

About us was created because I received a call from a new customer and he asked “are you a Company or some guy working in his basement. Ok, let’s try to answer. I have been incorporated since 1982 working on Icom radios. Also Factory authorized. We have a dedicated building for business. I have over 14,206 Lectrosonics parts in stock. We have invested \$140,000 in test equipment. If you know Lectrosonics they would not make me an Authorized service center without the training, Technical ability, credentials and business sense.

Many Broadcast affiliate stations call and wonder who I am. Once we speak for a while they are relieved once they hear I was in Broadcast with ABC for 32 years and have 3 Emmys and were part of the team who designed, installed and maintained the Good Morning America RF setup since 1980. And I currently still have some engineering involvement with GMA.

My goal is to provide the best service for your Lectrosonics gear available. I do not just replace a defective part and return your unit. You get a Factory alignment, and we hand pick components to make specs. It’s always your best value to send your (set) for repair and alignment together, if you have a cube and a lav best to send all three.

So far my customers agree.

We prefer to speak directly to you on the Phone. Emails lose too much in translation.

## FAQS

**Q** What are your rates?

**A.** They vary depending on the model number, very reasonable for the typical repair.

**Q** What is your turn around time?

**A.** Usually same week unless crystals are ordered.

**Q** Can I get expedited service?

**A.** *Yes we must know before your unit arrives and it must be on the box. Rates can be discussed when you call.*

**Q.** When is my credit card charged?

**A.** *After the repair, when ready to ship.*

**Q.** How do you ship?

**A.** Default is *Federal express ground and express saver insured for \$400*

**Q.** Why was my belt clip replaced when it did not appear to be defective?"

**A.** *If the belt clip swivels because the index pin is worn, we will replace the clip.*

**Q.** How long is your warrantee?

**A.** *90 days on services performed. Crystals are not covered by warrantee if fractured*

**Q.** we accidentally sent the wrong antenna and you sold us a new antenna?

**A.** *We always want you ready to use your equipment, we will refund on a case by case basis. We find many VHF systems with UHF antennas because the user likes the smaller antenna, which will degrade performance.*

**Q.** Can I get an estimate before repair?

**A. No, when we initially set up your account we give a flat rate charge. Your description will help us furnish your estimate. We allow 25% latitude as does the factory. An exact Estimate is not possible because parts are replaced as needed during alignment.**

***If your letter requests an estimate first, this may delay your repair or your unit being returned to you without repair.***

**Q. The writing on my M185 mike is worn off I thought you could make it like new?**

**A. When you call for service, tell us you want the top bezel replaced.**

**Q. Why can't I ship via Postal service?**

**A. Because many times the USPS person does wait more than 30 seconds, so your unit goes to the Post Office where it must be picked up. Poor tracking, handling is terrible. I would not want my equipment handled as they do.**

**Q. My 190 system has a bad transmitter, I know I dropped it; do I need to send the cube to you as well?**

**A. It's always good engineering to check all units together, sometimes a frequency change needs to be done. Many units drift way out of specs over the years, and it's more cost effective for the pair. If you send a receiver or transmitter, we assume you want it aligned.**

**Q. Your invoice stated water damaged, not guaranteed, what's that about?**

**A. We attempt water damaged repair and have been successful on 99% of the units we repair with water damage. However sometimes the corrosion will eat away a component or trace causing the unit to fail some time later. Labor to correct the damage would be charged. If the unit fails within the 90 day period we may at our discretion look at the unit, in all cases of water damage return shipping will be charged. You must call first so we can discuss the repair.**