOR PROPER INSTALLATION OF THE PRODUCT. GIVEN THE VARIETY OF FIELD CONDITIONS, PRIMARY RESPONSIBILITY FOR PRODUCT INSTALLATION RESTS WITH THE INSTALLER. DO NOT PROCEED UNLESS YOU HAVE ADDRESSED THE FACTORS NECESSARY TO ACHIEVE WEATHER-TIGHT INSTALLATION OF A PROPERLY FUNCTIONING PRODUCT. MI WINDOWS AND DOORS, INC. ASSUMES NO LIABILITY FOR ANY PERSONAL INJURY OR PROPERTY DAMAGE INCURRED IN INSTALLATION. THESE INSTRUCTIONS, TOGETHER WITH THE PRODUCT SPECIFICATIONS AND WARRANTY SET FORTH THE ENTIRE LIABILITY OF MI WINDOWS AND DOORS, INC. WITH REGARD TO THE PRODUCT.





**WARNING OPEN WINDOWS  
CAN BE HAZARDOUS**

Failure to heed this warning may result in personal injury or death.

Insect screens will not stop children  
from falling out of windows. Keep  
children away from open windows.

**Do NOT drill holes into  
sill of window**

Sticker was on each  
Window -

I talked to John M.I. Windows Co  
and was told no one would tell him  
to drill holes in the window frames  
I also have talked to several others  
from M.I. Windows and was told the  
same

Product Consumer warranty line

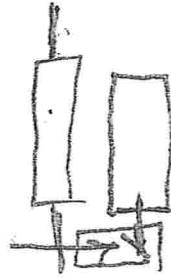
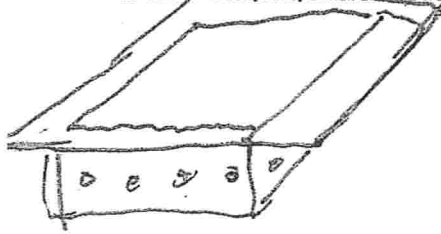
717-365-2500

John -

10/29/09

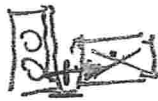
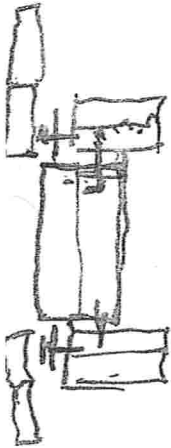
Call To John

The Division of Service Operations manages the Central Intake and Licensure unit, the one-stop shop for intake of applications and payments. The division also oversees the Customer Contact Center, which handles all initial interaction conducted via telephone, e-mail and the Web.

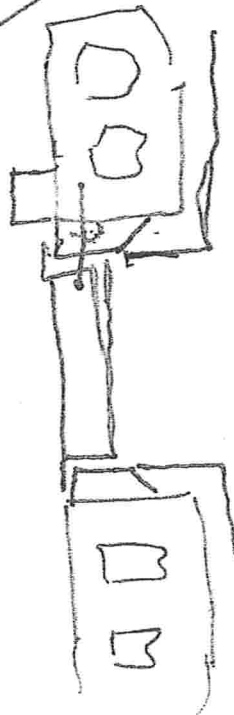
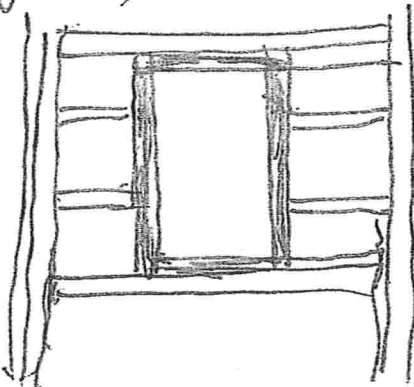


Lowes Windows  
Reinstalled are  
Vinyl Framed  
windows and are  
thicker than the  
Aluminum Flanged Style  
windows. This allows  
the screw pattern of  
the Vinyl windows  
to fit the existing  
2x4 wood  
+ frame around  
windows.

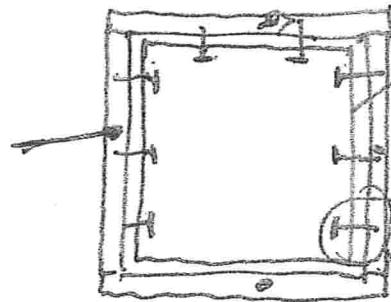
(2x4 wood + frame around windows)



Window  
Frame on  
Bottom of Bedroom  
window is warped

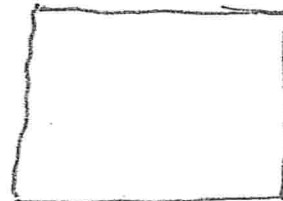


2x4



Vinyl  
window  
Frame

Screws  
into 2x4





Volume 6, Issue 5 (May 2009)

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### Extreme Exposure Fenestration Installations—The Florida Challenge

Katsaros, James D.

*DuPont Flashing Systems Development Leader Chairman of FMA Installation Committee,  
DuPont Building Innovations, VA*

Carll, Charles G.

*Research Technologist, U.S. Forest Products Laboratory, WI*

(Received 15 June 2007; accepted 17 March 2009)

#### Abstract

Current standards for installation of fenestration units, such as ASTM E2112-07, "Standard Practice for Installation of Exterior Windows, Doors and Skylights" do not address regional considerations, or how the level of wind and rain exposure could influence installation methodology. In the coastal southeastern United States, where extreme wind-driven rain events occur with some regularity, more robust methods than those prescribed in ASTM E2112-07 are necessary. In Florida, single family houses are commonly constructed with surface barrier concrete masonry walls on the first story, and membrane-drainage, wood-frame walls on the second story. This "hybrid" construction is unique, or virtually so, to Florida. Finned windows of a particular design are made expressly for installation in cement masonry unit (CMU) walls as commonly found in Florida homes. The special considerations that relate to residential construction in Florida were of concern to an industrial consortium. The consortium thus formed an Installation Committee to develop methods for fenestration installation that would be applicable to the wall systems commonly found in the coastal Southeast, with consideration of the high wind-driven rain loads that accompany tropical storms. This paper addresses two general installation methods proposed by the Installation Committee, and presents test data for wall assemblies incorporating fenestration units installed using the methods.

