

OWNER'S CLUB

Important message regarding the development of the New Products you have pre-ordered

The current Coronavirus emergency had not been too significant for the development programme we are presently undertaking until today. The UK Prime Minister, Boris Johnson, has directed that all commercial outlets that were not previously closed should be closed immediately.

For us, it means that we are unable to go to the development centre we were using in Cambridge, which has, of course, itself closed. There are parts of the development that we can undertake from home, but when it comes to component testing and the use of the equipment necessary for use in electronics development, this facility is not available to us for the foreseeable future.

Although you probably based your decision to pre-order the New Products on seeing a demonstration of the various new components, there was still considerable work to undertake to make the product ready for sale, including firmware updating facilities, the ability to manage LCU adoption to the 0241 Touch Controller, and, essentially, how the new products integrate with the existing Pilot Series products. This is only a short menu of the developments to be concluded before even the beta test can be carried out.

We are also in the position that, were the new products available for immediate production, we are not able to place orders with our suppliers in China (for the batteries and the touch screen) or Scotland and England for assembly (based on components they receive from the Far East), as they are also now closed for the duration. This also affects the 0502 Locomotive Control Unit to fulfil the 0052 Locomotive Sets.

We were delighted to have received assurances from the Owners who have pre-ordered the New Products that you wish either to undertake the beta test (option C) or for us to retain your deposit (option B). However, we are aware that this enforced delay in development and supply may affect your own cash flow. Thus, if you wish us to return your deposit (either permanently or until this emergency is over when we will invite your deposit under the same terms as previously), I will arrange a refund to your account.

Our problems arising from this emergency are but a speck of irrelevance compared to the problems facing government, the health service, transport and supply, with whom our thanks and, those affected by the Covid19, our thoughts, are constantly in our minds.

I will keep you informed of progress. I hope and trust that you and any family you have will remain well and safe from acquiring this virus.

Tony Hagon
Director
Acc+Ess Limited