

WHERE CREDIT IS DUE

HARKEN SERVICE KUDOS

I have had a Harken 1600 205 IN midrange snatch block for several years. The shackle broke at one of the eyes, and thus can't be closed. I contacted Harken (www.harken.com), and at their request, I sent the block shackle to them. Without question, they sent me a new one. Great service!

John Helgerson
Via e-mail

KENYON, THANKS

I had a Kenyon Express II butane stove stored in my dock box. When that rascal Hurricane Ernesto paid us an unwelcome visit last fall, it inundated the box, including the stove. Although I dried it out the best I could, the automatic ignitor would not work. I called Kenyon International Inc. (www.kenyoninternational.com), of Clinton, Conn., and talked with a Kenyon representative named Frank. He walked me through several tests but to no



Kenyon International's service got a thumbs-up from reader Rob Ransone after they replaced his storm-ravaged Kenyon Express II (above). Stay tuned for our small stoves update and stove/oven test results.

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avail. I told him that the stove was over a year old, and he informed me that the warranty was for two years. He asked me to return the stove, and in due course, I received a brand-new one. It is gratifying to work with a company that stands behind its products like Kenyon.

Rob Ransone
1976 Herreshoff 19-foot catboat
Cranes Creek, Va.

RARITAN

In January 2006, I purchased a Hold'n'treat and Electroscan unit from Raritan (www.raritan.com). During the installation process, the tank indicator gave me problems. Raritan's technical support spent a lot of time helping me troubleshoot, including shipping me new parts free of charge. After that, the unit worked perfectly—until last December, when I found the treatment unit was leaking. I contacted Raritan and within 24 hours had an RMA number to ship the unit for repair and factory refresh free of charge. The unit was shipped out shortly before Christmas and arrived in a timely fashion. It looks—and works—as good as new. I appreciate the excellent, timely, courteous, and professional help that Raritan has provided over the past year. Kudos!

Lance Ryley
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