

Subject: : Gear Talk

Topic: : Echo Rods for 2014

Re: Echo Rods for 2014

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URL:

I recently broke my Echo Shadow. I had heard from many that they no longer could fix or replace them. Was pretty depressed about losing a rod I really enjoyed. I decided to call Echo anyway and see what they could do. Basically told me I could choose any other rod. However, I did not need a 9ft or smaller of anything. I explained this to them and was put on hold. After a few minutes the customer service lady came back on the phone and says "Hold onto it till the end of the year." I was kinda confused, but she told me that is all she could tell me at this point. She explained I would be happy if I waited. A week later this video was released and I understood what she was talking about. I am pretty excited to get my hands on the new Shadow 2. I would say Echo is at the top of their game with customer service.