



# CASE STUDY

## Expert witness reports for colour changes in PVC-U

### The task

Plastics materials often change colour after external weathering but in most cases this colour change is predictable and the basic cause is well understood. Over the past 20 years the UK and continental PVC-U window industry has found a new type of colour change ('pinking') that is not well understood but which has appeared in significant numbers of products. This has caused significant financial losses for some installation and manufacturing companies.

Tangram has acted for numerous companies in the area of pinking, both to understand the process and to resolve complaints and legal actions.

### What we did

Tangram first became involved with 'pinking' in 1992 when 'pinking' was being sporadically seen in window installations but was not generally thought to be a severe concern for the window industry.

Since then pinking has become a major concern for some systems suppliers and their customers. Tangram has worked with major systems suppliers, window fabricators and installers to resolve concerns and provide expert witness services for legal actions.

There are few independent witnesses with knowledge of this concern. Most of the experts are already employed by suppliers and processors and will not become involved in legal action because they are already involved in action or fear exposing themselves to further action. This makes it difficult for any company to find independent advice.

Tangram has provided the expert advice on whether to proceed with a claim or not. We are selective in the cases we will become involved with and our record to date is that we have won every case that we have accepted.

### The benefits

- Concise advice on whether to proceed with a case or not.
- Unblemished record of success with accepted cases.
- Concise and authoritative information on the causes pinking.
- Independent advice for installers, fabricators and systems suppliers involved in legal action on this topic.
- Dispute resolution for installers, fabricators and systems suppliers involved in legal action on this topic.

### More details?

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