

WHERE CREDIT IS DUE

FIVE STARS FOR LOWRANCE

I did everything wrong when I bought my Lowrance Global Map 6000C chartplotter. It was a discontinued item bought from West Marine. For one reason or another, it was a year before I eventually installed it, at which point the unit proved to be defective.

I was then beyond the warranty period on a discontinued item. I contacted Lowrance, and they asked me to send it back. They sent a replacement within the week. I installed that one, but it too simply didn't work. I called again, and sent the unit back, this time with the chart SD card installed (not recommended, naturally, but I wanted them to see the fault with my card). Within a week, I got a new unit back, with my card, and it worked.

We have since relied on the unit to go to far-away places, and the unit has performed flawlessly. I am naturally a Lowrance customer for life. Lowrance (www.lowrance.com) went well above and beyond the call of duty. Hats off.

David Vis,
Dauphine, Tosca 36
Nice, Calif.

STANDARD HORIZON

Last year, while cruising in the Caribbean, I noticed some intermittent transmission problems with my Standard Horizon HX460SS handheld VHF (www.standardhorizon.com). I recently decided to see about having the problem checked out and sent the radio to Standard Horizon. Since the radio was past the initial warranty period, I was expecting to have to pay a minimum repair-replacement cost.

Shortly after they received the radio, I was contacted by Standard Horizon's Tim Johnson and was kept up to date on the status of the radio. Tim mentioned that the problem might just be a defective antenna but since the radio was out of warranty, he would have it completely checked

out. I was pleasantly surprised when I received the radio back with a new antenna and a note that they had completed a thorough check of the radio and that it should be in top operating condition. The new antenna, diagnostic service, and return shipping were provided free. What a pleasure to deal with a company that clearly goes the "extra-mile" with customer service.

Ron Hilgert
Sails Call
Pultneyville, N.Y.

STANSPORT COOKSET

I had acquired a StanSport Deluxe family stainless cookset, a nice, compact cookset highly suitable for use on a sailboat. The problem was that I misplaced the detachable handle.

After being notified of my predicament, Jeremy at StanSport (www.stansport.com) provided a replacement handle without charge. His actions were greatly appreciated and unexpected.

Jack Weisinger
Tumbleweed, Beneteau 351
Kemah, Texas

THURSTON SAILS

I would like to take the opportunity to thank Steve Thurston of Thurston-Quantum Sailmakers in Bristol, R.I. (www.thurstonsails.com). Steve and Quantum built me new, high-tech sails last year for my Mariner 47, *Free Spirit*. The sails were of the highest quality, and Steve has made every effort to ensure that they not only fit well but that any adjustments required were done promptly and well. He has driven up to Quincy to help me take the sails down and to put them back up on *Free Spirit*, and he cheerfully stored them at his loft over the winter.

I cannot express my appreciation for the thoroughness of his service.

Bob Gould
Free Spirit, Mariner 47
Wellesley, Mass.