

## grahams supports the arts

As a sound artist based in London, I was recently asked to take part in Mutated Zen – The Art of Survival, an exhibition curated by Yuu Takehisa at the Nunnery in the East End. I had first shown Phasmes, a six speaker sound installation, at the Slade School of Fine Art in June this year as my final work on the Masters programme. Fragments of recorded sound travel between three pairs of speakers placed around the exhibition space in randomised sequences. The quality of the speakers is essential in creating this soundscape of percussive noises, windchimes and music boxes, dampened tingling, muted rustling, clattering, crunching, keys shaken and doors shut... I am greatly indebted to Grahams and B&W for their generous support in providing, on both occasions, audio equipment of outstanding quality.

By Dale Berning

## children in need

Grahams were delighted to be involved in installing a system at Bourne Street, near Sloane Square, in London for the BBC. Organised by CEDIA, our trade association, Bourne Street is the last in a line of properties that have been bought, refurbished and then sold, with the profits going into the next property. It all started with an investment of £100,000 and the final Bourne Street house has been sold for around £1.2M, with all of the profits going to the "Children in Need" charity. The whole process has been filmed as part of an eight-part documentary broadcast on BBC2, Wednesdays at 9.00pm. Look out for the episode on December 17<sup>th</sup> which will feature this home.

## grahams calendar

By the time you get this newsletter we should have the new 2004 Grahams calendar. This year we have decided to feature specific products from our portfolio. We've put a lot of thought into the layout and aesthetic of this calendar, which we hope you will enjoy. This bespoke calendar is being produced in limited quantities and can be yours for the asking. Please phone to reserve a copy, which you can collect next time you are in the shop.



"One of the five best hi-fi shops in the world"

ARENA Magazine

## a story from japan

I recently had a fantastic opportunity to visit Japan, courtesy of Sharp UK and Bob Wheeler of Marata Vision, one of our favourite suppliers. "How do you fancy a trip to Tokyo" said Bob. "The only problem is it means going next week" Well, I thought about the proposition for around 30 milliseconds and said "yes"

CEATEC is Japan's annual consumer electronics show and Sharp were launching some new home cinema technology which they were keen to show us. We had a very busy two-day schedule that included a visit to Sharp's head office demonstration facilities just outside Tokyo, a visit to the CEATEC trade show, followed by a day of sight seeing.

Some of the next emerging technologies being produced include 3D LCD displays and holographic images, just like those in sci-fi movies. Sharp are also the world leader in solar cell technologies and Plasmacluster Ion Technology air purifiers. Developed exclusively by Sharp, you'll be seeing these revolutionary air purification systems in the shops over the next few months.

We have been selling the Sharp Aquos range of LCD TVs over the past couple of years and it was apparent at the show that LCD and plasma now dominate the market. The new models of Sharp home cinema projector to be launched early next year include an entry-level DLP projector, the Z91 at around £2,500 and a new high-end model to replace the Z9000, which will cost around £10,000. When I asked the Japanese technical representative what changes they had made over the existing model, I was given the obvious answer "Ah! We make picture better". Ask a silly question!

If you ever get the chance to visit Japan, do so. It's a cultural experience I thoroughly enjoyed.

By David Graham



# on track

Keeping you on track with the developments at Grahams Hi-Fi Winter 2003



“One of the five best hi-fi shops in the world

ARENA Magazine

## Christmas opening hours

Our opening hours over Christmas and New Year will be as follows:

**Wednesday 24<sup>th</sup> December**

10am – 4pm

**Thursday 25<sup>th</sup> December**

CLOSED

**Friday 26<sup>th</sup> December**

CLOSED

**Saturday 27<sup>th</sup> December**

9am – 6pm

**Sunday 28<sup>th</sup> December**

CLOSED

**Monday 29<sup>th</sup> December**

CLOSED

**Tuesday 30<sup>th</sup> December**

10am – 6pm

**Wednesday 31<sup>st</sup> December**

10am – 6pm

**Thursday 1<sup>st</sup> January**

CLOSED

**Friday 2<sup>nd</sup> January**

Normal hours resume

## meridian – G series

Meridian have long been held in high regard when it comes to producing forward-thinking high end video/audio equipment. So when a company with such a reputation announces that they are introducing a completely re-designed range of products for the first time in over 10 years, we sit up and take note.

