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My initial experience with SteppIR was frankly quite difficult. I ordered a BigIR Vertical with the 80M coil option and had significant problems. In the end, John Mertel himself intervened and fixed things. My personal experience is that John is a very competent and extremely sincere proprietor who is absolutely committed to providing the best possible products and service to his customers. Later I had additional problems with the coil. In their effort to constantly improve their products, SteppIR had been undertaking a significant redesign of the coil and offered to let me test prototypes of it. I've been working this process with Engineering Manager Jeff Woehlert who reflects John Mertel's values exactly. He has been relentless in his efforts to understand exactly how to achieve the best design while being extremely competent, friendly and easy to work with. I literally don't know now Jeff could do his job better. After John's involvement in the beginning, my experience with SteppIR has been that it is a customer focused maker of high quality, unique antenna products that optimally fill my HOA compromised circumstances.



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