



## Get set for a big year

We're so glad to be back into the swing of things and really looking forward to another big year at Dunlop Flooring. In this issue of the Quarterly Comfort, we have plenty of good news and many exciting announcements, including product launches and innovative projects coming soon.

We've not only launched our Highland Oak range with new colours, but our Luxury Vinyl Plank ranges in Australian Timber, Natural Oak and Smoked Oak are now fully stocked and ready to go. Our EnviroFirst website is also live, so check it out to learn more about our commitment to sustainability and protecting the environment.

None of this would be possible without the support of our loyal customers right across Australia. As a proudly Australia made company, we greatly appreciate their support and you can read about why customers choose Dunlop Flooring on page 5.

We take pride in our heritage as the market leader for underlay, which is why we share with you a little bit of history and a recent customer testimonial that backs up our claim to the throne.

We also hear from our retailers, who have just completed some exciting projects, and check on our Victorian Warehouse team, who have likewise been hard at work.

And we welcome some new members to our team while also celebrating some milestones from our veterans, who have stuck with us over the journey and been integral to the continued success of our company.

We are also thrilled to announce the winner of our Garmin watch! Thanks again to everyone who participated in the survey from our last newsletter.

Our 2022 Product Catalogue is also available now, so please contact your local sales rep to receive a copy. If you haven't already, please sign up to the Dunlop Academy where you can check out all our products.

As always, if you would like to share any news with us, we'd love to hear from you. Here's to a great year ahead!

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**Dunlop Flooring**  
 380 Dohertys Road,  
 Truganina VIC 3029  
[dunlopflooring.com.au](http://dunlopflooring.com.au)

**Customer Service**  
 1800 622 293

**HEARTRIDGE**  
FLOORS BY DUNLOP

## Highland Oak range

Get excited for our new and improved Highland Oak range! It's back and better than ever with the introduction of 3 new and exciting colours to the range. Heartridge's Highland Oak Hybrid Planks uses the latest multi-layered technology, which offer the same natural beauty of solid timber but in a quick and affordable way for our customers. They're scratch resistant, easy to install, and require minimal maintenance.

View the ranges on our website:  
[heartridge.com.au/hybrid-plank-flooring/highland-oak](https://heartridge.com.au/hybrid-plank-flooring/highland-oak)



### Colour range

					NEW	NEW	NEW
Regal Cove	Autumn Harvest	Smokey Isle	Arlington Grove	Sterling Fall	Dalmore Ash	Kempton Oak	Woodford Glenn



**NEW  
LAUNCH!**

## Construction

Plank Size 7 x 228 x 1840mm

 **DUNLOP<sup>®</sup> WEARSHIELD** A durable surface to stand the test of time

Ceramic bead coating finish - Provides extra protection against scratches, stains and UV damage

0.55mm wear layer - Offering added durability, suitable for a busy home or commercial settings

Décor layer - A true to nature timber design film

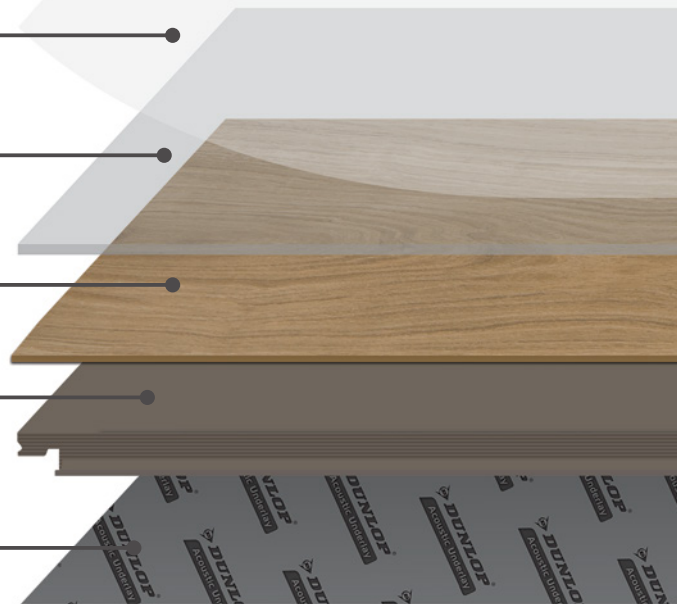
SPC Core - 6.0mm stone plastic composite waterproof core which is stable, strong and solid