Meridian have launched the “G” series to replace the highly acclaimed 500 series. It comprises twelve new designs, which share much of the technology from the Reference 800 series.

The “G” range is split into three groups: four disc-based sources, four amp/processor products and three power amplifiers.

The disc sources comprise **G07** and **G08** CD Players, **G98** DVD Audio/Video transport and **G91** DVD Audio/Video transport which also has a variety of inputs and a built-in tuner. It can be used in conjunction with a power amp as a stand-alone 2-channel audio/video system. These machines will also replay standard CD, CDV and MP3.

The **G01**, **G02** pre amps and **G51** integrated amplifier carry on from the 501, 502 and 551 of the old series, the main difference is the addition



of a tuner to the **G01** and **G51**. The **G55**, **G56** and **G57** will continue to provide Meridian's high level of power amplification, ensuring that no matter what the speaker load, there is a good solution. The final item in the range is the **G68** processor which combines features found in both the 568 and 562v, offering a streamlined solution for the end user that doesn't compromise on quality while offering a variety of different connections.

The most immediate difference is the new styling. Designed by Meridian co-founder Allen Boothroyd, it is a departure from the company's narrow width casing of old, but it still has that distinctive Meridian look and feel. Each of the new products shares the same footprint, to allow for a more unified presentation, and comes in a choice of silver or black.

Along with the new range of products, Meridian have taken this opportunity to expand the capability of their system remote control. It now functions as both a Meridian component remote and a programmable/learning remote, making it a viable alternative for people wanting to control several different items.

There are five of these remote controls to be won in our Meridian Competition. See page 5 for details.



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## miller & kreisel cs-29

have introduced an integrated Tripole surround speaker and stand to their range. The **Column Surround** is an attractive and discreet high quality rear speaker. It is designed to work anywhere in the rear half of the listening room and will also perform when placed behind a sofa. The basic principle of the Tripole design is to create a more even and spacious rear soundstage, the Columns allow this to be achieved in a more environment-forgiving manner. They are available in either black or white finishes. CS-29 - £1,199 per pair.

## arcam factory visit

On a lovely sunny day in September, we took a number of customers for a factory visit to Arcam in Cambridge. This is the second factory visit we have arranged (the first was a visit to Naim Audio last year) and judging by the feedback, we'll be doing more of them. We coached around twenty people from Canonbury Yard to Waterbeach, just north of Cambridge, and amazingly arrived at the factory earlier than expected – we had no idea that coaches could travel that fast! As well as being shown around the manufacturing facility, we also had a chance to visit the Research and Development Department and get a brief listen to some new products which were under development. We all went through stringent anti-static safety procedures before we were allowed on the factory floor. The trip included a visit to a local pub in Waterbeach for lunch. We rounded the day off with a Q&A session and were joined by John Dawson (chairman and founder of the company) who opened up a lively discussion on new multi-channel formats. This trip was a first for Arcam, who have never had a factory visit by a group of end users. We'd like to think that everyone was well behaved enough to encourage them to do more of these trips.



Arcam  
factory visit



## new range from arcam



FMJ C30



FMJ P1

**Arcam have been busy developing a number of products to bolster an already impressive and expansive range.**

The stereo **FMJ C30** modular pre-amplifier and **FMJ P1** mono-bloc power amplifiers are designed to offer a higher level of sound reproduction than has previously been available in Arcam's line-up. The pre-amp has 7 inputs and a switchable MM/MC phono stage with balanced as well as unbalanced audio outputs (for driving longer lengths of cable). There will also be an upgrade available to allow for multi-channel audio. The P1 is a 185w mono power amplifier which will be suitable for both two-channel and multi-channel applications. C30 - £1,200, P1 - £1,100 each.

The **Diva A90** stereo integrated amplifier replaces the award winning Diva A85. It is a 90WPC design, which has 6 inputs, one of which has fixed gain for use as part of an AV system. The A90 will also be upgradable for multi channel audio. A90 - £850.