#### Keywords:

construction, water management, flashing, sealants, extreme exposure, windows, buildings, durability, CMU, adhesives, Florida

From The Murrey  
Care 2009029319

Sent: Saturday, October 24, 2009 2:32 PM  
Subject: Business Reply to a Complaint (bizcomplaint.asp)  
Importance: High

Company\_Name: CJ Custom Carpentry Inc.

Customer\_Name: Mr. Michael Murrey

Complaint\_ID: #96F6-062%

Complaint\_Information:

Company\_Response: Windows are installed and fit correctly in openings, there is a deficiency in the installation that has been discovered and we are in the process of trying to rectify. Installer drilled a screw through 3 bottom window frames and as a result we have recommended and requested to replace the main frames of those 3 windows. This was recommended by the manufactory of the windows and is commom practice when needed. An Independent window representative provided customer with a report that states "The windows are the wrong size IF THEY ARE UNABLE TO INSTALL and utilize a wood buck around the perimeter of the window". The windows are INSTALLED and fit in the opening. To ensure the windows seat properly we have again suggested removing windows and reinstalling them making sure they seat on wood bucking and have a good bead of sealant around them.

The claim that the windows cannot be repaired is ridiculous.

The customer has an alternative agenda: different windows, (vinyl)

Customer did not do they homework before they choose the product they bought (aluminum windows). This has nothing to do with us.

Bathroom countertop has a minuscule defect in the back of the backsplash so small the marble installers did not see it as they installed it or they would have dealt with it then. We have already agreed how to deal with this issue.

Broke mirror was replaced within 24 hours, the customer had been told before work commenced we could not guaranty the mirror will not brake. We recommended the customer have a glass company come out to do it. The customer did not want to call a glass company because of the expense.

Billing had only one adjustment made due to an error discovered in the bathroom countertop Qoute. Customer was billed from wrong quote.

*This letter was written on October 24, 2009. At the meeting on October 15, 2009 he stated he would put the wood buck around all nine windows. This letter does not concur with what he stated at the October 15, 2009 meeting.*

October 31, 2009

Subj: October 15, 2009 meeting

To: Curtis Jones, CJ Custom Carpentry Inc.

On October 15, 2009 a meeting was conducted at our residence located at 438 SW Short Leaf Drive, Lake City, Florida 32024. The purpose of this meeting was to discuss and implement an action plan to correct the deficiencies listed on the punch list that you have taken no action on. The following were in attendance:

Russ Lambert	State Investigator
Harry Dicks	County Inspector
Wayne Russ	County Inspector
Curtis Jones	Contractor, CJ Custom Carpentry Inc.
Michael Murrey	Homeowner
Norma Murrey	Homeowner.

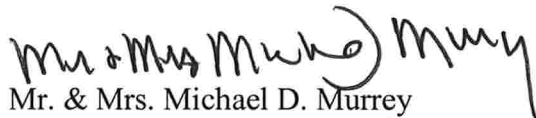
You submitted and we, Mr. Lambert and Harry Dicks accepted the following recommendations:

- (1) You stated that you would contact MI Windows and pay for MI Windows to come to our residence and replace the mainframes on the windows that you drilled holes in with new mainframes. You further stated that you would contact Todd Reed for his expertise in correcting the deficiencies with all nine windows. Putting a buck around all nine windows was discussed at the meeting.
- (2) You agreed to provide and pay for the J-Bar for the glass mirror.
- (3) We agree that we owe you \$75.00 for turning and flipping the mirror. We do not owe you for the new mirror. You agreed to this.
- (4) You agreed to pay for the permit and take it off of our account.

- (5) You also agreed to send us a corrected bill. That reflects on what we agreed upon.

As of this date we have not heard from you. We are trying to work with you but you have not contacted us and you are not complying with the recommendations that were agreed upon at the meeting. Time is of the essence so we are faxing and sending this letter certified. Copies will be sent to Russ Lambert and Harry Dicks.

Thank You;

  
Mr. & Mrs. Michael D. Murrey



**Norma Murrey**

---

**From:** <administrator@miwd.com>  
**To:** <nmurrey@bellsouth.net>  
**Cc:** <customercare@miwd.com>  
**Sent:** Thursday, July 02, 2009 8:30 PM  
**Subject:** MI Windows and Doors - Field Service #11481A for MICHAEL MURREY - Appointment Acknowledgement

## **\*\*\* Do Not Reply to this E-Mail**

Dear MICHAEL MURREY,

According to our records, your field service #11481A has been scheduled and confirmed for 7/1/2009 1:00:00 PM with our service technician TODD REED. Meeting the schedule is important both for MIWD and its customers. In the event it is necessary to reschedule, please contact your technician directly at ????? or you can e-mail us at [customercare@miwd.com](mailto:customercare@miwd.com) within 24 hours.

We are looking forward to serving you!

Thank you,

MIWD Customer Care - [customercare@miwd.com](mailto:customercare@miwd.com) - 650 West Market Street, Gratz, PA 17030

10/20/2009

**Norma Murrey**

---

**From:** <administrator@miwd.com>  
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**Cc:** <customercare@miwd.com>  
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We are looking forward to serving you!

Thank you,

MIWD Customer Care - [customercare@miwd.com](mailto:customercare@miwd.com) - 650 West Market Street, Gratz, PA 17030

Note Mr Lambert please note MI windows sent out Todd Reed for our 1st contact

**Norma Murrey**

**From:** "Murrey, Michael D." <Michael.Murrey@va.gov>  
**To:** "Norma Murrey" <nmurrey@bellsouth.net>  
**Sent:** Monday, July 06, 2009 11:54 AM  
**Subject:** FW: Copy of Field Service Report from 1 July 2009

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Monday, July 06, 2009 11:11 AM  
**To:** Murrey, Michael D.  
**Subject:** Copy of Field Service Report from 1 July 2009



**FS #:** 11481A

**Homeowner:** MICHAEL MURREY  
**Address:** 438 SW SHORTLEAF DR  
 LAKE CITY, FL 32024  
**Phone1:** 386-961-8055  
**Phone2:**  
**E-Mail:** michael.murrey@med.va.gov

