

Nov 2009

INSIDER

ENCON



To Our Encon Customers:

In honor of the upcoming Thanksgiving holiday, Encon would like to take this opportunity to thank our loyal, valuable customers. This has been a challenging year for everyone and being able to work with such a quality group of dealers has made all our jobs that much easier. Thank you for trusting Encon to be your distributor. Without you, there would be no Encon and we are truly grateful. Have a safe and happy Thanksgiving!

Sincerely,

Betty Mullin



Holiday Schedule

Nov 26: Closed

Nov 27: Closed

Dec 24: Open 7 AM - 12 PM

Dec 25: Closed

Dec 31: Open 7 AM - 12 PM

Jan 1: Closed



Encon, this is Billy...

September 1998, the outgoing Billy Kennedy joined the Encon team working part-time while attending a local community college. Originally hired to be Encon's first official telemarketer, Billy was responsible for following up on trade show leads and potential customers. With little experience, at that point, about the industry or Encon's product line, Billy used his natural fun loving personality and sold these leads on Encon's service.

After two years, Billy pursued another opportunity in telemarketing. Two years later he

returned to Encon and was quickly moved to the Sales department. After only three months in Sales, Encon recognized that Billy's personality coupled with his patience and intelligence made him a perfect candidate for the technical support side of Encon. "I was excited to become a sales technician. Sales was all about getting people interested in Encon and that came easy to me. Doing tech support allowed me to challenge myself and gain in depth installation and product knowledge."

Seven years later, Billy is now one of ten knowledgeable Encon Sales technicians, and at twenty-nine, he's one of the veterans. While troubleshooting is always challenging, Billy appreciates how much our customers value our tech service and our knowledge for multiple product lines. According to Billy, "Our customers rely on Encon and our ability to find the answer. My favorite part of this job is having an opportunity to 'save the day'."

Billy's magnetic personality keeps the atmosphere at Encon light and fun. Even when he's troubleshooting a crisis, he has the unique ability to maintain a smile and keep the stress level down for both parties.

Most of our customers are probably unaware of Billy's raw artistic talent as a cartoonist. He's already penned a CD cover and designed a comic strip. He's also a collector of "cheesecake" LP covers and boasts a collection of over 700 records.

Billy is a dedicated husband to Rachelle and a father of two rambunctious boys, Nate (4) and Ethan (1). He loves his hobbies but his family benefits from most of Billy's time away from work.

West Coast Regional Fence Show



Encon was one of eighty different companies who exhibited at the recent West Coast Regional Fence Show in Sparks, Nevada on October 2-3. Among the multiple exhibitors, Encon Electronics took home "Best in Show" for their cutting edge booth design.

Prior to the trade show there was an opportunity for dealers to take the Automatic Gate Operator Installer Certification Test and Encon's training director, Tim Nordstrom was there to contribute his knowledge and support of the certification program.

Nordstrom conducted a two-hour review session prior to the exam. The review began with an outline of all the chapters in the Gate Operator Installer Certification study guide, followed by a Q&A session and sample text questions. Several attendees passed the exam and are now part of the elite few that have this type of industry certification. Encon dealer, Anthony Ortega of Securetech Fence Systems Inc. located in San Jose, Calif. said, "Tim did an awesome job with the pre-test class. Without the class the exam would have been much harder."

According to Nordstrom, "Encon will continue to do our part to promote the certification program. I am honored to provide the review sessions, and I am grateful that established organizations like the CFCA and CODA are providing opportunities for dealers to take the exam. The certification program validates experienced, professional dealers and our industry overall."

Encon will be exhibiting at the upcoming AFA FenceTech 2010 in Orlando, FL on February 17-19, 2010. Be sure to stop by award winning Booth #1509.



Encon Now Offers Solar Power Packages

Simplify ordering and installation. Encon now has 8 different solar power kits available in 12 or 24 VDC. These units are assembled in-house. See enclosed flyer for additional details.



all new FAAG Radio Controls

FAAC introduces the XT4 Rolling Code Transmitter and RP1 plug-in receiver. See enclosed flyer for details.