

Customer Support & Education

Durafil Tex 40 Heat Fusible Thread

Technical Guidance for Blind Hem Reinforcement and Internal Garment Stabilisation

1. Technical Support Scope

Durafil provides technical guidance for:

- Product selection suitability
- Sewing position recommendations
- Lower looper application guidance
- Pressing activation trials
- Bonding performance optimisation
- Storage and handling
- Garment trial validation
- Troubleshooting support

Support is advisory and based on product knowledge, application experience, and process logic.

2. Pre-Purchase Technical Clarification

Before purchase, customers may request clarification on:

- Product specification
- Activation temperature range
- Suitable garment applications
- Fabric compatibility for trials
- Package format
- Custom winding options
- Batch traceability
- Available technical documents

Technical Data Sheets and application guides are available to support evaluation.

3. Trial & Validation Guidance

Durafil strongly recommends controlled production trials before bulk use. Trial areas should include:

- Sewing performance on target machines
- Lower looper feeding consistency
- Stitch quality before pressing
- Bonding performance after pressing

- Appearance after cooling
- Wash durability assessment
- Garment wear performance

Production approval should only follow successful trials.

4. Education Focus Areas

Durafil educates customers on:

- Why this thread should not be used as needle thread
- Heat activation principles
- Effect of pressure and dwell time
- Importance of cooling after pressing
- Fabric sensitivity differences
- Causes of weak bonding
- Causes of stiffness or strike-through
- Process discipline for repeatable results

Technical bulletins may be issued where required.

5. Limitations of Support

Durafil does not control:

- Machine condition
- Operator skill level
- Press calibration
- Fabric construction
- Garment design
- Production speed pressure
- Wash process variables
- Final factory process discipline

Final responsibility for production suitability remains with the customer.

6. Ongoing Technical Communication

Customers are encouraged to provide:

- Trial feedback
- Pressing settings used
- Fabric composition
- Garment construction details

- Photos of results
- Wash test feedback
- Performance concerns

This helps faster troubleshooting and more precise recommendations.

7. Documentation System

All official documents are version-controlled and may include:

- Technical Data Sheet
- Application Notes
- Processing Guide
- Troubleshooting & Performance Guide
- Storage & Logistics Guidelines
- Packaging Specification
- Safety Data Sheet (SDS)
- Material Behaviour & Chemistry Guide
- Customer Support & Education
- Certifications / Compliance Documents

Customers should ensure they are using the latest version.

8. Best Results Framework

For best results:

- Run small trials first
 - Approve process settings
 - Train operators
 - Keep settings consistent
 - Record approved conditions
 - Monitor production discipline
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9. Contact for Technical Support

For technical queries:

Email: info@durafil-group.com