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Bob Flacks
President
The Quality Thread and Notions Company
32500 Solon Rd.,
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Dear Bob,

Re: Thanks to you and your staff

It is not often one can say that a company and its products, have made a real difference to its industry, but I believe yours have! Let me cite two examples that have benefitted our business:-

The first is 'Sunguard' B138 thread, which was developed specifically for use in awnings and marine covers, with a colour range that matched exactly those of the best-selling 'SunBrella' Acrylic fabric. It is a simple idea, but one that had dramatic effect on both the aesthetics and life of the finished product.

Prior to the introduction of Sunguard, fabricators and trimmers in Australia used a neutral coloured poly-cotton thread for all work, which was in stark colour contrast to the base material, and the cotton simply rotted under prolonged exposure to Ultra-Violet radiation. The result was an amateurish looking finish, and seams that required frequent repair.

We offered to our customers not just the 'Sunguard' thread, but matching binding, and marketed the package under the banner 'Sun-sational'. It literally changed the industry almost overnight, as consumers and end-users noticed the difference, and demanded that their canopies and awnings be fabricated with the 'better' thread!

The second example is 'Sunguard' B 207, which you recommended be used on shade sail structures. This recommendation was made only after you commissioned accelerated weatherometer testing, which showed conclusively that the strength of the thread would remain greater than that of the polyethylene base-cloth over its anticipated ten year life. This again changed the habit of fabricators, who previously were using a lower gauge thread, ignorant of the long-term consequences of UV degradation.

These examples demonstrate QTN's proven ability to really understand market needs, and to find innovative ways of meeting them. Complementing these skills is a business that displays exemplary service and after sales support. Nothing is too much of a problem to your friendly staff.

You and your company are highly valued as a supplier by our business; and I just want to take the opportunity to say 'thank you' for your support, not just of us, but the whole industry over many years.

Yours very truly

A handwritten signature in dark ink, appearing to be 'M. J.', with a stylized flourish at the end.

Managing Director.