



Changes to the Law for Radio Microphones

As a valued CGA Integration customer I am writing to advise you in advance, of changes to the usage and laws surrounding Radio Microphones in the UK. I hope that this information is useful and I look forward to talking with you about these changes in the near future.

In 2012, the licensing and use of Radio microphones will change significantly. I am writing to offer our help when you come to manage this situation. Ofcom has formally stated their intention to sell off the frequency range where your radio microphones operate* and from 2012 this range will start to be used by broadband enabled mobile phones and their wireless networks.

How it affects you

The changes mean that it will be illegal to use your microphones on the existing frequencies - and they may not work. To act in accordance with the changes, you will need to upgrade your microphones and we, CGA Integration Ltd (CGA), would like to supply you with a quote for the upgrade. Of course, you don't have to do anything now, but if everyone waits until 2012 then every microphone user in the UK will be upgrading simultaneously. Inevitably, this will result in a shortage of microphones, engineers and man-hours, which will, in turn, increase the price and inconvenience for you.

Get your 2012-ready microphones now

We can supply you with equipment now that is ready for the change over in 2012 - so there is no need to wait and no need to pay more. We can also now secure for you a licensed, fixed-site frequency range that will remain yours after 2012 - so that you can be sure that you have the correct equipment and that it will not become obsolete again!



Design out problems

We would like to help you evolve your radio microphone system to ensure that it serves you as faithfully as possible in the future - with these three actions:

- Install future-proof equipment
- Secure a fixed-site frequency
- Ensure you're legal - get a license

At CGA, we have always recommended getting your radio microphone system licensed (in fact it is a criminal offence to operate a wireless microphone system without one unless you stay on the very small number of license-free frequencies). Then, if you do get other users breaking into your frequency range, they will be illegal and you will not.

Show Ofcom your frequency range is used

The best way to demonstrate to Ofcom that a frequency range is needed for radio microphone use is to ensure it is licensed. Never has it been more important (let alone a legal requirement) as new technologies push for access to frequency ranges that were previously reserved for radio microphones and in-ear monitor systems.

Banish Interference

The licensed frequency ranges are perfect for installed systems as the vast majority of all of the mobile and unlicensed systems cannot operate on these frequencies - so the danger of a microphone breaking into your sound system is eliminated.

Added Benefits

Getting the best out of audio-visual systems and ensuring our customers are kept up-to-date in this fast paced industry is something we do as a matter of course. When you do upgrade your microphones you might want to consider a rechargeable battery system or increasing the usability of your system.

Microphones always charged and ready

We offer a rechargeable battery system that will charge the batteries whilst they are still inside your microphones. So, to have microphones ready to go at all times all you need to do is place them in the charger after every use and they will be ready to go when you are - a benefit for you and for the environment too.



Increased functionality

And, we can integrate many things into your radio microphone system to increase the flexibility and usability of your system, such as wireless and even rechargeable monitor speakers that will receive the signal directly from your radio microphones and allow you to fill out dead areas, offer fold-back to performers or enhance your system - without the need for additional cabling and wiring.

We are ready to supply you with a quote for your microphone upgrade and to discuss how to get the best out of your system for your needs.

So please get in touch; we're looking forward to hearing from you.

Best regards,

Chris Gunton
Managing Director
CGA Integration Ltd

* The range is 790-862 MHz, which will be filled with a technology called LTE to be used by 4G Mobile phones.



The CGA Integration Ltd Service

CGA Integration prides itself on delivering the highest standards of client satisfaction, from initial project scoping and consultancy, through installation, to ongoing maintenance and upgrades.

CGA Integration Ltd is ideally sized and experienced to combine project quality with flexibility and excellent service. Our client list over 18 years stretches from compact projects through to new developments in major venues, where products need to be specified, installed and maintained at the highest possible level.

