

Spring is finally here!

After a year when the best laid plans have been put on hold due to COVID-19, it's nice to know that Spring is finally here! This is always a wonderful time of year to get outside, even if travel restrictions mean that we need to stay closer to home.

At Dunlop HQ in Melbourne we have been working hard developing new products that we know you'll love. We are very excited to introduce a brand new range of hybrid and vinyl plank named District that is part of our Frontier Design Flooring collection.

This new range is available in 8 contemporary colours including the ever-popular Australian species blackbutt and spotted gum.

Make sure that you ask your sales representative for some samples or check out the new range at frontierdesignflooring.com.au

Our underlay factory in Sydney remains fully operational with new safety procedures implemented to ensure that our team are kept in the best of health, making sure that your favourite Australian made underlay is always in stock and available for you when you need it.

As always, we hope that our quarterly newsletter provides you with lots of helpful information. We look forward to introducing you to the newest members of our team and let you know what we've been up to over the last few months.

If you'd like to share any news with us, we'd love to hear from you!!

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Customer Service
1800 622 293

Health & Safety First!

At Dunlop Flooring, we are committed to the health and safety of our people and our customers. We have implemented new safety measures to support our underlay manufacturing facility in Sydney, and distribution team in Melbourne which means that your favourite underlay and hard flooring products will be available for you when you want them!

Protecting yourself from COVID-19



Wash your hands frequently and use alcohol-based sanitizer (60% alcohol or more) when soap and water are unavailable.



Avoid close contact: keep 1.5m distance from each other.



Use antimicrobial wipes to clean shared surfaces, including when travelling.



Cover your coughs and sneeze into your elbow or a tissue and dispose of tissues properly.



Wear a mask!



Stay home if you feel unwell.



Remember Spring is here! Your guide to battling hayfever & asthma:

Do's

- Shower and change your clothes after you have been outside to wash pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Dust your furniture with a damp cloth
- Buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter

Don'ts

- Cut grass or walk on grass
- Spend too much time outside
- Keep fresh flowers in the house
- Do not smoke or be around smoke – it makes your symptoms worse
- Dry clothes outside – they can catch pollen
- Do not let pets into the house if possible – they can carry pollen indoors

There's a new range in the neighbourhood...

Introducing Frontier District!

The District collection includes 8 popular timber colours, adorned with embossed wooden texture for added realism. The urethane coating ensures scratch and wear resistance for a long-lasting finish.

The collection is available in both Vinyl and Hybrid options, these planks are easy to install, simple to maintain and will look stunning for many years to come. Frontier Design Flooring products are created to bring you the latest in fashionable colours and quality construction in a range of formats that allow you to create your dream interior.



Blackbutt



Rye



Spotted Gum



Mist



Russet



Indium



Pumice



Elk

Spotlight On... Sommers Flooring Xtra, Albury NSW

Sommers is owned and managed by Duane and Michelle Washington. They have been long-time supporters of our business and have attended many Dunlop Flooring trips. The power couple are extremely competitive and proud of their achievements and their impact in the flooring industry. Duane and Michelle have won multiple Dunlop Flooring awards and continue to show that they are a force to be reckoned with.

Duane and Michelle are avid sports nuts – which is probably why Peter Weir and the two get along famously! They both enjoy a competitive game of tennis, hiking and any exercise that requires a “refreshment ” at the end of the day's play.

The Washingtons enjoy a good night out to wind down after a hard day behind the counters in their award-winning store in Albury NSW. They take special pride in displaying all of Dunlop Flooring’s underlay and hard flooring products. In fact, in a recent TV advertisement, Dunlop was front and centre - a testament to their love of our brand.

Being a FlooringXtra franchisee, they hope for the continued growth of the group and are always seeking new and innovative ways to provide their customers with top notch service. It is always a pleasure for Peter to visit Duane and Michelle as they aren’t afraid to provide constructive feedback regarding our products and services.



Winner Winner!

Congratulations to our lucky winner and one of our valued customers- Stuart, the lucky winner of this Dyson V11 Vacuum Cleaner! Just in time for Spring Cleaning, we are sure it will come in handy alongside his recent purchase of Brease carpet from Choices Flooring Albany, WA Enjoy!

FREE SAMPLES

TO YOUR CUSTOMERS!

We understand that your customers want samples of products so that they can make the right decision for their home. This is why we have our *Request a Sample* service to help you meet their needs, assist them to find the perfect colour, and support you in closing the sale! Samples can be sent directly to you or your customers' home for FREE!

