

BRYSTON

A Lifetime of Music

MEMO: To All Bryston Customers

SUBJECT: Customer Feedback BDP-1 Digital Player

DATE: July 2012

James,

I don't usually write letters of this sort, but I believe the BDP-1 deserves special recognition. It is simply perfect – a very rare quality. My only complaint is that I didn't buy it sooner – I regret trying other players first (because the BDP-1 didn't support NAS). Those other devices left me frustrated and disappointed. The BDP-1 has done the exact opposite. I couldn't be happier with it, and that's not hyperbole.



Bryston should be commended for creating a digital music player for audiophiles. As such, it does not include an inboard DAC – that would be superfluous as I'd posit that nearly all of us already have a cherished DAC. So, kudos for not making me waste money on a feature that I don't need. My money was spent on flawless performance, stunning build quality and a very polished control interface. Thank you for including the ability to operate the basic functions via an IR remote. Thank you for recognizing the need for seamless transitioning between files. Thank you for creating such ergonomic control software – software that even displays cover art while playing *.wav files if I simply drop a *.jpg into the folder for each album. In short, thank you for taking this product seriously enough to think deeply about the needs of its users. The BDP-1 squarely hit those needs, in my opinion.

As the BDP-1 operates solely in the digital domain, I'm not sure I can comment on how it sounds, but I will say that I find no fault in that regard. Combined with my DAC (an Audio

Research DAC7 (sorry ;-)), it betters anything else I've ever owned. Even better, it does that while providing a level of convenience I never thought possible (until recently).

I can sum up my opinion of the BDP-1 with a single word – perfect. I can't say that about many other things I own. There was, however, a permissions glitch with the firmware that was in the unit I purchased. To Bryston's credit, that was resolved brilliantly by Chris Rice – the new firmware not only solved that issue, but enhanced the pleasure of operating the player. These things can happen, but the important thing is how they are handled – this could not have been handled better. I also wish to express my gratitude to Mike Pickett, who was kind enough to send me a CCF from which I could harvest the IR codes for my remote.

This customer's satisfaction level is pegged. The BDP-1 is, in my opinion, THE benchmark product in its category and its manufacturer demonstrates customer support that should be the model for the industry.

Thank You,
Kevin P. Crowley

PS: Thank you, also, for listening to the customers (and prospective customers) who asked for NAS support. That move pushed the BDP-1 into my target range and I couldn't pull the trigger fast enough when that happened!



James Tanner
BRYSTON LTD.