

## WHERE CREDIT IS DUE

### FAN-TASTIC VENT

I bought an Endless Breeze 12-volt DC fan from Fan-Tastic Vent ([www.fantasticvent.com](http://www.fantasticvent.com)) several years ago, and it ran for years before a bearing failed in the motor. I contacted the company, requesting to purchase a new motor, and was offered one free of charge. What service! No “when did you buy it” or “where is your sales receipt,” but a pleasant “where can we send the replacement part.” Good product, great company.

Craig Owings  
S/V POGO II  
Cartegena, Columbia



the middle of a hot Florida summer. This in turn shut down both air-conditioning units on my boat. The staff at Groco helped me troubleshoot my problem and got my

strainer limping along for the rest of the summer. I finally pulled it out of the boat in the fall and sent it back to Groco. The company reburbished the unit and installed a new motor the same day. It was shipped back to me the very next day. And the best part, the service was provided at a very reasonable price. The team at Groco was fantastic to work with.

John Botterbusch  
Manta 40  
Jacksonville, Fla.

### CATALINA YACHTS

I am the owner of a 1991 Catalina 30, and recently, I became aware from others that my boat, which has no oil pressure guage, may not have an alarm either. I contacted Catalina ([www.catalinayachts.com](http://www.catalinayachts.com)) and spoke with Frank Butler, the president of the company, who asked me to send what photos I could, and I forwarded these photos. A few days after mailing the material, I got a phone call from the president of Seaward Products who supplies the Catalina instrument panels, and we quickly worked the problem out. I now have a working oil-pressure and high-water temperature alarm. I consider this amazing service for a boat almost 18 years old.

Morton Dagawitz,  
Easy Living, Catalina 30  
City Island, N.Y.

### GROCO

I have to tell your readers about the outstanding customer service I received from Groco ([www.groco.net](http://www.groco.net)). The eight-year-old, self-cleaning raw-water strainer on my sailboat died in

### TC-11

I wanted to pass on a note of appreciation for TC-11 ([www.tc-11.com](http://www.tc-11.com)), a product of ICC Industries, and one of *Practical Sailor's* recommended products in the September 2007 issue. I bought a can, but after one or two uses, the spray fitting clogged. I wrote to the company regarding my situation, and a brand new can of TC-11 was shipped immediately, plus a small tool kit vial as well. A good product, with good customer service. They really do stand behind their guarantee.



Key H. Stage  
Lord Nelson Victory Tug  
Camden, Maine

### AIR HEAD

I purchased and installed an Airhead toilet four years ago from Geoffrey Trott ([www.airheadtoilet.com](http://www.airheadtoilet.com)). The unit was easy to install,

works great, reduced the need for two thru-hull fittings, is environmentally friendly, and meets all regulations.

The liquid tank was redesigned, and I recently had a problem with a burned-out exhaust fan. Geoff sent me the redesigned liquid tank (improved and larger), a replacement fan, and answers any and all of my questions at no charge.

Bill Duggan  
Moon Cusser, Southern Cross 31  
Concord, Mass.

### WEST MARINE, GIG HARBOR, WASH.

In the summer of 2004, we decided it was time to give our boat a much-needed makeover. Along with all the other tired gear was the bulkhead compass. The oil had run out, and the card was stuck high and dry. I searched for a quality bulkhead-mount replacement and decided on a Ritchie Navigator. This required a fairing block because the bulkhead is not plumb, so I decided I would make one out of teak.

Well, all our projects were completely done except the compass installation and the teak fairing block. It is now 2008, and I need a compass. While looking to order a fairing block, I found that Ritchie now offers a compass that mounts on an angled bulkhead.

Without hesitation, Steve Essig, the manager at my local West Marine store, said I could return mine for the new model, even after I reminded him I bought it four years earlier (and not even from the same West Marine). I now have the new model, and was refunded almost \$160 for the difference in price. Now, the head needs rebuilding, the winches need servicing, and you gotta know where I'll go for the parts.

Dave Shoblom  
Luff Story, Catalina 27  
Gig Harbor, Wash.