

# WHERE CREDIT IS DUE

## FALCON MOORING SNUBBER

I use both mooring whips and mooring snubbers when keeping my Alberg 22 docked at Lake George, N.Y. This summer, I found that one of the rubber line snubbers had broken. I went to my marina and bought a new “Line Master Mooring Snubber” manufactured by Falcon Safety Products of Branchburg, N.J. The new snubber touted a five-year replacement warranty, so I promptly mailed the broken snubber in for replacement.

About a week later I received a phone call from Falcon. I was told that the snubber I had mailed in was not manufactured by them. However, Falcon agreed to send me a new snubber anyway!

Two weeks later my new Falcon snubber arrived. Comparing it to a remaining “Brand X” showed it to have better stretch—and a less abrasive rope clutch. It looks to be

much more durable. It’s great to see a company that so believes in its product that it replaces a broken competitor’s model.

Don Hegeman  
Heron, Alberg 22  
Chatham, N.Y.

## SAILRITE

We have had many sewing machines. They were always rebuilt or recycled, but they did OK. Our oldest Phaff 130 had been with us for years and four trips across the Pacific. We are building all new canvas for the summer, and decided to spare the old machine the strain.

We chose the new, top-of-the-line Sailrite machine, and upon arrival it went about 10 feet and started shredding thread. I watched the well-made video, and adjusted all the parts, but no luck.

I spoke with a Sailrite representative named Matt and explained what was going on, and he immediately sent a handful of new parts to try (at no cost). I put them all in, and although it was improved, it was not what we thought a new machine should be. It was still shredding thread. I again called Matt, who immediately sent us a brand new machine. It works perfectly. Matt followed up three times to see that we were satisfied and also explained the problem with the first machine. I appreciate the quick professional response we got and the rapid turnaround. I have been around vendors for many years and was not prepared for Sailrite’s “customer is right” attitude. It sure was nice. Matt and Sailrite deserve kudos.

Randy Nau  
Via e-mail