

Solid State Logic

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7th April, 2022

Dear Partners,

I am writing to inform you of changes effective immediately relating to our delivery of support to customers in your region. As you will no doubt be aware, SSL has appointed SC Media of Montréal as exclusive distributor for our entire product portfolio in Canada. SC Media's team will provide in-country, front-line support to our entire customer base, replacing the service previously offered by our regional office in New York. Should you require assistance, please contact Thang Nguyen, SC Media's Service Manager using the details below:

Thang Nguyen
SC Media Canada
2100 Onésime Gagnon
Lachine, Québec H8T 3M8
T: 514-780-0808 / Toll Free 888-595-3966
F: 514-780-1604
thang@scmediacanada.com

If you prefer, you can also contact our support team at SSLHQ directly by emailing support@solidstatelogic.com or telephoning +44 1865 842300 within office hours.

Out of hours emergency support will be provided by our engineers at SSLHQ in the United Kingdom. Customers holding support contracts providing out of hours cover should telephone +44 1865 852 231 or +44 7623 514 877, leaving your name, contact number, and serial number of the system in question. The duty engineer will return your call within 15 minutes to assist with the emergency.

Our customers are at the heart of everything we do at SSL, and we look forward to offering an enhanced level of support in your region through our in-country partners at SC Media. Please feel free to contact me directly by telephone on +44 1865 842300 ext 263 or emailing richardw@solidstatelogic.com if you would like to discuss anything further.

Yours Faithfully,



Richard Wand, Support Manager