

**NANTUCKET BAGG CO.**

I recently returned my 1.5- year-old canvas tool bag, The Diddy Bagg (Chandlery, October 2008), to its maker, The Nantucket Bagg Co. ([www.nantucketbagg.com](http://www.nantucketbagg.com)), after the nylon zipper failed. I expected to be charged for the repair. Instead, I was surprised to find a brand new Diddy Bagg on my doorstep.

This is a great heavy-duty tool bag that has a multitude of uses and a variety of useful configurations. Great customer service makes the Diddy Bagg an even better value.

Michael Quigley

*Sea Flourishes*, a 2008 Beneteau 343 Marina del Rey, Calif.

**VINTAGE TRAILER SUPPLY**

I wanted to tell you about a company that rocks as far as service. I'm building a 61-foot cutter and was looking for aluminum propane tanks. I ordered two 30-pound Worthington aluminum tanks with fuel gauges from Vintage Trailer Supply, [www.vintagetrailersupply.com](http://www.vintagetrailersupply.com). They promptly shipped me the cylinders. Some time later, I opened one to find it had a slight manufacturing defect.

Vintage immediately took to the problem, shipping me a replacement, and having the defective one picked up at their expense despite my offering to return it at my expense.

This business is solid all around! I highly recommend them.

Capt. Tim Dunlap  
Deerfoot 61  
Queen Anne, Md.

**SELDÈN AND BALMAR**

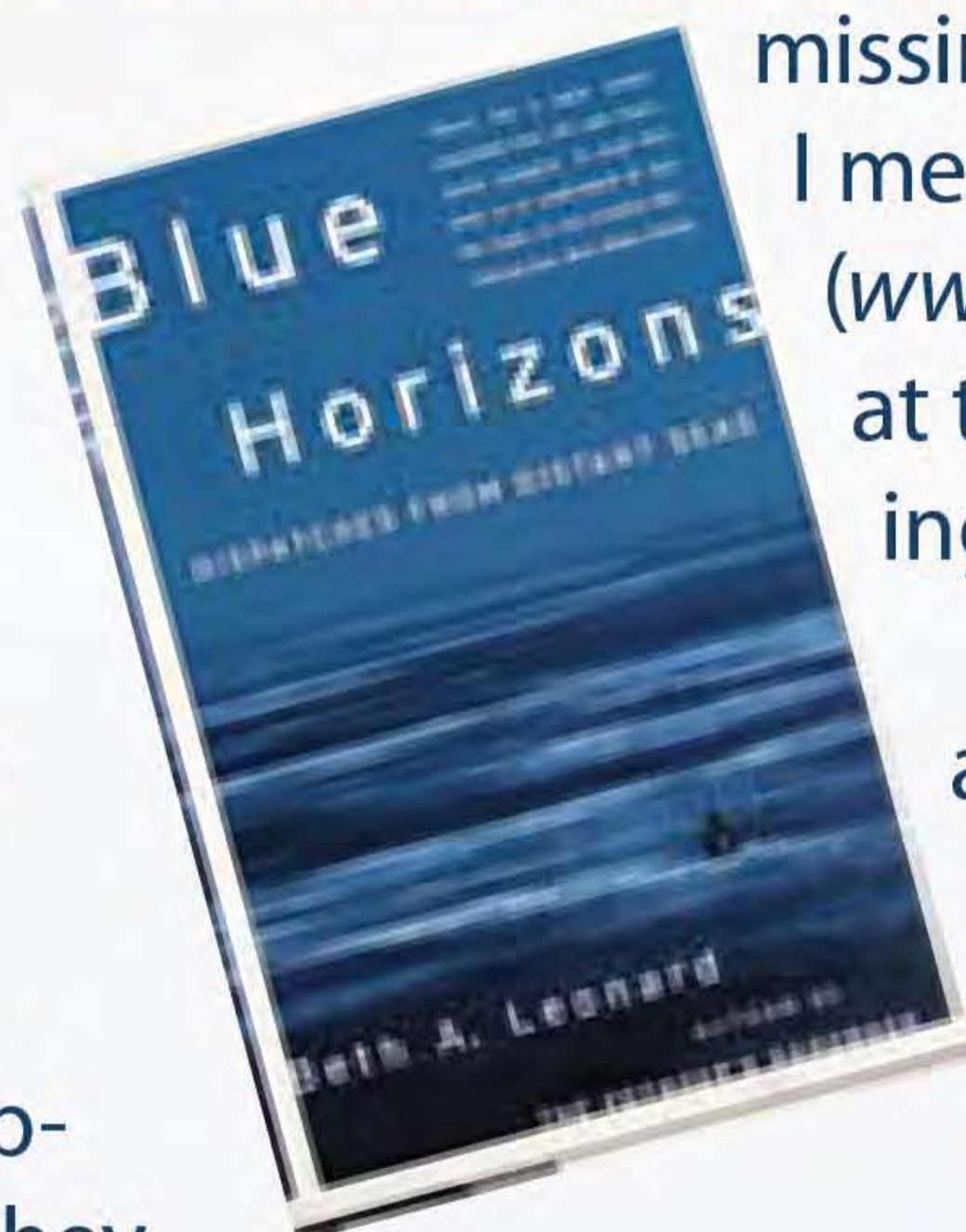
Thanks to the two Scott's (Scott Alexander and Scott Williman) at Seldèn Mast ([www.seldenmast.com](http://www.seldenmast.com)). We met them at the 2009 Annapolis Sailboat Show. We were looking for a particular shackle for our Seldèn furler; the previous one disappeared during winter storage. They had one on a display but would not sell it to us. Instead, they insisted that we just take it!

