



## GO GARMIN

I have a 10-year-old Garmin GPS 48 whose internal memory battery was low and wouldn't recharge. I contacted Garmin to ask what type internal battery the unit used and whether I could replace it myself. They suggested I return the unit to them to have the battery replaced, but I didn't think the unit was worth their minimum service fee. When I couldn't figure out how to open the case and submitted a question on *www*.

*Ask.com*, one of the half-dozen hits I received was for *www.sailnet.com*, where I learned there was a problem with the recharging circuitry in the GPS 48, and Garmin would repair the unit for free. I returned the unit. Garmin sent a refurbished unit and even transferred all my stored waypoints to the new unit at no cost. With customer support like that and their willingness to stand behind such an old product that is no longer in production, they have won my lifetime loyalty and I will always buy Garmin products.

Ed Giles  
Pearson 26  
Portsmouth, Va.

## PROPS FOR POLY PLANAR

I want to commend Poly-Planar, manufacturer of waterproof marine and audio systems, for excellent customer service. Two and a half years ago, my wife purchased an MRD 60 marine stereo FM/CD player for my birthday. I installed the unit per the instructions. Recently, the unit stopped playing CDs and displayed an error message instead. I called Poly-Planar, and they asked me to return the stereo unit. The warranty had expired six months prior to my contacting them. As requested, I shipped the unit. To my great and happy surprise a new unit arrived two days later. A one-day turnaround, no questions asked—now that's great service.

James Calver  
*Moonlight*, 1970 C&C 40  
Stamford, Conn.

*Poly Planar  
MRD 60*

