

Last week I closed on the purchase of my 2002 Piper Saratoga II TC with Bartelt Aviation in Sturgis, MI. John Bartelt guided me through the entire process from the initial phone call months earlier, to setting up training in the new airplane. Even after the purchase he has continued to be available for questions, concerns and advice on the new airplane.

Initially I decided to call Bartelt Aviation because I had narrowed down my search of aircraft and the Piper Saratoga was a front-runner. A quick Google search revealed that Bartelt Aviation, and John Bartelt specifically, were the top Saratoga experts in the country. On initial contact I could tell that that reputation had been earned through years of experience; the knowledge of aircraft characteristics, maintenance and performance was obvious. While the technical aspect of aviation is absolutely necessary, and not to be discounted, I expected the leader in the field to possess all of those qualities.

What I did not expect was the level of service and the welcome feeling everyone at Bartelt Aviation provided on every single interaction.

The day I went to Sturgis to see the aircraft in person, John spent nearly two hours showing me every airplane in his hanger and providing information as I asked hundreds of questions. Never once did I feel that he was doing anything other than trying to help me make an informed decision. It felt like I could have spent 3x as long that day talking and learning about the airplane and he wouldn't have minded one bit. There was no guarantee, and really no indication, that Bartelt Aviation would ever earn one cent from me at that point, but it didn't seem to matter.

After I decided to write an offer on a specific airplane and an agreement was reached with the seller, I thought the hard part was over. Not the case at all, I ended up having numerous delays and complications with the financing company due to the timing and complexity of my businesses. It didn't help that I was out of state for several weeks of these problems. During this time John kept in contact with me and offered suggestions to help the process come together. He seemed patient and understanding, even though there were times I didn't think we were going to get it worked out. I knew that he had a lot of time invested with me and the purchase of this aircraft, and that he didn't receive any compensation if the sale didn't close, but he didn't seem to mind one bit.

The above scenarios are just a couple that stood out in my mind during the process. There have been numerous occasions, even after the purchase, that I have called with a question only to receive the same great level of service. It is like the clock stops when I place a call or walk in to the office at Bartelt Aviation. I always feel that I have their undivided attention and genuine concern, whatever the situation.

I highly recommend Bartelt Aviation to anyone even remotely considering a Piper Saratoga. You will be impressed.



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