I would also take that "complaint" thread with a healthy dose of salt.

There has been a "thing" between engineers and technicians for longer than I've been around.

The usual mantra from engineers is that technicians are stupid, don't understand their designs and hack up the products they attempt to fix. Technicians often say engineers have no real-world experience and design things that can't be maintained. Both sides sometimes point an accusatory finger at one another.

And then there are armchair quarter-backs, naysayers, sockpuppets, shills and other kinds of ne'er-do-wells. The internet has made all that 1000 times worse.

I rarely trust reviews - positive or negative - on the internet until and unless something gives me cause to trust the site and/or the reviewer.

So be suspicious of the "information" on that thread.