The AV range now includes an entry-level DVD player, the **Diva DV78**. Arcam have paid a lot of attention to making the audio side of the machine live up to their high standards. It will out-perform the current plethora of players on the market at this level. The video side of things has not been forgotten either, the DV78 has both scart and component outputs and will convert signal from NTSC – PAL and vice versa. It will support DVD-V, VCD, DVD-R, DVD-RW and MP3 and, as with all Arcam products, comes in black or silver. DV78 - £700.

The **Diva AVR300** is designed to fit in between the successful AVR200 and FMJ AV8/P7 combo. It is expected to support all the latest audio decoding formats, including Dolby Digital EX, DTS24/96 and Dolby Pro Logic IIx. There are a number of audio inputs and three component video inputs available. The power amp stage will develop 120W into two channels or 90W into seven channels for multi channel audio. It also has a second zone output to feed music and video to another room. We expect it to be released in January. AVR300 - £1,300.

## dynavector p75 phono stage

To complement the Dynavector cartridges (as well as most others) that we have recommended for years, we now have the new **Dynavector P-75** phono stage. It offers low output MC settings for three impedances and two gain options. It has a high output setting that handles moving magnet cartridges, and high output moving coils. It also offers a special Dr Tominari inspired 'Phono Enhancer' setting, named after the designer of the XV1-S cartridge, which is the preferred setting for low output MCs. The power supply is especially clever. It has a very high frequency transformer that gives the P-75 isolation from the accompanying power source. The price, including power supply, is £460.

## bijou from sugden

**Sugden Electronics** is one of the classic British Hi-Fi manufacturers. With more than 40 years' experience, they became renowned for their 'Class A' amplification. They have now turned their hand to a new range of compact separates. The Bijou series has a 'lifestyle' appearance and comprises the **CDM8** CDMaster (£1,299), **FMM9** FMMaster tuner (£949), **HDM7** HeadMaster pre amplifier (£659), **AMP6** AmpMaster power amplifier (£689) and the **BST** Bijou stand (£325). For more demanding loudspeakers there is a bigger power amplifier, the **MM10** MusicMaster (£1299). Outstanding system performance and full remote operation make this an excellent choice for those who want great sonic performance in a limited space.

## marantz dv8400



**So who says you can't have your cake and eat it?  
The Marantz DV8400 multi-format player.**

It offers the ability to play CD/DVD-A/SACD discs to a high standard, and makes redundant the problem of deciding which format to choose. The player will output the audio signal in both two-channel and six-channel modes and also plays MP3/DVD-R/RW.

As well as all this, it is also an accomplished DVD Video player, offering both PAL and NTSC progressive scan and a high quality Dvi-D output. It is available in either black or silver. DV8400 - £1,400.

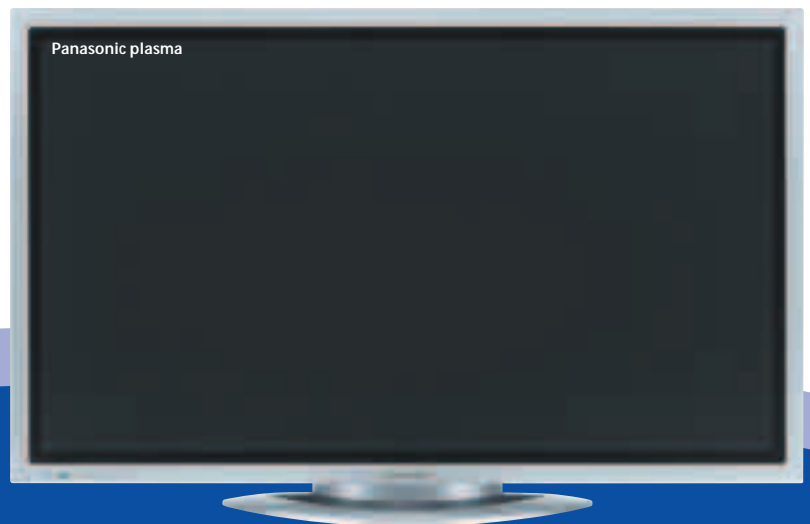
## new plasma & lcd screens

**Panasonic & Pioneer have announced a number of new flatscreen displays and TVs**

**PANASONIC** have updated their 42" and 50" plasma displays. They look identical to the previous models but have improved picture parameters and are easier to connect. Added to the range is a 37" plasma-based fully integrated TV with built-in tuner.

