



Keep calm and carry on...

What matters now is working together... While we must stay apart

We are all well and complying 100% with government guidelines.

We are fortunate in that we planned early, obtaining masks and protective hand cleansers while still available, allowing us to keep operating while protecting all of our staff by creating a safe working space and maintaining what has now become essential "personal space" in the workplace.

We hope you are all doing the same, because only by working with each other for the common good can we hope to come through this with a smile.

I chose the title of this Newsletter carefully... and I hope Winston Churchill will forgive me for quoting a line from one of his more hopeful speeches from the early days of WW2. (Made after the end of the campaign in North Africa - the very first real Allied victory on land).

"Now this is not the end. It is not even the beginning of the end.

But it is, perhaps, the end of the beginning."

Before that speech, there had been no victories. After it, there were no defeats.

Stay apart but stay in touch. Ring your neighbour, help where you can. Most importantly, look to the future, because while today is a little bleak, summer is coming and there will be a tomorrow for all of us.

Our hobby is a great place to spend time right now. Get on with it. Do it. Take photos and share videos. Join us online at <https://www.dccconceptsforum.com> and share, learn or teach.

For those who have never looked... but might enjoy clever conversation, try this link.

<https://www.brainyquote.com/authors/winston-churchill-quotes>

I just wish some of our current political matters enjoyed the same ability to use the language to inspire... because it would do so much more to inspire and unite our efforts.



We are online and ready to process your orders every day.

We are still here. We will always be here.

- *Phones will be answered 7 days a week. We may be a little slower to answer, but that's because we are working with a smaller staff on hand right now. We may ask you to email or wait for a response re technical issues, but we will follow through if we do! Be patient.*
- *Be confident, we want you to have something to do while all of this unexpected free time exists. We are open for business and web orders will be delivered.*
- *We will never bill you if we cannot deliver in a timely fashion.*

So, please be a little patient if things happen a little more slowly than in normal times. We will do our best, and get back to normal just as soon as we can.

To make it a little easier for you, we DO have a special offer for all who have a little extra patience in these challenging times.



We can reward those who are able to wait a short time...

Being here and operating is one thing. Achieving the same operating speed with fewer staff is, however, another. We can do it - but it adds quite a load to our staff to achieve it.

So... Here is a simple offer for those with a little more patience

These are challenging times - for all of us.

With our team in Settle now reduced to allow social distancing, UK customers can help by allowing us a little longer to dispatch your order.

If you don't mind waiting a few days for your order to be packed, we will offer you free Royal Mail postage for orders under 2kg, anywhere in the UK.

If you choose this option, your parcel will be dispatched within 7 days, rather than the usual 24 hours.

How can you help us... and save yourself at £4 at the same time?

To let us know that you are happy to wait a few days longer, just type "free post please" into the ORDER NOTES section when you get to the checkout screen. Your order will need to be for a minimum of £9.95 to qualify.

Of course, we do understand that some clients are outside the UK, and that some UK modellers will still need faster delivery, and that's OK too.

In that case, our normal post policies will apply. You do not need to do anything special—just go through the checkout as usual and we will apply the best-value postage option for you.

As always, we will never process payment from your card if we cannot dispatch your order.

For full information about our postage and shipping rates, please click [HERE](#).



We get bored too... so some of us are doing projects at home.

With Tech Service at home, we do not want them to get bored between calls so we are starting some neat projects we have wanted to do for some time.

We will for example be adding lighting to motor vehicles, installing some of our table lamps in coaches and doing some DCC installs.

All will be photographed step by step, so we will have some interesting new things to tell you about in future newsletters and on the DCCconcepts forum as soon as we get back to normal.

(No pressure guys... and just do not forget the photos!)



Technical support...

We will still be here 7 days a week to take your calls. However, as with general calls, we will be short-staffed during these difficult times.

- *Please read instructions carefully. It is rare to need an answer not already covered within them so it can be surprising just how many problems will be solved by this simple step.*
- *You can find answers to many questions on our website or on our forum at www.dccconceptsforum.com.*
- *Please understand that we may need to take your number and call you back. A response or call-back may be the same day, but please do understand if it takes longer.*
- *Special diagrams or other bespoke or custom advice will take longer than normal. While we would normally do this within a day or two, it may well take a week or more under current circumstances.*

Please be patient. We always do our very best, but sometimes we just can't be any quicker.



Time to go... Stay well, please.

The hobby needs all of you. We cannot afford to lose our older members because it will probably be their accumulated wisdom that will provide much of the encouragement, help and advice for those new to the hobby.

So:

If you are new to the hobby, use this time to learn. You will be surprised just how easy some things are if you just take the time to understand the techniques and know which tools to use. Keep an open mind and try. Ask. There are no silly questions.

And:

Older modellers... do not think that newer modellers cannot have great ideas.

Sometimes a new modeller will think of a way to do it better because they are not limited by habits. New ideas, new materials and new techniques are all of huge value.

After 50+ years playing trains, I still try to learn every day, and my best days happen when I find, learn or see something new.

Here's to a great summer to come.

A handwritten signature in blue ink, appearing to read 'Richard Johnson'.

Richard Johnson