

OCEAN EQUIPMENT

I write to give the highest commendation to Ron Miller of Ocean Equipment in Irvine, Calif. Ocean Equipment is the U.S. rep for the wireless TackTick nav instruments, which are made in England. Two years ago, I bought a hull transmitter and a cockpit display on the web. The system was professionally installed, but the display unit failed after a few months of use. Miller asked me to send both units back for testing, and they found that the display needed to be replaced. They did this quickly and expeditiously. Then, a couple of months ago, in the second summer of use, the hull transmitter failed. Again, Miller asked for both units to be tested. And again, they replaced the transmitter with the same courteous alacrity. There was never any question about warranty period, simply a desire to do right for their customer. This is obviously a quality business — both the British manufacturer and the U.S. distributor. Kudos to both of them. I love my TackTick, and I can recommend it wholeheartedly, especially when it's backed by a solid company.

Carl Dahlman
Excalibur, Swede 55
West River, Md.

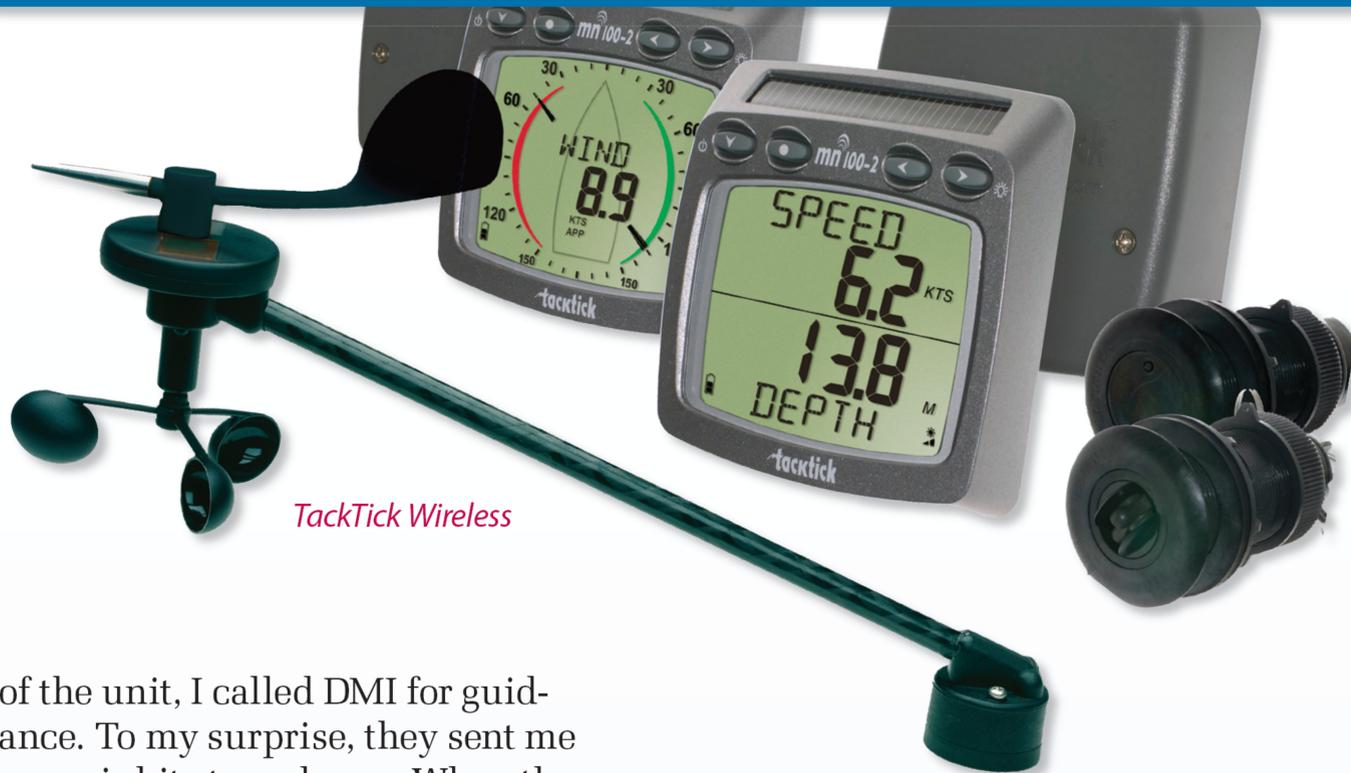
DMI MARINE

Last season, we replaced our defunct Datamarine knotmeter with a Phoenix Speed model from DMI Marine Inc. The device's higher cost

was more than offset by savings on installation, because the new equipment fit perfectly into the old openings. Last week, we damaged the speed sensor while cruising. Anticipating an expensive repair or replacement



DMI's Phoenix speed meter



TackTick Wireless

of the unit, I called DMI for guidance. To my surprise, they sent me a repair kit at no charge. When the time comes to replace our Datamarine depth meter, we'll be coming back to DMI.

Terri Reicher
Pearson 303
Arnold, Md.

SAMSON ROPE

I purchased a Samson Splicing Kit from a West Marine store while on a trip this summer.

Back home I went to use the kit and discovered one of the fids was missing. Since I have no West Marine store near my home, I was concerned about how to get the missing item.

I called Samson, was pleased to have the call answered by a live person immediately, and transferred promptly to customer-service representative Kyle Garcia.

I explained my problem and the difficulties in returning the kit to a West Marine store, and asked if Samson would be willing to send me a fid direct. Kyle indicated that Samson sold only through distributors, but later that day, he called back saying a new fid would be sent to me. I received it about a week later.

Jason Trautz
Yolo, PDQ 42 Antares
Via e-mail

TRI-LENS REFLECTOR

The 2002 43-foot Beneteau CC we purchased in 2007 came with a Tri-Lens radar reflector. When the rigger at our local boatyard removed the Tri-Lens, we found it nearly filled with water.

A quick call to a West Marine in nearby New Bern, N.C., located a replacement. But before I could make the drive to pick it up, the guys at West had placed a call to Tim Rozendal of Rozendal Associates Inc., maker of the Tri-Lens. Tim sent word for me to call him, which I

did immediately. He said that even though the reflector was six years old, it

should not be shipping any water.

He promised to send a free replacement if I would pay for shipping the old one to him for study and find the cause of the leakage.

A few days later, a brand new Tri-Lens arrived and will soon be mounted. Wish I could get that kind of support for every piece of hardware on our boat.

Boyd Gatlin
Ida Lou, 42CC Beneteau Oceanis
Oriental, N.C.



Tri-Lens Radar Reflector