



Reader Peter Clark's Whistler, a J/32, rests at its mooring in Connecticut.

GARHAUER

After eight years of struggling with a rinky-dink traveler system at the aft end of the cockpit of my 1979 Cape Dory 28, I decided to upgrade to a mid-boom arrangement. I selected a Garhauer Marine product for the elaborate hardware and was eager to install the custom curved traveler with its triple-block mainsheet, five blocks and boom bales to lead the mainsheet to the cockpit, a deck organizer, and a rope clutch.

Everything was installed and looking spiffy with the exception of the double-pulley deck organizer. It required longer screws than it came with to accommodate the cabintop. As I removed the original screws to replace them with the longer ones, the pulleys slid out of the stainless sheath that enclosed them and dumped about 150 plastic ball bearings on the cabinsole, some making their way to the bilge.

After the smoke cleared from my ears and some vain attempts at putting the blocks back together with 90-percent of the bearings recovered, I called Garhauer. They were more than accommodating. Apparently, the model I had had been discontinued because of the very problem I was having.

The one they sent free of charge, arriving only four days later, was bulletproof. I could not have removed the ball bearings with a grenade.

The rest of the hardware was first-rate as was the response for the one deficient part. A hat tip to Garhauer (www.garhauermarine.com). The system works well with a 6:1 purchase, and the cockpit is now much more comfortable for guests.

Kevin Mulligan
Skibbereen, Cape Dory 28
Crystal River, Fla.

FURUNO

We had a problem with our Furuno radar, which is old and out of warranty. I e-mailed Furuno (www.furuno.com) and explained my problem. Within 24 hours, Larry Garvey e-mailed me and asked for pictures, which I e-mailed back to him. I got his suggestion on how to fix my problem almost immediately, and applied it with a satisfactory result! It's nice to know there's backup on products like Furuno, even when the product is old and out of warranty. It's what quality is all about.

Peter Clark
Whistler, J/32 hull No. 1
Guilford, Conn.

LEWMAR, N.E. BOWTHRUSTER

We hired Bill Jennings of New England Bowthruster to re-design and completely update the electrical sys-

tem of our 1975 sailboat, including a Lewmar H2 windlass and Lewmar-powered winch on the cabintop. He did a great job.

Backing our 42-foot ketch into our slip was often a daunting task, but I didn't think we had space for a thruster in our bow. We were thrilled when Bill told us we did and have been thrilled with our new ability to dock easily by using the thruster.

A few weeks ago, as we docked, we heard a strange noise coming from the thruster on one side. We called Bill, and he came to the dock to check the situation out. In less than a week, he had the boat hauled and the needed part replaced at no expense to us. A few hours later, we were ready to leave for our planned trip to Bermuda and the Caribbean. Kudos to Lewmar (www.lewmar.com) and its three-year warranty and New England Bowthrusters (www.newenglandbowthruster.com) for excellent customer service.

John and
Marcia Fyfe
Rights of Man,
1975 Charles
Whitholtz-Sam
Geiger ketch
Avondale, R.I.



Kevin Mulligan, here on his Cape Dory 28, gives Garhauer's deck organizer (inset) and customer service two thumbs up.

Photos courtesy of Peter Clark and Kevin Mulligan