

Radio Active Designs Opens RMA Service Location in Orlando

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Radio Active Designs has expanded their customer service to a new location in Orlando, Florida. The organization hired Tony Pittsley as general manager of the new facility in late October 2022. "We now handle all repairs, shipping, and receiving of Radio Active Designs equipment, with a primary goal of decreasing customer repair turnaround time from weeks to days," explains Pittsley. "The goal is to offer clients more uptime and lower repair costs. The location is ideal due to the proximity of our largest users while being close enough to offer customer support for our East Coast clients." Pittsley brings over 30 years of experience in the pro audio industry, with the past 20 years spent in large-scale touring and installed audio markets.

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“We are very excited to have Tony on the team,” adds James Stoffo, COO of Radio Active Designs. “He’s managed wired and RF comms, RF mics, and IEMs for many Broadway tours, as well as frequency coordination for numerous productions, including Spamalot National Tour, Phantom of the Opera, Dirty Rotten Scoundrels, Billy Elliot, Full Monty, Frozen, A Christmas Story, White Christmas, among many others. In addition, he has excellent working relationships with the RF departments of major Broadway sound companies.”

Pittsley moved to Florida in 2012 to take over the audio supervisor role at Blue Man Group at Universal Studios. While there, he worked closely with BMG Corporate to overhaul the entire sound system in the Florida show and all audio systems company-wide, including BMG shows in Las Vegas, Chicago, a North American Tour, a World Tour, and multiple large-scale one-off appearances.

As a freelance consultant, Pittsley worked as a sound designer, system tech, mitigation tech for large concert festivals, certified tuning tech for L’Acoustics, and audio programmer and operator for Orlando Ballet, Orlando Opera, UFC Theatre, and many others.

Currently handling all repairs for Radio Active Designs, Pittsley also manages the shipping and receiving of all Radio Active Designs products and ensures that all packaging and final delivery quality control measures are met. He works closely with the sales and customer service departments to manage the stock of critical repair parts and interfacing with Radio Active Designs manufacturing partners to implement testing and qualification procedures that will enhance the operability of legacy Radio Active Designs gear and keep it functioning far into the future.

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