The superb 22" LCD TV has also been updated – now called the **TX-22LT3** which has great looks and picture. All of these new models now represent even better value.

**PIONEER** however has gone for a completely new look to their range to complement the improved picture performance. Pioneer plasmas come in two sizes as before 43" & 50"; both of which can be supplied with some very attractively styled table or floor stands. Models are **434HDE** & **504HDE** respectively.



what's new at grahams





## runco: reflection CL510

With the ever-increasing interest in dedicated Home Cinema installations, Grahams are constantly looking to provide better value to enhance the Home Cinema experience. After evaluating and being thoroughly impressed with the new Runco DLP (Digital Light Processing) projectors, we are pleased to stock and demonstrate the new **CL510**. Using Texas Instruments latest 16:9 widescreen, high definition chip, it offers outstanding image quality, resulting in deeper blacks, rich colour and plenty of brightness. It is easy to set up and operate, and offers a comprehensive list of features. CL510 - £5,995.

## loewe mimo

Loewe are renowned for producing high quality, elegantly styled televisions with picture quality being of utmost importance. What they have lacked in the past, and are now addressing, is a television that offers an excellent picture but a more funky, modern design.

The **Mimo** comes in 32" or 28" screen sizes which incorporate a 100hz flatscreen tube, full picture-in-picture mode and split screen TV/Teletext function. They are available in Platinum or Anthracite finishes. Mimo 28" - £999, Mimo 32" - £1,399, Mimo Stand - £400.



## new naim 5i

Naim have updated their entry-level products by introducing the **CD5i** and **Nait 5i**. The Nait 5i will effectively replace the Nait 5, it is a 50wpc 4 input (2 DIN, 2 PHONO) integrated design with remote control. Sound quality should be on a par with the previous model and should continue to punch above its weight. The CD5i is a completely new model, which will now stand as Naim's entry-level CD player, with the CD5 still remaining at a slightly higher level. It shares the same transport suspension as the CDX2 and also the same control software as the flagship CDS3. Both these products will offer people a more affordable introduction to the wonderful world of Naim Audio. CD5i - £825, Nait 5i - £700.

## b & w 700 series

B&W have just launched a new range of speakers. The **700 series** fits into the space between their entry level 600 series, and the flagship Nautilus range, and replaces the CDM range.

There are three models, which retain the basic concept of the CDM's, but there are several substantial differences. The most obvious is the "rounding" of the edges, where they have taken the basic shape and added curves in all the right places, allowing the front section to be one continuous sheet of veneer. The overall appearance is one of smooth and elegant refinement. There is now a wider range of finishes available, with 5 wood veneers to choose from.

B&W have taken the Nautilus tweeter design and tweaked it in order to extract the very most from the upper registers. This translates into an extremely clean and open top-end, which is also ideally suited to the emerging formats of SACD and DVD Audio. They have also worked towards reducing driver distortion even further than the CDMs in order to produce a more accurate reproduction of mid and bass frequencies.

In addition to the two floorstanding and one bookshelf model, there is also a matching centre speaker, surround speakers and sub woofer, allowing easy integration into a high quality cinema system. **703** - £2,000; **704** - £1,400; **705** - £900.



## pure digital evoke radios

With Christmas approaching, what could be a better surprise gift than a PURE DAB radio? These small unobtrusive radios are ideal for a conservatory, kitchen, bedroom, or a second room. The range consists of the **EVOKE-1** (£100), **EVOKE-2** (£160) and **TEMPUS-1** (£130). The EVOKE-1 is a DAB (Digital Audio Broadcast) only mains powered radio. The EVOKE-2 is a stereo DAB / FM radio that is mains or battery powered. The EVOKE-1 and the TEMPUS-1 radios can be enhanced by the addition of the optional small ST-1 speaker which, for £30, will allow the upgrade to stereo. The newest addition to the range, the TEMPUS-1, is a DAB radio with a built in sleep timer and alarm clock. Effectively, one can snooze with one radio station at bedtime and wake up to a different station in the morning!



what's new

## competition winner

### Panasonic 22" LCD TV...

**Simon Wilson**, from North London, was the very lucky winner of our Panasonic competition in our Summer Newsletter. Here he is collecting his prize of a sleek and stylish 22" LCD TV.



