

## WHERE CREDIT IS DUE

### **GARHAUER**

I e-mailed Garhauer ([www.garhauer-marine.com](http://www.garhauer-marine.com)) when my well-worn and hard-used snatch block of indeterminate age lost the handle on the pull pin. They said they would fix it and told me where to send it. It came back by priority mail within a few days, good as new. No charge for the service, no charge for the shipping. That kind of support for an eight-year-old \$100 item is beyond the beyond.

Tim Glynn  
Egraine, Hylas 44/45.5  
Via e-mail

### **WEEMS & PLATH**

As a school for commercial mariners, we purchase plotting tools in bulk. This was the first year we ever had a problem with parallel rulers not functioning smoothly. When we notified the retailer, Weems & Plath ([www.weems-plath.com](http://www.weems-plath.com)), that there was a problem with a few of the rulers, the company answered our e-mail within an hour, and we received replacements in less than a week. We are obviously happy customers.

Dale Miller  
Alaska

### **ACR ELECTRONICS**

I just wanted to commend ACR Electronics ([www.acrelectronics.com](http://www.acrelectronics.com)) for its customer service. I purchased a C-Strobe to attach to my PFD about four or five years ago. Recently, I tested it and found that it did not work. I e-

mailed ACR, and they asked that I send it in.

A couple of weeks later, they returned it, and it now works fine. It's not an expensive piece of equipment, and it was well out of warranty, so ACR could easily have told me I was out of luck, but it's nice to have a company back up their products. Kudos to ACR.

George W. Chabalewski  
Via e-mail

### **HARKEN & GAUDET**

I must thank Chris Gaudet's Boating Hardware ([www.boatinghardware.com](http://www.boatinghardware.com)) in Perth, Australia, and Harken Australia ([www.harken.com/au](http://www.harken.com/au)) for selling me seven new Nicro shackles at a deeply discounted price to replace the ones I had that failed even though my originals were seven years old. My boat is loaded with Harken gear, and the company has stood by their products, providing me with spares and replacements for nothing or at greatly discounted cost long after the formal warranties had expired.

Similarly I'd like to recommend Gaudet's Boating Hardware as a source for chandlery items for yachts in the South Pacific, Australia, and eastern Indian Ocean. Chris is an experienced, knowledgeable cruising sailor, and if he does not stock an item, he can often locate it and get it sent to you at a very competitive price.

Steve Sharp  
Key of D, 46-foot Crowther cat  
Mandurah, Western Australia

### **MARINCO**

Aboard our Catalina 25, we had installed a Nicro solar vent made by Maringo ([www.marinco.com](http://www.marinco.com)). We had a problem with the battery charging, and I called Maringo, advised them of the issue and the steps we had taken to resolve it with no success. They sent us another vent at no charge. Awesome service! No hassles. Maringo answered my phone calls and e-mails promptly. Kudos to them.

Alan and Eileen Clark  
Leprechaun, Catalina 25  
Troy, Ohio

### **HENRI-LLOYD**

I had purchased a Henri Lloyd ([us.henrilloyd.com](http://us.henrilloyd.com)) jacket at the Annapolis Sailboat Show, but since they did not have my size onsite, they said they would ship it to me. After the show, a representative promptly called to explain that they no longer had my size in that particular jacket as it was being phased out and a new line was coming out. The rep helped me find another jacket for my purposes and was insistent that they would honor my "boat-show" price even though the one she suggested was more expensive. She and customer service never hesitated to take care of this, and I am now even more of a fan of Henri-Lloyd.

Mark Flaherty  
Catalina 380  
Chesapeake Bay, Va.