

Customer Support & Education

Water Soluble Sewing Thread – PVA Staple Fibre

Ne 40/2 – 2.5 kg Industrial Package

1. Technical Support Scope

Durafil provides technical guidance for:

- Rewinding parameters
- Lubrication compatibility
- Sewing performance
- Dissolution conditions
- Storage and handling
- Trial validation support

Support is advisory and based on product knowledge and field experience.

2. Pre-Purchase Technical Clarification

Before purchase, customers may request clarification on:

- Yarn construction and specifications

- Mechanical properties
- Dissolution characteristics
- Recommended processing parameters
- Packaging format
- Batch traceability

Technical data sheets and application notes are provided to support evaluation.

3. Trial & Validation Guidance

Durafil strongly recommends:

- Controlled rewinding trials
- Sewing validation under production speed
- Needle heat evaluation
- Dissolution validation under actual wash conditions

Trial reports should confirm:

- Yarn break frequency
- Lubrication compatibility
- Complete dissolution
- No residue

Production approval should only follow successful trials.

4. Education Focus Areas

Durafil educates customers on:

- Heat sensitivity of PVA yarn
- Friction management during rewinding
- Importance of non-water-based lubrication
- Needle temperature impact on sewability
- Liquor ratio and agitation in dissolution

Technical bulletins may be provided where required.

5. Limitations of Support

Durafil does not control:

- Machine condition
- Sewing speed
- Lubricant formulation
- Fabric construction

- Washing process parameters

Final responsibility for production suitability remains with the customer.

6. Ongoing Technical Communication

Customers are encouraged to provide:

- Trial feedback
- Processing conditions
- Observed issues
- Machine specifications

This enables precise troubleshooting and parameter refinement.

7. Documentation System

All official documents are version-controlled and include:

- Technical Data Sheet (TDS)
- Safety Data Sheet (SDS)
- Application Notes
- Storage & Logistics Guidelines

- Rewinding & Lubrication Guidelines

Customers should ensure they are using the latest document version.

8. Contact for Technical Support

For technical queries:

Email: info@durafil-group.com