 **DUNLOP<sup>®</sup> Acoustic Underlay** Backed with Dunlop Acoustic Underlay

1mm high density underlay for softness, warmth and quietness underfoot

 **DUNLOP<sup>®</sup> ENVIROFIRST** Sustainable practises for a better future

Provides superior indoor air quality as a result of its low chemical emissions



## Can't Decide?

Our New product catalogues are now available.  
Request a copy from your local sales rep today!





## EnviroFirst website launch

Our EnviroFirst website is now up and running. EnviroFirst is our sustainability brand that seeks to reduce landfills and our overall impact on the environment.

To find out more about how we play our part in helping protect our planet, please visit:  
[www.dunlopflooring.com.au/envirofirst](http://www.dunlopflooring.com.au/envirofirst)



# 5 reasons to choose Dunlop



## Skip the delays

Because we manufacture our own underlay here in Australia, you can avoid delays, which has unfortunately become all too common lately.



## Australian made industry leaders

You can trust the quality of our underlays that are made right here with over 45 years of experience in making Australia a more comfortable place to live.



## Warranty

We are here to guarantee that your product will be free from defective manufacture and workmanship. Simply contact our customer service team to receive any help.



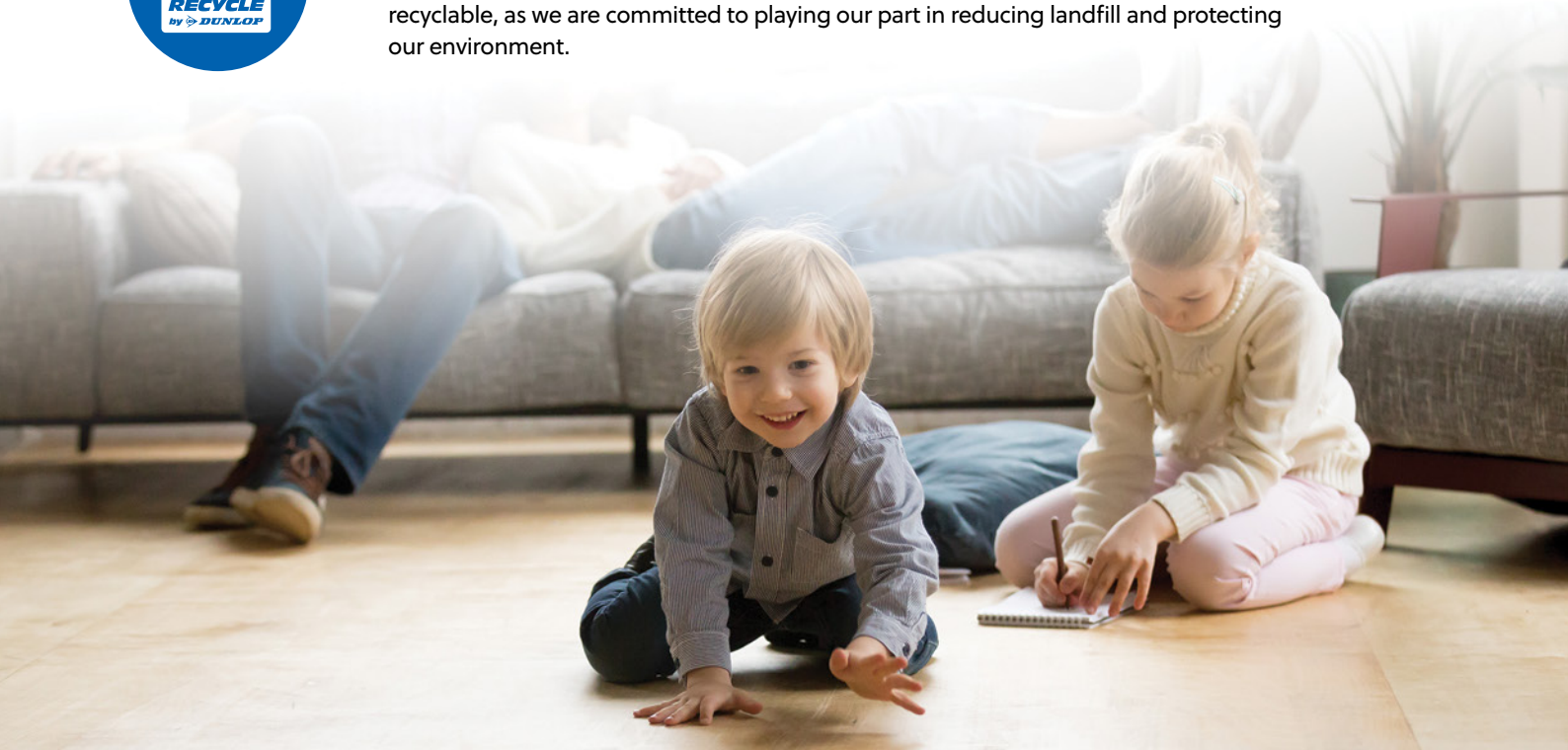
## Health and Safety

Our Springtred underlay range is Green Label accredited by the Carpet and Rug Institute, which ensures that it meets strict criteria on VOC emissions for superior indoor air quality. Not only that, but our underlay has also been treated with Dunlop Fresh-Living for effective control of bacteria, mould, fungi and dust mites, which may assist in preventing asthma and other allergies.



## Sustainable

Our Australian made underlays are made up of 90% recycled materials and are 100% recyclable, as we are committed to playing our part in reducing landfill and protecting our environment.



# Increase your sales with Dunlop Flooring!

Sign up to  **DUNLOP FLOORING ACADEMY**

## Become an expert in:

- Hybrid Flooring
- Engineered Timber Flooring
- Vinyl Plank Flooring
- Carpet, Hard Flooring and Commercial Underlay



### Step 1

Visit: [dunlopflooring.com.au](https://www.dunlopflooring.com.au) and click on Trade Resources > Academy Portal.



### Step 2

Log in and go through the step by step course.



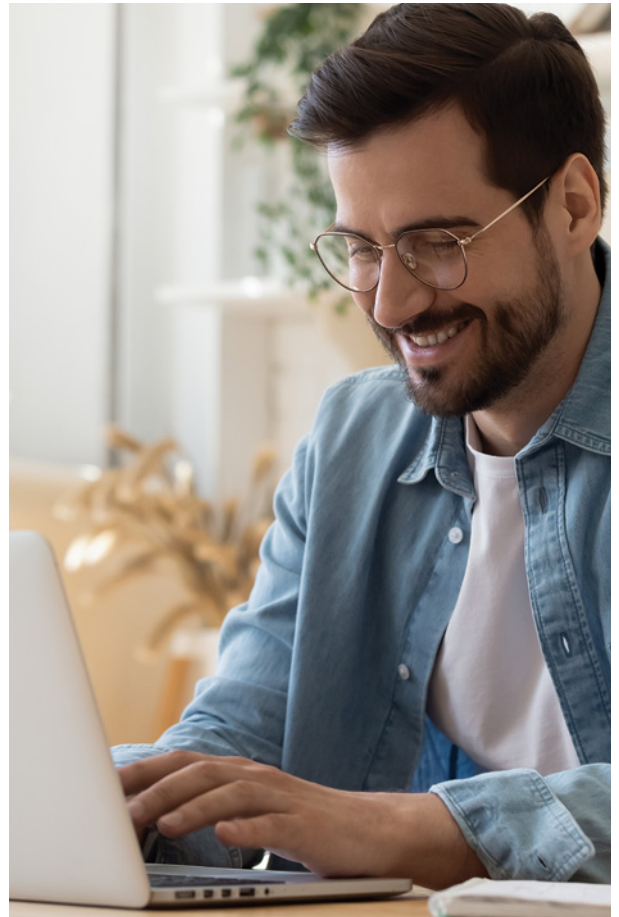
### Step 3

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

Visit [www.dunlopflooring.com.au](https://www.dunlopflooring.com.au) to get started today!

