



AK/JB

25 July 2025

[REDACTED]
Lemon Meadow
Turners Hill Road
Crawley Down
RH10 4EY

Dear Mr Ferguson

Sahtas UK

Thank you for your letter and for sharing the images of the roof tiles.

Just to get quickly to some of the key points about Lucideon and its services and Technology Partners.

We carry out tests on products and systems for the Construction Industry. We are not a Certification Body - we cannot and do not issue certificates on products. The British Board of Agrément (BBA); BDA and KIWA are Certification Bodies. We are not a Quality Assurance Body. As a Test House we carry out tests on industry products against UK Standards, and some ETAG - European Technical Assessment Group tests. In this work we will undertake tests on a pass / fail basis. Therefore, in answer to your question, no, we have never provided certification / quality assurance to Sahtas for any product.

They are indeed a "Technology Partner". Until 2015 We were a membership-based organisation, and when we changed to a Company Limited by Shares in 2015, there could no longer be member companies, so we designated organisations who wanted to have a more consistent relationship with us "Technology Partners". For this small annual fee, they get access to our technology databases on Ceramics and can attend seminars and training courses. We do not therefore have a Code of Conduct – which is typically what you would see with a Trade Association, which we are of course, not.

The only time anyone might complain to us about a Company's Products would be if we were being approached by a legal company to act as expert witnesses for either side. I have checked and I can confirm that we have not been asked to act for anyone in such a matter.

As you probably know, products being sold into the UK market have to have either a UK CA or a CE Certificate. These would be held by one of the Certification Bodies.

I hope this information is helpful to you. I am a Chemist, not a Construction Technologist, but I can see that there is significant deterioration and that would appear to be classic "freeze / thaw" damage. Sad to see this. I do hope you can come to a resolution with the supplier / installer.

Yours sincerely