**Contractor:**

**Phone:**

**Series:** 740 /

**Problem:** Installation Issue

**Pay Info:**

**Manf Whs:** 100

**Notes:**

**Action Taken:**

1 July 2009 -- Inspected all windows in home. Windows are 3740 series from Lowes. Four of the units were installed by Lowes Installed Sales the remainder were installed by the same installer but as a direct bill to the Murreys. The product is functioning properly. The installation is not in accordance with AAMA recommendations. The original window frames were removed by cutting



**Opened:** 6/24/2009

**Closed:** 7/1/2009

**Distributor:**

**Contact:**

**E-Mail:**

**Inspected**

**Purchase Date:**

**Rep:** TODD REED

**# of Trips:**

**Amount:** \$0.00

**Bill To:** Distributor



the existing frame and removing it from the opening. The new windows were installed into the opening in a finless application. No consideration was given to properly flashing the new windows into the existing opening. The primary line of defense against water intrusion is a perimeter butt bead of sealant which varies in joint width from 1/4" to 3/4". No backer rod or insulation was used in the viewed samples. The purpose of the visit was to inspect the product and the installation for compliancy to manufacturer's specifications. The "product" exhibited no defects. The installation application was replacement. Neither manufacturer or AAMA recommendations were followed for the installation. The two choices for a proper installation in this specific condition were leaving the existing frame in tact as utilizing a flush fin product for installation OR removing the brick exterior, removing the entire existing frame, install a new fin window. In both methods above there are specific sealant and flashing applications to be followed to work in conjunction with existing conditions to prevent water intrusion. Due to the installation of the product at the Murrey residence MIWD can make no claim as to the product's performance or compliancy with applicable codes. X



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**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 14, 2009 2:18 PM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** Windows

*1R. Murrey*  
We are planning a meeting at our residence with the state, the contractor, and the county inspectors that inspected our windows. We are going to try and get Mr. Jones the contractor to replace the windows. If you recall we had four of the windows installed through Lowes. The other nine windows we contracted ourselves with the same contractor Curtis Jones. Lowes has since replaced the four windows. They stated the windows were measured wrong and were not the right size. The state thinks it would be helpful if you would send a letter also stating the wrong size windows were put in. **(The windows are the wrong size if they are unable to install and utilize a wood buck around the entire perimeter of the window. Remember there are only two AAMA recommended installations for your original condition. They were leaving the existing frame in tact and jumping it with an exterior flanged frame product or removing the exterior brick and removing the entire existing frame and installing a new nail flange product. Since neither of these were done the only option AAMA recommends is removing the exterior brick and installing a new nail flange product. The only alternative is if the installer is sure the opening can be flashed properly a wood buck could be installed in the opening and then an exterior flange product installed into the wood buck. Based on these alternatives the windows currently in your home are the wrong size.)** If Mr. Jones does not agree with replacing the windows and wants to repair them we would need you to come down.

*1R. Murrey*  
If it is determined to let Mr. Jones repair the windows is MI Windows going to warranty the windows after Mr. Jones has taken them apart and replaced the frame as he is suggesting? **(No)** If we would upgrade to a Vinyl window what series window would we want? **(3540 series)** Would MI Windows consider giving us a discount on windows? **(I do not know. That would be a question for The director of MIWD customer care Tamie Scherbik.)** If you can please let me know when you will be coming through this area or close to this area and we will try to schedule the meeting around it. **(I currently have nothing in the area, I would think that with the previous documentation and this email it is really cut and dry and they should be able to see and distinguish what needs to be done. Let's just see how your meeting works out and go from there.)**  
*Todd Reed*  
*R. Murrey*  
*Todd Reed*  
Thank You.

Michael D. Murrey  
Ass't Chief A&MM Service  
North Florida South Georgia

10/13/2009

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**From:** Murrey, Michael D. [mailto:Michael.Murrey@va.gov]  
**Sent:** Monday, September 21, 2009 11:34 AM  
**To:** Todd Reed  
**Cc:** Norma Murrey  
**Subject:** RE: Windows

Todd does this mean that no matter if we put in aluminum or vinyl windows in that we would have to have the wood buck around them?

---

**From:** Todd Reed [mailto:treed@miwd.com]  
**Sent:** Sunday, September 20, 2009 6:09 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

Mr. Murrey

Please see responses to your email below.

Let me know if you have any questions.

Thanks

**Todd Reed**

**Fenestration Services Inc.**

**PO Box 783**

**Statesboro, GA 30458**

Phone **912-690-2139**

Email **Todd@fenestrationservices.com**

10/13/2009

**Murrey, Michael D.**

**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 10:25 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

---

**From:** Murrey, Michael D.  
**Sent:** Wednesday, September 23, 2009 8:51 AM  
**To:** Murrey, Michael D.  
**Subject:** FW: Windows

---

**From:** todd@fenestrationservices.com [mailto:todd@fenestrationservices.com]  
**Sent:** Tuesday, September 22, 2009 5:37 PM  
**To:** Murrey, Michael D.  
**Subject:** RE: Windows

That is correct, unless you are removing the brick and using a nailing flange product.

Todd Reed

**Fenestration Services Inc.**

**PO Box 783**

**Statesboro, GA 30458**

**Phone 912-690-2139**

**Email Todd@fenestrationservices.com**

**Web www.FenestrationServices.com**

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August 17, 2009

To Whom it May Concern:

Lowes has gone in and replaced 4 windows that were installed for Michael Murrey at 438 SW Shortleaf Drive Lake City, FL .

The 4 windows installed by CJ Custom Cabinetry a Installer at the time for Lowes were aluminum windows. We had to replace them due to the fact the windows did not fit correctly. According to what we could tell they were measured from the outside and they hit the brick in some areas. We also found that the screw holes did not line up correctly, they line up between the brick and the window buck. We also found cracks where caulk was cracking and to much caulk was put in and also insulation was not put around windows when installed.

Lowes came back and remeasured the windows correctly with a new installer and reordered vinyl windows for the Murreys and had them installed correctly.

Mitch Thomas  
Area Installation Manager

A handwritten signature in black ink, appearing to read "Mitch Thomas", written in a cursive style.



note.)

SOUTHEAST CORPORATE

check WAS NOT put into Business Acct.  
 DID NOT HAVE A Business Acct. at 1ST Fed  
 At Time check WAS Cashed - Jones did not  
 sign check - How WAS this Cashed

MICHAEL D MURREY  
 NORMA J. MURREY  
 438 SW SHORT LEAF DR  
 LAKE CITY, FL 32024-4281  
 386-861-8055

10180

68-7845/2631  
DRAFT CASH TO

3/4/09

DATE

PAY TO THE  
ORDER OF

CS Custom Carpentry INC.

