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Customer Service Testimonial received via e-mail Thursday, May 8, 2014

I have had a Red Dragon Model VT3-30C for about a year. It is a great tool for managing growth next to over 3 miles of fence line with minimal use of chemicals. After a year of use, my wife could not get the flame going and asked me to call and get the part.

I called the company to order the part and the representative suggested that before doing that I better check a few things that usually take care of 95% of the problems and to call back if I still had issues. That was a pleasant surprise since most companies want to fill your order without trying to understand your issues and help you address them!

After following her instructions, I called back indicating that the needle valve was broken as the stem would not turn. She said that she would put the part in priority mail today so that I'd get it ASAP. She also said that they stand behind their product and if something breaks down in the first couple of years of purchase, they would replace it for free. I was simply speechless as you do NOT get that kind of customer service now a day.....

Flame Engineering demonstrated that it is an organization that truly cares about its customers and stands behind its product. Thank you for caring.

A&P – Culpeper, VI