

A FEW WORDS ABOUT FAI MODEL SUPPLY

By George White

As we rubber power fliers all know, we owe our very existence to FAI Model Supply (www.faimodelsupply.com) as the sole source of our rubber. Some of us may not know that a few months ago, Charlie Jones purchased that business from its original owner and we all owe Charlie a vote of thanks for keeping that business going.

Over the past years, many of us have had less than enjoyable experiences in dealing with the former owner who made it rather clear that he wasn't very interested in dealing with small orders. With that background it was a pleasant surprise when I had a telephone conversation with Charlie recently, and found him to be a delightful chap who is sincerely interested in improving the FAI image.

One thing which Charlie asked is that folks like me understand he has a “real job” — he is a highly responsible manager with IBM — a company widely known for its outstanding customer service. As a consequence, Charlie's wife, Geralyn, basically runs the day to day business of FAI with the assistance of their son, Ryan. When I pointed to the almost laughably difficult-to-use website now used by FAI, he quickly agreed and promised that a new and decent one is currently being worked on and should be up in early 2014. Gone will be the questionably ethical surcharge for using a credit card. We'll be able to use Paypal as well. There are also items such as the button DT timers which are not shown on the current website, but which he has in stock and which will show on the new website.

Something many of us don't think about is that FAI is a world-wide business, busily shipping large orders to dealers around the world. It takes nearly the same amount of effort to process and ship a large order as it does a half-pound of 1/8 Super Sport — a fact that can cause Geralyn and Ryan, as well as himself, to work long into the night to meet demand from small users such as ourselves. FAI has several dealers in this country, including Shorty's Basement, Easy Built Models, Campbell's Custom Kits, Penn Valley Hobby Center, A2Z E-Commerce Store and others, plus dealers around the world. Charlie has no problem with our ordering from his dealers inasmuch as he charges the same price as they do, but promises courteous and prompt response to anyone ordering direct from FAI.