



# ENCON SIDER

April 2009

## 20 MEMORABLE YEARS AT ENCON *Tim Nordstrom*

*“The end of relay logic operators and the emergence of the modern printed circuit board has been the most significant development of our industry.”*



On March 15, 1989, Tim Nordstrom became the fourth employee to join the Encon team. In the 20 years since, he has been an invaluable piece in the success and growth of the company. He began working in the warehouse for 4 years while earning a business degree at California State University, Hayward. Then, he easily transitioned to a sales/technical support position.

As a veteran technician, Tim offers expert knowledge coupled with a candid and extremely positive attitude. As Encon's Training Director he is able to expand his years of experience to a much wider platform. In addition to building the training curriculum for Encon, Tim personally conducts customized training sessions for our dealers.

While dipping his hand in the marketing and customer service departments, his primary function has always been providing quality, knowledgeable support. In fact, it appears to be his favorite part. "My day to day role working with customers is the most important part of my job. I especially enjoy the opportunity to meet dealers at Encon events such as seminars, the golf tournament and the Gate Operator Installation Certification (GOIC) Exams."

Tim has been involved in the GOIC program since its inception. For the past two years, he has been an instructor at the annual Operator Installer School held at the Tulsa Technology Center in Tulsa, Oklahoma. He is scheduled to be an instructor again this year on October 4-10.

Tim's participation at the Operator Installer School led to Encon's recent effort to promote the certification program. With Tim spearheading the event, Encon held its first GOIC exam on February 28th and has another test already scheduled for May 16th. Tim provided the training review sessions and helped prepare participants and Encon's technical sales team for the exam. Encon can now say we are the only completely certified team in the industry!

As Encon approaches its 10th annual golf tournament (tentatively scheduled for August 1st) it seems only appropriate to mention Tim's vital role as tournament director and emcee. Without his general love of the sport and dedicated contributions over the past 10 years, the golf tournament would not be the one of a kind event that it is.

When Tim isn't taking on his many roles at Encon, he is a dedicated family man and a true sports enthusiast. He balances his time with his wife of 13 years, Gretchen, and his two sons, Matthew (6 years old) and Ryan (4 years old) while participating as a football referee for high school leagues throughout the Bay Area.

**Visit Encon at  
IDA EXPO 2009**

Nashville, TN  
April 24-25  
Booth #416



manufacturer news

### LiftMaster Product Update

In March, Chamberlain introduced MODEL MSEL—a mounting stand for use on Elite SL3000UL gate operators. Perfect for retrofit applications, the MSEL protects the SL3000UL operator from outside elements. Call Encon at 800-782-5598 to order this ALL NEW gate accessory.

### HySecurity Price Increase

HySecurity operators will undergo a price increase on May 1, 2009. All operator prices will increase by 3% dealer cost.



### UPCOMING EVENTS

**IDA SHOW**  
APRIL 24-25 (NASHVILLE, TN)

**ENCON APOLLO SEMINAR**  
MAY 12 (SACRAMENTO, CA)  
MAY 13 (HAYWARD, CA)



**ENCON GOIC TESTING EVENT**  
MAY 16 (HAYWARD, CA)



**ENCON VIKING SEMINAR**  
JUNE 24 (HAYWARD, CA)



*“Good people, good food,  
good information”*  
- James Ahl, Automatic Door Systems



*Encon Doorking Seminar*

NEARLY 40 ENCON DEALERS ATTENDED THE DOORKING SEMINAR HELD ON MARCH 25TH. PARTICIPANTS DESCRIBED THE SEMINAR AS “EXCELLENT” “VERY INFORMATIVE” AND “A GOOD MIX OF SALES AND TROUBLESHOOTING”. ENCON OFFERS SEMINARS ALL YEAR LONG. WATCH FOR REGISTRATION DETAILS ON UPCOMING APOLLO AND VIKING SEMINARS OR CALL 800-782-5598 FOR CUSTOMIZED TRAINING WITH ANY OF OUR EXPERIENCED ENCON REPRESENTATIVES.