

UNIFLEX RELAY SYSTEMS

"UNIQUELY FLEXIBLE"

Uniflex Relay Systems 452 E Silverado Ranch Blvd, #175, Las Vegas, NV 89183
www.uniflex.com (702) 987-4749 dick@uniflex.com & linda@uniflex.com

Pipe Dreams - The Man Behind the Curtain

By Dick Wilcox

For years I've been the man behind the curtain. I've designed the software for the relay, worked through the bugs as they arose, created the unique advancements, and listened to Tim describe the needs of the customers. Then in the blink of an eye, everything changed. Tim died. He took with him all the information about each and every customer, which he kept only in his head and close to the vest. He left nearly no records and little information about what he had committed for the future.

So, times change and after the initial shock I realized that I could no longer function behind that curtain. I needed to re-immerge, leave the curtain behind, and step onto the stage. Although it may have been a well-kept secret, I have always enjoyed assisting customers with their technical peccadilloes. I thrive on peeling

Day Dreams...Wild Ride!!!

By Linda Wilcox

Well, it's been over six months since Dick and I undertook the overhaul and, to some degree, re-birth of Uniflex Relay Systems. Dick has re-designed boards with an eye on innovation and efficiency, established an extensive inventory, streamlined the wiring sheets, addressed the issue of positive and negative common, and nearly completed the remote tuning device. I've been creating a newsletter, organizing shipping, establishing convenient payment options, and designing a customer data base. We owe the improvements to our website

INSIDE THIS ISSUE

Pipe Dreams...The Man Behind the Curtain	1
Day Dreams...Wild Ride!	1
Thoughts of the Future...Affordable Pricing	2
It's a New Day...Heart & Soul of Uniflex	2
"And in the end, its not the years in your life that count. It's the life in your years" - Abraham Lincoln	

back each layer of the problem to find the "aha" moment when the solution reveals itself. Therefore, I want to make it well known that I am available for those technical questions. I want to become acquainted with all our installations and assist with technical support. I am usually available seven days a week from 8:00 am until 7:00 pm PST. I welcome the opportunity to be a resource both by email and phone. Please feel free to contact me and I will do my best to assist you, whether your problem is complex or simple. Together we can solve just about any problem, just give me a call or send me an email. The man behind the curtain is ready and willing to step out into the open.

to our daughter, Kanae. Our plate has been full. However, Dick and I are both aware that a thriving business cannot rest on its laurels. We are committed to constant improvement, creative innovation, and quality customer service. So, we'll keep moving forward. In the next six months, we'll be working on special support for our installers, an easy-to-understand pricing sheet, completion of the remote tuning device, and more involvement with national organizations. We hope you'll join us for the **WILD RIDE**. You won't want to miss it.

Thoughts of the Future....Affordable Pricing

Since assuming total responsibility for Uniflex relay sales, we have received numerous inquiries as to the cost of a total system as well as the cost of an upgrade. We have put together a pricing list which takes the mystery out of the process. We will be sending out the pricing list as an announcement and will then make it available for all who inquire about a system.

We think that you will find the prices to be quite surprising. With a focus on efficiency in board re-design and the inherent discounts associated with quantity purchases, we have managed to reduce the cost of most all system components significantly. Our goal is to make the systems more affordable for every

installation.

Additionally, our extensive inventory now allows us to ship most orders within a few days. Thus, we can accommodate the most elaborate systems as well as the simple board replacement with an immediate response time.

These efforts are essential to our commitment to quality customer service and support. We hope they meet their target.

"We can't solve problems by using the same kind of thinking that we used when we created them"
Albert Einstein

It's a New Day.... Heart & Soul of Uniflex

Uniflex will soon be sending out a trial balloon to the classical and church organ community. Historically, the unique flexibility and speed of the Uniflex relay has fit the theatre organ community like a custom-made suit. Theatre organs and Uniflex relays have always been connected by the heart and will continue to go hand-in-hand for years and years to come.

Nevertheless, we hope to nurture the soul as well as the heart. For that we plan to turn to the church organ community. We are looking for suggestions as to just what features are most critical for the church organ, which ones are not necessary at all, and which ones should

be options that could be added as time and finances allow. We are looking to everyone who has any and all ideas or suggestions as we develop and adapt the Uniflex relay for the classical organ. Please email us any thoughts you may have so that we can begin to create a relay which will suit the church organ in the same manner as we currently serve the theatre organ.

Please know the heart of Uniflex will always dance in the theatre but her soul should be nurtured in church!

Uniflex Relay Systems

dick@uniflex.com

linda@uniflex.com

www.uniflex.com



"Uniquely Flexible"
702-987-4749