\$2,150.00

Two Thousand One Hundred Fifty Dollars

DOLLARS

Security  
Features  
Check for  
DetailsSUNSTATE  
FEDERAL CREDIT UNION

Gainesville, Lake City, Altamonte, Orlando

ROR kindred + Counter Inst

M. D. Murrey

⑆263178452⑆ 800000021113⑆ 10180

Deposit only

eq# 8062998, Draft# 10180, Acct# 800000021113, Amt. \$2,150.00, Date %MM/%DD/%YYYY

licensing bureau

check

07/24/2009 12:01 PM FAX

Did not go into a Camp Bus. Account

Did not Sign - put in personal Acc.

File in 27817

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On 11-23-09 I recieved a call  
on 27817 wanting to cancel the  
permit. The permit was issued  
on 5-18-09 therefore no  
approved inspections were done  
and the permit was closed  
as of 11-18-09 for the 6 months  
expiration date without an  
approved inspection. LH

Number of Pages:

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OUR FAX NUMBER IS: (386) 462-7747

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### Search Results

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Class: First-Class Mail®

Service(s): Certified Mail™  
Return Receipt

Status: Delivered

Your item was delivered at 9:52 AM on June 9, 2009 in LAKE CITY, FL 32024.

#### Detailed Results:

- Delivered, June 09, 2009, 9:52 am, LAKE CITY, FL 32024
- Notice Left, June 04, 2009, 10:47 am, LAKE CITY, FL 32024
- Notice Left, May 30, 2009, 4:03 pm, LAKE CITY, FL 32024
- Acceptance, May 29, 2009, 11:40 am, LAKE CITY, FL 32055

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No FEAR Act EEO Data

[FOIA](#)United States  
Postage & Fees PaidUnited States  
Postage & Fees Paid

*This confirms that the Post office made several attempts to deliver this letter. Curtis Jones had said they didn't.*

*OUR  
Letters*

*All letters were  
sent certified  
return receipt.*

August 20, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point Ct.  
Lake City, Florida 32024

Dear Mr. Jones;

On Tuesday August 18, 2009 you came to our residence at 438 SW Short Leaf Drive to meet with us and inspect and review the deficiencies with the windows. It was agreed upon that you would submit a written detailed plan of action to correct the deficiencies with all nine windows. We further agreed that we would have this plan of action reviewed by a third party prior to acceptance. We contacted Mr. Todd Reed of MI Windows and Doors. Mr. Reed is one of only three representatives for AAMA, he teaches classes on window installation and he has other credentials pertaining to his expertise on installation procedures. As you know Mr. Reed is the field representative that inspected the windows. He would be the individual to contact for advice on correcting the deficiencies with the windows. Mr. Reed's major concern is with the proper correction of the bathroom window and he is very concerned about the spaces at the top and bottom of all nine windows and what procedure you are going to apply to correct it. Mr. Reed stated that replacing the mainframe would help correct the warranty problems. If you would like to contact Mr. Reed his phone number is 912-690-2139.

You further need to state in writing that nothing will be billed to our address and we will not be charged for any labor or material that is required to correct the deficiencies with the windows. This is in our best interests since we discussed past conversations that we did not agree that occurred. We are sending this letter certified and we are also faxing you a copy.

Mr. & Mrs. Michael Murrey

Cc: Harry Dicks, County Inspector



August 16, 2009

CJ Custom Carpentry  
222 SW Cross Point Ct  
Lake City, Florida 32024

Dear Mr. Jones;

In reference to your request for a final inspection we have talked to the Columbia County Inspector a month ago and we were told that since the Department and Bureau of Professional Regulations has taken over this case there can be no final inspection. It is now up to DBPR to determine what action will be taken next. We were not aware that you have not been contacted by DBPR.

For months we have sent you letters requesting that you provide us a plan of action to correct the punch list items and the deficiencies with the windows. In the last three weeks you have sent us three letters without providing a plan to correct the punch list items as we requested. It appears that the three letters that you sent to us and the threat to put a lien on our home were sent after you were terminated from Lowe's. We also know that you had to pay for the four windows that Lowe's replaced in our home. Lowe's explained to us why the windows had to be replaced and we were also told that Lowe's explained to you why the windows had to be replaced. We are trying to determine why you would want to come and insulate around the existing nine windows when they are the wrong windows, they are installed wrong and there is no warranty because you voided it by drilling numerous holes in the window frames. We were told that since you installed the wrong windows you had to try and make them fit. You apparently do not understand the seriousness of the problem with the windows. You are welcome to come and see the four windows that were professionally installed by Lowe's. We were hoping that you would handle the existing problems in a professional manner as Lowe's did. We have nothing but admiration and praise in the way Lowe's handled their part. The existing nine windows need to be replaced just like Lowe's replaced the other four windows. You have not only caused serious problems with our windows but you indicated this is how you install all windows for Lowe's and Home Depot. This could lead to serious problems if this statement you made is proven to be true.

We feel that it would be useless to meet with you and discuss the problems because you have been disrespectful to my wife, you have not responded to our requests for a plan of action to correct the punch list items and the window deficiencies and my wife had to handle the plumbing problem herself by calling Kohler because your plumber used wrong parts to install the faucets in the bathroom sinks. This took hours on the phone to coordinate getting the right parts sent to us. This is documented. The stopper still does not work correctly in the one sink.

Before we knew the seriousness of the problems with the windows. We only thought we were dealing with an insulation problem. Lowe's and we gave you several chances to insulate the windows. When we checked we found out that you only insulated a small part of the windows. You obviously lied to both Lowe's and us because when Lowe's came out and pulled some of the caulking off there was no insulation. When Lowe's removed the four windows to replace them they took pictures of how they were installed with no insulation. You have mislead us on numerous other issues such as charging us \$100.00 plus interest for the permit that only cost \$25.00, installing a chipped marble bathroom top and we were only suppose to be charged for turning and flipping the mirror. You are also trying to charge us for the mirror that you broke. You keep changing the billing so it is hard to determine what is actually owed. Another point that we would like to make you aware of is the fact that your teenage son caused damage to our woodwork while he was working on the windows. We discussed this with him at the time but later we decided not to bring it up. An antique dresser was also chipped. The white paint from the window is still on it.

