

WHERE CREDIT IS DUE

TIDES MARINE

On the recommendation of the sales manager at an Annapolis riggers where my Cheoy Lee 32 was being refit, I purchased a Tides Marine Strong Track and Slide system (www.tidesmarine.com) last year. This year, the mast was stepped and when contacting sail-

makers, I found out that the price I was charged for the Strong Track included all the hardware (slides, receptacles, reefing slides, etc).

The problem was that the person who managed my project at the rigging company left without leaving the Strong Track hardware, my five stays and the turnbuckle that I had given him for measuring a new roller furler. The owner of the rigging company behaved very decently and replaced, at no charge, the five missing stays. Perhaps more remarkable, Tides Marine sent me a box with all the hardware to fit a full-battened mainsail with two reefs. The hardware is like jewelry, and the way Tides Marine stands behind the product is remarkable in this day and age.

Jose-Luis Sagriapati
Cheoy Lee 32 Offshore
Bowley's Quarters, Md.

DOYLE QUICK STEP

I am writing to tell you about the great service that Doyle Marine (www.doylemarine.com) provided us. While we were decommissioning our Catalina 400MKII, we were using our Quick Step boarding ladder to get on the boat. As we usually remove all the items from the galley and heads as well as all other important gear, we make many, many trips across the Quick Step. While getting off during this pro-



cess, I heard a snap and upon examining the step, I noticed a spring had come out of one of the snaps. I sent an e-mail to Doyle Marine explaining the problem, and David Doyle immediately replied and sent new ones that day—he even indicated that he was updating the clips to stainless from the original cast bronze at no charge. What terrific service!

Paul Lareau
Catalina MKII, *Perseverance III*
Long Island Sound

NICRO VENT

Recently, when my Day and Night 2000 Nicro power ventilation fan began to run slowly and intermittently, I returned it to the company for service, outside the full warranty. It was almost five years old, and a qualified warranty could have covered repair or replacement at 40 percent of the retail price. Instead, Nicro (www.marinco.com) shipped me a new unit at no charge—service way beyond my expectations or the company's obligation.

Paul D. Taylor
AirWave, O'Day 35
Newport, R.I.

NORTH SAILS CONNECTICUT

The North Sails (www.northsails.com) performance mainsail on my new 15-foot West Wight Potter would not raise or lower without binding. As the sail was under warranty, I contacted the Milford, Conn., loft for help. Paul Van Dyke arranged to come to my marina in Chester, Conn., pick up the sail, take it for replacement of the sail slugs, and return it to my boat the next day. He did this three times until the sail was fitted properly. Kudos to Jay Mueller, loft manager, and Paul for more than extra effort to resolve my dilemma.

Tom Sylvester
Otter, West Wight Potter
Chester, Conn.