GRAHAMS



## meridian msr competition

**You will have read about the new Meridian 'G' series on the front page of this newsletter. Many of the new 'G' series components come supplied with the new MRS system remote.**

This remote control is pre-programmed for a range of hi-fi and AV equipment and is an ideal add-on to many systems. It will be particularly nice to use in place of the old MSR remote because its back-lit buttons can also be programmed to control a whole host of non Meridian equipment such as VCR's, satellite TV and much more.

We have got FIVE of these to give away as prizes in our newsletter competition.

- 1. Who was the co-founder with Bob Stuart of Meridian?**
  - a) David Gray
  - b) Allen Boothroyd
  - c) Betty Boothroyd
- 2. What is the model range of Meridian's reference series equipment?**
  - a) "G" series
  - b) 500 series
  - c) 800 series
- 3. MLP – developed by Meridian is the adopted standard for DVD audio compression. What does MLP stand for?**
  - a) Meridian Lossless Packing
  - b) My Little Pony
  - c) Meridian Lousy Processing
- 4. What range of products is the "G" series likely to replace?**
  - a) the 500 series
  - b) the 3 series
  - c) the 7 series

## bromley-by-bow community centre

Earlier this year we were approached by the Editor of What Hi-Fi? Magazine. They had decided to help the Bromley-by-Bow Community Centre turn their East London sports hall into an 80-seat cinema and run a feature on the installation in their awards issue. The magazine, with the help of the Centre's project manager, had already enlisted the help of several manufacturers to supply the kit and all the know how that was needed to turn the hall into a state of the art cinema; our job was simply to plan and install it.

Simple? We should be so lucky! Several issues had to be overcome by the planning team before the installation work could begin. The hall would be used for many activities other than watching films, so we had to make sure that none of the kit would get in the way of Karate-kicking children or levitating Yoga masters. The solution to this was to lift the subwoofers high onto shelving in the front corners of the room. The centre speaker had to be fixed onto a ceiling beam about two metres in front of the screen and the main system itself had to be mobile so that it could be locked away in a safe place. As a result of this, all the cabling had to be terminated in a neat wall box designed by our very own Chris Soczewki.

After some sterling work by our installations team of Chris, Arthur and Brendon and some unorthodox planning by Ben and Ray, a full 7.2 surround sound system with projector and screen was born. Using seven B&W LCR-series speakers and two of their magnificent ASW subwoofers with Rotel amplifiers and new RDV-1080 DVD player, the engineers managed to achieve a truly remarkable result in an acoustically 'difficult' room.

The Community Centre is back in full-time use and the grand opening of the cinema is due to take place in December.



Please send your answers (including your contact details) by 31st January 2004 by e-mail to: [gabriella@grahams.co.uk](mailto:gabriella@grahams.co.uk) or by postcard to: Meridian Competition, Grahams Hi-Fi Ltd., Canonbury Yard, 190a New North Road, London N1 7BS. Winners will be drawn and notified by 15th February.

# grahams recommended music list



## 1. Bob Dylan *Blonde on Blonde*

In 1999 this legendary album was remixed in stereo and remastered for both SACD and CD. It was released as one of Sony's first single layer SACDs, but the CD mix was unavailable until now. This new hybrid SACD consists of a SACD layer in stereo and in 5.1 surround sound, as well as the best stereo remix yet on CD. This 1966 classic is arguably Dylan's finest album, composed mainly in hotel rooms whilst touring, at a time when he was being criticised for playing electric music and abandoning his folk roots.



