

3M™ VHB™ LSE Series brings unparalleled strength to difficult to bond to surfaces

3M™ VHB™ Tape LSE Series are double sided acrylic foam tapes specifically designed to bond to low surface energy substrates such as polypropylene (PP), thermoplastic elastomers (TPE) and thermoplastic olefins (TPO) without the need for primer or promoter. Use 3M VHB Tape LSE in place of unsightly screws, rivets and bolts to improve the aesthetics of your design. The material can easily be applied either manually or via semi-automatic or robotic assembly. Additional features of 3M VHB LSE Series include:

- Very high bond strength
- Lightweight tape
- Provides long-term outdoor durability
- Allows for design flexibility
- Lowers manufacturing costs and production time

Application ideas include:

- Building components: signage, lighting, windows, décor
- **Transportation:** trucking, buses, campers, RV's light rail
- **Appliances:** brand placards, small appliances, kitchen/cleaning tools
- Consumer goods: bottles, toys, games, décor, gifts, trash cans organization
- **Medical:** output devices, scanners, accessories
- Outdoor power equipment: brand placards, instrument panels, decoration
- Signs and displays: illuminated signs, restaurants, hotels, retail.

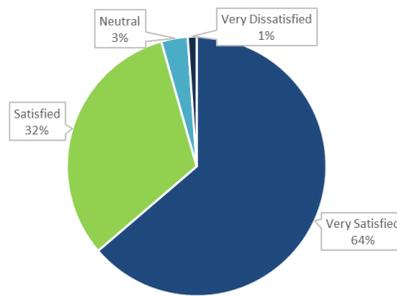
Contact your Tekra sales rep today to learn more.



2020 Customer Satisfaction Survey Results

A mentor of mine once told me, "To improve your work performance, you must look at the past. Acknowledge and keep doing the things with positive outcomes and be willing to change in areas that did not get the results you wanted." This has stuck with me and is something I think about when looking at the results of Tekra's Customer Satisfaction Survey. Your feedback, both the positive comments and constructive criticism, is essential to us to find ways for continuous improvement and make your overall buying experience with Tekra great. I want to share some of the results with you, but first, I just want to say THANK YOU to all who took the time to fill out our survey.

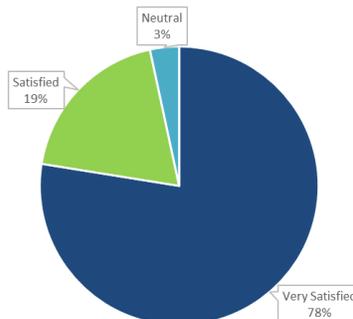
What is your overall satisfaction with Tekra's products and services?



Overall:

96% of our customers say they are satisfied or very satisfied with Tekra's overall performance, 93% said you were likely or very likely to recommend Tekra to others which was up 5% from our previous survey. These are positive numbers, and we are pleased to be over 90% with both questions. Yet, we still have room for improvement.

Customer Service:



Departmental Data:

All of our major service areas were rated very highly including our sales teams, customer service, converting, and inventory availability. Our customer service, inside and outside sales teams have always been the backbone of our quality service and interactions with our clientele. It showed again with 97% (CS), 98% (IS), and 94% (OS) satisfaction ratings. Two areas we strived to improve on this year, was our delivery lead times and inventory availability. We have worked hard in these areas to make sure we have the product you need when you need it. If you needed custom coating or converting, we strived to reduce the lead times so you can get your finished product quicker. According to the results, you have noticed our hard work in these areas as our satisfaction score increased 6% for Inventory Availability and a whopping increase of 13% in Delivery Lead Times. We are happy with our improvements, but our work is not done as we will continue to improve.

Products:

Our ratings for our products have stayed consistent throughout the years we have done this survey. We pride ourselves on working with first-class partners such as 3M, DuPont Teijin Films, Sabic, and Henkel, to name a few, and the scores have shown that. 2020 has been a challenging year, and during the peak of Covid, getting clear films was a challenge as we were selling the films faster than our suppliers could make it, even with producing 24-7. So our clear films producers, DuPont Teijin Films and Sabic did take a slight dip in their score compared to our previous survey, but overall, they still had great scores.

One area where we will focus on some improvements is with our coated films products, specifically in our hardcoats and digital films. Although our scores would be a "B+" if we were in school, you provided important feedback. We received comments like "expand your portfolios into other types of films," "improve the consistency of the products" and "we need you to improve availability lead times". These are all reasonable asks. We have taken this feedback and will be working to improve in these areas.

