

April 8, 2015

Wayne Davis and other staff at Speaker Exchange
8217 North Nebraska Avenue
Tampa, FL 33604

Re: Praise of staff

Dear Wayne and other staff:

I am thrilled with the timeliness and quality of the repair, and your expertise.

On March 24 I brought in my PSB Alpha bookshelf speaker pair purchased in 1990 for replacement of a blown tweeter voice coil and its mate on the other speaker. A day later I received a call that the speakers were already fixed!

You had told me that the original drivers were hard to get, but that you had on-hand drivers of equal or better quality, and that PSB did not make their own tweeters anyway. I was skeptical about non-OEM drivers but gave you the go-ahead to repair.

On pickup you told me that several of you had ABd the new and original drivers in the PSB cabinets and that the new (Klipsch) drivers "opened up" the sound. When I got the speakers home, was I ever pleasantly surprised! I found the treble astonishingly smooth and linear, maybe even better than my recollection of the PSBs when new. The midrange was also more transparent. I'm not a Klipsch devotee, but those tweeters were obviously a sweet match for the PSB crossovers.

Well, folks, you obviously know exactly what you're doing. I'll recommend you any time. Yes, feel free to post this if you choose. I'm that pleased.

Very truly yours,

Tom Meade

Thomas A. M.,
Bartow, FL