

ianews, your connection to Icom America's Land Mobile Division! Keep up with the latest products, news and technical information in this newsletter.

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Wanting Vendor Choice, Walker Forge Chooses Icom

With one eye on the impending narrowband mandate and another on its own plans for future expansion, Walker Forge, a full-service forging company based in Clintonville, Wis., began its search for a new repeater system.

Its old system had seen better days, and was not providing adequate coverage throughout the facility. One of North America's largest manufacturers of carbon-steel and steel-alloy forgings, Walker Forge currently utilizes about 250,000 square feet of production space, but has the capacity to expand to nearly 2.5 million square feet.

A Yellow Pages advertisement led Walker Forge to Nielson Communication of Green Bay, Wis. A relationship that began with an old-fashioned phonebook ad quickly developed into the sale of a new state-of-the-art Icom repeater system installed last month at the company's Clintonville plant.

The new 6.25 kHz repeater system includes two FR6000 repeaters and 26 portables. It is primarily used for in-plant



communications by the maintenance and production departments. The company plans to add approximately 26 more radios early this year.

"The new system is capable of plantwide radio communications with two groups, production and maintenance," says Steve Nielson, VP of sales and marketing for Nielson Communications. "They also have a telephone interconnect on one of the two repeaters, which — in my opinion — helped make their decision."

Walker Forge considered systems from several different manufacturers, but in the end it was Icom's non-proprietary NXDN™ technology that swayed its decision. Not wanting to be locked into a single vendor as the source for product, Walker Forge opted for an Icom IDAS system.

"After discussions of analog vs. digital and future expansion, plus the benefit of apparent in-building coverage, they decided to go the digital route," Nielson says.



Meet Your Icom Team

Lorie Phillips
Service Administrator



Lorie Phillips is a lot more than just the Service Administrator at Icom America. She is the customer service guru that assists customers (like you!) with the service and repair process, in addition to being primarily responsible for processing Quality Control and Repack equipment of the Service Center.

In a nutshell, Lorie makes sure billing and warranty issues are correct at the time of QC prior to returning repaired radios to the customer. She also answers phones and guides customers on policies and procedure for repairs and estimates. Don't know where to begin? Ask Lorie!

Lorie relates that the customer service portion of her position is most rewarding, "I enjoy balancing issues that satisfy the customer and also successfully represent Icom's service policies and procedures."

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Other important features included caller ID and short text messaging.

For now, the customer is using mixed-mode operation. One repeater operates in 12.5 kHz analog, while the other operates in 6.25 kHz digital.

The system is performing well and customer feedback has been positive, Nielson says. "They are very satisfied. They speak highly of our company and the Icom product."

Icom Service Centers - Your California Connection



Joe Kao, owner of Joe's Electronics & Repairs Inc.

Icom America's Service Department is continually looking for ways to improve repairs and turn times to get our customers their equipment back as quickly as possible.

One way we accomplish this is by setting up Icom Service Centers (ISC) around the country.

Today I'd like to highlight our Icom - West ISC located in City of Industry, California. This company, also known as Joe's Electronics & Repairs Inc., has been in the repair business for 16 years. They are a full servicing repair center for Icom's Land Mobile products. Joe has partnered with Icom America since 2004.

Joe covers the entire West Coast and Southwest region, providing exceptional in/out of warranty service of Icom products while utilizing in stock OEM parts.

The typical turnaround time is 1 week door to door for most products. Joe is one of the original ISC's established to provide fast and effective service to our customers. His shop is consistently lauded by Icom customers as being an A-1 Service center.

To request service on your Icom product please contact Joe at (626) 330-5338. His Service Center hours of operation are 9:00am - 6:00pm PST, Monday - Friday.

The mailing address is:

Icom Service Center - West
14432 Valley Blvd.
City of Industry, CA 91746

I highly encourage any customer or dealer on the West Coast to give this ISC your servicing business.

Dwayne Black
Icom National Service Manager



For People Who Make Smart Choices

P25 Trade-in and Rental Programs Continue

Rent Icom – If You Like It, It’s Yours!



A Snapshot of the Rental Program

Our rental program allows you to rent Icom radios for special events, conventions and other short term needs. This is a great opportunity to try out Icom’s radios! We offer top-of-the-line F70/80 and F1721/F2721 series radios, our rugged and full-featured radios. The portables are fully submersible, and our rental fleet now includes Intrinsically Safe versions.

Contact Your Icom Dealer for Details on Our Rent-to-Buy Purchase Option

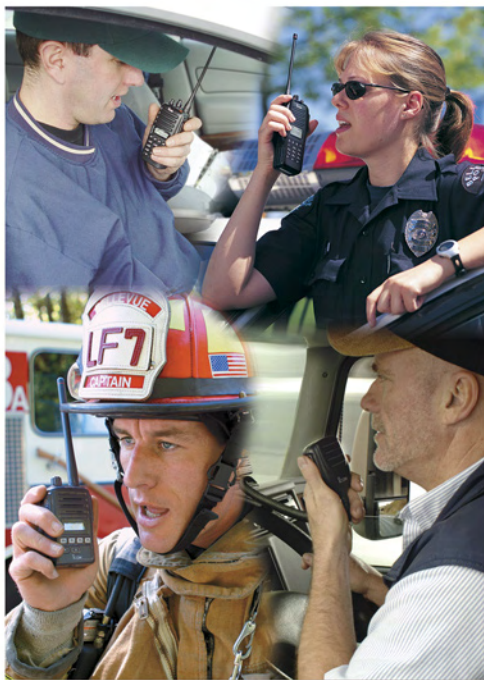
This option is a “try & buy” program. If you decide to purchase our product, we will ship NEW radios upon return of the rental radios. If you decide to purchase P25-compliant digital radios instead of the rental radios, we will gladly accommodate such requests.

Grant Money Available

Grant money available to state and local governments steadily increases each year. It is highly recommended that the emergency response community migrate to P25-compliant equipment for nationwide interoperability. This is where our rental radios play a role – the analog radios are upgradable to P25 digital via hardware and firmware upgrade.



To try out the rental program, please contact your local dealer!



P25 Trade-In Program

Trade in any working Land Mobile radio for a new Icom P25 radio, and we’ll give you a \$100 trade in allowance!

Icom’s complete P25 product line, which includes analog (P25 capable), Intrinsically Safe, FIPS, and P25 Trunking portables and mobiles (available late 2008/early 2009), are available under this program. These radios offer a smart migration path to an APCO P25 Digital Radio System.

Homeland Security Grant money is increasingly available to Government agencies for P25 radios. It is now recommended that all agencies migrate to P25-compliant equipment for nationwide interoperability. Whether you are a first time P25 buyer or need to replace old P25 radios, this is an excellent opportunity to upgrade your fleet!

This program expires March 31, 2009.

*Program is subject to credit approval and trade in can be any working LM radio



For People Who Make Smart Choices