



Reader Mac Smith sent kudos for Praktek, maker of Aere inflatable fenders (left). The Aere fenders got a PS Recommendation in our 2008 test.

extra mile in dealing with my problem. I highly recommend both the company and its products.

Mac Smith  
Twilight, Lafitte 44  
Ormond Beach, Fla.

**ENERGIZER**

My Greatland

Rescue Laser Flare Magnum ([www.greatlandlaser.com](http://www.greatlandlaser.com)) is a favorite nighttime sailing tool. It's great for locating unlit navigational aids, and with the cover on, it's great for reading charts, guides, and notes in the cockpit. (I've never used it as a rescue flare.)

Last summer, I discovered that the Energizer batteries inside had leaked and diffused the beam. I made a warranty claim to Energizer. The company sent me a \$100 check (\$9 less than the laser's retail price), which will allow me to buy a replacement! Thanks to Greatland Laser and Energizer.

Sabin Peterson  
Via e-mail

**NIEMIEC MARINE**

Typically, these letters compliment companies for their outstanding customer service after the sale. I'd like to break the mold and credit a company for pre-sales support.

My son and I are rebuilding an old Volvo engine, and we had a devil of a time trying to find parts. After many frustrating phone calls and numerous unanswered e-mails to companies claiming to be "full service," we found Bob Demers at Niemiec Marine ([www.niemiecmarine.com](http://www.niemiecmarine.com)) in New Bedford, Mass.

Working with only the fly-wheel

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Greatland, maker of the Rescue Laser Flare Magnum, offers several other laser flares that are handy onboard tools.

part number, Bob determined the appropriate model range and the correct replacement parts for our small project.

My compliments to Bob and Niemiec Marine for delivering the pre-sales support that builds loyalty.

John Douglass  
Blue Fungus  
Via e-mail

**SEAWORTHY**

A few months ago, I purchased two PortVisor covers from Seaworthy Goods ([www.seaworthygoods.com](http://www.seaworthygoods.com)) for my Beneteau 351. When I tried to fit the visors over the Lewmar No. 1 portlights, they wouldn't fit. The Beneteau has two ridges that interfere with fitting the visors. I called Paula at Seaworthy and explained the situation. Not only did Seaworthy Goods refund the cost of the portlight covers, they also refunded the shipping cost. I consider this exceptional service.

Jack Weisinger  
Tumbleweed, Beneteau 351  
Kemah, Texas

**CAPTAIN CURREY**

Over 25 years ago, I bought a three-piece leather sheath set from Captain Currey, of Bosham, Chichester, England. Two years ago, the knife went missing, and I replaced it with an old buck knife that more or less fit in the sheath. On a whim recently, I contacted Captain Currey ([www.captain-curry.co.uk](http://www.captain-curry.co.uk)) and asked if I could buy a replacement for the missing blade. I got an e-mail the same day, asking me to send them a \$5 bill. Within 10 days, I had a new knife to replace one bought over 25 years before, at about the cost of shipping. What great customer service!

Henry-York Steiner  
Quaker Lady, Westerly Nomad 22  
Spokane, Wash.

**PRAKTEK**

Three or four years ago at the Ft. Lauderdale boat show, I purchased two large Aere' inflatable fenders from Praktek Inc. ([www.praktek.com](http://www.praktek.com)) of Coral Springs, Fla.

I love the fenders. They provide a long and broad cushion that keeps my boat off the pilings and, when cruising, they can be deflated so that required stowage space is minimal.

Recently, one of the fenders developed a slow leak. I contacted Praktek, and the company sent a new valve and wrench to change out the valve. After changing valves, I still had a leak and returned the fender to Praktek for repair. In response, I received a new fender at no charge.

This company more than went the



Photos by Frank Lanier and courtesy of Greatland Laser