



MEMO - BRYSTON CUSTOMER FEEDBACK

SUBJECT – Nice Letter from Mr. Burke Strickland on SP2

April 13th 2007

Hi James,

Just wanted you to know that I accepted delivery on my new SP2 (serial number 000371) from Viet Tran at Sound World of Houston yesterday evening.



Once I got it home, it didn't take very long to get it set up and playing music as compared with the time it had taken to set up the demo unit a few weeks ago. (Practice makes perfect. :>) Of course, your previous advice on the Test function helped streamline the process, too.) Viet is also kindly letting me try out a 9B power amp, and of course the combo is wonderful. I can see (actually, that would be "hear") why Stereophile gave them both an "A" rating! It is especially revelatory to have the same kind of ultra-high-quality amplification all the way around when playing SACD or DVD-Audio. However, I think with my Maggie 3.6's I'm ultimately going to want to go with a 6B or some 7Bs up front.

But I digress from the main points I wanted to make. An important reason I'm writing you today is to let you know that in addition to having a great product line, you also have a great local dealer in Houston, Viet Tran and his Sound World of Houston store. Besides being a very personable and trustworthy businessman, his willingness to work with me on this upgrade decision process played a big part in my making the right choice to go with Bryston this time around. In contrast, I cannot stand to even be in the same room with the local Classe dealer, and "support" from Integra Research (the SP2 replaces an Integra Research RDC-7) is nonexistent, so they weren't even in the running despite very favorable reviews on their current products.

Which brings up the final, but no less important, point, which is that your timely and helpful responses to my emails these past few weeks clinched my feeling that I am dealing with a company that is worthy of my support as a customer. I have really appreciated the information you have shared, as well as the quick and candid way you shared it, and I look forward to a long and positive business relationship with Bryston.

Many thanks,
Burke Strickland