Become an expert and get certified:

[clients.safetrac.com/dunlopflooring](https://clients.safetrac.com/dunlopflooring)



Our Dunlop Academy is a great platform to arm your team members with the right knowledge to sell products to your customer.

If you want to request some in-store training, contact your local sales rep today!

Our Victorian Sales Reps ran a great training session with Border Carpets last month! Well Done team.



# Dunlop's history

It was over 50 years ago, in 1969, that we started manufacturing cotton dressing for motor and upholstery in South Melbourne. Three years later, in 1972, Joubert & Joubert invested in the first rebond underlay plant in Australia and launched the Omarlay range. As the decades went by, we launched numerous ranges of Carpet underlay and eventually branched out into Hard Flooring.

Since then, Dunlop Flooring has been known as the industry leader in flooring solutions. This is clearly proven by our Australian made quality underlays, which continue to stand the test of time.



**A blast from the past!**

This customer testimony speaks for itself:

*"In April this year we purchased a 1975 built house in Frankston South. We are currently pulling up the Axminster Carpet and found a packing slip from Joubert and Joubert underneath the underlay. Thought someone might be interested to see it – still looking pretty good for something nearly 50 years old!"*

**– Simone**

# We are fully stocked for all your Luxury Vinyl Plank needs

Inspired by the genuine look and feel of real timber flooring, our Luxury Vinyl Plank has been crafted with detailed embossing and a low gloss finish, adding rich and beautiful textures to any home. They're not only suitable for wet areas (note: flooring must be applied with top sealer to meet code AS3740), but they can also withstand the wear and tear of daily life thanks to a Heavy Duty 0.55mm wear layer, which also makes them easy to clean and maintain.

You can get Luxury Vinyl Plank in 3 of our ranges – Australian Timber, Natural Oak and Smoked Oak.

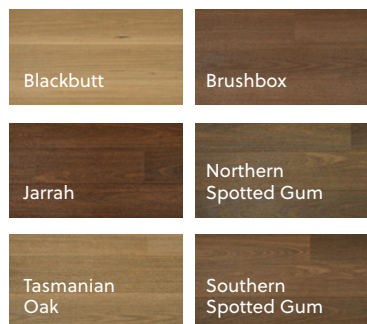
Our flooring has also been produced with indoor air quality in mind. You can rest easy knowing our Luxury Vinyl Planks are Australia's only National Asthma Council approved vinyl flooring.

**Samples are available in strap sets, planks, or panels, but for custom built options, talk to your sales rep today!**

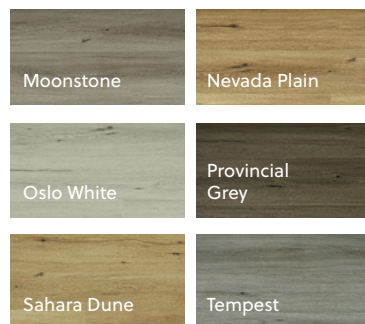


Sunset Haze

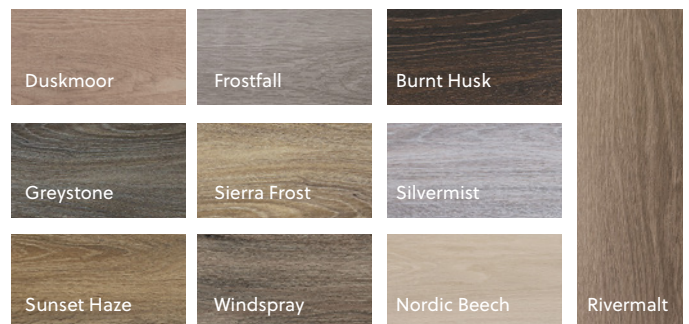
## Australian Timber



## Natural Oak



## Smoked Oak



# Garmin survey results

Thank you to everyone who took the time to give us feedback by completing our survey from the last newsletter. We are always hoping to improve and keep our customers happy.