This project has been ongoing since March of 09 it is now August 16, 2009. We have had to have numerous visits from Lowe's and other professionals that have inspected in order to determine all of the problems with the window. You have caused us stress and both of our blood pressure medications have had to be increased. This has made it more difficult for us to care for our disabled thirty six year old daughter. Two of our daughters and our son in law had to take off work on different occasions to come and help care for our disabled daughter. My wife is seventy-one years old with numerous health problems. Both daughters live out of state but they both had concerns about their mother's health due to all of the stress she has encountered over the past five and one half months. They both feel that due to our age that we were being taken advantage of. They both feel that this could be a case of elder abuse and they are considering contacting the appropriate agencies.

We are sending, faxing and we have tried calling you in regards to the letter sent to you on Friday August 14, 2009 and this letter. If the state has not already contacted you it may be in your best interests to call them. Case Number 2009029319.

Mr. & Mrs. Michael Murray

August 14, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point Ct.  
Lake City, Florida 32024

Dear Mr. Jones;

We received your letter on August 13, 2009. We have written numerous letters to you referencing the pending punch list items. You have not made three attempts to come and complete the punch list. We have never stopped you from coming to work on the punch list. We have been sending you letters since May asking you to tell us how you are going to correct the punch list items and especially how you are going to correct the deficiencies with the windows. You have never provided us an explanation or a response. You only suggested replacing the mainframe on three of the nine windows. The state reopened this case on July 16, 2009. All the letters we have sent you have been forwarded to the state for their review. As I stated you have not made three attempts to come and complete this job because you have never addressed how you are going to correct the punch list items as we requested. Two inspections have been made by the county inspectors and both of them failed and were not acceptable. The county cannot do a final inspection because the state has taken over this case. The state will determine what happens next. The state should be contacting you within the next few days. The accusations you say we made that you don't want to discuss are backed up by written documentation from several sources. These accusations apparently are not wrong since Lowe's had you pay to replace the four windows they replaced in our home. Lowe's also explained to you why they had to be replaced. Obviously you did not understand the letter we sent you from Todd Reed of MI Windows and Doors in which he explained what is wrong with the windows. There can be no warranty on these windows because they are the wrong windows and they were installed wrong. It is hard for us to determine what we owe you because you keep changing the billing. We checked on the permit and discovered that it only cost \$25.00 not \$100.00. There is nothing in the agreement stating that we would pay for the permit. We also do not owe you for the mirror that you broke.

If you proceed to put a lien on our home we will contest it and we will take appropriate legal action. In reference to the postal service we have copies of the tracking of all of the letters we sent to you. The postal service has had to redeliver the letters several times to you. In reference to this letter we are also faxing it to you. We have tried working with you to complete this project but you have not been receptive.

Mr. & Mrs. Michael Murrey

August 11, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point Ct.  
Lake City, Florida, 32024

Dear Mr. Jones;

On July 24, 2009 we sent you a letter referencing the pending punch list items. We told you that you could come and complete the mirror and install the glass beveled strip that is required to cover the chips on the marble top and the plumber can come and adjust the stopper in the one sink that doesn't work correctly. We also told you that Lowes and numerous people have concluded that the windows have to be replaced. Lowes is replacing the four windows that you installed at our residence for them with box type casement windows because it was determined that they would be the most suitable due to the fact that you removed the original frames. We also mentioned that the same deficiencies exist with the other nine windows that you installed for us. They should be replaced just like Lowes is replacing the other four windows that you installed for them. We suggested that the remaining balance owed to you should go towards the purchase and correct installation of new box type casement windows.

As of this date you have not addressed the punch list items sufficiently and you have not addressed the window situation. Please provide us your response to each punch list item and provide us your response in reference to the windows by August 24, 2009. We are also working with the State of Florida in an effort to bring this project to a conclusion.

Michael & Norma Murrey

CC: State of Florida  
Harry Dicks, Inspector



July 24, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point CT  
Lake City, Florida 32024

Dear Mr. Jones;

We are in receipt of your letter dated July 13, 2009. We did not receive this letter until today July 23, 2009. We sent you a letter on July 14, 2009 and an inspection report from MI Windows stating all the serious deficiencies with the windows. Lowe's is replacing the four windows that you installed at our residence for them with box style casement windows because it was determined that they would be the most suitable due to the fact that you removed the original frames. These frames should have never been removed. You did not comply with AAMA recommendations or the manufacturers installation instructions. Once again please reference the enclosed letter. The other nine windows you installed for us should be replaced just like Lowes is replacing the other four windows you installed for them. You still have not responded to the July 14, 2009 letter we sent you. The remaining balance owed to you should go towards the purchase and correct installation of new windows.

In reference to the punch list you referred to. You may come and complete the mirror and install the glass beveled strip that is required to cover the chips on the marble top and the Plumber can come and adjust the stopper in the one sink that doesn't work correctly. This would be appreciated.

Your attention and prompt response to this letter would be appreciated. Our home has been disorganized since March because of the window and bathroom project that is not completed. Please provide us your response in reference to the windows so we may bring this to a conclusion. We are sending this letter certified and to expedite the process we are also faxing the letter to you. We find it necessary to do this because you never sign for your letters timely.

Michael & Norma Murrey

July 14, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point CT  
Lake City, Florida 32024

Dear Mr. Jones;

We did not receive your letter until July 14, 2009 at 4:45 p.m. because we have been out of town. Your letter does not address all of the pending deficiencies that exist.

A representative from MI Windows performed an inspection on the windows on July 1, 2009. A copy of the inspection report is enclosed. We also had an independent window specialist from Jacksonville inspect the windows. Because of all of the existing deficiencies the window specialist from Jacksonville suggested we contact MI Windows. The specialist noted that the double windows are not secured and can be pushed in with your hand. The bathroom window is not securely screwed into anything and is unstable and leaks. The holes that you put into the top of the window frames also void the warranty. We were told the reason you drilled additional holes are because you couldn't fit the windows in correctly because you cut away the existing frame and removed it. Lowe's is replacing the four windows that you installed for them because they were installed wrong just like the other nine windows you installed for us. We now have a serious problem with water intrusion.

