

# Frame Care

We always find a solution

The biggest and most professional team ever!

With 19 amazing staff, our amazing team has never been better or more efficient! 98% of jobs received each day, leave before 4pm the same day. With twice the space in our new workshop, efficiency has sky rocketed.....



“These days...there really isn’t anything we haven’t seen before....”

It’s been just over 14 years since Frame Care started as a one-man show in a back room of a small house. Back then if we had 10 repairs in a week, we were quite chuffed! Being a pioneer in titanium frame repairs in Australia was a little nerve wrecking, as the equipment was expensive, and there were no precedence to labs solely dedicated to spectacle repairs. Would there be a demand?

Almost 300.000 repairs since then shows that indeed there was.

*Thank you all very, very much for taking the journey with us.*

Today, with five state of the art laser welding machines in our 250m2 workshop and 19 highly skilled and innovative staff, we breeze through over 170 repairs each day. Once you reach that kind of numbers, there is hardly any breaks you haven’t seen before, and that kind of experience makes even the toughest repairs – even though time consuming - a walk in the park.

Rest assured, any frame, any material, any break...

**there is always a solution!**

Please just send your repair to us, and we will give it our outmost professional attention

*Always doing all we can to provide excellent service to your customers.*

The “NO LENSES – THANK YOU!” chocolates are a huge success! Thanks so much for helping us out by keeping the lenses safe in your store.

## Milestones

- 2002 June 2<sup>nd</sup>: The first repair arrives at Frame Care ☺
- 2005 Purchase second laser welder, team growing rapidly to 5 staff
- 2009 Workshop is bursting at the seams and we are forced to move to bigger premises. Now 9 staff and 3 welding machines.
- 2015 A whopping 5 laser welders and 14 staff we simply haven’t got room to swing a cat! A new bigger workshop is unavoidable. 4months of solid planning and re-building a large empty shed, here we are! ☺☺☺

