

Customer Support & Education

Durafil Heat Soluble Thread

Technical Guidance for Temporary Stitching and Controlled Heat Removal

1. Technical Support Scope

Durafil provides technical guidance for:

- Product selection for temporary stitching use
- Bobbin thread application guidance
- Sewing setup recommendations
- Heat removal trial support
- Fabric compatibility review
- Temporary holding performance optimisation
- Residue reduction guidance
- Storage and handling support
- Troubleshooting assistance

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

2. Pre-Purchase Technical Clarification

Before purchase, customers may request clarification on:

- Product specification
- Recommended applications
- Suitable sewing positions
- Heat activation / removal behaviour
- Package formats
- Batch traceability
- Trial recommendations
- Available technical documents

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

3. Trial & Validation Guidance

Durafil strongly recommends controlled trials before bulk production.

Trial areas should include:

- Sewing performance using bobbin position only
- Needle thread compatibility
- Temporary holding strength

- Heat removal efficiency
- Fabric appearance after finishing
- Residue acceptability
- Productivity suitability

Production approval should only follow successful trials.

4. Education Focus Areas

Durafil educates customers on:

- Why the product must be used as bobbin thread only
- Why it must never be used as a needle thread
- How friction heat affects low melting threads
- Stitch density and removal efficiency
- Heat transfer principles during pressing
- Causes of incomplete removal
- Fabric sensitivity considerations
- Process discipline for repeatable results

Technical bulletins may be provided where required.

5. Limitations of Support

Durafil does not control:

- Machine condition
- Needle temperature during sewing
- Operator skill level
- Fabric construction
- Garment design
- Pressing equipment condition
- Production speed pressure
- Final finishing methods

Final responsibility for production suitability remains with the customer.

6. Ongoing Technical Communication

Customers are encouraged to provide:

- Trial feedback
- Fabric type details
- Sewing machine type
- Thread tensions used

- Heat process used
- Photos of results
- Residue concerns
- Productivity observations

This enables 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:

- Use product in bobbin position only
 - Use conventional thread in needle position
 - Conduct small trials first
 - Standardise approved settings
 - Train operators
 - Monitor production consistency
 - Review outcomes regularly
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9. Important Note

Durafil Heat Soluble Thread is designed for **bobbin thread use only** and must never be used as a needle thread.

Users are responsible for testing, process adjustment, and validation before production.

10. Contact for Technical Support

Email: info@durafil-group.com