**The winner is**

**Cathy Foster (NSW)**

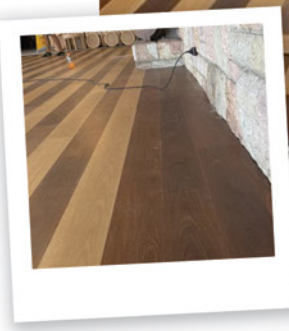
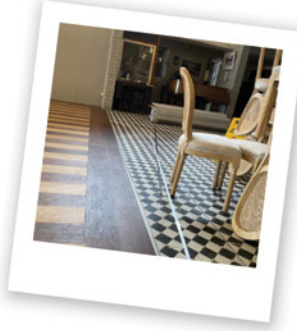
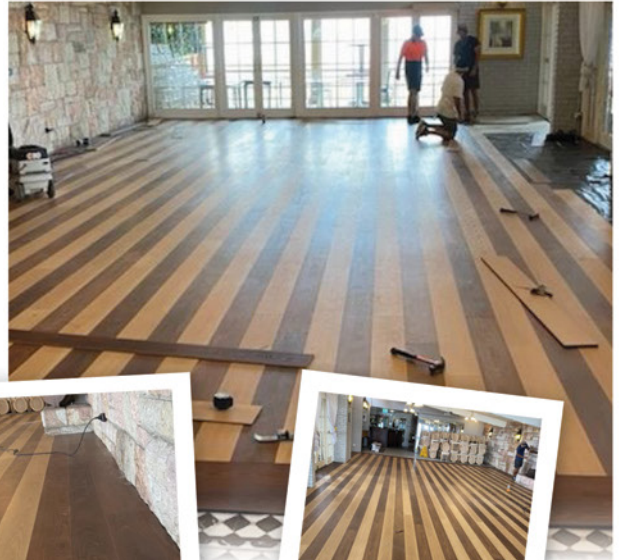
**Congratulations, we hope you enjoy your new Garmin watch.**



## Retailers' stories

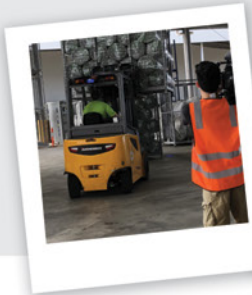
### Alastair – The Court House Restaurant

New Aussie Hybrid laid in The Court House restaurant in Brisbane Bayside by Carpet Call. Tasmanian Oak, Jarrah and Southern Spotted Gum from our Australian Hybrid range are mixed together. This shows how the planks can be connected together.



## It's all about recycling!

Dunlop Flooring has been busy! We just wrapped up another short film with the Department of Agriculture, focusing on our contribution to sustainability for our environment. We are very excited to share this with you very soon.



## Spotlight on VIC

Our VIC Warehouse team have been hard at work landscaping our head office and maintaining the wear and tear of our warehouse.



## New staff



### Aimie Gers

In December, we were thrilled to welcome Aimie Gers – our new sales representative in Victoria. She comes with 10 years experience in Sales, Business Development, Specification and Account Management, which includes 5 years within the hard flooring industry, focusing on Commercial projects with Premium Floors/Quick-Step and Plank Floors.

In her spare time, she enjoys keeping fit with Pilates, running, and going on occasional hikes. She also loves travelling and spending time with friends by exploring new bars and restaurants. A fun fact about Aimie is that over lockdown, she has become a professional cocktail maker.

Welcome to the team Aimie!



### Michell Batac

In March, we welcomed Michell Batac to our team as the new Company Accountant. She migrated to Australia in 2010 and has been working as an Accountant for construction material companies, creative agencies, and retail marketing agencies before joining Dunlop.

When she's not hard at work, Michell enjoys reading and long walks. She also loves collecting watches. In fact, she owns a 20-year-old watch and it's still in perfect condition.

Welcome to the team, Michell!

## Staff milestones



### Emily Smith

Emily is a dedicated Customer Service team player – she is highly valued for her efficiency, sincerity, and hard work. She provides the team with stability and is always ready to help with a smile. We enjoy her friendship as well as her creative crafty inspirations that she makes in her spare time.

5  
years



### Jessica Gruevski

Jess has been another long-standing member of Dunlop who brings passion and warmth to the Customer Service team daily. She takes pride in servicing our customers professionally and has built great relationships with her colleagues and customers alike. Outside of work, Jess loves creating memories with her kids Ava & Hudson.

