

Service Bulletin

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Altec Lansing • CEA • Dynacord • Electro Voice • Gauss • Klark Teknik • Midas • University Sound • JBL

March 30, 1999

TO: Service Centers, Reps and Dealers

Subject: **PARTS AND PARTS ORDERS**

We have been reviewing the order input process and have made the decision to move the repair parts order input for Altec, Electro Voice, Dynacord, Gauss, Klark Teknik and University into the service department and out of customer service. We feel that this will allow each group to be more specialized and give better service to our customers. Effective April 15th all parts or repair questions should be directed to the service department. Finish Goods orders will still be handled by the order input (customer service) department. It will be our objective to process parts orders within 48 hours of receipt. Orders may be placed by either phone or FAX (FAX is often more efficient). In the near future we will work on accepting orders by E-Mail. I have listed the service department FAX and phone numbers below. The 800 number is for parts orders only and will go directly to the service parts order desk.

These changes are the result of feed back from customers and is another way we are trying to accommodate customer requests. We would like your comments on these changes and as always, we are happy to answer your questions or help in any way possible.

Effective 5-1-99 there will be a price change for parts. We will mail new updated parts lists with these changes. We have changed the Altec recone kits in an attempt to reduce the cost as requested by many as we did the Gauss recone kits several years ago. Speaker Service Centers should have already received the Altec recone kits parts list / fixture list. If there is any questions concerning these changes, please give us a call.

FAX: 616-695-4743
Phone: 800-685-2606

Yours truly;

A handwritten signature in cursive script that reads "Frank Spain".

Frank Spain
Telex/EVI
National Service Manager