



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

As we continue to be affected by the COVID pandemic restrictions, the immediate future for exhibitions and clubs remains uncertain. A constant in our (Acc+Ess') lives remains the difficulty in moving forward with our product plans.

We have had a very good response to the last Update with some very good suggestions from Owners as to how we might move forward. We are actively investigating a number of very interesting suggestions. One such was the recommendation that we look at the funding question from a different direction. Briefly, on the basis that you may be tired of hearing about the problems, our funding requirements for the new products fall into two categories: the level of commitment we need to make with our suppliers in order to achieve the volume discounts to provide you with an acceptable retail sale price and the external testing that we need to undertake in order to have the confidence that our new products are compliant with international safety and other key

Pilot Series Product Update

Along with many model railway suppliers, we have experienced our first stock problem, maybe caused by the ship stuck in the Gulf, but more likely to be caused by the effect of the virus on the factory. Whatever the cause, we ordered another batch of the 9950-X Plug Charging Cable back in March and are still to receive them. As a

standards.

Discussions regarding supply are continuing and very promising and I will report in a later Update.

It has been suggested by several Owners that we treat the one-off cost of the external testing as a separate issue. The suggestion is that we ask for donations specifically for the cost of these tests. A crowd fund project has been suggested, and we will investigate. Donations and similar advances are subject to legislation on how as a limited company we treat them, so we are in discussion on these aspects before we proceed further.

We are not being idle in the meanwhile. On the basis that we will secure a funding plan that enables us to go into production, we are developing the various products shown already in prototype.

stopgap, we have ordered a small number of cables with right angled plugs. These are available now, with the catalogue number 9950-XR, at the same price as the 9950-X.



Last call for the Quiz!

It's not too late to register for the quiz, starting at 7.30pm on Thursday 1 July. Here's the link <https://www.protocab.com/club-protocab/quiz> We'll be sending out a note early next week if you have already

registered for the separate Zoom session.

We hope that the questions will get you thinking, that you succeed with the right answer from the multiple choices and many of the answers surprising!

A Virtual Protocab Convention Total Satisfaction?

If you read the December Update, these were two headings where, in the accompanying articles, we were asking for your input, whether to hold an online conference as other clubs and organisations had through 2020 and into 2021. The second article asked if our understanding of the total satisfaction in the Pilot Series you have, derived from a small number of Owners who regularly contact us, applies to all of our Owners. We don't know what to make of the zero responses to both requests for your opinions.

Our best guess is that in the first case, there is no real interest, so we should dismiss the idea (such a convention takes a lot of preparation by us and input from Owners).

We also announced in the last Update that we are holding a quiz, now rescheduled from 25 June to 1 July. Again, the response has been disappointing, although we are going ahead with the Owners and other who have signed up. The real fun from these quizzes on line is to see how far up the leader board you or your team can rise. There are also breaks between questions where we can have realtime discussions and hopefully Owners will be showing some of their modelling.

We can only therefore assume (and on the basis that we have only heard about three Owners who have given up their Protocab system), that all our Owners are largely pleased with Protocab. Either way, it would be good to hear. Also, we know that only about 25% of our Owners open these Updates, so what do we need to do to improve them to make them more attractive and interesting?? Please don't keep away because you would be critical - we need criticism to learn and to improve.