



## NEWSLETTER

This months subject: Unbreakable Titan Flex

Welcome to our October newsletter!

This month we have chosen to feature flex bridges and also talk a little about the TAG we have on our business card. And if you missed our last e-mail regarding our order form, you can find it here.

Thank you for all your positive feedback, we will try to live up to your kind words.

Peter and the Frame Care Team

### Flex bridges: repair or replace?

How unlikely it might seem, it happens that "unbreakable" flex titanium break!

Often the bridge breaks right in the middle...we are quietly wondering if people like to show their frames off to their friends, bending and twisting them much to their mate's awe...until...SNAP!

Fortunately the flex material can be welded back together again with a small pearl of filler to re-enforce the break. Sometimes though, when we do our quality check of our repair, the bridge might break again in another spot, or the same frame comes back a couple of weeks later with a new break. In those cases the only durable solution is to replace the bridge.

Using flexible stainless steel wire, we can bend up a new bridge, copying the original design as best we can, and weld it onto the frame. This repair is quite severe, but has a very good record for a lasting result.

You are welcome to request to have the bridge replaced the first time it breaks, if you prefer to avoid any risk of it breaking again a short while later.

**Flex bridge repair (standard repair) \$30.-**

**Bridge replacement: \$39.-**



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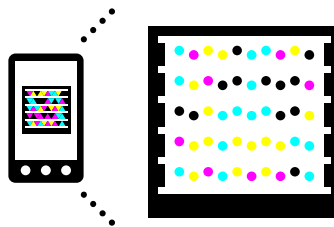


We always find a solution.

## TAG explained.

Moving into this century, we have put a TAG on our business cards and on our new web site.

Scanning this TAG with your mobile phone will instantly put our details at your fingertips, ready for a call or for our address and web address details. All you have to do is go to your app store or the web site below and download the free application "Microsoft TAG".



Get the free mobile app for your phone  
<http://gettag.mobi>

## Ever needed an order form?

On our web site, we have made an order form with spaces for all the details we might need from you. Simply print it out, fill it in, and send it along with your job. This could potentially eliminate misunderstandings, mystic jobs arriving without sender details and inconvenient interruptions with calls from us to clarify all sorts of stuff, such as missing lenses etc.

Surely you have all by now received a call from us, wanting your confirmation that you intentionally sent only one lens? Even though it might seem confusing and unnecessary, we do this to avoid the unpleasant call a couple of days later with the accusation of us having lost one of your patients lenses, looong after all the bins have been emptied and no one remembers anything any more.

To download or print our order sheet, please go to our Web site:

[www.framecareaustralia.com.au](http://www.framecareaustralia.com.au)

Thanks for reading.

The Frame Care Team