Effective Engineering, Inc.
engineering for the entertainment industry
2805 W. Empire Ave. Burbank, CA 91504
818-841-4437 • Fax 818-841-4389
www.effeng.com

Dear Grass Valley Group Client,

We would like to take a moment to introduce ourselves. We are Effective Engineering, and we are your new Authorized Service Provider (ASP) for Grass Valley Group long term support products (LTPS).

With over eleven years in the business, Effective Engineering is the premier engineering support company for the Entertainment Industry. Our team has accumulated over 130 years of experience in the maintenance and repair of video and audio equipment. We have provided support on news events, sports events, and special events all over the world.

After an extensive selection process, Grass Valley Group has entered into a service provider alliance with Effective Engineering. We were selected as best capable to provide call center, field service, repair center, logistics and inventory management services. As of December 12th, 1999, we have assumed all rights and responsibilities for support of the 200/250 Production Switcher series, with other LTPS products to follow. As a part of those responsibilities, we will continue to honor all active extended warranty agreements for the remainder of any term.

Effective Engineering's goal is to provide Grass Valley Group customers with the best service possible. We will continue to offer extended warranty contracts, module exchange, and other services needed to support your equipment.

For complete information on the services we provide, as well as a current list of supported Grass Valley Group products, please contact Carla Hall at the number above, visit our web site at http://www.effeng.com, or email gvgservice@effeng.com

Thanks for taking the time to let us introduce ourselves. We look forward to working with you in the near future.