



## MEMO - Bryston Customer Feedback

### SUBJECT - SP2/Torus

James:

Thank you for the opportunity to tell my Bryston story. I would like to begin by stating that I have been a loyal Bryston customer for many years and my most recent experience with Bryston has bolstered this loyalty. I am the proud owner of a BP25, a 9B ST and two 3B STs. Bryston recently upgraded my 9B ST to SST and I purchased a MPS2 power supply for the BP25. Each of these upgrades made a significant improvement to my audio system. **My most recent Bryston purchases, an SP2 pre/pro and a Torus Power RM-20-Balanced isolated power unit, are the focus of my story.**



I purchased a used Bryston SP2 surround sound processor just over one month ago. I was lucky to find one used because people like to hold on to these wonderful units. While the sound produced by the SP2 was fantastic, I encountered a few issues that detracted from my listening enjoyment. The unit regularly shut itself off after about 10 minutes of play, and the remote control seemed to have a mind of its own. The volume keys on the remote control sometimes turned the unit off, or ran the volume level to the maximum or minimum levels after pressing the keys. Needless-to-say, I was disappointed, but at the same time I knew from a previous experience that Bryston would stand behind its product.

Through our discussions, you suggested that my home power supply might be contaminated and that power spikes might be causing the unit to malfunction. You also explained that the SP2 will automatically shut itself off to protect its sensitive internal circuitry. As I was using a line conditioner from another manufacturer at the time, I was doubtful that this was the problem. I also tested the circuit with a voltage meter and found that it read consistently between 110 and 115 volts. Finally, I tried plugging the unit into another circuit to see if that made a difference and it did not. Based on further discussions, I returned the unit to Bryston for servicing and received the unit back in about one week. While the unit was with Bryston, I installed two dedicated 15 amp circuits that ran directly from my main load centre to my home theater system. Previously, my home theater system was on a shared circuit.

Bryston installed a new power supply and updated the software in the remote control. For the first week or so, the unit worked as intended, but then the malfunction re-occurred. This time, the malfunction occurred sporadically. Upon further discussions, you suggested once again that the cause of the problem might be my home power supply, and you offered to swap my unit for another unit to see if I encountered the same problem. Because the problem was intermittent, I decided to wait and see if it persisted.

The next evening, I was enjoying my home theatre system running a load of laundry. I noticed that each time the washing machine switched wash cycles, the SP2 would turn itself off. I was amazed that the power supply in my house was this contaminated, given that I live in the city, I have a 200 amp service with many of my major appliances powered by natural gas and I had installed two dedicated circuits to feed my home theatre system. Discussing this issue with you once again, you suggested that a Torus Power unit would likely solve my dilemma. **Based on your recommendation, I purchased a TORUS RM-20-Balanced unit.** Given that I had recently installed two 15 amp circuits to feed my home theatre system, it was easy for me to convert these over to the 240 volt, 15 amp receptacle required for the balanced unit.



Torus Family

**Well I have to tell you that since installing the Torus Power unit, the SP2 has performed flawlessly. At the same time, the sound of my entire home theatre system has improved dramatically. Improvements include enhanced resolution, precise imaging, broad soundstage, well-defined bass and a totally silent background. My LCD HD projector has also benefited from the Torus Power unit through fewer artifacts and more vivid colours. I am amazed at the difference that the Torus Power unit has made in my system and I would highly recommend the unit to anyone who has a contaminated power supply or who wants to achieve a major improvement in the overall performance of their audio/video system.**

In terms of the customer support that I received from you during my ordeal, you totally exceeded my expectations. Thank you to you and Bryston for your continued dedication to excellence in products and service.

All the best.  
Grant Kauffman