Subject: Excellent Customer Service from Krell...
Posted by Mr Vinyl on Wed, 08 Mar 2006 18:01:24 GMT
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Hi all,Just wanted to give credit where credit is do. I recently had a problem with my Krell KSA300s amp and it had to go back to the factory for repairs. Not a cheap proposition as the amp when packed weighs almost 200lbs. Krell's customer service was excellent. I ask a lot of questions and a Krell tech spend much time with me on the phone and answered them all. They also helped me find a reasonable shipping company which saved me $$. Krell got the amp, fixed it and returned it in the time they told me it would take. Now that I have the amp back it sounds even better than before. Krell even took out some of the wire connectors and hard wired the wires for me at no extra charge. I don't know where all of this Krell bashing I've read on the internet comes from but I can tell you from experience it's not correct. I am a very happy Krell owner and will probably buy more Krell equipment in the future. As they say in the magazines "Highly Recommended"!