

Tech Support Corner

We're doing something different this time instead of the usual Tips From Ozzie. We take pride in our technical support department being the best in the business. Please help us to improve by completing this brief questionnaire. As a token of our appreciation, every installer/technician that responds will receive a Linear/OSCO hat!

Fax completed form toll-free: 1-800-986-6726

Meet Linear/OSCO's Technical Support Team



Hi, I'm Jason Jensen. I've been with OSCO for 16 years -- ten years in the engineering department and the last six years in technical service. I am also one of the instructors at our yearly technical seminars. I enjoy fishing, hunting and the outdoors.



Hi, I'm Dan Roossinck. I've been with OSCO for four years in the technical service department. I enjoy spending time with my family, aviation, and traveling.

- How many times per month do you call OSCO Technical Support?
 1-5 5-10 10-20 20+
- What is the average time before your call is returned if you leave a message?
 1-5 min. 5-15 min. 15-30 min. 30-60 min. 60+ min.
- How would you rate the technician's ability to help?
 (1 = poor, 5 = excellent) Circle one: 1 2 3 4 5
- How would you rate our technical support team overall?
 (1 = poor, 5 = excellent) Circle one: 1 2 3 4 5
- Additional comments: _____

Company Name _____ Your Name _____
 Company Address _____ Your Job Position _____
 _____ Length of Time in this Position _____
 Company Phone _____ Fax completed form toll-free: 1-800-986-6726



OPENER FORUM

Linear ACCESS

Linear OPERATORS

Linear RADIO

Published for the dealers and distributors of Operator Specialty Company, Inc.

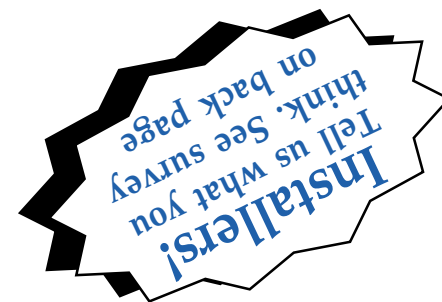
Fall 2005

DC-Powered Barrier Gate Makes Battery Backup Installations Simple

Linear/OSCO Model BGU-D-211 Barrier Gate operator features a full-time 24VDC motor for fail-safe or fail-secure battery backup applications. The BGU-D normally operates from 115VAC power unless a power failure event happens. At that time it will seamlessly transition to battery backup mode either continuing to operate or open up and lock out depending on the how the controls are configured.

As with all Linear/OSCO DC models, (SWD, SLD, BGU-D, LA36) the BGU-D can be run exclusively on solar power with careful system design.

The BGU-D is offered in white or yellow powder coated finish and comes complete with backup batteries and 10', 12', or 14' wood arm.



Casnovia, MI 49318

P.O. Box 128

Operator Specialty Company, Inc.



Gate Operator Warranties Now Extended to Five Years

Effective September 1, 2005, Linear/OSCO has changed the warranty period on most gate operator models to five years.

The new five-year warranty will be effective on units manufactured after September 1, 2005.

As with the current two-year warranty, this warranty is extended

to the original purchasing dealer or distributor and covers all components except normal wear and maintenance items as specified in the warranty statement.

A copy of the complete warranty statement will be shipped with each operator and are available by request from Linear/OSCO.

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PRST-STD
 US POSTAGE
 PAID
 CASNOVIA, MI
 PERMIT NO. 3

Please Complete the Survey on the Back Page!

In a continuing effort to better serve our customers, we have added a survey on the back page for installers or technicians to fill out.

We know our customers' success is

the true measure of our own, so please help us help you!

Thank you!

Linear/OSCO Technical Support

~Kevin, Jason and Dan

MGT Supervised Gate Edge Transmitters Offer Improved Entrapment Protection with Built-in Diagnostic Features

The Linear MGT gate edge transmitter offers enhanced gate edge supervision features including an hourly status transmission that indicates battery condition, indication of a shorted or disconnected edge, and a tamper switch that will send a trouble transmission when the cover is removed.

MGT transmitters use the 318 MHz Megacode frequency making them compatible with Linear's complete Access Control product line. When coupled with a Linear access control receiver (AP-4 or AKR-1) the MGT transmitter will communicate to the receiver when any of these trouble conditions exist. The receiver will then sound a beep tone every five seconds to alert users. Additionally all users will have to enter their entry code or press their transmitter button twice to request access. The specific supervisory condition that triggered the trouble code can also be determined at the receiver.

A supervised edge transmitter ensures that gate system users are aware when a gate edge is not functioning. This offers enhanced safety and ensures that your UL325 compliant gate installation remains active and functional.

