

## WHERE CREDIT IS DUE

### SNAKE RIVER/TECH EDGE

A few weeks ago, I noticed that I was not getting a fuel-level reading off my tank-monitoring system, Ultra 8 Tank Monitoring System from Snake River Electronics ([www.snakeriver.org](http://www.snakeriver.org)). The readouts for fresh water and waste water were fine, but I was getting an error message for the diesel tank readout. I called the customer service number listed in the manual. The customer-service person was very efficient and polite, and requested just enough information to get me to the right person. After describing the problem to the agent, I was referred to a technical service person at a different number: Mark Adams with Tech Edge in Oregon.

I called Mark, described the problem, and he led me through a diagnostic test to determine whether the problem was with the in-tank sensors, the wiring between the sensors and the monitor control, or the monitor control itself. Based on this test, he determined that the problem was probably in the monitor control. Mark laid out the diagnostic test for me in a way that even I could easily run the test. (I am technically challenged—I can barely change a light bulb.)

I sent the Tank Monitoring System Control to Mark at Tech Edge, and he performed tests, found a faulty transistor, repaired the device, and sent it back to me at no charge. The unit was 5 years old and well outside of its warranty. Having the repair done at no charge was very gratifying, but even better was

*Snake River Ultra 8 monitor*



the competent, patient, and thoughtful help that Mark gave me in pinpointing the problem. I came away from this experience very impressed with Tech Edge and Snake River Electronics.

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*Kimkate*, Hunter 356  
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### SPECTRA WATERMAKERS/WH AUTOPILOTS

We sailed our boat to Europe from Seattle, and it has been in Turkey about five years now. We are presently in Greece and want to give positive feedback on two companies. One is the Spectra Watermaker company ([www.spectrawatermakers.com](http://www.spectrawatermakers.com)). We have a Spectra, and we have really been pleased with it. The best thing about it is, you e-mail them with a problem, and they immediately respond with helpful suggestions and offers to continue e-mailing until you get the problem resolved. This is so refreshing and unusual.

The other company is WH Autopilots ([www.whautopilots.com](http://www.whautopilots.com)). I have on two or three occasions called and immediately gotten in touch with the owner, and he has been helpful with suggestions and honest when he says he needs to have the unit to repair it. I can't say how much this is appreciated when you are far from home and need some direction and answers.

Del and JoAnne Parks  
*Limbo*, 46-foot Heritage West Indies  
Marmaris, Turkey.