

Dear Mike,

I wanted to thank you for the new theatre. You installed our previous theatre over 15 years ago and I believe that was when Beyond Audio was first starting. Everything was state of the art then and there weren't many theatres going into Vernon or the Okanagan so all this was a learning experience for you. Nonetheless, it eventually was all installed and ran beautifully for over 15 years. Eventually became obsolete – no HD, no internet, etc. – and it was time to redo it.

I called you because I thought you really knew the business and with 15 more years of experience under your belt, I hoped you really had this down to a science. The lift, screen and speakers were still world class so we kept those, but you replaced virtually everything else. I was impressed that when I told you what I wanted, you had a very specific proposal out quickly and could discuss all the tradeoffs clearly and informatively. You really know your stuff (and coming from Silicon Valley, I have a tough bar to hit). Your recommendations were spot on.

The installation was fabulous – your team was careful and meticulous. When I tried it the first time, everything worked. There were some tweaks, mostly in the user interface and a few little things, but those were taken care of instantly (literally – even on Sunday) and I'm thrilled with this theatre. The picture is bright, very clear, the sound fabulous, the user interface in the iPad (Crestron) very intuitive and clear. Everything works instantly – no delays or cycling or any odd stuff we experienced on the AMX system. The AppleTV works like a charm and I can even use it for FaceTime which is amazing. Netflix, Cable, Satellite, BlueRay, iTunes movies and shows, and even Airplay from my iPhone and iPad are seamless, fast and impressive resolution and clarity. Some members of the family are the anti-technologists, and they'll find this obvious and intuitive. Well done!

Based on what you recommended, how knowledgeable you and your team were in the proposal and installation process, how fluently and conscientiously Dieter programmed the Crestron, and how fabulously everything works, I'd give this whole process a 10 (out of 10). And not only would I recommend you to anyone, I've already recommended you to several friends here.

Many thanks. Again!

Bob