## 2. Joss Stone *The Soul Sessions*

At the studio where she was recording her debut album of self-penned songs, she met Betty Wright, put her album on hold, and in four days made *The Soul Sessions*, with musicians such as Timmy Thomas and Little Beaver. It consists of classic soul covers of the Drifters and the Isley Brothers, as well as the White Stripes' 'Fell in Love with a Boy' with Wright and Angie Stone as backing singers. The owner of the powerful voice on this CD is Joss Stone, a white sixteen year-old girl from Devon in England.



## 3. Sam Cooke *Portrait of a Legend 1951 – 1964*

Produced by the same team responsible for the Rolling Stones ABKCO remasters from last year, this hybrid SACD is the most comprehensive hits collection ever released of this original singer and songwriter. *Portrait of a Legend* brings together songs recorded for RCA, Specialty, as well as ABKCO. The remastering is excellent, and with tracks such as "Wonderful World", "Chain Gang" and "Another Saturday Night", this is a CD that everyone will want in their collection.



## 4. Dan Hicks and the Hot Licks *Beatin' The Heat*

Often described as quirky, offbeat, unique, playful, eclectic and whimsical, perhaps the best way to describe Dan Hicks is that he is an original. After making four albums between 1969 and 1973, including the wonderful 'Striking It Rich', he retired the *Hot Licks*. Now, almost thirty years later, he has produced a new album. On *Beatin' The Heat* he is joined by other original artists such as Rickie Lee Jones, Elvis Costello and Tom Waits. Hot music combined with cool lyrics.



## 5. Buddy Guy *Blues Singer*

Buddy Guy is primarily known as an electric blues electric guitarist. However, the inspiration for *Blues Singer* comes from his experience of playing guitar on Muddy Waters' 'Folk Singer' in 1963, the most famous acoustic blues album of all time, with Willie Dixon on bass. On this acoustic, back-to-roots, album Buddy Guy is joined by B B King, Eric Clapton and Jim Keltner on some of the tracks. *Blues Singer* is dedicated to the memory of John Lee Hooker, some of whose songs are included. This CD was mastered by Doug Sax.



## 6. Manecas Costa *Paraíso Di Gumbe*

Manecas Costa, singer, songwriter and acoustic guitarist, returned to his native country, Guinea-Bissau in West Africa to record this, his debut album. The national rhythm of the area is called *gumbe*. *Gumbe* originated in the Caribbean and was brought back to Africa where it blended with Portuguese and indigenous rhythms. This album shows that even in an economically poor country, surviving colonialism and civil war, the rich musical heritage of what Costa calls *Paraíso Di Gumbe*, *gumbe* paradise, lives on.

## the beatles 'let it be...naked'

is due to be released late in November, after we have gone to press. This stripped-down version removes producer Phil Spector's orchestrations and effects from the 1970 'Let it Be' album, to revert the album to the Beatles original no frills, back to basics concept. It will be a 2 CD and a 2 LP set, the bonus disc consisting of fly-on-the-wall extracts taken from the tapes made during the original recording sessions. We will have the album in stock as soon as it is available.

## cedia expo – brighton

The annual CEDIA (Custom Electronic Design and installation Association) Expo in Brighton was attended by many of our staff. It is an important trade show, as well as providing great training opportunities. Our very own David Graham (former chairman of CEDIA UK) still presents a number of training seminars at this event which is also a show ground for new and emerging technologies.

For the first time in Europe, CEDIA provided the opportunity for custom installers to take examinations, which are internationally recognised and form part of an overall certification programme for installers and design engineers. We are delighted to announce that **Will Hammond-Clay** and **Chris Soczewki** both took and passed the first of the installers examinations. Well done to both of them!

Sam



Ian



Brett



# music order form



## 7. Miroslav Vitous *Universal Syncopations*

Miroslav Vitous is perhaps best known for forming Weather Report, with Wayne Shorter and Joe Zawinul, in 1970. However, the inspiration for this album goes back to his first recording as leader, 1969's "Infinite Search". Universal Syncopations picks up the theme with the support of some old friends; Jan Garbarek on soprano and tenor saxophones, Chick Corea on piano, John McLaughlin on guitar, Jack DeJohnette on drums and, of course, the composer on double bass.

