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Cc: Richard Kahn <[REDACTED]>, [REDACTED]

Subject: Crestron updates

Date: Tue, 24 Jun 2014 15:32:06 +0000

Attachments: PastedGraphic-6.tiff

Dear all,

This email to keep you updated about the encountered problems on the crestron.

My technician went on site and took the crestron.

We opened it, and hoped it could be a fuse to change, but the problem isn't that simple.

So we called crestron and their answer is that if i send it to them, they will charge for finding the problem, and change the damaged component.

Since it is an old model, they don't have everything in stock, so it can last 2 or 3 weeks.

My opinion is that since we already talked about updating the crestron, it may be an opportunity to do so.

■ prefer you to have a brand new model, than spending money on such an old product that may fail again for any other reason in the future, and that won't be under warranty.

So please let me know what you want to do about that point.

Second step.

Let's admit you agree to change the crestron. If you want me to install it quickly, it means i would have to reprogram everything with the old AV equipments, and reprogram it again when the samsung TV is finally available. According to samsung, it should be available in the 2 or 3 coming weeks.

If i understood correctly, the emergency is about the shade control.

So here is my proposal :

We are going on site on thursday to install some temporary basic buttons to control the shades.

Once the Samsung TV is available, we instal everything including the new crestron so that we only program it once for the new equipment.

Please let me know what you want to do.

Best regards

Philippe.

