

SCHAEFER MARINE

I am writing to share with you an excellent customer service experience with Schaefer Marine (www.schaefermarine.com). I own a 1984 Passport 40. I have replaced much of the rigging, but there are still many original parts. One of these parts is a small swivel cam cleat, circa 1984, from Schaefer, which has a built-in fairlead. A couple of weeks ago, this 24-year-old fairlead broke. I called up Schaefer, they pulled out a catalog from 1984, compared it to the part in today's catalog, and sent me a brand new fairlead at no charge! I'd like to say "Thank you" to a company that stands behind its products.

Chris Labatt-Simon
Pelican, Passport 40
Lake Champlain, N.Y.

LEWMAR WINDLASS

I recently undertook numerous upgrades to my cruising sailboat. A few hiccups occurred along the way. I damaged my new Lewmar H3GD windlass in the Bahamas.

Notwithstanding the fact the fault was probably mine, Lewmar (www.lewmar.com) immediately shipped replacement parts at no cost.

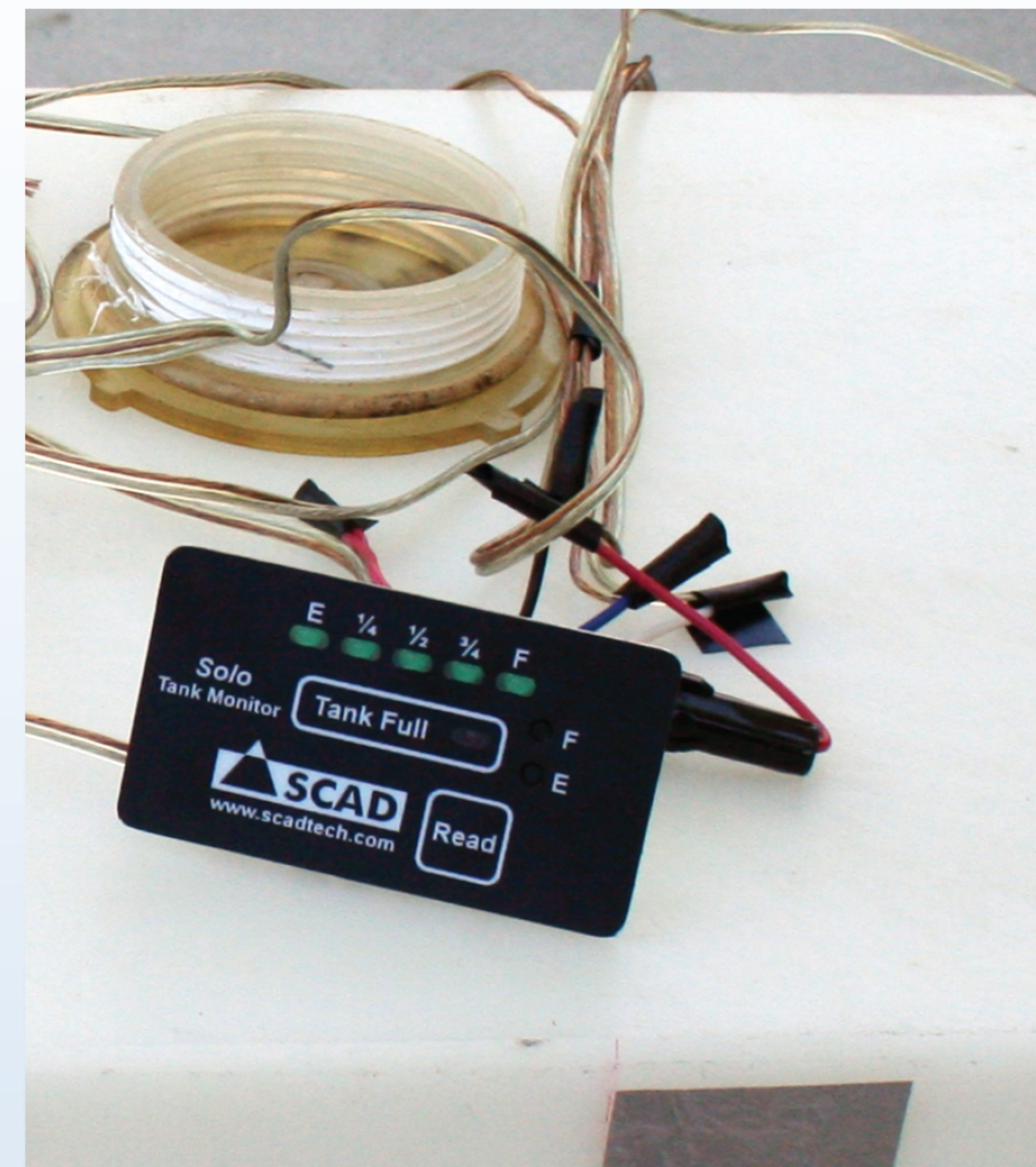
William Black
S/V Koa, Taswell 43
Bainbridge Island, Wash.

TANK MONITOR SERVICE

I purchased a tank monitor installation kit from Ferriello Sales (www.ferriellosales.com). During the course of installing the unit, I developed several questions and decided to give their technical assistance a try. Dennis Ferriello was very responsive and helpful during each of the three instances I called. It is very refreshing in this day and age to dial a phone number and instantly get the

very person you were intending to speak with. No case or account numbers, no automated menus, just a human on the other end, offering help. The installation went off without a hitch.

Alan Gahlsdorf
Selina, Hunter 260
Salem, Ore.



.....
Dennis Ferriello is the developer of the Scad monitor (right, www.scadtech.com), one of the finalists in the February 2008 review of external holding tank sensors. He still answers many service calls himself.