## 8. Jacqueline Du Pré *Elgar Cello Concerto & Dvorak Cello Concerto*

This is the famous version of Elgar's Cello Concerto, recorded by Du Pré on her Davidov Stradivari cello (now owned by Yo-Yo Ma), and conducted by Barbirolli, with the LSO, in 1965. She recorded the Dvorak Cello Concerto in Chicago late in 1970 conducted by her husband Daniel Barenboim. This was one of her last major recordings as by 1971 she started to be affected by the illness that was later diagnosed as multiple sclerosis. This CD is an XRCD2 and is by far the best sounding version ever released on disc.

This selection of music is available for collection or by mail order using the coupon below. Contact us by phone, e-mail, fax or post, our contact details are on the front page of this newsletter.

Please send your completed order form to: Grahams Hi-Fi, Canonbury Yard, 190a New North Road, London N1 7BS or fax to 020 7359 7620

- |                                |                          |                         |                          |                             |
|--------------------------------|--------------------------|-------------------------|--------------------------|-----------------------------|
| 1. Bob Dylan                   | <input type="checkbox"/> | 2 x SACD Hybrids £14.00 | <input type="checkbox"/> | 2 x180grm LPs (mono) £25.00 |
| 2. Joss Stone                  | <input type="checkbox"/> | CD £12.00               |                          |                             |
| 3. Sam Cooke                   | <input type="checkbox"/> | SACD Hybrid £14.00      |                          |                             |
| 4. Dan Hicks and the Hot Licks | <input type="checkbox"/> | CD £14.00               |                          |                             |
| 5. Buddy Guy                   | <input type="checkbox"/> | CD £14.00               |                          |                             |
| 6. Manecas Costa               | <input type="checkbox"/> | CD £14.00               |                          |                             |
| 7. Miroslav Vitous             | <input type="checkbox"/> | CD £14.00               |                          |                             |
| 8. Jacqueline Du Pré           | <input type="checkbox"/> | CD £22.00               |                          |                             |

Postage & Packing

TOTAL

Postage & Packing for up to 3 CDs is £1.50 & 1 LP is £4.00. For larger orders there is a maximum charge of £4.00.

### I would like to pay by:

Cheque  Visa  Mastercard/Access/Eurocard  Switch Issue No.

Card Number

Cardholder Name

Start

Expiry date

Signature

Address (where items will be delivered)

Post Code

Daytime Telephone number

Evening Telephone Number

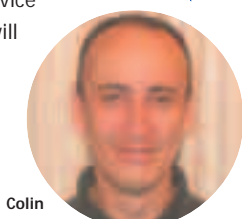
Goods will normally be dispatched same day but please allow up to 14 days for delivery.

## people at grahams

Since the production of our last newsletter, we are pleased to announce the addition of the following members of our team.

We welcome **Samantha Harris** to our Project Management Team and **Alexander Brett-Harris** (no relation) to our Installation Team; both bring experience and expertise in their respective fields.

We are also pleased to welcome **Ian Butler** to our Sales Team/Custom Install. **Colin Gaitskell** has joined our Service Department as our Senior Service Engineer; his servicing skills will enhance the service support we offer to our customers.



Colin

## “vic the stores” the story from an 11 year old ...

I must have been around 11 years old when I first met Vic. He joined Grahams to run our stores department, having worked prior to that on the railways (steam powered from what I remember!). At the time, our main stores were in the basement of our Pentonville Road head office. It was a quiet place with the exception of the pump, which stopped the place flooding (when it worked). The storeroom was always neat, tidy and contained everything from electric shavers and portable radios to fridges and freezers. As Grahams expanded, two other floors in the building became available and Vic was elevated (literally) to the second floor – a place with natural daylight and views over London. Now 30 years on we are at Canonbury Yard and Vic is still with us. His packaging skills are renowned throughout the world. Our suppliers use him as a reference point on how to package and return products in one piece. He's a legend within the industry and with our customers, who have experienced, first hand, his packaging skills. His sense of humour, excellent delivery of jokes and support of Arsenal make him a top bloke in my eyes – a view which I believe is held by all of us here at Grahams. He's threatening retirement in two years' time, which none of us, except for Vic, is looking forward to. Although what he used to do all day now takes him all day to do, I personally would like to keep him for another 30 years!

By David Graham