



THE FACTS ABOUT COLD CRACK

Smart Presentation

What is Cold Crack?

Vinyl becomes hard and brittle when exposed to cold. So much so, that the material may actually crack or split if knocked. This effect is called 'cold crack'. Most of the year, this is not a concern. However, during late autumn and winter, when the temperature drops, the possibility of cold crack rises.

The problem occurs when ring binders, or other vinyl products, made from general purpose vinyl, are left in cold temperatures for an extended period of time. The binders chill, and if they are dropped or knocked when still frozen, they break. If the binders are allowed to warm up before moving them, usually for a few hours in a warm environment, they are fine.

So an enthusiastic courier on a chilly winter morning could cause £1,000 worth of damage to your ring binder delivery. Expensive and inconvenient. Here's what we can do to combat the issue:

What does Duraweld do to help combat the issue?

- We use double walled boxes in the winter and line the boxes with bubble wrap for all consignments prone to cold crack– this should go some way to insulating your delivery against the cold.
- We mark all boxes 'fragile' to alert the courier
- Our factory is kept above 18°C to ensure all products that leave our site are in pristine condition. We take care in manufacturing the highest quality products and strive to have them arrive in the same condition as they left us.
- We palletize and shrink wrap your shipments to prevent individual cartons from bouncing around or falling from the pallet
- We may delay delivery during extremely cold weather

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- We are particularly sensitive to individual carton shipments via courier. Individual cartons go through many hands during shipment.

What you can do when you receive your delivery?

- When your product arrives, take note of any visible carton damage before accepting your shipment. How the product was handled during transit is the determining factor as to whether cold crack will occur.
- If a carton is crushed it is obvious there was some sharp impact to the product. So take a digital photo as evidence and email it to us at sales@duraweld.co.uk. Mishandling during delivery may compound the cold crack issue.
- Let your delivery warm up before unpacking.
- We suggest that if your shipment arrives and the boxes feel cold then handle carefully and store them at room temperature for at least 12 hours before opening the binders. This will give the vinyl sufficient time to return to room temperature.