



Dear Adam,

June 21, 2016

I just wanted to take a moment to thank you for the great work done improving our audio/video system at our Wildhorse home.

While I know you are capable of doing extraordinary high-end systems, the solution you came up for our situation was spot on. It sounds significantly better (with kudos to Ben's great trouble-shooting of our existing speakers) and the remotes are the best... very simple and intuitive to use. For us, this has HUGE value! And the Sony 75" TV is amazing...how you fine-tuned it for our Formula 1 race viewing is terrific.

You know I do consulting globally and my company and team work with clients on a variety of ways to improve and innovate the customer experience. This is why I am writing. For me, it is a public service to recognize competent and committed talent such as yours that actually listened to and understood our particular needs and interests. The design and components you installed were very cost effective and they optimized what we already had. Bang-for-the buck, we could not have done better.

So, again, thank you and the King Systems team for making our upgrade experience both easy and enjoyable. Here's wishing you continued success on the road ahead and please don't hesitate to use me as a reference.

With high regards,
Chris Cappy, President, Pilot Consulting Corporation

 *Helping people and their companies to be and do better.*