



Protocab

# OWNER'S CLUB

OWNERS'

# UPDATE

THE NEWSLETTER FOR CUSTOMERS OF ACC+ESS LIMITED- MANUFACTURERS OF THE PROTOCAB WIRELESS MODEL RAILWAY CONTROL SYSTEM

**Edited for you by Tony Hagon, Director, Acc+Ess Ltd**

Normally at this time of year we write to our Owners with an Update and to Club Protocab members in a newsletter to offer season's greetings for a Happy Christmas and Merry New Year.

However, 2020 has been a difficult year for many, even though the enforced stay at home has been an excellent excuse for others to get on with modelling!

We don't feel that merriment would be appropriate this year, as we know of several Owners who have suffered the virus to different degrees. Tragically, we have heard of two Owners who have died from the virus and we have been in touch with their relatives to offer our condolences and support.

We have also lost one Owner, but not to the virus, and have been asked by his widow if we can help to dispose of his models.

Consequently, we have been delighted to assist where we can, and have created a new page on the protocab.com website:

<https://www.protocab.com/shop/owners-sales>

Acc+Ess will not be charging for providing the service and the amount that we receive for each item (excluding the packaging and postage) will be passed in full to his widow,

It has been difficult enough this year without the stress of losing a loved one, so we are glad to be of help.

As a service to our Owners, we are letting you know first before we publish availability of the items more generally.

So, and for as long as this pandemic goes on, we will wish you a peaceful and safe time and that you can continue to take enjoyment from your Protocab system.

## New Product Update

It's nearly a year since the pre-order phase for the new products closed and I had to inform you that we had not achieved the order target which would enable us to produce the initial batch of products. We had hoped by now that we would have closed the gap but this has not been the case, although there have been a number of additional pre-orders since then. Are we giving up? Absolutely NOT! We have been active on other fronts in obtaining the required funding which would not incur Acc+Ess in short or long term debt. I am pleased to announce that Acc+Ess Limited will be issuing a limited number of preference shares. Several Owners have expressed interest in this and I hope to be announce soon in the

New Year that the issue has been fully subscribed so that we can complete the initial orders - and, of course, be able to advertise the real benefits that they bring to the wider modelling community! Although we aim that the issue of Preference Shares will fill the funding gap to enable us to move forward, we have plans to enable other funding which offer alternatives to the longer term share issue. This includes investigating 'crowd funding', a scheme long term Owners will recall we were looking at over five years ago. The confidence in crowd funding has improved over the intervening years and there are many more options now available. One way or another, we WILL move Protocab forward.

## A Virtual Protocab Convention

I'm sorry to report that, following the September Owner's Update where I invited expressions of interest in running an online Protocab Convention, there were no responses at all to hold such an event.

I guess that modellers are keener to get on with modelling rather than spend time on the computer, although I have dipped into a number of virtual exhibitions this year which have mostly been very interesting and informative. One advantage of such an exhibition is to be able to rerun some of the events or to dip into the event at other times, after the main timetable.

If you liked the idea of a Protocab Convention but didn't get round to writing or telephone, do please do so!

## Total Satisfaction?

When you received your Starter Set, enclosed was our guarantee where we wanted you to get Total Satisfaction from your Protocab system. Has this been the case?

We regularly hear from Owners who are delighted with the Protocab system, but we want to know where we are falling short. Of course, any problems with the expected operation of Protocab is covered by our guarantee, but it's very important to us that you let us know that the product matches your expectations, and, especially, if it doesn't! We won't be issuing a formal survey this year, but I'd be delighted to hear from you via email or telephone to let me know your opinion of Protocab!

Of course, the best option is to encourage more modellers to adopt Protocab and realise the benefits that so many Owners enjoy! We'll do our best!