
De: Slidenjoy

Enviado: lunes, 9 de noviembre de 2020 9:41

Para:

Asunto: Re: #[your_ticket_number] "When I receive my order??"

Hi Adrian,

Hope you're doing great,

Here's the update we sent few weeks ago. Another specific update is coming in the following weeks!

Hey guys,

We take benefit of a slightly quieter moment on our side, to keep you informed of the last miles and good news 😊

We were waiting to have concrete elements to share with you, because the post-injection processes are not the funniest and easiest to perceive from an outside point of view.

The team is currently in full testing procedure, especially on longevity, to be sure that the Slides perfectly meet the requirements of international legal guarantees to which the device is committed. Even if we are dreaming of already delivering a few first units to get your feedback and reactions, it is necessary to go through some unavoidable pre-deliveries steps, in which we are currently involved. We receive the results in dribs and drabs and the first ones have arrived, we are more than satisfied.

As we already mentioned at the very beginning of the adventure (but hey, since it's been a long time... let us remind it to you) the Slide is guaranteed for 2 years. And in practice, it's obvious that it must work for a much much much longer period of time.

To do this, and to make sure, it must be tested by "accelerated aging", both at the level of the electronics and each of its components. The hinges must be able to resist several thousand rotations, the internal wiring must not be subject to wear and tear, gaps must not be allowed to widen, and no other potential defects that could affect its use must be found.

For your information, and in case some of you are taking your vacations in Belgium or are still in the area of our offices, we continue to regularly welcome some of you who would like to try the Slide for yourselves. So do not hesitate to send us a short e-mail to plan your visit to the HQ, if you could not come at the beginning of the vacations 😊

Of course, we will keep you informed as soon as we have received all the results and concrete information on the delivery timeline (as we know that this is what you expect the most). And if, in the end, we can't be proud to have been the fastest project to deliver (we grant you that), we can at least rejoice in having a product that is the result of no concessions.

If a few weeks ago we avoided taking more risks regarding potential date announcements, we are beginning to have a clearer view on the happy events that will follow very soon 😊

Thank you for all,

The team.

Best regards,

Kamel