The MGT is also compatible with Linear's telephone entry products including the RE-1, AE-500, AE-1000 and AE-2000. There is no need for a separate gate edge receiver since all of these products include built-in support for the MGT transmitter.



COMPATIBLE MODEL	SUPERVISORY STATUS INDICATION
AP-4	Receiver "chirps" every 5 seconds and transmitters must be activated twice to initiate activation.
AKR-1	Receiver "chirps" every 5 seconds and transmitters or entry codes must be activated twice to initiate activation.
RE-1	1 second beep is heard on the telephone line when any system phone is off hook.
AE-500	Panel will beep every 5 seconds to indicate supervisory condition
AMII	LCD Display on unit will indicate trouble condition; event log will record trouble condition.
AMIII	LED Status/Program display code indicates trouble condition; event log will record trouble condition.
AE1000	LED Status/Program display in panel will indicate trouble condition code; event log will record trouble condition.
AE2000	LED Status/Program display in panel will indicate trouble condition code; event log will record trouble condition.

Commercial Door Operator Models Being Discontinued

Please be advised that the production of current commercial door operator products will be phased out over the next few months.

Stock will continue to be available on many standard models as we phase out production. Special modifications, unique models, and certain configurations will no longer be available effective immediately. During this process, we will make every attempt to honor existing quotes and meet your current CDO product requirements. Contact inside sales to ensure that your specific product requirements can be met.

Repair parts for these models will continue to be available as normal.

This marks the dawn of a new era as Linear/OSCO prepares to meet the needs of today's commercial door industry with exciting new product offerings. Detailed information will be provided as it is available.

We thank you for your loyal support over the years, and look forward to continued business with you.

Affected models: M, JMB, H, HB, HUB, GUB, JH, JG, HSL, GSL, GSW.

SCREENING SLIDE GATES
All openings shall be designed, guarded or screened from the bottom of the gate to a minimum of 48" above grade to prevent a 2 1/4" diameter sphere from passing through the openings anywhere in the gate, and in that portion of the adjacent fence that the gate covers in the open position.

REMEMBER: 7 FEET! All access control devices are to be placed at least seven (7) feet from any position through which the gate may travel.

COVER ALL EXPOSED ROLLERS!
ASTM F2200 requires that all exposed rollers are covered! Safety-conscious dealers recognize the need for roller guards and always insist they be installed.

New Faces Added to the Linear/OSCO Sales Team



Natalie Resseguie
Linear/OSCO Inside Sales



Please welcome Natalie to the inside sales team in Casnovia. Natalie has been with OSCO for three years and will be responsible for the Midwest Region.



Mike Handley
Linear Entry Systems
District Sales Manager
WA, OR, MT, ID



Linear Entry Systems is proud to welcome Mike Handley. Mike brings a lot of energy, technical knowledge and experience with 20 years in the gate and door business.



Ken Johnson
Linear Entry Systems
District Sales Manager
North TX, AR, OK, North LA



Before joining Linear Entry Systems, Ken Johnson owned and operated a business in Tennessee for 10 years. He was a distributor and authorized service center for both gate and door operators. Ken's company installed, serviced and distributed gate and door operators.

I remind myself every morning: Nothing I say this day will teach me anything. So, if I'm going to learn, I must do it by listening.
~ Larry King

Linear/OSCO Vinyl Banners

We have heavy-duty vinyl banners available for our customers to display outside or inside your showroom.

The banners measure approximately 2x6 feet, are double stitched, have six grommets and proudly

display all of the Linear product line logos as the example below shows.

If interested, please contact your inside sales representative to have one shipped to you.



New Technical Support Manager



Kevin Ward
Electrical Engineer,
Technical Support Manager

Kevin has been with OSCO for seven years, and has recently been promoted to Technical Support Manager.

Mailing Payments to Linear/OSCO

All payments for Linear/OSCO invoices should be sent to:

P.O. Box 11126
Fort Wayne, IN 46856

Payments for Linear invoices should be sent to the California location.



OPERATOR SPECIALTY COMPANY

Celebrating 30 Years

1975 ~ 2005

CLIP AND SAVE

Linear/OSCO Employee Telephone Extensions

We have recently upgraded to an automated telephone system. Below is a directory of employee extension num-

bers that you will want to clip and save for reference.

Dan Roossinck (tech. support)	3345	Audrey Frankhouser (sales)	3314
Jason Jensen (tech. support)	3345	Joyce Shears (sales)	3319
Kevin Ward (tech. support mgr.)	3342	Natalie Resseguie (sales)	3337
Larry Hills (engineer)	3323	Randy Baker (prod. marketing mgr.)	3318
Phil Rolfe (buyer/engineer)	3344	Cheryl Rodgers (literature)	3334
Dan Dase (controller/accounting)	3329		