You need to address the deficiencies with all nine windows and the deficiencies cited in the inspection letter from MI Windows. These windows were not installed correctly. Also the windows were never fully insulated. How do you intend to request a final inspection when the windows are not installed correctly and do not meet the code. Because you cut away the original window frame we have serious problems.

Please provide us a plan of action to correct all of the pending deficiencies and the deficiencies cited in the letter from MI Windows by July 27, 2009.

Mr. & Mrs. Michael Murrey

June 20, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point CT  
Lake City, Florida 32024

Dear Mr. Jones,

This letter is in reference to Invoice Number 2748, for the Project to install new windows, install new cultured marble countertop in the master bathroom, remove turn and reinstall bathroom mirror and install new faucets in the master bathroom sinks at our residence located at 438 SW Short Leaf Drive, Lake City, Florida 32024.

Lowes and Better Built windows have informed us that the flanges on the windows were cut and removed. Lowes inspected the four windows that we contracted with them for that you installed and they have determined that the windows have to be replaced because the flanges were cut and the windows do not fit properly. These same deficiencies also exist with the nine windows that you installed for us. Also the windows were not installed in accordance with the manufacturers directions. On June 19, 2009 we informed Mr. Dicks of the Columbia County Inspectors Office and The State of Florida.

We still have not received a response from you for a plan of action to correct the punch list items we sent you on May 27, 2009 and June 14, 2009.

Based on the information received from Better Built Windows and Lowes the windows are damaged and the only alternative is to replace them.

Please provide us a response by July 3, 2009 with an action plan and timeframe for the correction of these problems.

Mr. & Mrs. Michael Murrey



May 27, 2009

CJ Custom Carpentry  
ATTN: Curtis Jones  
222 SW Cross Point Ct.  
Lake City, Lake City, Fl 32024

Dear Mr. Jones

This letter is in reference to project Invoice Number 2748 to Install new windows, install new cultured marble countertop in the master bathroom, remove turn and reinstall bathroom mirror and install new faucets in the master bathroom sinks at our residence located at 438 SW Short Leaf Drive, Lake City, Florida 32024.

The following is a listing of punch list items and deficiencies that need corrected. Since you have not done a final inspection:

1. All windows need to be insulated on the top, sides and bottom.
2. Instructions need to be provided on installation of the half round window in the bathroom.
3. Half round window in the master bathroom needs insulated and recaulked.
4. Beveled glass strip needs to be installed on master bathroom cultured marble top above splash to cover chips above the backsplash as discussed.
5. Stopper in right side of sink does not work correctly. Plumber was notified.
6. Company needs contacted to determine if the screw needs to the mull strip voids the warranty. Need a written statement the company.
7. Two tone caulking on outside of living room window needs removed and replaced with the same clear caulking all the way around the window.
8. Provide a paid of satisfaction from all the suppliers and installers including your company. This needs to be submitted before final payment is made.
9. Explanation of the type screws used and if they are rustproof which they should be.
10. Explain why the screws were not put in the pre made holes provided in the window frames. Does this void the warranty with the company by not using these? A written statement is needed from the company stating it does not void the warranty.

This punch list should be completed by June 15, 2009. If you have any questions please call 386-961-8055. Thank You.

Michael D. Murrey

May 17, 2009

On Thursday May 14, 2009 I called Curtis Jones to see if he had turned in the application for the permit that is required. I also asked if he could meet with us on Saturday May 16, 2009 to go over some of the problems with the work. Curtis Jones did not answer so I left this message on his answering machine.

The following are some of the pending discrepancies that we have found:

1. There is a screw in the living room windowsill, which should not be there.
2. There is two tone caulking on the living room window on the outside. Part of it is white and part of it is clear.
3. Wood gauged on living room windowsill.
4. Damaged windowsills in spare bedroom.
5. Caulking is shrinking and pulling away from the windowsills and windows. These windows have been caulked twice. This is on the inside.
6. The windows do not meet the windowsills this has created gaps and open spaces where there is nothing and you can see outside.
7. Seams on the windows are supposed to be caulked. See installation instructions. It does not appear that this was done.
8. We do not know if the correct screws were used to install the windows.
9. There are five chips on the countertop on backsplash where the mirror meets.
10. Due to the large gaps and openings some of the caulking is falling through.

We are also working with Lowes to solve the problems with the four windows he installed in our home last fall.

If you should have any questions or need additional information please do not hesitate to call me at 386-961-8055. Thank You

Michael D. Murrey

Good Day Mr. and Mrs. Murrey,

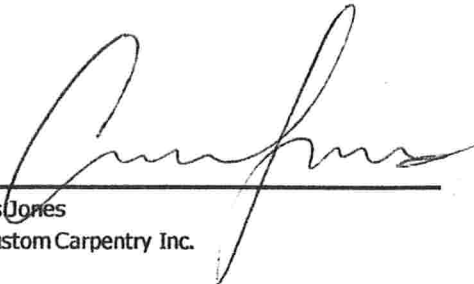
6/10/09

I just received your letter yesterday afternoon and wanted to assure you both that your concerns will be addressed as soon as possible, I have not gotten a response back from the window manufacture. As I'm sure you are aware it is very difficult getting a hold of someone that can answer questions that you ask.

I have left several messages since my last time I was at your home concerning the windows and yet have been unsuccessful in getting answers. I will keep trying, so I may come to a resolution for you. I just wanted to touch base we you both and let you know I am working on your concerns.

Sincerely,

Curtis Jones

X   
Curtis Jones  
CJ Custom Carpentry Inc.

Jones Letters

( Note )

We The murrey's never had a problem  
reaching m. I. Windows



Date 7/1/09

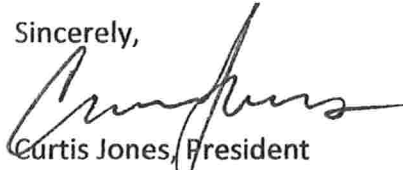
Mr. & Ms. Michael Murrey  
438 SW Short Leaf Dr.  
Lake City, FL 32024

Dear Mr. and Mrs. Murrey,

I would like to schedule July 14<sup>th</sup> starting at 8:00 am to complete your punch list and make the corrections to the 3 windows that had a screw put through the sills. We will be replacing the mainframes on these individual windows. We will only need one day for all items on punch list.

Please Call Lyn or myself to confirm this Date so that we may complete your job. Once complete I will be calling in your final inspection for July 15<sup>th</sup>. If you have any questions please call 386-754-6924.

