



The Americas • Europe • Asia Pacific • China

April 29, 2010

To Our Distribution Partners:



We are pleased to announce effective May 1, 2010, **Ryan Pettey**, Business Development will be responsible for the sales activities of our Midwest and Canadian distribution partners. Ryan joined ITW Thermal Films in 2004 and previously was a part of our internal Customer Service team. Ryan brings a wealth of technical and product knowledge to your account, and will work diligently to find you the right PrintheadSaver® thermal transfer ribbon solution for your application, and ensure you are competitively positioned in the marketplace.

Ryan welcomes the opportunity to work with you on your next thermal transfer ribbon project(s), and/or answer any questions you might have regarding:

- ITW Thermal Films PrintheadSaver® Ribbon Formulations
- UL Recognition
- FDA Authorization
- CSA Acceptance
- Restriction on Hazardous Substances (RoHS)
- UV and Chemical Resistance
- Exposure to the Elements
- Thermal Transfer Printer Troubleshooting
- And much, much more....

Ryan can be reached directly at:

Phone	E-mail
586-540-8227	<a href="mailto:rpettey@itwthermalfilms.com">rpettey@itwthermalfilms.com</a>

In addition, we would also like to inform you that Jenny Dillon has accepted a position within the internal organization as a lead person in the customer service team to include marketing initiatives and selected sales support projects. As always Jenny is committed to supporting our customer base as a representative for ITW Thermal Films.

For over 20 years, ITW Thermal Films has remained committed to providing our distribution partners with quality PrintheadSaver® thermal transfer ribbon products, value-added solutions and premier customer service ([click here for more information](#)), or visit our website at [www.itwthermalfilms.com](http://www.itwthermalfilms.com). We appreciate and thank you for your business, and look forward to continuing to supply you with ITW Thermal Films' trusted quality products and services, as well as explore opportunities to expand your market share. Should you have any questions, or require further information, please do not hesitate to contact Ryan or myself.

Sincerely,

Peter Gallette  
General Manager  
ITW Thermal Films – The Americas

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