

WHERE CREDIT IS DUE

Photo courtesy of Patrick Matthiesen

SIMRAD WP 30

I have a Simrad WP-30 autopilot that I bought about five years ago, and it has been a terrific piece of equipment—easy to install and use with great interface to my GPS chartplotter. Last September, it suddenly failed. I sent it back to Simrad (now Navico), and they told me the unit needed a new belt and clutch assembly; that the new belts and clutches would be better than the original; that it would cost about \$220 (which I thought was reasonable); but that the parts were back-ordered and would not be in for six to eight weeks. (That wasn't a problem because our New England sailing season was coming to an end anyway.)

After a couple of months, I checked back and was told that the part was delayed. In January, a Simrad representative called me and said that the parts had finally come in and that my unit would be shipped to me shortly. I assumed he was calling for a credit card number, but he said that there was no charge. It was their way of apologizing for the delay. I objected, pointing out that it was winter anyway and I wouldn't have used the unit even if I had gotten it earlier, but the representative stood firm. That's what I call outstanding customer service.

Mark Branse
Morgan 34
Long Island Sound

NAVIONICS CHARTS

I purchased a full Raymarine C-80 system for my boat and found the best price online at www.boatersworld.com. However, when my order contained the wrong electronic card format (my fault), I couldn't get it exchanged. I contacted Navionics, and they sent me the new card at no charge. Thank you, Navionics.

Adriaan Veldhuisen
Via e-mail

LEE CUSTOM SAILS

I recently purchased a weather-max custom sail cover from Lee Sail Covers (www.lee-sailcovers.com) to protect my brand-new mainsail. When the first version of the sail cover was too small, I checked my measurements and realized that I had made a mistake on the mast circumference. When I contacted them about the error, the company responded by making a completely new sail cover with the new measurements at no additional charge. I was very impressed with the company's quick response time and courteous service as well.

Cathi Jones,
Lyric, 1973 Albin Ballad
Washington, D.C.

STANDARD HORIZON

I would like to commend Tim Johnson and Standard Horizon for their cooperation concerning a problem I had with a Ram Mic on one of their VHF units. They were very responsive to the problem I had in spite of the mic being out of warranty by several years. Sending me a free replacement shows them to be a class act.

Joe Valinoti
Il Gatto, Nonsuch 30
Oriental, N.C.

IMTRA

Praise to Imtra for sorting out a recurring problem with a Lofrans II windlass. The threading on the locknut had become damaged because of the difficulty in loosening the gypsy to drop anchor. It turns out that this design works better dropping anchor powered off the windlass and not by freefall—the latter being a safety option. An



Windlass woes behind him, reader Patrick Matthiesen can now concentrate on wood finishes for his 1963 S&S teak yawl Puffin. So far, Signature Finishes has served him well. Look for our update on wood finishes in the spring of 2009.

Imtra rep kindly supplied a free central cone locking nut and the missing “down” switch.

Patrick Matthiesen
1963 S&S Yawl
Penobscot Bay, Maine

STUFFING BOX PACKING

I would like to praise a product that solved a long-standing problem I've had with excessive stuffing box leakage. The product, UPAK 400HP, a semi-soft packing substance, is sold by U-Tek Corp., which has provided outstanding customer support long after I bought the product.

After I installed the material in Gloucester, Mass., we travelled to Jacksonville, Fla. and the new material worked very well for the 1,500-mile trip and since. I am quite happy with it. A business with such outstanding cooperation and integrity, as well as a very effective product, is a valuable find.

Norman Johnson
Bandersnatch,
63-foot Bill Luders motorsailor
Jacksonville, Fla.