Sincerely,



Curtis Jones, President  
CJ Custom Carpentry Inc.

(Note) From Mrs Norma Murrey

The main frame has nothing to do with the way the windows were installed in correctly. However it did void the warranty.

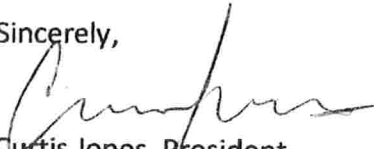
Date 7/13/09

Mr. & Ms. Michael Murrey  
438 SW Short Leaf Dr.  
Lake City, FL 32024

Dear Mr. and Mrs. Murrey,

I have not received confirmation from you on a date you would be available for us to complete your punch list. We are ready, willing and able to complete this job and need to set a day for completion. We should only need one day for all items on punch list. Please Call Lyn or myself to confirm this Date so that we may complete your job. Once complete I will be calling in your final inspection. If you have any questions please call 386-754-6924.

Sincerely,



Curtis Jones, President  
CJ Custom Carpentry Inc.

Date 8/08/09

Mr. & Ms. Michael Murrey  
438 SW Short Leaf Dr.  
Lake City, FL 32024

Dear Mr. and Mrs. Murrey,

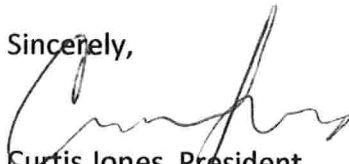
I have not received confirmation from you on a date you would be available for us to complete your job. We are ready, willing and able to complete this job and need to set an appointment for completion. This is our 3<sup>rd</sup> and Final attempt to complete this job for you. If you do not allow us to complete the job we have no alternative but to lien your property for payment. This letter serves as notice of lien, please call or mail available dates for completion within 5 Business days so we may put this behind us.

Please understand that I have and am trying to resolve this matter as quickly as possible. In the interest of warranty consideration and your own insulation questions I will make sure each of the nine windows we installed are insulated and sealed for water intrusion. I will be present during all work to ensure that the windows are to standards. We will need two days for all items. Please Call Lyn or myself to confirm this Date so that we may complete your job. Once complete I will be calling in your final inspection. If you have any questions about how we intend to complete your job please call 386-754-6924.

I am not interested in discussing anything of your accusations, opinions, misunderstood knowledge or lack thereof statements that have been made by you. I would like to complete my obligation of completing the job.

The Postal Service has delayed us both from communicating by mail. Your first three letters to me took over 15 days for the post office to notify me. I believe with both of us complaining this has been rectified.

Sincerely,



Curtis Jones, President  
CJ Custom Carpentry Inc.

October 14, 2009

Outline of events on Project at 438 SW Short Leaf Drive, Lake City, Fl.

We have sent Mr. Jones nine certified letters and he has only responded to three. Many of these letters consisted of punch list items that we asked Mr. Jones to provide a plan of action to correct all of the punch list items. Mr. Jones only responded to three of letters that we sent to him. At no time did Mr. Jones provide a plan to correct all of the punch list items.

In the beginning we didn't realize the seriousness of the problems with the windows. After several visits by the county inspectors they could only observe insulation and warranty problems. We felt that the windows are too small and do not fit correctly. My wife expressed these concerns to the inspectors. At that time the inspectors suggested we contact the window manufacturer and we complied with their recommendation. In July Mr. Todd Reed of MI Windows and Doors visited our residence and inspected all of the windows. Mr. Reed is one of only three representatives of AAMA. Mr. Reed is also an expert on window installations. We have been in contact with Mr. Reed since the July inspection. Mr. Reed has concluded that the windows are not the right size and since Mr. Jones drilled holes in the window frame and sill the warranty has been voided. Mr. Jones wants to replace the frames on the windows. Mr. Reed stated that if Mr. Jones disassembles the window frames the warranty will not be honored by the manufacturer. It has been concluded that the windows are not the right size, they cannot be repaired, there is a water intrusion problem and clips were not installed on the double windows. Please reference the letter from Mr. Todd Reed of MI Windows and Doors. The letters we have received from Mr. Reed were forwarded to Mr. Jones. Lowes also concluded that the four windows Mr. Jones installed for them were the wrong size and possess the same deficiencies as Mr. Reed of MI Windows and Doors stated. Lowes is replacing the four windows. See enclosed letter from Lowes.

1. Our faith and trust in Mr. Jones has diminished based on his poor communication, follow up procedures, poor workmanship and dishonesty. On atleast six occasions Lowes and we had Mr. Jones come out and try to correct the problems with the windows. He always stated that the windows need caulking and insulation and there is nothing wrong with the windows. Further research and investigation disclosed that based on several



deficiencies the integrity of the windows are impaired and compromised. He never addressed or tried to correct the major problems. Only after Mr. Jones found out the State was involved did he make any recommendations. Mr. Jones told us and Lowes that the windows are insulated and then he would just recaulk. Lowes came to our residence and pulled some of the caulking off and discovered that the windows were not insulated all the way around. Lowes requested Mr. Jones to come out and insulate correctly. Mr. Jones never came back to do our nine windows and Lowes four windows. This request was made before Lowes or we knew the seriousness of the problems with the windows. Why would we want Mr. Jones to repair our windows when he stated to us that he installed the windows correctly? My wife asked him if this is how he installs all of the windows for Lowes and Home Depot and he said yes.

2. We found out Mr. Jones did not take out a permit. We asked him why and he said he didn't have to. We found out that a project over \$4,000 requires a permit. When we told him this he submitted a new set of bills making the project under \$4,000. We asked Mr. Jones why he is charging so much for the permit. He said he purchased it wholesale and he is charging us retail. We should not be charged for the permit.
3. Mr. Jones was suppose to have a glass company turn and flip the mirror. Instead he did it and broke the mirror. He then charged us for a new mirror. We found out that the mirror didn't cost as much as Mr. Jones stated (North Florida Glass). Mr. Jones insurance should pay for the mirror not us.
4. The marble top has chips on the splash board section. This can be corrected with a J. Bar. Mr. Jones never came back to do this. There are also other existing chips.
5. Mr. Jones stated none of the problems with the windows are his fault because we put in aluminum windows instead of vinyl. Todd Reed of MI Windows and Doors stated that it doesn't matter what kind of windows were put in because they were measured wrong. Lowes stated that they sent Mr. Jones out for the original detail work for their four windows. Mr. Jones never told Lowes there is a problem.

