

July 2, 2009

Chris Rayburn
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Chris,

Y'know, whenever I finish commissioning a project design of mine that y'all have installed, I typically find myself rushing back to carry on with the design of the next one. I rarely take advantage of the moment to truly thank you and your team at Summit for the work y'all do. I painstakingly wrestle through the myriad of design decisions on a project for months on end, but y'all are the ones who bring it to life in a matter of weeks. Y'all are the ones who find my typos and design oversights and bring them to my attention so I can correct them. A lesser contractor might try to throw the consultant under the bus, but y'all work proactively alongside me as a team. Your integrity and attention to detail is first class, and I can't adequately express how much that means to me.

Take the system you installed for me earlier this year at First Baptist Church in Midland, Texas. That was a pretty involved system: a serious cross-matrixed LCR system with a flown cardioid-dipole subwoofer array, 96 mic channels shared by two digital consoles, fed via EtherSound through the relatively new AuviTran hub. Other than some pilot projects by Yamaha, I believe that system was one of the earliest ones to use the AuviTran. Even Yamaha tech support hadn't actually tried the configuration we were installing, even though they helped me with that part of the design. As I recall the AuviTran hub had just been added to the Yamaha price list a month before you installed it at FBC Midland.

As you discovered, there are some idiosyncrasies about interfacing the AuviTran with the Yamaha EtherSound cards that clearly aren't in the manuals and didn't quite work out of the box. Having you working hand in hand alongside tech support at Yamaha was again reassurance that the issues were being dealt with in a timely manner and to everyone's satisfaction. And in fact, I just had the pleasure of mixing on that system for the past four months, and I can tell you that everything about the system is operating flawlessly. If I dare say so myself, it absolutely rocks!

I have several similar stories about y'all. So much so that whenever one of my clients asks about Summit, I tell them that y'all are the one AVL contractor on the planet that I can always trust to do the job right the first time. I don't have to hold your hand through the install because you actually understand what you're doing and why. I can count on you to be proactive and look out for my interests as the designer, and to genuinely care about the best interests of the owner and end users. The spirit and heart of your install team on the job site is second to none.

In fact, I really have just one complaint about working with y'all – when the job is complete and we all drive away on Sunday afternoon after its first major use, the owner is giving your team the hugs and adding y'all to their Christmas card list, and all I get is a sincere thank you. <g> But that's okay. It couldn't happen to a more deserving group of individuals. Until the next project!

Be Blessed!
Taipale Media Systems, Inc.



Curt Taipale
President