Simply place the order online at www.heartridge.com.au/request-a-sample

* Limit of 3 free samples per customer

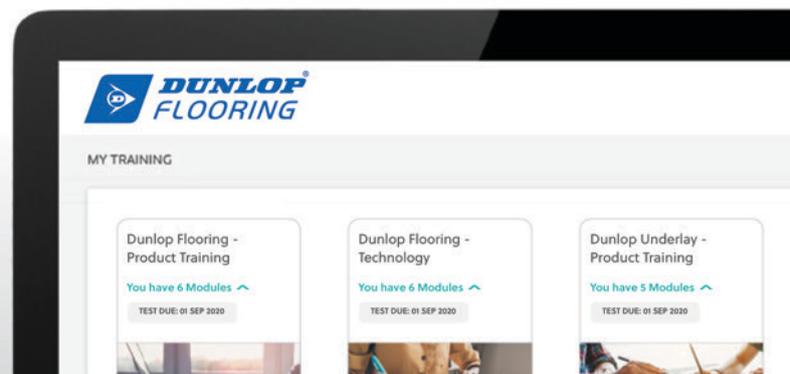


INCREASE YOUR SALES WITH EXPERT PRODUCT KNOWLEDGE!

Welcome to Dunlop Flooring Academy; a training course for all our products. This is a great opportunity for you to expand on your knowledge of our ranges.

After each 6 modules, which are about 10 minutes each, there will be test questions. At completion, you will have earned yourself your very own certificate that will be awarded to you.

Talk to your Dunlop Flooring Sales rep to find out more!



Step 1

Visit www.dunlopflooring.com.au and click on Academy Portal.



Step 2

Select self enrollment and go through the step by step course.



Step 3

Receive your certificate and authorisation to use the Dunlop Academy logo.



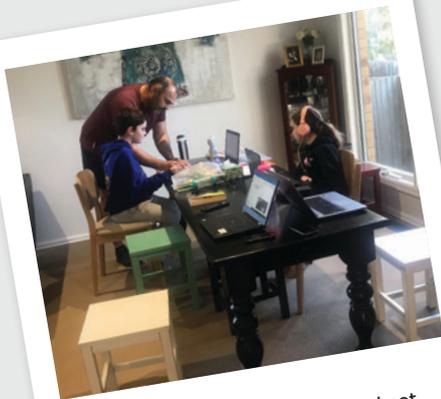
Congratulations Charlotte!

A VERY BIG Congratulations to our SA & WA Commercial Sales Manager – Charlotte Baker!

Following a big year in sales, Charlotte was awarded as the Hard Flooring Sales Person of the year 2020. Charlotte loves a challenge and is known by her customers for her persistence. This award is well-deserved, and we are proud to have her in the Dunlop Family!



Keeping busy during Covid



The Home Office and School set up at Anita's place!



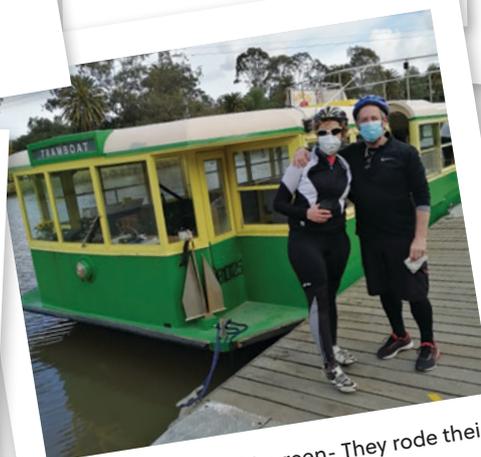
Sarah and her son, Leo, enjoying a nice sunny walk!



Meet the adorable Bella! The newest member of Charlotte's family.



A nice fire and glass of wine for Rebecca. A sure way to cozy into the weekend.



Peter and his wife Maureen- They rode their bikes along the Maribyrnong River. Afterward they enjoyed a nice cup of coffee served from the river Tram boat



Jess knows how to adapt to working from home with the kids! The secret is... Cocktail making!

Welcome to the Dunlop Family!



Daniel Small

Dunlop welcomed Dan Small to our team in July as our National Manager Hard Flooring. Dan joins our business with a broad range of experience in marketing, technical and sales management. Dan is known for consistently delivering results above expectation and is looking forward to the challenge of driving Dunlop’s hard flooring growth. Dan enjoys a good adventure and spending time with his Cavoodle Sam. His bucket list is to be able to brew his own beer and spend some ‘quiet’ time in Las Vegas!

Nick Carruthers

Nick Carruthers joins the Dunlop family as a Sales Representative in NSW. Nick has broad experience in different sales roles, most recently in waste management! Nick is also a seasoned cricketer playing A Grade for Bankstown and can also boast a selection in the Sydney training squad. In his spare time Nick enjoys playing cricket in the summer or golf in the winter, having a drink and backing a few losers. One day Nick hopes to attend the US Masters Golf at Augusta!



Anne Galura

We are excited to have Anne Galura join Dunlop as our Product and Marketing Coordinator. Anne has a strong background in product and marketing management, most recently working at Lexus Australia. Anne possesses excellent project management skills and is looking forward to leading Dunlop’s product and marketing team at Truganina. Outside of work Anne enjoys watching movies and spending time with her family and friends and Labrador – Samba.

