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Subject: reply from E

Posted by [Sam P.](#) on Tue, 01 Oct 2002 18:47:51 GMT

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"I am sorry to hear that you are having problems with the finish on your horns. Indeed we have experienced some instances where the finish was flaking off of the product, but were unaware that any of the items in question made it out to consumers. We noticed the problem with a batch we received approximately 2 years ago and thought we had destroyed all of them. In any event, according to the manufacturer, there was a problem with the compatibility of the paint with one of the components in the plastic material. We've had one other incident since then, but think the problem has since been corrected. Personally, I think that the finish was coming off because the surface of the horns were very slick. On behalf of Eminence, we would certainly be glad to replace the products for you. At the same time, it might be less trouble for you to simply lightly scratch the surface and repaint with some spray paint of your choice. This might eliminate the need for removing the horn and switching the compression driver to the new horn. Again, we will be happy to replace the items in question if you so desire. I cannot say if the paint would be harmful to a pet or human if ingested, but as with most paints, I would not recommend it. Once again, I apologize for any inconvenience this may have caused you, and will be glad to send you replacements upon your request. Please let me know how you prefer to proceed." Well guys, they ARE painted from the factory. E is committed to standing behind their product, but as he says, painting them again myself is less trouble than returning them and installing a new pair. Guys with H290's laying around that are flaking should send them back, that way E will be reminded the problem still exists. I still think they are a bargain, and I knew I should have sanded them and put a better finish on them from the start, which I will now do:) Sam