

WHERE CREDIT IS DUE

MASTERVOLT

The Mastervolt (www.mastervolt.com) battery charger on my three-year-old Finngulf 33 seemed to be malfunctioning, with a “failure” indicator lighted and charge voltages too high. I phoned the U.S. service number and was connected to an extremely helpful engineer who, in a series of calls, talked me through determining whether the problem was in the boat’s electrical system or the charger. And some of this discussion was scheduled, so I could use my cell phone and take measurements in real-time (while scrunched-up in the aft lazarette with a digital voltage meter). It did seem to be a problem in the charger, and I was invited to send the unit in for repair. Two days later, the Mastervolt engineer called back to say that the unit arrived, was found to be faulty, and that they would replace it, free of charge, even though it was out of warranty. I was impressed by the service I had received even before I discovered that I wasn’t being charged. The folks at Mastervolt far exceeded my expectations.

Fred B. Schneider
Finngulf 33
Ithaca, N.Y.

NIKON

I have used Nikon Seasider binoculars (www.nikon.com) for almost 20 years. They served me well until one day, after lying in the sun on the cockpit seat, one of the binos’ prisms became loose, and I had that frustrating problem of a double image. I sent the binocular to the repair facility; they took a look, assured me that they could repair the glasses, and returned the fixed glasses. All of this was for a small \$10 fee, plus shipping. The



Mastervolt
IVO Smart

Seasiders were fully reconditioned and are again in perfect operation. This is quality and service, end to end. I hope others can appreciate the effort Nikon puts behind this product.

David L. Hall
Hope, Maine

MAXPROP

When *Caphira*, our Hylas 46, was launched in 2002, we had the factory install a PYI Max-Prop VP feathering prop (www.pyiinc.com) as we had already had extensive experience with their Max-Prop Classic on our Hylas 44 and knew the quality and performance that this prop provided. However, five years after the launch of our Hylas 46, we would understand the incredible service that PYI provides. Last winter, we sailed *Caphira* to the Caribbean. While there, for an unexplained reason, the prop’s pitch shifted, and as a result, it was stuck at maximum pitch. After several dives on the prop to correct the issue, we could not budge the adjusting ring on the hub, so we hauled out the boat and sent the entire prop back to PYI. Although PYI did restore the adjusting hub, they could not duplicate the problem in their lab. As a result they returned a completely new hub with rebalanced blades to us at no charge—only asking us to pay shipping—even though the prop was five years old. I know of no other marine company that would provide that superior level of service. My next boat will have a Max Prop on it.



Max-Prop VP

Doug Dechant
S/V *Caphira*, Hylas 46
Hampton, Va.