

## WHERE CREDIT IS DUE

### HARKEN BLOCKS

Several years ago, I purchased a Harken ([www.harken.com](http://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 STOVES

My Kenyon Express II butane stove's igniter died, so I called Kenyon Appliances ([www.kenyonappliances.com](http://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](http://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](http://www.kiwiprops.co.nz)) due to its simplicity, durability, and minimal service requirements. During a recent bi-annual 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 local 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](http://www.lowrance.com)) has been right there on the phone, extremely helpful.

In summer 2008, I began the research on a tiller pilot for my Newport 27-S II, finally settling on the TP-22 from Simrad ([www.simrad-yachting.com](http://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.