



**MEMO - Bryston Customer Feedback**  
**SUBJECT – 10B Custom Crossovers**

January 31<sup>st</sup>, 2008

Hi All,

Nice email from one of our customers:

**Mr. Scott Fitlin**  
**Brooklyn NY**

“Hello James,

**Pleasure to speak with you. As per our discussion, I need two 10B crossovers with custom 20db input gain modifications.**



Bryston 10B Crossover

**I have to say, you know here in the U.S. when we contact big audio companies, we have to go through automated switchboards and when we do finally get someone to speak with, the companies here in the USA, have bad attitudes.**

**I always feel sort of intimidated by audio company higher ups. But, you know, I called Bryston, receptionist answers, I ask for you, THE V/P of a world renowned HIGH END audio manufacturer, and boom, I get to speak with you right away! And, you weren't like companies here! You ask what can I do for you? No one does that anymore! Usually it's this is what we have, take it or leave it.**

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**You really are an INCREDIBLE company! REAL. People to help you, that can get you where you need to go. Durable, bulletproof, and OUTSTANDING sonics. Now I know this is why so many consider BRYSTON, the FINEST gear in the world.**

**I really thank you for your help, and getting things done for me. And, I thank you for speaking with me, on such short notice. And for being one of then last REAL companies still around, ownership intact, NOT HARMONIZED! Thanks James, and when my install is finished, I'll email pictures, with a RACK full of Bryston!**

**Sincerely,  
Scott**

**P.S.  
NO MATTER HOW HARD I HIT THOSE 10Bs, they don't break up, at all!  
Discrete analog still rules!"**