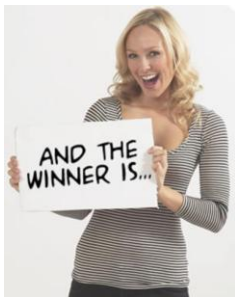




### And the winner is...



Thank you for sending in photos of your banner display and laser centers! We are extremely impressed with your retail establishments! The winner was selected at random from all of the entries and will receive \$100.00 credit to use toward their December product obligation.

[Click here -we'll reveal the winner!](#)

### Holiday Helpers

Our Technical Support team is available to assist you **Monday-Friday 9:00 a.m.-5:00 p.m. EST**. When placing a call to P. Graham Dunn's tech support, please **dial local and Canada (330) 828-2105 or long distance (800) 828-5260**. Select **option 5** for Technical Support. If we are unavailable, please leave a message and a member of our team will contact you on the next business day.



**In an effort to better serve you during peak business, we will also be**

available on SATURDAYS in December from  
9:00 a.m.-5:00 p.m EST.

## New Foam Jigs to be Reproduced

Thank you for your comments in regards to the new foam jigs! We are aware that the material is too light and we are reproducing them in heavier foam. You can request replacements by calling customer service. The SKU's are **ZZORN02, ZZORN11, ZZADT30 and ZZCFW10**. In the meantime, please turn down your smoke collector when running these items. Thank you for your patience!

[Click here for instructions to turn down your Smoke Collector](#)



## Retiring SKU's

We are saying goodbye to some of the low performers. The following SKU's are being discontinued and will be available through **December 30, 2011** or while supplies last!

Stock up on your favorites with a 25% discount with minimum purchase per SKU.

Remember that layouts are always available in your laser files, even when product is discontinued! Keep your corresponding scan sheets with UPC's until your inventory levels are depleted.

[Click here for the Complete List of Discontinued Items](#)  
[Click here to Download Special Offers on Retiring Z SKU's for 2011](#)  
[Click Here to Download Order Form](#)



## Product Alert Listing

While we make every effort to be sure all items are in stock, some items are currently unavailable. Please refer to the product alert listing for new items just released, future ship status and updates on discontinued inventory.

[Click here for Product Alert Listing](#)

## Product Change

You may have noticed that the manufacturing around the back edge of some larger pieces has changed. The first below picture illustrates this. There is now a milled cut **1/2" wide and 1/8" deep**. This is something that production will be gradually changing, due to some new manufacturing processes. The ALP products were the first to be changed over and others will be changed over time, starting in January 2012. To run these products with existing layouts, please use the **ZZALP jig**. If you do not have one, you can request one by calling customer service.



Photo of product illustrating manufacturing change



## Mark your Calendars!

**P. Graham Dunn Dealer Conference** will be held on **March 20-21, 2012**. We are putting together some exciting seminars for our Laser College. For more details, refer to the *Just for Dealers* section of the P. Graham Dunn website!  
Hope to see you there!



## Dealer Spotlight

Congratulations to *Lorraine Valk and team* for opening the first P. Graham Dunn partner store! The 1200 square foot store held its Grand Opening Celebration on November 19, 2011, where our very own Peter Dunn signed copies of his book *My Childern or the Cross*. The St. Joesph, Michigan based location will focus on P. Graham Dunn product to create another wonderful destination for our growing brand! The décor was carefully thought out to inspire shoppers, while final decorating touches were created by P. Graham Dunn's decorator, Emily Fielitz. Good luck to Lorriane and team on your first Christmas in your new store!

## YOU INSPIRE US!!

[Click here to view photos](#)

Got a bright idea? What are you doing to drive your business? Do you have a star on your team making your program a success? We want to hear from you! Get the recognition you deserve by being featured in our Dealer Spotlight! Send in your story, photos of your staff, displays and store front to [debbie@pgrahamdunn.com](mailto:debbie@pgrahamdunn.com).

Our Dealer Spotlight features will be selected by the PGD sales reps and home office!

Remember to visit the Laser website on a regular basis at

[www.pgrahamdunn.com/laser](http://www.pgrahamdunn.com/laser) for the latest updates!