



*Bushnell 28-5070*

## HARKEN SERVICE SALUTED

Saw your article on snatch block comparisons (August 2007). Thought I'd comment on warranty and support. Not that you'd expect to use it with a snatch block. I sent a pair of Harken 1609 Hi-Load blocks back to Harken ([www.harken.com](http://www.harken.com)) because after a year and half the springs in the snap shackle were very weak. Just got a brand new pair back via UPS. Quality service.



*Harken 1609*

Paul Lever  
Georgia, J/37  
Edmonds, Wash.

## ELECTRO SYSTEMS SENSOR

When I purchased my 1984 Jeanneau Attalia six years ago, it was equipped with a GS4 propane detector from Electro Systems Inc. ([www.es-web.com](http://www.es-web.com)) of Victoria, B.C., Canada. This spring, it failed, refusing to even power up. I contacted Electro Systems and sent the unit to them for evaluation. After determining it was beyond repair, they offered to replace it with a newer GS6 model for one-third the MSRP. Of course, I took them up on this offer and the GS6 is now happily installed on *Voyageur* and protecting me from nasty explosions. Electro Systems should be commended both for its product and for its customer service.

Bryan Drummond  
Mahone Bay, Nova Scotia

## CENTEK FITTINGS

While brush-cleaning the stern of my 1974, 30-foot Islander MkII sloop, I knocked off a Centek exhaust thru-hull extension, and it sank before my eyes! (It had been put on a few weeks earlier when I repowered with a new diesel engine.)

The next day, I looked up the Thomasville, Ga., company's website ([www.centekindustries.com](http://www.centekindustries.com)) and e-mailed Scott Baggett, a technical

advisor. I explained my problem. This was at 7:27 a.m. At 8 a.m., Scott phoned and apologized for what had happened. He said he would send me a new extension immediately. He said the thru-hull had a five-year warranty and there would be no charge. He explained that a batch made a few years ago used a discontinued glue that likely weakened over time. He gave me clear instructions on how to glue the new piece on and what glue to use (3M's 5200).

The new part (No. 1200573, 2-inch Thru Hull Extension, white with flap) arrived shortly, postage paid.

What terrific service from a company that makes some of the best marine equipment available.

John Jensen,  
S/V *Free Spirit II*, Islander MkII  
Vancouver, B.C., Canada

## BOMAR HATCH FIX

I hired a boatyard to install a Bomar hatch on my 30-year-old O'Day Mariner. Surprisingly, they did not notice that the lid was warped enough to prevent a watertight seal. I tried to figure out a way to make it work but couldn't, so I called customer service at the manufacturer, Pompanette ([www.pompanette.com](http://www.pompanette.com)), in Tampa, Fla. They were immediately responsive, even asking me to e-mail photos. They really surprised me when they said I should replace the whole thing and sent me, free of charge, a new hatch. They even gave me encouragement and directions for installation. A great experience!

Steve Ettlinger  
O'Day Mariner  
Stonington, Maine

## BUSHNELL BINOS

I recently returned two pair of marine binoculars to Bushnell

([www.bushnell.com](http://www.bushnell.com)) for servicing. They were the 7x50 marine model. We have been very happy with them for our nature cruises, but these two pairs I suspect were dropped as they began to show double images. One month later, we were pleased to receive two brand new 7x50 marine binoculars free of charge. This kind of service and support goes a long way in creating and keeping a good reputation. I will certainly continue to use Bushnell binoculars.

Randy Burke  
Bluewater Adventures Ltd.  
Vancouver, B.C., Canada

## XANTREX AND FORCE 10

I want to acknowledge wonderful service from Xantrex ([www.xantrex.com](http://www.xantrex.com)) and Force 10 ([www.force10.com](http://www.force10.com)) that I received while sailing in Maine on my Tartan 4100.

My 2,000-watt Xantrex Prosine 2.0 stopped working. Not only did the inverter/charger not work, but I could not get shore power. One call to Prosine—with no wait and no having to dial various extensions—put me in touch with a very knowledgeable person. He walked me through the process to reprogram the unit, and in 15 minutes, it was working again!

The service we got from Force 10 was equally impressive. We cook often on our boat and have enjoyed the Force 10 stove immensely. A couple of weeks ago, the broiler unit was not working properly. The service tech explained how to dismantle and clean the burner/jet and then called back later that day to make sure her solution worked and to see whether I needed further assistance.

Alan J. Benet  
Tartan 4100  
Stamford, Conn.



*Xantrex Prosine 2.0*