6. Anytime Mr. Jones is confronted with a problem or deficiency he always says he didn't do it and he blames it on his installers. Mr. Jones creates conversations that never took place.
7. Mr. Jones teenage son worked on the windows and did damage to the window sill and a dresser in the bedroom.
8. My wife spent several hours of her time coordinating plumbing mistakes. Mr. Jones stated the plumbing mistakes weren't his or his plumber's problem (We have documentation relating to the plumbing problem).
9. The check we paid Mr. Jones with in the amount of \$2,400.00 was not signed or deposited into a business account. This was researched by the FDIC (We have documentation on this).

*\$2,150.00*

The relationship with Mr. Jones has deteriorated to a point that to have Mr. Jones continue on this project would be an injustice to us. Mr. Jones obviously does not know the correct procedures for window installation and his knowledge is of a limited nature. Even if Mr. Jones could repair the windows we do not feel it would be in our best interests to have him do so. We do not know who would be there to monitor his work and protect our interests since the building inspectors could not determine what deficiencies exist with the windows and they recommended we contact the window manufacturer.

In conclusion the windows were measured incorrectly and they are not the right size and Mr. Jones drilled holes in the window frames and sill because he could not use the manufacturer's holes that are provided. He drilled these holes because he could not penetrate wood correctly.

~~We have been quoted an estimated price of \$5,200.00 for replacement and installation of new windows. In settlement we are requesting Mr. Jones return the \$2,400.00 we paid him. Currently we owe Mr. Jones an estimated 1,678.00. This is a disputed figure because Mr. Jones has added items that were not agreed upon. These two figures amount to \$4,078. We would still incur an estimated \$1,122.00 additional expenses for the replacement of the windows.~~

*\$2,150.00*

*These figures are in question because Mr. Jones keeps making charges on the billing.*

Mr. Jones needs to provide us with the Notice of Commencement for him and his suppliers. We have previously requested this but Mr. Jones has not provided it.

rom:  
o:  
ent:  
ubject:

Harry Dicks [harry\_dicks@columbiacountyfla.com]  
Murrey, Michael D.  
Tuesday, September 29, 2009 8:54 AM  
Not read: FW: Windows

our message

To: harry\_dicks@columbiacountyfla.com  
Subject:

as deleted without being read on 9/29/2009 8:54 AM.

*Case # 2009029319*

October 18, 2009

Dear Mr. Lambert:

Please note that at the meeting on Thursday October 15, 2009 at our residents the two Lake City Inspectors that were present were not prepared to discuss the case. Mr. Harry Dicks stated I did not send him any of the letters stating the problems with the windows. The attached are E-Mails of letters I sent Mr. Dicks. These E-Mails show that Mr. Dicks deleted the messages without reading them. Wayne Russ the other Lake City Inspector stated that he didn't need to read anything nor did he need to come into the house to look at the serious deficiencies with the windows. We will follow up with a letter to the state explaining how unfairly we were treated by the Lake City Inspectors. We thank you for the professionalism you and your team displayed in the handling of our case.

*Mr. & Mrs. Michael D. Murrey*  
Michael & Norma Murrey

**Murrey, Michael D.**

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**From:** Harry Dicks [harry\_dicks@columbiacountyfla.com]  
**To:** Murrey, Michael D.  
**Sent:** Tuesday, September 29, 2009 8:54 AM  
**Subject:** Not read: Curtis Jones Letter

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Your message

**To:** harry\_dicks@columbiacountyfla.com  
**Subject:**

was deleted without being read on 9/29/2009 8:54 AM.

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**From:** Harry Dicks [harry\_dicks@columbiacountyfla.com]  
**To:** Murrey, Michael D.  
**Sent:** Tuesday, September 29, 2009 8:54 AM  
**Subject:** Not read: Window Letter

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Your message

**To:** harry\_dicks@columbiacountyfla.com  
**Subject:**

was deleted without being read on 9/29/2009 8:54 AM.

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**Murrey, Michael D.**

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**From:** Harry Dicks [harry\_dicks@columbiacountyfla.com]  
**To:** Murrey, Michael D.  
**Sent:** Tuesday, September 29, 2009 8:54 AM  
**Subject:** Not read: FW:

---

Your message

**To:** harry\_dicks@columbiacountyfla.com  
**Subject:**

was deleted without being read on 9/29/2009 8:54 AM.

Curtis Jones. Never Called For  
Any Inspections On This Project.

We called to see if the Inspector  
could come out and look at the windows.

BUILDING INSPECTORS OFFICE

NOTICE OF INSPECTION

Please be advised that an inspection has been  
made on your property. Listed below please  
find the results.

☐ Approved

☐ Not Approved. Please call the office  
758-1124 - 758-1008

☐ Not Approved (Remarks)

Remarks:

Sorry I  
missed you

Date:

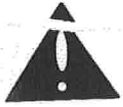
6-9-07  
Inspected By: Harry

September 18, 2009

Contractor:

1. Put in the wrong size windows.
2. Did not insulate the windows.
3. Voided warranty by putting screws in the sill and frame of the windows.
4. Bathroom window is not secure and does not fit correctly. Tried to caulk it three times.
5. Mr. Jones stated on numerous occasions that the windows are insulated. Lowe's took pictures of the windows they removed.
6. The billing keeps changing.
7. Mr. Jones has added items that we did not agree to. 1. Billed us for a mirror that he broke. His insurance should pay for this. 2. Billed for permit which is an escalated price. He said he got the permit wholesale and is selling it to us retail.
8. He has not complied with the notice of commencement.
9. Mr. Jones has only responded to four of the <sup>nine</sup> ~~eight~~ letters that we have sent him and his responses were inadequate and incomplete.
10. Is Mr. Jones paying for the windows that Lowes replaced?

*Windows were not installed in accordance with Manufacturer's Guidelines which take preference in the State of Florida.*



**WARNING OPEN WINDOWS  
CAN BE HAZARDOUS**

Failure to heed this warning may result in personal injury or death.

Insect screens will not stop children  
from falling out of windows. Keep  
children away from open windows.

**Do NOT drill holes into  
sill of window**



Sticker was on each  
window -

Note  
Letter sent  
has a Tr