

## WHERE CREDIT IS DUE

Photo courtesy of Bebi Electronics (top) and Martin Waine (bottom)

### BEBI ELECTRONICS

I purchased two LED anchor lights from Bebi Electronics ([www.bebi-electronics.com](http://www.bebi-electronics.com)) about two years ago. At anchor, our boat was immediately recognizable because of their brightness. These lights have been on almost continually for the two years as we use them as a security light with no photo-electric switch.

We recently had a lightning strike that partially damaged them. Even without our requesting compensation, Bebi sold us replacements as well as some additional lights at a deep discount. I highly recommend Bebi Electronics.

Phil Turner  
Gypsy Woman, Endeavour 35  
Bon Secour, Ala.

### HART TANK TENDER

In 2001, while equipping my sailboat, I purchased a Hart Systems Tank Tender ([www.thetanktender.com](http://www.thetanktender.com)). Recently the select knob froze up on it. I sent the equipment back to the manufacturer for repair. A few days later, it was returned fully repaired, at no charge. That's going the extra mile.



Jim Wilcox  
Roy, Tayanna 58 Cutter  
Roy, Wash.

### BLUE SEA SYSTEMS

I recently noticed my Blue Sea Systems digital voltmeter ([www.blueseasystems.com](http://www.blueseasystems.com)) was reading quite far out of spec and contacted the company by e-mail. The person responding immediately agreed to replace the meter at no charge, not even for shipping, and despite about three years of use. He also was very understanding about my not returning the old meter for an indefinite period as I'm in Ecuador and sending things from here is very expensive. Finally, he got the shipping process started for the new meter

immediately upon receiving my ship-to address in the states. In my view, great product support and great customer service!

Phil Sherwood  
1989 Passport 40  
Friday Harbor, Wash.

### AHNU SHOES

I just wanted to draw your attention to another vendor that does a great job in support of their product: Ahnu Shoes ([www.ahnufootwear.com](http://www.ahnufootwear.com)). I had had a pair of their light shoes since 2007, and although I had worn them only a few times, the lace latch mechanism broke, and I was not able to tighten the laces. I e-mailed Ahnu's support center. To my surprise, they offered to exchange them for a new pair, and they paid shipping both ways. Personal, pleasant, and a quality product that they stand behind 100 percent—what a great way to do business!

Dave Dabay  
Compass Rose, Hunter P42  
Callao, Va.

### IMTRA AND HARKEN

I want to report two instances of outstanding customer support. First: I replaced all 12 overhead incandescent bulbs in my main cabin with LED assemblies from Imtra ([www.imtra.com](http://www.imtra.com)). Three years later, five of them had partial failures (some of the 22 LEDs in each unit had failed). When I asked them about it at a boat show, they were most accommodating and replaced all the units that had

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The owner of this Tartan 4100, PS reader Martin Waine, gives Harken and Imtra two thumbs up for service.



Bebi Electronics' LEDs are handmade by a small workforce on Vanua Levu, Fiji. Designed by sailors for sailors, Bebi products like the wood galley light (inset) are rugged, low-energy choices, and the company is backed with top-notch, personal customer service.

partial failures. Second: A Harken block ([www.harken.com](http://www.harken.com)) in my boom vang failed during its sixth season. Though near the end of the warranty period (seven years), Harken replaced it without question. Such good support makes for loyal customers.

Martin Waine  
Celeritas, Tartan 4100  
Salters Point, Mass.