Dean Magee

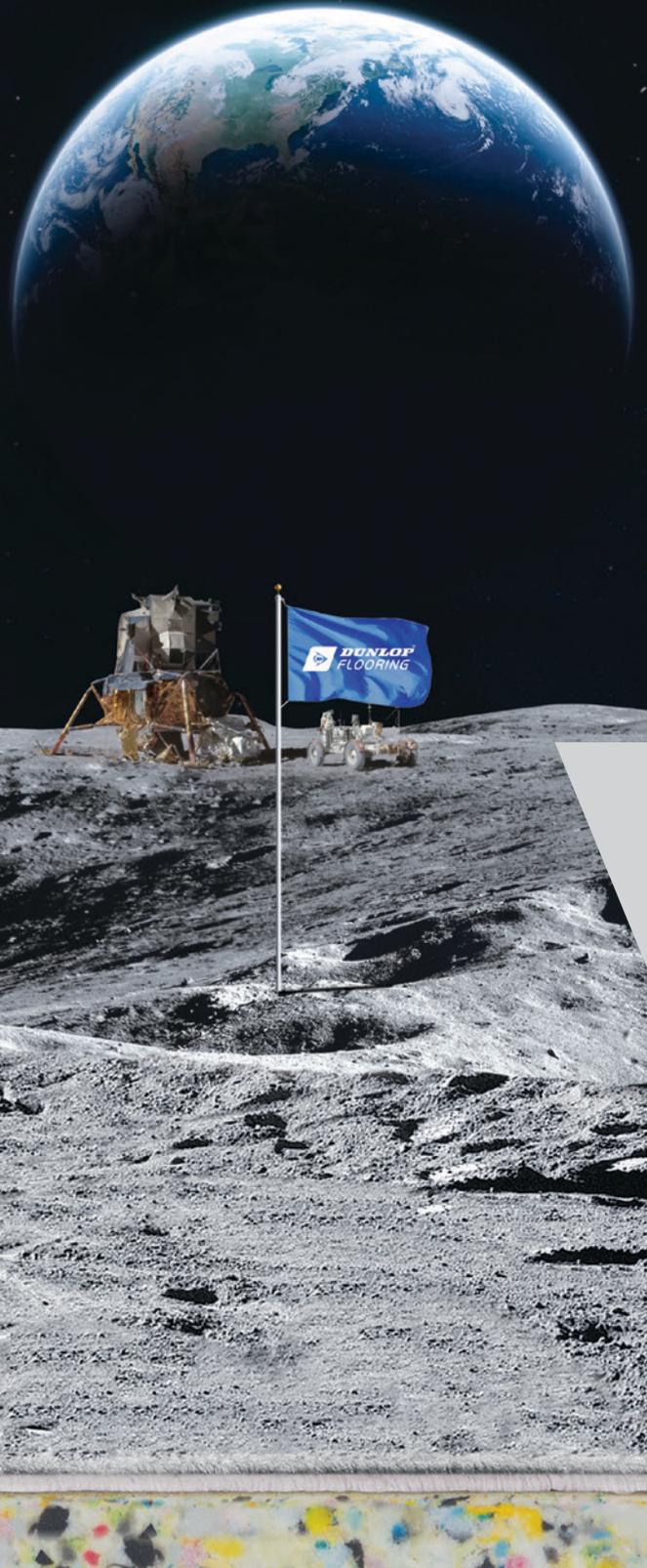
A big welcome to our National Account Manager Dean Magee. Dean joins Dunlop in Sydney with many years’ experience in the flooring industry where he has forged a reputation for doing whatever it takes to get the job done. Dean enjoys having a beer and a punt with mates at the Pub. This year, Dean welcomed the birth of his first child, beautiful baby daughter Harper Rose.



Stuart Burnett

Stuart joins the Dunlop team as our hard flooring BDM in New South Wales. Stuart has many years sales experience selling all types of flooring products in retail, residential and commercial environments. In his spare time, you’ll find Stuart spending time with his grandkids and watching the footy (Go Sharkies!).

50 YEARS



DFO Dunlop Flooring Online

This self-service portal is your gateway to a number of useful online services for your business. It provides easy and convenient access to the latest information and allows you to conduct transactions with us in a secure online environment.



Fire Rating & Test Certificates



Recycling Pick Up



View Past Order History



Thermal Property Specifications



Credit Claim Requests



Acoustic Rating & Specifications



Technical Product Information



Point of Sale Requests



Price Lists



Footy Tipping



Create Underlay & Hard Flooring Orders

To access the portal log onto dunlopflooringonline.com.au or, to register, call Customer Service on **1800 622 293**.

We want to hear from you!

We're always on the lookout for content to be featured on our social media pages and in the next issue of The Quarterly Comfort.

If you have a project you would like to share, send us your story and images to our Customer Service team on customerservice@dunlopflooring.com.au

We're on Social Media!

Don't forget to follow our **Dunlop Flooring**, **Dunlop Underlay** and **Heartride** social media pages to keep up to date on the latest trends, news and product imagery.

