

## WHERE CREDIT IS DUE

### CHARLES INDUSTRIES

My Charles Industries 93-12402sp-A battery charger overheated and melted the meter. An e-mail to the maker ([www.charlesindustries.com](http://www.charlesindustries.com)) resulted in my returning the unit and receiving a new charger in three days with no charge for freight, despite the unit being two months out of warranty and my refrigerator compressor being located in the same locker. All of my e-mails to the company were answered the same day. It's nice to see a company standing by its product.

Al Holmes  
*Renowned, 36-foot Gozzard  
Oriental, N.C.*

### HELLA MARINE

I have several Hella Mini Jet fans on my Morgan 32. Recently, the on-off knob on one fan came off, and I couldn't get it back on. The fan was 11 months old. I called Defender Industries ([www.defender.com](http://www.defender.com)), the retailer, who put me in touch directly with Hella Marine ([www.hellamarine.com](http://www.hellamarine.com)). I described the problem, and within two days, I received an e-mail that a replacement fan would be delivered the following week. Great service with no hassle. Thanks Defender and Hella Inc.

John Verdon  
*Imagine, Morgan 32  
Islamorada, Fla.*

### GARHAUER MARINE

My wife and I recently invested in new davits for our Catalina 380. After careful research, we settled on davits from Garhauer Marine ([www.garhauermarine.com](http://www.garhauermarine.com)) and are glad we did. Not only are the Garhauer product design and materials superior to others available—the best bang for our available boat bucks—but the customer service has been nothing less than superior. Mark Garhauer spent considerable time with us so he could understand our needs and recommend what he felt was best. Once installation began, we realized that the stand-offs were not long enough. Mark shipped new ones at no charge. When we shared pic-

tures of the installed davits with Mark, he pointed out a number of problems and worked with us to correct them. Service like that can't be beat!

Bruce Overbay  
*Our Water View, Catalina 380  
Herrington Harbor South  
Rose Haven, Md.*

### JABSCO / ITT-RULE

I replaced two Jabsco/ITT manual head pump assemblies about 18 months ago with the locking handle device. One of the pumps began showing an increased resistance and then developed a leak around the pump shaft seal. I found one of the spring washers on the intake was preventing a proper seal. I tried to repair the pump but the leak persisted, and I was unable to find replacement parts. I e-mailed Jabsco ([www.ittflowcontrol.com](http://www.ittflowcontrol.com)), asking where parts could be obtained. Within an hour, I received a phone call from Jabsco asking to confirm my address. They were shipping a new pump assembly at no cost; no questions asked. That's what I call service and standing behind your product.

Richard Cronin  
*Journey, Catalina 42  
Marina del Rey, Calif.*

### LEWMAR

After wrestling with a rough and vibrating anchor windlass for most of our trip to the Bahamas recently, I was determined to make contact with Lewmar ([www.lewmar.com](http://www.lewmar.com)). They patiently listened to my story and asked me to get the gypsy serial number and the markings on the chain. (I didn't know that the three different types of 5/16 chain were also slightly different sizes.) When I gave them the information, they sent me a new gypsy that better fit the G4 chain we were using. The problem is gone at no charge! I will be thankful to Lewmar every time we hoist the anchor.

Peter Branning  
*Lighthouse, Hanse 400e  
Miami, Fla.*



*Raymarine X30 Corepack and ST70*

### RAYMARINE

I recently replaced my belowdecks autopilot with a Raymarine X30 corepack and ST70 control head. The documentation provided with Raymarine products ([www.raymarine.com](http://www.raymarine.com)) is comprehensive, but I had a few questions concerning interfacing. I e-mailed the questions to the tech support. Raymarine's response was very rapid and professional. The issue was resolved within 24 hours. Considering the complexity and cost of today's electronics, personalized service is mandatory, not an option. Raymarine not only makes great products, they take great care of their customers.

John Devine  
*Suddenly, Sabre 38 MK I  
Mattapoisett, Mass.*

### RARITAN

The flat rubber gasket sealing ring on my 8-plus years old Raritan Inline Filter had become hard and shrank slightly, causing the filter to leak. I hand cut a temporary gasket to stop the leak while I secured a replacement part. In searching for the part, which cost only \$1.45 to \$1.80, I found all the suppliers wanted \$11.95 to \$12.95 to mail the gasket to me! I e-mailed Mac McCoy, service manager at Raritan Engineering in Ft. Lauderdale, Fla. ([www.raritaneng.com](http://www.raritaneng.com)), and told him about the outrageous shipping fees. He immediately sent me the rubber gasket at no charge and did not even charge shipping. Raritan obviously cares for its customers.

Jim Price  
*Lady Di, Catalina 34 No. 1119  
Lake Lanier, Ga.*