Thanks also to John at Balmar Inc. We sent an alternator back to him to repair a latent defect in the unit. Even though the unit was past warranty, he evaluated it and posted a new one to us right away!

Joe & Michele Plumbo  
Christianna, C & C 121  
Longport, N.J.

**BETH LEONARD**

About a year ago, I received Beth Leonard's book, "Blue Horizons: Dispatches from Distant Seas." Unfortunately, the book was missing about 30 pages! I mentioned this to Beth ([www.bethandevans.com](http://www.bethandevans.com)) at the Seven Seas Cruising Association Gam in Annapolis last fall, and she handed me a replacement book for free! Her response impressed me!



Kevin Harrison  
Elizabethtown, Penn.

**SPADE ANCHORS**

I bought a Spade Anchor ([www.spadeanchor.com](http://www.spadeanchor.com)) about eight years ago for the Newport 33 we had at the time. The performance has been great, fully in line with *Practical Sailor's* review of the anchor (April 2006). However, I recently found that the body of the anchor was corroding.

I contacted the company and heard back immediately from Danielle Martin, who assured me that even though the company had changed hands, it would honor the lifetime warranty.

He put me in touch with Robert Branagh, manager of the company's U.S. distributor Sea Tech & Fun in Palm Bay, Fla. We happened to be vacationing in Florida when I contacted Robert. He went out of his way to open up after hours and put the anchor in my hands the same



*Practical Sailor reviewed the versatile and handy Nantucket Diddy Bagg in the October 2008 issue.*

day I called him.

The happy ending is that I have a new anchor in which I have complete confidence. The company deserves credit for unhesitatingly standing behind this product even when it was the previous maker who was responsible for the problem.

Robert E. Sanders  
Belle, Tartan 3500  
Norwalk, Conn.

**ESSEX BOATWORKS**

While sailing near Essex on the Connecticut River, our engine stopped and wouldn't start again. I contacted the manager of nearby Essex Boatworks to see if we could pull in for the evening. We got a tow into their dock, and were promised that a technician would come aboard in the morning to diagnose the problem.

I soon discovered that we had run out of fuel. At 7 a.m., a young man with a Yanmar shirt came aboard, bled the fuel lines, started the engine, and made sure we were able to continue the cruise. I went to pay the bill for the overnight stay and service, but there was no charge. I was stunned and very grateful for such generosity and prompt service.

Ron Hekeler  
Terviseks, Irwin 31  
Cheshire, Conn.

