

The Control Zone

Total Solution for all your Control Needs



Volume Seven - Issue 1

May/June 2021



Brian W. Walterick
President & CEO

From the Desk of the President:

The past months have been difficult in keeping in touch with our customers. Be assured, we are just a phone call away to help answer your questions about our products. Our support team is ready with 'Team Viewer' to work through any problems you might encounter. We are able to zero into your MAGNUM installation and help solve the issues you might be having. From changing software to re-installing firmware on your MCS-Touchscreens, we can help.



Customer service is the support you offer your customers — both before and after they buy and use your products or services.

Customer support is more than just providing answers; it's an important part of the promise your company makes to its customers.

Crystal Torres, Inside Sales Coordinator

Why is customer service important to the success of a business?

Customer service is critical to competing effectively.

In the past, people chose which companies they did business with based on price, or the product or service offered, but today the overall experience is often the driver.

"89% of companies now expect to compete mostly on the basis of customer experience." -Gartner Research

Since 1994, the owners of Micro Control Systems have based their business on customer service, going the extra mile in designing high efficiency control systems that incorporate the latest in energy technology.

Why? Because at MCS, your bottom line is our top priority. MCS was founded to meet the needs of the Utility and HVAC/R Industries with products based on the following design criteria:

Quality & Service
Cost Effectiveness
Ease of Use

In this Issue . . .

- **Customer Service - an important part of our business.**
- **Our Vision**
- **MCS Controls used around the world**

Our Vision

To continue to be a leader in the development of microprocessor controls and peripheral devices which complement our controllers for the HVAC/R industry.

Innovative ideas and constantly looking for better ways to improve our products and services to you.

- **UL508 CERTIFICATION** - provides the inspection authority and your customer evidence that the control panel complies with nationally recognized safety standards. These standards ensure public safety and provide assurances that the electrical control panel is compliant with national and local electrical codes.
- **Experience** - Decades of working with our OEMS and Contractors in providing industry-leading automation systems.
- **Installations Around the World** - including controls on HVAC equipment that helped control the launching of our space ships, Controls on Air Force aircraft with sensitive equipment waiting for takeoff and control HVAC equipment in nuclear power plants across America and in other parts of the world.

www.mcscontrols.com
(239) 694-0089

MCS CONTROLS USED AROUND THE WORLD



Site Location:
Sunway University
Selangor, Malaysia

Equipment:
Upgrade for obsolete
Trane UCP2 panel
to MCS Controls



MCK, Malaysia

Industrial Control Panel
Custom built by MCK using MCS Controls



OEM, Malaysia, & USA



OEM, Florida



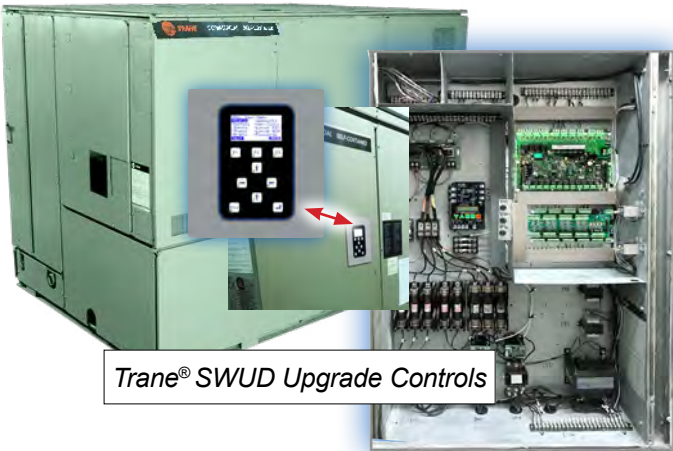
OEM, Texas



OEM, Saudi Arabia



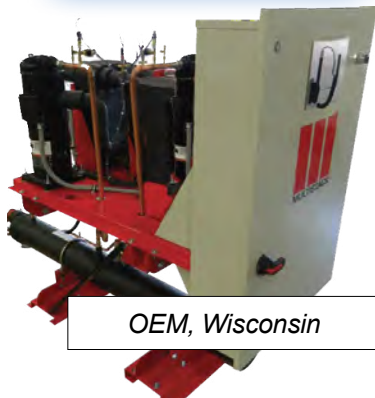
OEM, United Arab Emirates



Trane® SWUD Upgrade Controls



OEM, Pennsylvania



OEM, Wisconsin

MCS Family

Our employees are one of the greatest assets we have.

Years at MCS: 6

Job Function and Title at MCS:

Tech Support Manager / CAD Specialist

Education:

Associate in Computer Aided Drafting and Design

Thoughts about working at MCS:

“Working for Micro Controls Systems is both a challenging and Educational experience. Challenging because every job we work on is different due to different unit models, some of which can be over 40 years old. Educational because there are several talented Specialists working here to learn from whenever a new challenge arises in the field.”



Ian L. Mitchell



**MCS Energy Efficient
and RoHS Compliant**

www.mcscontrols.com

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