

WHERE CREDIT IS DUE...

KUDOS TO WALKER BAY

We were an early purchaser of the new Walker Bay Genesis rigid inflatable. The features, construction, and price all attracted us to this dinghy. Our boat was late to arrive due to initial production delays, but we were happy when we received our new dinghy. Unfortunately, there were some issues with it, but we are writing because Chris Carroll and everyone at Walker Bay (www.walkerbay.com) went above and beyond to ensure our satisfaction. It is rare today to find a company that builds with tremendous quality and truly listens to its customers. All's well that ends well, and we are very pleased with our great new dinghy and even more pleased to be part of the Walker Bay satisfied customer family.

Walt Kerner
Elan 434
New Bern, N.C.

RITCHIE COMPASS

My 6-inch Ritchie Globemaster compass had a 2-inch bubble when I picked up my boat from the yard. I took the compass to John Bischof at the Ritchie repair station in rural Sedgewick, Maine, who meticulously centered the dome, torqued the bezel screws evenly, topped off the fluid, and replaced the O-ring at the filler plug. These attempts at stopping an evident leak failed, so John called the Ritchie Service Department in Pembroke, Mass., and at their request, shipped them the compass.

The gremlin was a slightly warped bezel that prevented a perfect seal. Ritchie (www.ritchienavigation.com) replaced the bezel and other parts at no charge.

This is an example of the benefits of a high-quality product from a first-rate company that has a world-wide service network.



Globemaster

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