

## WHERE CREDIT IS DUE

### RUSSELL'S MARINE

In the fall 2007, my wife and I bought a MacGregor 26M. To say our experiences with the MacGregor dealer and manufacturer's customer service were all downhill from there would be a gross understatement. So, we were a bit leery when we decided to buy our next boat and be rid of the MacGregor once and for all.

We contacted a local Hunter dealer about buying the Hunter 27E Edge, but we kept getting passed off from one sales person to another, each giving us varied and conflicting information about pricing, delivery dates, etc. Having been burned before, we decided to see what other Hunter dealers could offer us. Enter Stan Russell of Russell's Marine ([www.russellsmarine.com](http://www.russellsmarine.com)) in Stockton Springs, Maine.

From the first time we spoke with Stan, we noticed a difference between him and the other dealers. He gave us great advice that helped us sell the MacGregor at minimal loss, and when negotiating the Edge's price, he was flexible and fair as well as honest about delivery times. The deal Stan gave us definitely made it worth the trip from Massachusetts to Maine.

More importantly, Stan has treated us well since he got our money. The boat was delivered when promised, and Stan was very helpful in managing the complicated paperwork. It turned out that some equipment that was supposed to have been included had been forgotten. Stan dealt with this promptly, and went the extra mile to make up for our troubles by installing a couple options he knew we wanted but decided not to purchase to keep the cost down.

Thanks to Stan, Hunter's Customer Service, and the great folks at Hawthorne Cove Marina in Salem, Mass., we had our new Hunter Edge in the water and sailing before the second week of August.

Jay Hersh  
*Puffer Doodle*, Hunter 27E Edge  
Lincoln and Salem, Mass.



*Not the purist's cup of tea, but, hey, it has a mast. Powered by a 90-horsepower Honda, the Hunter 27E Edge takes aim at the "hybrid" niche ruled by the MacGregor 26.*

### DICKINSON MARINE

Your e-mail heralding the July issue of *PS* has prompted me to take a moment to pass on long overdue kudos to Dickinson Marine ([www.dickinsonmarine.com](http://www.dickinsonmarine.com)), makers of marine heaters and stoves. I'd purchased a Newport heater almost 10 years ago and finally got around to installing it on *Shaboom*, my Westsail 32 (yeah, just in time for summer!). Don gladly walked me through a couple of installation issues I encountered along the way and went so far as to replace a part at no cost—not even shipping—that I mangled through my own clumsiness. Service like that just can't be beat!

Pat Tilson  
Baiting Hollow, N.Y.

### OCEAN BREEZE

I recently purchased a used 16,000-BTU air-conditioner from a friend to install in my O'Day 34. As might be expected, the installation was not without its difficulties, and raised a number of technical questions.

I contacted Ocean Breeze ([www.oceanbreezeac.com](http://www.oceanbreezeac.com)) to purchase an installation kit for the unit and to discuss changing the direction of the air discharge. The plenum didn't come with the unit, so they graciously sent

me one at no charge and walked me through rotating the blower housing. When I expressed concern about whether the plenum would work where I planned to install the unit, they said that they would be happy to make a custom plenum to my specifications.

I don't know of too many companies that would provide that level of service to a customer who had purchased a product from them, let alone someone who'd purchased a used one several years old.

Max Sandler  
*Femme De La Mer*, O'Day 34  
Tolchester Beach, Md.

### APEX LIGHTING

I recently bought some products from Apex Lighting ([www.yachtlights.com](http://www.yachtlights.com)); they have a good product mix and competitive prices. Unfortunately, there was a small mix up on the order. I e-mailed them about it and was pleasantly surprised with the promptness and thoroughness of their response. It was hassle-free and everything was resolved right away. Next time I need lighting products, I'll look to them.

Dave Brezina  
Via e-mail