All of this experience is focused on ensuring that we offer a quality bespoke service, closely matching technology to challenges and creating the most appropriate solution for your business. Our installation is carried out by professionals with a wealth of experience and an excellent record of completion on time and to budget. We are confident enough to back this up with a full twelve months on site warranty as part of the installation price.

CGA Integration Ltd extends the same high standards to after sales service, spares supply and support post warranty.

We also consider areas that will affect you later. Well-installed systems have a low cost of ongoing ownership as maintenance is minimal and access is easy. At CGA Integration Ltd we develop long-term relationships with clients so that as brands and concepts evolve, we can work with you to develop your system at a reasonable cost and get the maximum return from your initial investment.

After Sales Service:

For one year from installation:

- CGA offers a one year on site warranty for equipment faults and failures as covered by the manufacturer's warranty
- CGA has a 24hour service line that is answered at all hours
- CGA has the ability to dial in and remotely reset or repair larger systems to reduce down time
- CGA will offer unlimited telephone support and advice

Call outs and repairs in relation to misuse or damage not covered by the manufacturers warranty will be chargeable. Lamps and consumables are not covered under the warranty unless stated.

All quotes are subject to our standard terms and conditions. All quotes are subject to VAT and manufacturers delivery charges. All quotes valid for 30 days.



CGA Integration Ltd Terms & Conditions of Trading

Definitions: "CGA" means CGA Integration Ltd. that also trades as BracknellLamps.com and NetworkDirect. "Buyer" means the person who orders goods or services from CGA. "Contract" means the provision of goods and or services to the Buyer, as agreed in the Buyer's order.

General Terms: There shall be no binding Contract between CGA and the Buyer until CGA accepts the Buyer's order. All orders are accepted and goods and services supplied by CGA subject to these conditions of sale, to the exclusion of all other terms, including any the Buyer purports to apply under any purchase order, confirmation of order, specification or other document. Any purported variations, alterations to these conditions, are inapplicable unless accepted by CGA in writing. Any quotation is valid for a period of 30 days only from its date, provided that CGA has not previously withdrawn it and CGA shall be entitled to amend its price at anytime prior to acceptance by the Buyer. Unless otherwise agreed, the price of goods and services shall be that stated in CGA's quotation. Unless otherwise agreed, prices quoted by CGA are exclusive of delivery charges, Value Added Tax (where applicable) and Installation charges which shall be payable in addition to the quoted price. The Goods and services to be provided by CGA may be varied upon mutual agreement and for this purpose any representative of the Buyer including but not limited to any employee, servant, contractor or any person purporting to be the agent shall have all necessary authority of the Buyer to request any variation and it accepted by CGA the Buyer shall be bound by such variation. Unless specified otherwise by the buyer in writing CGA may act on the instructions of any of the persons mentioned above when carrying out the services without verifying they have the necessary authority of the buyer. CGA reserves the right to make routine service calls at its convenience. Any equipment loaned under a service or call-out situation, will be charged at a competitive hire rate and payable by the Buyer.

Description: All samples, drawings, descriptive matter, specifications and advertising issued by CGA and any descriptions or illustrations contained in CGA's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of the Contract and this is not a sale by sample.

Payment Terms: as per CGA's quotation or if silent then cash with order. CGA reserves the right to request stage payments which shall be payable in full at the times indicated. Please ensure that cheques, drafts and postal orders are made payable to: 'CGA Integration Ltd' and are crossed. Goods will not be dispatched until CGA receives cleared funds for the full amount due including VAT, installation and carriage at the current rate applying at the date of advising. Please inform and identify payments made to CGA. CGA will not be held responsible for unidentified monies. Unless previously agreed in writing by a director of CGA, no credit facilities are available.

Overdue accounts: CGA reserves the right to charge interest at the statutory rate on all overdue amounts which shall be payable by the Buyer on demand together with all debt recovery costs incurred by CGA. In addition CGA may suspend delivery of goods or the supply of services until payment in full is received.

