

WHERE CREDIT IS DUE

NORCROSS MARINE

About 10 months ago, I purchased a Norcross Marine in-dash depth-finder from West Marine with the intention of installing it during down time (windless days). When the time came, which was three weeks before haulout, I finally opened up the package and tested the unit. I could not get a reading no matter what method I tried. After making a call to customer service, I was told I could simply return the unit to the place of purchase as long as I had the receipt. However, the receipt is in my super secret hiding place, so secret that not even I know its location. The wonderful folks at Norcross (www.norcrossmarine.com) tracked down my info, and I returned the unit to them directly. They sent a new unit to my doorstep within two days. Great customer service!

John Timon
WA'VE LIFE, Buccaneer 240
Erie, Penn.

RULE (ITT CORP.)

Recently, I had the misfortune of breaking a newly purchased Rule-Mate 750 bilge pump installed in a recently purchased 1978 Cal 25. While attempting to remove a 5/8-inch water line hose off of the 3/4-inch barbed nipple of the Rule Mate 750 pump by twisting it off, I cracked the plastic nipple, thus rendering this new pump useless. In hindsight, I should have used a utility knife and sliced along the length of the hose an inch or two, thus freeing up a too-tight connection and preserving the barbed nipple, which is part of the entire pump housing. I wrote a brief note to Rule, suggesting that the plastic barbed nipple appeared to be a bit too fragile and could have been more "idiot proof" given that it was my fault. I purchased another new pump (about \$75) and changed over to a larger 3/4-inch ID water line hose replacement to do the job right, after reading the directions

enclosed in the packaging of the new Rule Mate 750.

Later, to my surprise, ITT Corp. (parent company of Rule, www.rule-industries.com or www.itt.com) responded by sending me a brand-new pump free of charge, along with a very nice note of acknowledgement. I am happy to say that ITT Corp. went well beyond the call of duty for something that was no fault of theirs.



Paul Bogosian
Philadelphia, Penn.
Via e-mail

THETFORD/NORCOLD

I recently purchased a Thetford/Norcold conversion kit (www.thetford.com) for the icebox on my 30-foot sloop. I found the installation quite easy and the performance of the compressor and cold plate outstanding. During the installation, I dropped a support bushing into the dark recesses of the bilge. These bushings dampen the vibration created by the compressor. With one of the bushings missing, I could feel the unit vibrating every time it started up, usually just as I was falling off to sleep. I contacted Thetford online, and told them of my misfortune and the resulting vibrations. Their response was far more than I expected. I had expected a reply with some suggestions on how to mitigate the vibrations. Instead, I received a complete set of installation hardware in the mail—all this without even asking. I don't think I'll be in need of another refrigeration conversion kit in the near future, but I would like to recommend them to anyone considering an icebox conversion.

Captain Frank Brauch
Solitude, 1981 Golden Gate 30
Santa Cruz, Calif.