

## Bradd Kelly

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**From:** Aaron Misso  
**Sent:** Tuesday, 15 March 2016 4:14 PM  
**To:** Bradd Kelly  
**Cc:** greg.buckley@music.yamaha.com  
**Subject:** Return of AMS - Summer Rewards Faulty AS1100 - FW: Faulty Yamaha AS1100 - Personal SPIV Claim  
**Attachments:** IMAG0327.jpg; IMAG0326.jpg; IMAG0325.jpg; IMAG0324.jpg

Hello Bradd,

My faulty **AS1100** has the following **fault**:

- ***Unit constantly trips after about 4 minutes of playback***

Here is a list of the **Troubleshooting** things I tried to do with the AS1100 before it faulted:

- ***Switching Wire World RCA's***
- ***Switching Wire World Speaker Cables***
- ***Changing Thor Power Boards***
- ***Changing Speakers***
- ***Changing Inputs***
- ***Changing Source***
- ***Running it purely as a Power Amp***
- ***Running it purely as a Stereo Amp***

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- The Credit Note through the GRA Portal should refer to me (Aaron Misso) apparently, according to Steffan
- The Invoice Number should be a Mock, e.g. 123456
- The Credit Note must refer to the fact that this AS1100 was obtained through the Summer Rewards Program
- The Credit Note must specify that I, Aaron Misso am happy with the replacement unit of an **AS1100** having a **Black/Dark Brown** Finish.
- Could we also please specify that the pick up of the faulty AS1100 is to **picked up** from **Todds Hi-Fi Virginia**, and the **delivery** of the replacement **AS1100 in Black/Dark Brown**, should be delivered to **Todds Hi-Fi Virginia: ATT: Aaron Misso**

If you don't mind getting this sorted for me as soon as possible Bradd, that would be greatly appreciated.

Kind Regards,

**Aaron Misso**  
Sales Representative  
Audio Visual Specialist

**Mail:** [a.misso@todds.com.au](mailto:a.misso@todds.com.au)  
**Phone:** 07 3637 5778 - Todds Hi-Fi Virginia

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**From:** Aaron Misso [aaron.misso@gmail.com]  
**Sent:** Saturday, 12 March 2016 1:17 AM  
**To:** greg.buckley@music.yamaha.com  
**Cc:** Aaron Misso  
**Subject:** Faulty Yamaha AS1100 - Personal SPIV Claim

Hi Greg,

It's Aaron Misso here from Todds Hi-Fi.

I'm just using my personal email here, as my issue is related to the personal Yamaha AS1100 I received from the Holiday Yamaha Spiv.

I regret to inform you that I may have been given a faulty **Yamaha AS1100 Black/Black Gloss**.

Only 3 hours ago, I tried setting it up in my system at home, and the unit constantly trips after about 4 minutes of playback.

I have attempted the following trouble shooting techniques, but the same fault constantly occurs:

- *Switching Wire World RCA's*
- *Switching Wire World Speaker Cables*
- *Changing Thor Power Boards*
- *Changing Speakers*
- *Changing Inputs*
- *Changing Source*
- *Running it purely as a Power Amp*
- *Running it purely as a Stereo Amp*

Through the process of elimination, I would deduct that the unit is in fact faulty. Obviously I still have all the original packaging and all. What is the process in rectifying this issue?

I'm not sure if this is a simple swap over matter, or if Yamaha needs to assess the unit in question. If it is a case of swapping for a new unit, I must admit I am very fond of the **Black/Black Gloss**, but I will settle for a **Black/Dark Brown** if necessary, unless you can give me an ETA on getting a Black/Black Gloss unit.

Sorry to bother you so late at night. Hope to hear from you soon.

Kind Regards,  
Aaron Misso