WHERE CREDIT IS DUE

HARKEN BLOCKS

Several years ago, I purchased a Harken (www.harken.com) triple 57mm carbo block with a swivel. There was no way to lock the swivel in position on the boom. I presented the problem to Neil Evans of Harken, and he offered to send me the part that would correct this problem. I e-mailed him with a photo of the block and offered to pay for the part and shipping. I received back an e-mail stating that the part was shipped that day, and there was no request for payment of any sort. What a way to build customer loyalty. I am a customer for as long as I own a boat.

> Dave Silverman Moxie, Irwin 30 Waukegan, Ill.

> > KENYON EXPRESS II CE 0123

Kenyon Express II

KENYON STOVES

My Kenyon Express II butane stove's igniter died, so I called Ken-

yon Appliances (www. kenyonappliances. com) and ordered a new one. Frank, their service rep, sent me a new one gratis. When it didn't fit, he said he would

send me a new one as replacement. My stove was several years old and not under warranty, but they replaced it. Now that's service. A good product and exemplary service. It can't be beat.

> Mark Fontaine Lady, 1947 Owens Cutter Annapolis, Md.

SEA FIRE AUTOMATIC FIRE EXTINGUISHERS

Last fall, the Sea-Fire Automatic Fire Extinguisher (www. sea-fire.com) on my 2007 Hunter 36 dropped below a full charge, requiring me to use the override switch to start the engine. After removing the unit, I found out

during my online research that the warranty was just three years from date of manufacture. These devices go for about \$350! After a call to MetalCraft/Sea-Fire Marine, maker of Sea-Fire Extinguishers, I was sent a pre-paid shipper to return my unit for evaluation. Less than 10 days later, I received a new unit with no questions asked or service charges. Now that's great customer service!

> Pete Moxon MicMac, Hunter 36 Deltaville, Va.

KIWI FEATHERING PROP

PS has reported favorably on the Kiwi Feather Prop (www.kiwiprops. co.nz) due to its simplicity, durability, and minimal service requirements. During a recent biannual haulout, it was noted that the PETP Nose-Cone on our Kiwi Feather Prop had cracked at the

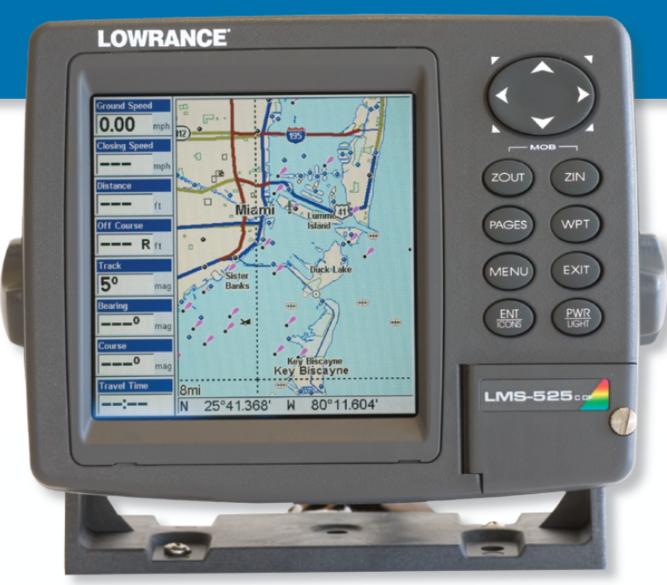
cap screws, although there had
been no decrement in performance noted up
to that time. I am
pleased to report
that Kiwiprop
USA promptly
supplied our lo-

cal boatyard with a replacement part at no charge. I don't believe such outstanding service should go unnoticed.

Bob Bedford Vesper, Freedom 35 St. Petersburg, Fla.

SIMRAD+LOWRANCE

Two summers ago, I began my exploration and learning-curve of NMEA2000 technology and gear. I purchased and installed my basic network. The Lowrance LMS-525c with external GPS receiver served as my basic NMEA2K "backbone." Combined with a Navionics Nauticpath card, it's been an amazingly accurate device that I've never had



Lowrance LMS-525c

an issue with, besides needing a firmware update that Lowrance clued me into. For any and every question I've ever had about the LMS-525c, Lowrance (www. lowrance.com) has been right there on the phone, extremely helpful.

In summer 2008, I began the research on a tillerpilot for my Newport 27-S II, finally settling on the TP-22 from Simrad (www. simrad-yachting.com), partly because this was the parent company of my Lowrance unit. To my frustration, however, I found the TP-22 signal cable was terminated with a proprietary Simrad SimNet connector, rather than standard NMEA2K socket. After getting over the irritation of having to buy a \$50 Simrad adapter cable to go from SimNet to NMEA2K, I went to buy one, only to discover they were out of stock.

Ultimately the tech staff suggested that I simply cut off the SimNet connector and buy a field-installable MareTron NMEA2K connector. They referred me to the downloadable manual to one of their SimNet autopilots that documented wire color-coding to its screw-connections. (As it turns out, NMEA2K white is SimNet's yellow.)

Soon enough, my TP-22 was listening to my Lowrance LMS-525c and steering to my next port, not a glitch! And better yet, the LMS-525's stubby triangle position-icon changed to a sleek sailboat icon with the TP-22 is connected!

My hat's off to the helpful and honest technical staff at Lowrance and Simrad.

Jeff Stennett Listen, Newport 27s-II Magothy River, Md.