Retention of Title: Property in the goods will not pass to the Buyer until CGA have received in cash or cleared funds payment in full. Until property passes to the Buyer, the Buyer will hold the goods as CGA's fiduciary agent and bailee, and will keep them separate, properly stored, protected, insured and identified as CGA's property. The Buyer can use or resell such goods in the normal course of business, provided that the Buyer accounts to the CGA for the proceeds of sale, which must be kept separate. Until property passes to the Buyer or earlier resale, CGA may at any time require the Buyer to deliver the goods to CGA. If the Buyer fails to do so immediately, CGA may enter any premise where the goods are stored and repossess them. Risk in the goods will pass to the Buyer on delivery. CGA shall be entitled to recover payment for the Goods notwithstanding that ownership of any of the Goods has not passed. The provisions of this clause shall apply irrespective of whether or not the goods have been affixed to a property or premises and whether or not the

Buyer owns, controls or is in possession or not of such property or premises.

Force Majeure: Although CGA shall use all reasonable endeavours to discharge its obligations under a contract in prompt and efficient manner, time shall not be of the essence and CGA does not accept responsibility for any failure or delay caused by circumstances beyond its control. CGA reserves the right to charge for additional cost incurred due to either being unable to access a site or other contractors running late. If for any reason the Buyer fails to accept delivery of or CGA is prevented from delivering any of the Goods CGA may store the Goods until delivery, and the Buyer shall be liable for all related costs and expenses (including, without limitation, storage and insurance). Any liability of CGA for non-delivery of the Goods shall be limited to delivering the Goods within a reasonable time or issuing a credit note at the pro rata Contract rate against any invoice raised for such Goods.

Warranties: Where CGA is not the manufacturer of the Goods, CGA shall endeavour to transfer to the Buyer the benefit of any warranty or guarantee given by its suppliers. Except for CGA standard limited warranty provided in writing by CGA to the buyer CGA does not, to the maximum extent permissible by law, give any express or implied warranties as to fitness for purpose, quality or otherwise of the Goods or services. If the Buyer is acting as a consumer nothing in these terms effects or limits the consumer's statutory rights.

Site Health and Safety: The Buyer must advise Mr C Gunton or his representative(s) on site of Health and Safety issues relevant to the Buyer's site and of the Buyer's emergency procedures. The Buyer shall ensure that its site meets current Health and Safety regulations for contractors working on their premises. CGA reserve the right to refuse to work if they feel that inadequate safety measures have been put in place to protect their engineers.

Packaging: The Buyer is responsible for the disposal of all boxes and packaging of products supplied by CGA. Some packaging should always be kept in case goods need returning for service.

Pictures & marketing material: CGA reserves the right to use pictures, text and the names of venues installed in their own website, promotional material, newsletters and advertising.

Loan equipment: The Buyer shall be responsible for all insurances whilst the equipment is in its possession even if operated by CGA or it's representative. All loan equipment or systems are covered by a comprehensive 24-hour call out facility. In the event of a fault CGA will attend equipment on the following terms: The call-out fee and first hours labour charge are to be paid on arrival before any work can be undertaken and will be refunded should the fault prove to be with the equipment. Should the reason for the call be through a fault in the equipment, the call shall be free and a replacement system supplied where possible. Should the call-out be through user-fault or misuse, the call-out will be charged at the current call-out rate with a minimum labour charge of 1 hour and the extra charge for replacement equipment.

Liability: Nothing in these conditions excludes or limits the liability of CGA for death or personal injury caused by CGA's negligence; or under section 2(3), Consumer Protection Act 1987; or for any matter which it would be illegal for CGA to exclude or attempt to exclude its liability; or for fraud or fraudulent misrepresentation. Subject to the above CGA's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance of the Contract shall be limited to the Contract price; and CGA shall not be liable to the Buyer for any pure economic loss, loss of profit, loss of business, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential, or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract.

General: The parties to the Contract do not intend that any term of the Contract shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

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