

Experience with Sargent Cycle Products

www.sargentcycle.com

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The GS turned 90K this year. It's nine years old and runs clean and strong. It's been a great bike. It's been dropped a number of times at low speed, hit in the tail with me on it by a woman who seemed to run a stop sign and didn't see me, and crashed at high speed on the bottom of the back road of the mountain I live on. After crashing the RT on the front side of the mountain many years ago resulting in five extremely painful cracked ribs I swore I learned my lesson about speed and gravity. Nope. Anyway, the bike and I have been through a lot.

I put a Sargent solo seat on it when it was brand spanking new. The stock seat seemed to dump me onto the tank. The Sargent seat does not funnel into the tank, it's a good fit and does what it's supposed to do. A couple years ago a L shaped tear appeared on the side of the seat. It grew and eventually exposed foam. This year the exposed foam was too much for me to live with so I contacted Sargent to arrange for refurbishment, and to install a heating element while they were at it. My experience with Sargent was so good it inspired me to write this little tribute.

The time of year was middle of May, right in the busiest time of Sargent's season. I was told the turnaround is about three weeks. Fair enough. I borrowed a stock seat from my buddy David to use in the interim. There is a bracket on the bottom of the Sargent seat which needed to be removed and installed on David's seat. The bolts holding the bracket loosened but would not come out. The bracket was stuck on the Sargent seat and I was facing three weeks without my bike. I live on my bike, especially at that time of year.

I had been dealing with Antonia and Troy. Troy seemed to be the technical / production person, and he took my problems by the horns and found timely and extremely fair solutions. He coached me through the bracket process, and said he would try to expedite my order since I couldn't get the bracket off. Which he did. He called the day after receiving the seat to say I have a cracked pan and need a new one. He offered to ask the owner for a discount on the pan. To which the owner agreed. Without disclosing the exact terms, I can tell you I was treated with expedience and generosity. I received the seat with white piping as I ordered, and with the heating element installed, and with the bracket solidly in place on the new pan. It looks and feels great. I was treated like a valuable loyal customer, and let me tell you I am one happy camper. I asked Antonia for the owner's name so I could thank him, which she provided, and she said they like to see pictures of bikes. So this is for them. Thank you Antonia, Troy, and Mr. Mark Todd. Great experience here.

Richard Karp
Williampsort PA