

## WHERE CREDIT IS DUE

### **RAYMARINE and DEFENDER**

While I was installing a set of instruments including a wind gauge, I broke the plastic mount to which the vane was supposed to attach. The mount is permanently bonded to a very long wire that leads from the masthead to the gauge.

Although it was a holiday weekend, I sent notes to Defender Industries (where I bought the system, [www.defender.com](http://www.defender.com)) and Raymarine (the manufacturer, [www.raymarine.com](http://www.raymarine.com)) explaining that I had broken the part and it was not a warranty issue, but that I wanted to know how to order a replacement.

Early the next business day, I received a phone message from Defender's customer service, telling me that Raymarine was shipping a replace-

ment. A brand new mount attached to a whole spool of wire arrived from Raymarine two days later. Neither Defender nor Raymarine ever sent me a bill for the part or the shipping cost.

Obviously, as a team, the manufacturer and vendor established a benchmark for customer service that's pretty much impossible to beat. .

Richard Galli  
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### **COVE CANVAS**

Over the winter of 2005-2006, I asked Jeff Jackson of Cove Canvas Inc., Mamaroneck, N.Y., to make a new California-style dodger for my Ericson 28 sloop. His workmanship was excellent and the new dodger had more

features than the one being replaced, including a leather chafe strip on the top after edge.

This past summer, I noticed that the righthand section of the chafe strip was splitting and seemed to be of slightly inferior quality than the lefthand strip. I asked him to take a look at the problem, and he called me back to advise that he would replace the entire leather strip at no charge, even though it was five years old. I found the work completed to Jeff's usual high standard and heartily commend Jeff for standing by his workmanship and offering exemplary customer service.

Rick Harris  
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