10  
years



### Ramon Vergara

Mr Dependable, Ramon is one of our best employees. We wish there were more like him – he is positive, reliable, and dependable. If you ever need a job done, give it to Ramon.

15  
years



### Praneesh Kumar

Praneesh is very reliable and extremely dependable. He now operates the Slitter, Laminator and Bonder at our NSW factory and always has a big smile on his face.

20  
years



### Hernan Molina

Did you know that Hernan's first job in Australia was a clown? One thing for sure, he hasn't lost those clowning skills. A great asset to Dunlop Flooring, Hernan is always keeping the boys happy and motivated with his wonderful team managing to get out nearly 3,000 rolls a day!

30  
years



### Felimon Emperado

He is a living legend – Jun, as he is known as, is the brew master. He knows how to create the perfect roll of underlay. Jun is as reliable as they come and somehow manages to get younger every year.

30  
years

## Memories from the holidays!

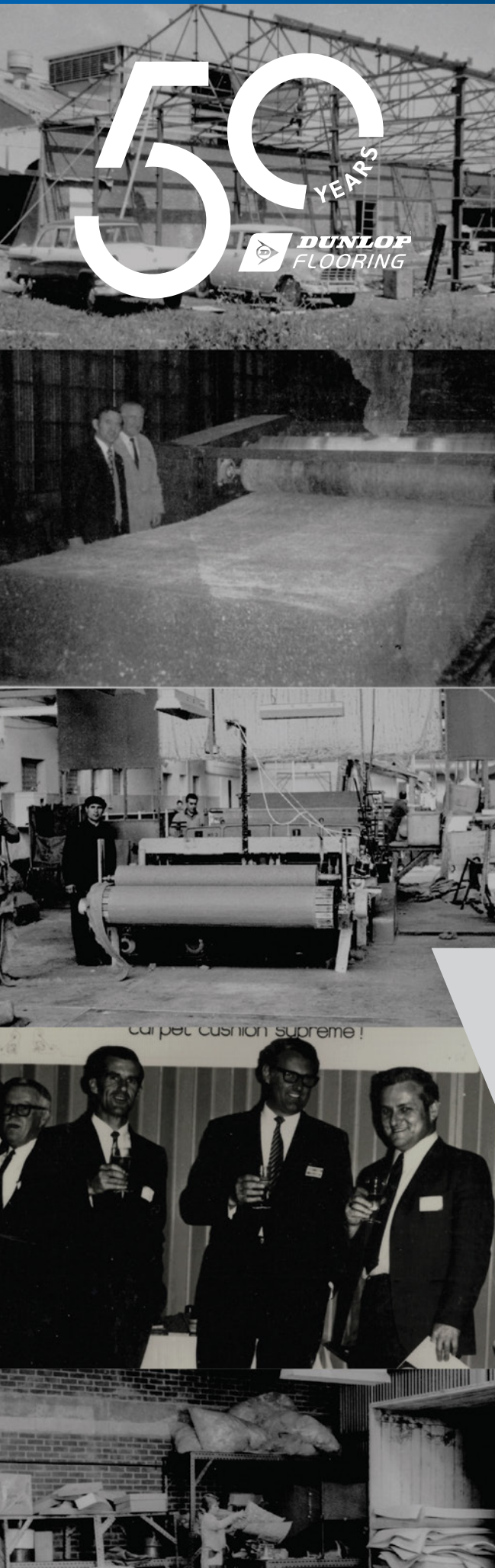


Bunbury Collie  
Floorworld  
Christmas 2021



The Dunlop  
Rocky Road  
Christmas cake





# 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



Product gallery



View Hard Flooring stock availability



Automated Underlay order processing

To access the portal log onto [dunlopflooringonline.com.au](http://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 channels 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 at [customerservice@dunlopflooring.com.au](mailto:customerservice@dunlopflooring.com.au)

## We're on Social Media!

Don't forget to follow our [Dunlop Flooring](#), [Dunlop Underlay](#) and [HeartrIDGE](#) social channels to keep up to date on the latest trends, news and product imagery.

