
Subject: Extremely delayed upgrade and repair of LIO-8

Posted by [hadleye](#) on Sun, 17 Apr 2022 20:28:05 GMT

[View Forum Message](#) <> [Reply to Message](#)

In February 2021 (fourteen months ago) I sent my LIO-8 to Metric Halo for an upgrade and repair. (RMA 11598) I still haven't received it. I've corresponded several times over this period with Jon Stern (see e-mail string below), who indicated that the work would be completed, but it has not. In October 2021 (eight months after I sent the LIO-8), he offered me a different upgrade (see below) to which I agreed in December 2021. I haven't received that either, and he hasn't replied to my inquiries about the status. At this point, if the upgrade and repair can't be completed and sent to me within a couple of weeks, I'd simply like the LIO-8 returned to me as I sent it.

I would appreciate any advice that anyone could give me about how to resolve this, particularly if anyone else has had similar problems with Metric Halo and were able to resolve them satisfactorily.

Cordially,
Evan Hadley

On April 2, 2022, at 4:07 PM, Evan Hadley <hadleye@comcast.net> wrote:

Jon - Re my note below. Any news on this? It's been well over a year now since I sent the LIO-8.

Evan

On Dec 2, 2021, at 9:56 PM, Evan Hadley <hadleye@comcast.net> wrote:

Jon -

Thanks for the information. I'd like to get the upgrade with the new mkIV analog board for \$599.40, rather than the original analog.

Best,
Evan

On Oct 28, 2021, at 11:21 AM, Jon Stern <jon@mhsecure.com> wrote:

Hi Evan,

Thanks for checking in and sorry for the extended delay.

Your unit is in the queue for service, and we remain a bit backed up at the moment. We have had some setbacks due to supply chain issues, but should hopefully have an update for you fairly soon. I will keep you posted.

We do not have a trade in program. Even though the price of the 3d upgrade has gone up, however, we will continue to honor the previous price for upgrading your unit to 3d (\$499).

Regarding the new mkIV analog tech in the newly announced units, since your unit is in need of analog as well, we are able to make a very small number of upgrades available (not to the public at large). When it becomes publicly available, this upgrade is expected to cost around \$999. We can make the mkIV analog board upgrade available to you for \$599.40. If you would prefer to stick with the original analog, these parts are a bit harder to come by and may make take a bit longer to fulfill, but you'd have the option of going with one of these instead for the previously quoted \$348.

We can continue to also do the mic pre and power supply as discussed previously if you like.

Let me know how you'd like to proceed and as soon as it can be repaired we can get you set up with the invoice as soon as it comes off the bench.

Best regards,

Jon Stern
Metric Halo
306 10th Ave N
Safety Harbor, FL 34695 USA
tel 727.725.9555
fax 603.250.2451

On Oct 28, 2021, at 7:36 AM, Evan Hadley <hadleye@comcast.net> wrote:

Jon -

It's now been almost two months longer with no further news about the repair. It's been over eight months since I shipped the LIO-8 to you, I left a voice mail last week but got no reply. As far as I can tell from Metric Halo's website, it's selling new LIO-8s and UNL-Rs, which implies to me that you have new analog boards and 3-D cards available. If so, why can't they be used for my upgrade? If there's some reason that they can't, could I trade in the LIO-8 I sent you for a new one with the equivalent functions to what I'd ordered in the upgrade (at least 4 mic-pres and the newer analog boards and 3D cards)? Presumably some of the components in mine would be re-usable by Metric Halo.

Sincerely,
Evan Hadley

On Sep 1, 2021, at 2:50 PM, Jon Stern <jon@mhsecure.com> wrote:

Hi Evan,

Thanks for checking in. The delay has been due to parts shortages involving the analog board. We are experiencing the same for the 3d card now as well, but we already have your 3d upgrade

kit procured. The mic pre upgrade that you were interested in is also available.

We are expecting a new production run of analog boards to arrive in the coming weeks, at which point we should have everything required to fully upgrade/repair your unit. We appreciate your patience. It should hopefully not be too much longer at this point.

Best regards,

Jon Stern
Metric Halo
306 10th Ave N
Safety Harbor, FL 34695 USA
tel 727.725.9555
fax 603.250.2451

On Sep 1, 2021, at 12:02 PM, Evan Hadley <hadleye@comcast.net> wrote:

Jon -

Re below: It's been over seven months since I sent Metric Halo my LIO-8 for repairs and an upgrade. This is an extremely long time for me to be without it. Do you have any idea when the work will be done? If not, would you let me know whether the delay is due to parts for the upgrade, or for the repair, or both?

Cordially,
Evan Hadley

On Jun 10, 2021, at 1:33 PM, Jon Stern <jon@mhsecure.com> wrote:

Hi Evan,

Your unit remains in the queue for service, but we have run into substantial issues related to parts supply which has held up repairs. Sorry for the delay.

We will reach out to you as soon as we have an update.

Best regards,

Jon Stern
Metric Halo
306 10th Ave N
Safety Harbor, FL 34695 USA
tel 727.725.9555
fax 603.250.2451

On Jun 7, 2021, at 12:34 PM, Evan Hadley <hadleye@comcast.net> wrote:

Jon - Any news on this order? It's been almost four months since I sent the LIO-8.

Best,
Evan

On Apr 22, 2021, at 5:49 PM, Jon Stern <jon@mhsecure.com> wrote:

Hi Evan,

There are unfortunately some parts supply issues that are holding up the repair side of things. I will let you know as soon as these are resolved and we can proceed. It may be several weeks yet, however. Sorry for the inconvenience.

Best regards,

Jon Stern
Metric Halo
306 10th Ave N
Safety Harbor, FL 34695 USA
tel 727.725.9555
fax 603.250.2451

On Apr 17, 2021, at 2:20 PM, Evan Hadley <hadleye@comcast.net> wrote:

Jon - Just checking: Do you know when the upgrade and repair will be done?

Evan

On Feb 15, 2021, at 12:22 PM, Jon Stern <jon@mhsecure.com> wrote:

Hi Evan,

Thanks for the update. We will expect the unit soon and keep you posted on the status.

We will let you know if anything else comes up, but that plus shipping should most likely cover things. When everything is upgraded, tested and looking good, we will provide you with an invoice and payment link.

Best regards,

Jon Stern
Metric Halo
306 10th Ave N
Safety Harbor, FL 34695 USA
tel 727.725.9555

fax 603.250.2451

On Feb 15, 2021, at 8:14 AM, Evan Hadley <hadleye@comcast.net> wrote:

Jon -

Following up on our conversation a few weeks ago, I'm sending the LIO-8 and external power supply to Metric Halo today by FedEx Ground. I'd like the following to be installed:

- UNL-R Channel 1- 4 mic-pre upgrade kit (\$425)
- New analog board with ceramic capacitors (\$348)
- 3D card upgrade (\$499)

If needed, also replace the Fairway external power connector (\$40).

Also, please fix the problem that I mentioned with the ¼" Analog 2 connector on the back of the box, which won't accept a ¼" plug.

Please let me know before doing the installations if the cost figures above are incorrect by any substantial amount. Thanks very much for your attention. Also, please let me how Metric Halo would like to be paid - Will you send a bill by e-mail that I can pay by credit card?

Cordially,

Evan Hadley
Evan Hadley
hadleye@comcast.net
