

WHERE CREDIT IS DUE



POLYFORM FENDERS

When I retrieved my 38-foot Fountaine Pajot catamaran from charter service last year, I noticed that one of the Polyform fenders was not holding air. Closer inspection revealed that the complete valve body (not just the valve) was missing on this Polyform F5 series fender. I contacted Kemra Isbell at Polyform U.S. (www.polyformus.com, 800/423-0664), who requested that I send the F5 to Polyform U.S. in Kent, Wash., for inspection, which I did.

A few days later, Tom Case, the Polyform U.S. sales manager,

called to explain that the F5 I had sent was not their product, but instead a Polyform Norway product. Apparently, Polyform had split into two different companies.

Regardless, Mr. Case said they would attempt to repair/replace the valve body on the F5.

A week later, my Norwegian F5 returned with a new valve body, spare valves, spare valve bodies, and adhesive, along with instructions on how to complete a repair should this ever happen again. All this from a company that did not even supply the product.

The repaired F5 is now inflated and fending off our boat from a concrete pier, along with other Polyform fenders. If any of your readers need fenders or mooring balls, I would highly recommend Polyform U.S.

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RAYMARINE

On my way down the Intra-coastal Waterway, I returned my old ST3000 autopilot controller to Raymarine for service. The response was quick and reasonable. I asked their service manager to send it to me at Vero Beach Marina, Fla., pending my arrival. It was sent out by DHL. Service Manager Mike Proulix kept in touch with me by phone regarding shipping and tracking info.

Calls to DHL on the next two days revealed that they had lost the package. When I told Mike this, he said Raymarine would send a replacement unit by FedEx overnight. He also said that if the repaired unit showed up, I should keep it as a spare, which I did.

What a great organization Raymarine must be for going the extra mile.

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