



First Lutheran Church

Through worship and loving service,
we make Christ known to all.

303 S. Galena Avenue
Freeport, IL 61032-5126
(815) 235-9790

Chime Master
PO Box 936
Lancaster, OH 43130
ChimeMaster.com
Attn: Jeffrey A. Crook, National Sales Manager

Dear Mr. Crook;

This is in response to your letter to Shirley Diestelmeier dated December 18, 2018 requesting customer feedback from First Lutheran of Freeport IL.

Shirley gave me the job of responding to your letter since I chaired the Carillon Project committee. Before Don Diestelmeier died in 2017, Don and I along with a few other music lovers at First Lutheran talked about purchasing a carillon. Don did the research and recommended we consider going with electronic carillons. In his opinion digital technology had advanced enough to offer true melodic bell tones at an affordable price. Don also recommended we consider Chime Master—[they] “offer the most real bell tone electronic carillon on the market today”. Coming from Don that was, in my mind a real testimonial. Don was a sound perfectionist. He had ears that many of us wish we had. Don spent a lifetime selling and repairing pipe organs and other church instruments.

First Lutheran purchased the Chime Master Millennium Carillon thru your sales representative Tom L’Heureux. Tom did his job very well. He gave a great demonstration of the product, offered various options and guided us to benchmark with other churches in the area that had also purchased from Chime Master. As a sales and marketing manager of many years I am hard to please and probably overly skeptical of salesmen and their presentations. The Carillon project team did our due diligence and found the product performed as stated and the customers were pleased with the support from Chime Master.

Our carillon was installed this last spring. The installer did an excellent job of checking out the system and providing “basic training” on the system and how to access the numerous options. We found very early in the process that the Millennium Carillon is a plug-n-play system designed to handle 90% of the Church’s desires. Our organist was very concerned that this “new thing” would just be added to her workload. And the good news was---it worked as stated and the flip of a switch.



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The IT person at First Lutheran picked up the task of implementing all the specialty options desired by the music committee. His comments: “DuWayne, I just want to let you know that setting up the Carillon system was fairly easy. Setting up the main console had a hiccup; however, a call to tech support [at Chime Master] was all it took to get it up and running. They answered right away and were very knowledgeable. The computer software was very easy to configure and work with.”

Music & Choir director:

From her Dedicatory Comments...

“The carillon enriches the worship and lives of those who attend our church, and creates an opportunity to reach out to those who live and work in our neighborhood. The melodious tones of the carillon lifts spirits, gives peace, and provides encouragement to those who hear.”

“While shopping downtown, the Carillon was playing the noontime hymns, and it was delightful to hear the person walking past me humming along!

In the midst of a busy day, it is a moment of respite to stop and listen to the carillon’s beautiful hymns.

In the middle of Kids of the Kingdom (First Lutheran’s Youth Choir), we always have to stop and count the chimes at 7:00! The kids can’t wait for the hour to strike!”

Organist:

“I depend on Carl our IT guy to implement special arrangements with the carillon so that is wonderful. And I really love the tones the system generates. They sound so real. Addition of a carillon is very complimentary with our overall music program.”

Music Committee members comments:

“It is like God is calling out to the people—“Come to me all who are heavy laden and I will give you rest”.

“I think the carillon sounds beautiful. Whenever, I hear it, I try to listen to it until it is done playing. Usually, I will hear it around the noontime when I am out at lunch going by the church.”

“Beautiful sounds in loving memory of dear friends.”



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“Friends have said how they love it [carillon], how they are so happy we have added this to our music ministry”.

“I have taken a "timeout" many times, just to listen and sing-a-long to the tunes that are playing. It's a nice praise moment in my day.”

“Our carillon is great!”

Mr. Crook, I do hope the above helps you in marketing a great musical system.

Sincerely,

DuWayne Pople
Chair of First Lutheran Carillon Committee