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A Virtual Hit

Printing United definitely made the BEST out of a bad situation with their Digital Experience! With 14 days of educational sessions, demos, and showcases, we couldn't have asked for more. If you didn't have a chance to check it all out, the showcases will be available until January 31st. Registration is free, and you can find all of this [here](#).



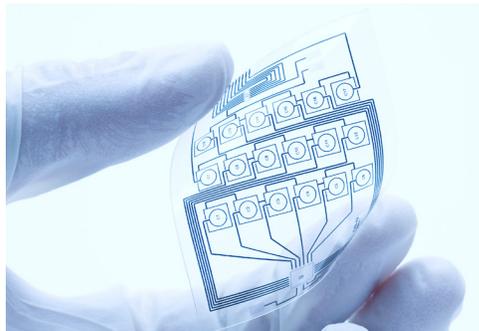
Life in the Fast Lane. Eager for Action and Hot for the Game.

DuPont Teijin Films have developed [Melinex® STCH22](#), a high-value thin-film design for medical biosensor applications and higher-end flexible electronic applications requiring high clarity, heat stability, low haze, and low auto fluorescence. Melinex STCH22 is available in 200, 300, and 400 gauge. For applications requiring thicker films in the range of 5mil to 7mil please see [Melinex ST™506](#).

These polyester films have pretreated both sides for excellent ink adhesion using solvent-based graphic inks, varnishes, and [Loctite® EDAG 479SS](#) silver and [Loctite EDAG 7019](#) silver-silver chloride conductive inks for medical electrodes and biosensors.

Life in the fast lane requires excellent conductivity, ease of use, low electrical resistance, and flexibility. That's why Loctite EDAG 479SS silver and Loctite EDAG 7019 silver-silver chloride conductive inks are the ideal choice for next-generation medical electrode or biosensor application.

Tekra is eager for action and hot for the game. [Contact us](#) today to discuss your next flexible electronic application.



New! ProTek® Weatherable with Tactile Finishes

Tekra's ProTek® Weatherable Polyester is now available in two new finishes that give membrane switch and overlay designers' greater creative possibilities. ProTek Weatherable Velvet and ProTek Weatherable Fine Texture options are highly durable but tactile to touch when a high quality tactile experience is required. These new offerings complement our ProTek Weatherable Clear Gloss Polyester, rounding out the portfolio and ensure you have a durable product that will withstand UV light, protects the base film from yellowing, while also protecting and showcasing your print with whichever finish suits it best!

If you need a product that is durable, weatherable and visually appealing, our ProTek® Weatherable Polyester Line has you covered. These products all offer:

- Up to 99% UV light Blocking
- Protects Base Film from Yellowing and Embrittlement
- Excellent Printability
- Superior Scratch and Abrasion Resistant
- Robust Chemical Resistant

The ProTek Weatherable Velvet has a silky smooth feel to the surface that is ideal for tactile applications where an aesthetic differentiation of the surface is desired to "wow" your target audience. When printed, it offers deeper, richer looking colors without giving up chemical and abrasion resistance.

The ProTek Weatherable Fine Texture has a slightly rougher surface for applications that desire a tougher visual to match an industrial purpose

ProTek Weatherable Clear is perfect for applications where a gloss finish is desired as well as for window applications where a clean bright appearance gives a high-end visual.

More information on the options and benefits of each product are available at [Tekra.com](#) and samples can be requested for your Tekra representative.



Customer Satisfaction Survey

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General Survey Feedback

We asked a few general questions in the survey and your feedback was fantastic. With the changes happening in the world we live in, we asked about lead and transit time expectations. Nearly 70% of you said your order needs to ship within 3 days of placing an order and 80% of you said the transit time has to be 3 days or less. This feedback shows how our markets are focusing more on Just-In-Time needs and falls in line with what Tekra has already been working on.

We asked how important a vendor's technical expertise and support is when making buying decisions. 79% said "Very Important" and combined with "Somewhat Important," that number grew to 96%. Tekra has always considered ourselves the leader when it comes to the technical support we offer compared to our competitors. We may not always have the answer, but you can bet the majority of the time our expertise will help you select the right product, at the right price, for your applications.

We will continue to do these surveys as we always want to improve and meet the needs of an ever changing marketplace. Thank you for the opportunity to be of service to you and please keep challenging us to help you grow your business.

Sincerely,

Andy Danihel
Sr. Director Sales & Marketing

