

# FACT SHEET

201 – 7475 Hedley Avenue, Burnaby BC, V5E 2R1  
Tel: 604-432-1051 Fax: 604-432-1054  
Toll Free: 1-866-432-1051 www.stagefab.com



**Fabrication Service to the Film, Video, Theatre and Event Industries**

## Firm Profile

Stagefab was formed in October of 2001 from personnel that worked in the industry for several years. Originally as part of a major North American Entertainment Supplier these individuals decided to form Stagefab allowing them to further their dedication to the Entertainment and Event Industry.

For over 20 years these personnel have been known for their quality work and commitment to a job well done. As a dedicated supplier of Draperies for the Film, Video, Theatre and Event Industries, Stagefab concentrates its efforts ensuring the very best in products and services.

Stagefab uses personnel that come from the Entertainment and Event industry. They know what is required to make the project work. Time is taken to determine the projects needs, make suggestions and produce a product that usually exceeds the original expectations. To them each project is special and they ensure that nothing but the best is produced.

Stagefab installers and sewers have developed and maintained the high standards that Stagefab delivers. These standards ensure excellence in products that will provide years of continued problem free service.

Stagefab welcomes all challenges and looks forward to working with you on your next project. We can be reached at 604-432-1051, Toll free at 1-866-432-1051 or Fax 604-432-1054.

Also at [www.stagefab.com](http://www.stagefab.com) or [info@stagefab.com](mailto:info@stagefab.com).

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## About Our Crew

What makes **Stagefab** the success it is today is the years of experience our crew has combined with their dedication and commitment to ensuring that a job is well done. Our crew is constantly going above and beyond the call of duty because they care!

### **You get what you want not what you asked for**

At Stagefab we view things from your side of things, putting ourselves in your place to make sure that we are providing you with what you want. When you call with your requirements, our crew will fully discuss your applications. As a result you may end up with something different but better than what was asked for. Our crew ensures that it is the best possible for you and your production, after all you deserve the best.

### **Our crew is on the show before and after the call time because they take pride in what they do.**

The desire of Stagefab's crew to get the job done is constantly being shown daily. This is from tracking shipments by our customer service people on their home computer to our sewers coming in on a Sunday (even on Mother's Day) to get the job finished for first thing Monday morning. Our installers will work to the wee hours of the morning to get their portion of the last minute request done. They do this because they are proud of their accomplishments and know that your needs are **important to you** so they are **important to us**.

### **Our customers say thanks for a job well done**

At Stagefab we believe very much that everybody from the person who cleans the washrooms to the president of the company are part of our crew. Everyone working together ensures that your show runs successfully. Every time we get a thank-you note or a phone call complementing us on our work or service we make sure that the individuals involved get a copy. After all it is them that did the work and we want to make sure that they know that their work is appreciated.

### **Its our crew that makes Stagefab what it is**

Stagefab has some of the best, if not the best people in the industry that don't mind going the extra mile to ensure the satisfaction of each and every customer. They have been known to help the customer on products are not provided by Stagefab. Stagefab's crew is a team of individuals whom each bring their style and expertise to how Stagefab operates. It is these individuals that make Stagefab the unique company it is today.

### **Let us be part of your crew**

Contact us for your Drapery and Rigging fabrication requirements, after all part of the success of a great production is a great crew and we can be part of your success.

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## Sales

At Stagefab we ask a lot of questions. We strive in knowing your requirements to ensure that they are fulfilled beyond what you were hoping for. Asking these questions ensures that we fully understand your needs and your expectations. At Stagefab we don't want you to end up with something that only does half the job, we want to make sure that what we supply is not only what you expect, but better.

We take our experiences from our many years of practical use and incorporate them into what we supply. Taking your needs and desires and combining them with our experience gives you a system that is second to none.

Our detailed quotations ensure that you know what you are getting and you won't hear "oh that wasn't in the quote" because we make sure it is all there. You won't get what you paid for, you will get better.

Our crew is very dedicated to supply you with the very best possible.

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## Rentals

When Stagefab first went into Rentals we did not want to be just another me to kind of company, we wanted to be better. Our first products were in the pipe and base area where we chose to go with an Inherently flame Retarded velour fabric. On top of this we constructed the drape panels such that they overlap each other as well as the uprights, creating a continuous wall of drape hiding the hardware. Also we changed out those typical thin aluminum slots that get damaged so quickly to a machined heavy duty top. Taking these simply but important steps have as we were told reset the bench mark, and you set it high.

We then expanded in large drape panels for arenas as well as other specialty drapes. Most of these are as well Inherently Flame Retarded. Doing this change was a great improvement over the cotton drapes that are commonly available. No more of those white chalky stains, now a drape panel is always considered an A quality panel and there is no need to hide it in the wings.

When drape rentals comes back we clean and refold each drape to ensure that it is in as good a shape as it was when it was first made. We carefully inspect our hardware to ensure that it functions fully.

At Stagefab we take our Rentals seriously. We don't want and we don't get those 3:00 AM calls because something is not working. All we seem to get is your stuff is fantastic and can I book it again.

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## Installations

At Stagefab we treat each installation as if it was our own. We take pride in our work and ensure that our customers get the very best. In order for us to say a job is well done, we first need the customer to be satisfied with the finished product. We will go above and beyond expectations to ensure that the end result is better than expected.

Our usual approach to a project is to first review the projects needs and prepare a detailed bill of materials, clearly outlining what we are providing. We take pride in the fact that we have reviewed the project top to bottom and have made sure that we know exactly what we are going to do prior to starting the job.

Stagefab carefully chooses and works closely with their suppliers and ensure that the very best is being provided. We never use the term you get what you paid for, we like to say you get what you wanted.

Often times an off the shelf product just won't work. That is where the "Custom" in Stagefab Custom Manufacturing comes in. We will look at the application and come up with something that looks like it belongs, not something that looks like it was band-aided together.

Our installers will first discuss with the appropriate parties to ensure what is going to be installed is what is what is expected. During the whole installation process they will stay in touch advising of what they are doing, as well as making any recommendations that may not have become apparent until after the project has started. They take the time to ensure that what we are providing does not interfere with other parts of the project. After all it does not make sense to hang a drape in front of where a speaker is going.

We work around your schedule. Time in a space is often a premium and we know that. So we work around your schedule. Whether it is early in the morning or late at night we will do what ever it takes to provide the least interruption to you.

Our installers are constantly being praised not only for the quality of their work but also their friendly and easy going manner. We look forward to working with you on your next project and we know once we are on the job their will be no need to worry, the show will go on.