



BESPOKE PLUS

"Happy Holidays and Seasons Greetings to All!"

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*Nous vous
souhaitons un
joyeux temps des
fêtes et une
heureuse année!*

*Wishing you and
yours the very
best of the
holiday season
and a happy new
year!*

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Happy Holidays

We take this opportunity to wish everyone a super holiday season and with you, look forward to a Happy New Year! Along with holiday wishes, we send a special thank you to those we have worked with in 2008 on the supplier side, the dealer side, prescribing authorities, and most importantly, the people using our products!

Usually we have the opportunity to have an open house around the middle of December, but this year that has been put off to the new year as we were busy putting a new furnace and hot water tank in the house and it seemed like another couple dozen projects or trips that needed to happen. As we have mentioned in previous years, we will have the opportunity to upgrade some of our hardware and software, catch up on projects, clean up the shop, install some new metal working equipment, and appreciate once again that if this ever becomes work we will consider doing something else.

It is a pleasure to continue working with my big sister Mable and her husband Lloyd, Frank, Mike, Alan, Diana, Sara, Karen, JM, Nancy, Roger, Tuan, Mary, Pawel, Jane, Michael, Stephan, Brian, Dana, and Andrew. **Holiday closures are:** **RGK UK** closed Dec 24 through Jan 5 **VARILITE®** closed Dec 24, 25, and Jan 1 **Kenda** Closed Dec 25 and Jan 1 **Ki Mobility** Closed Dec 25 and Jan 1, and our Factory Outlet will be closed on Dec 25, 26, and Jan 1! **Thank you for your support and have a great holiday season!**



Ki Mobility – Make it Right

Ki Mobility engineer Murray Slagerman has his nose to the grind stone keeping up with the new products coming on stream. Recently, the super low frame provides a 13.5" front seat height, 80 degree fixed and swing away front ends, one piece foot plates, quad quick release axles, the black line of Kenda Iron Cap tires, an electric blue color, and castor pin locks! In addition, Ki Mobility has introduced a program called **"Make it Right"**. Understanding that there is a lot of work that goes into each and every build, they are focused on making sure that the chair is sized and set up correctly with all the right options and accessories. So much so that if you receive a unit that just does not work out and changes are required, just send it back with the new build information and it will be redone accordingly without additional cost for labor or restocking; if there are new parts or accessories required they will be charged. This is their commitment to **"Make it Right"** for the end user. We will do the same in Canada within 30 days of shipment, without credit if the new configuration has a lower retail price, and freight is chargeable. **Ki Mobility puts the customer first!**



KENDA – Get a Grip

KENDA has a new group of tires on the market, in black non-marking! On the manual side, the K192 that you see on the right is available in black along with the K184 and the K196 in an all new 25 mm face to that tire. **NOTE:** Education is required to let people know the difference between marking and non-marking compounds and those playing on court may be well advised to stay with the lighter non-marking tires that everyone is comfortable with.



RGK Updates

As you know, we have struggled to keep up with the demo program here in Canada. In the UK, an end user is able to demo a product when they are working directly with RGK UK and one of their sales consultants. We will be discontinuing this program here in Canada effective immediately and remind dealers and end users that we are the only company around that will guarantee the fit when we work directly with you on the specification sheet. Our feeling is that this should take any of the concern out of the build process and if a demo unit is absolutely required we would be pleased to provide same at an agreed upon price. All outstanding demo units January 15, 2009 will be billable to the respective dealers.



Effective immediately, RGK UK will not be providing raw frames to customers in the future. All units requested that way will be finished as bead blast units. Fifth and sixth wheels on sport products will now look like the image on the left to ensure that the least amount of stress is placed on the camber bars. For those wishing to have rear suspension, it is now

available in a lighter form.

VARILITE® – Thank You Tammy

VARILITE'S® parent company, Cascade Designs, Inc., has multiple business units, in outdoor recreation equipment, military, and the medical supply field. They manufacture out of Seattle, Washington and Cork, Ireland. They have had strong growth in recent years and have come a long way since their inception in 1972. In managing their business they have seen ups and downs and have always managed to make the right decisions at the right time to secure future growth and development. Another year of analysis and planning has resulted in different moves intended to strengthen the company and their ongoing commitment to design and manufacture innovative, useful, and long-lasting equipment.

Human resource changes occur from time to time as well and Tammy Wilber has moved on to other things. We appreciated the working relationship we had with Tammy and wish her all the best in her future endeavors.

Bits and Bytes

- Happy Holidays to all!



BESPOKE PLUS helps to market and promote **RGK Wheelchairs**, **VARILITE®** Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Glance, Rogue, Frog Legs, Schwalbe, KIK, Sun, MBL and other products; back issues on www.4RGK.com.

If you have something that you think we should be expounding on, please contact the editor, Reg McClellan.

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