

## WHERE CREDIT IS DUE

Photos courtesy of Raymarine and Dometic USA; top right by Ralph Naranjo

### HARKEN

My wife and I recently took delivery of a new Fusion 40 catamaran. We had problems with the Harken ([www.harken.com](http://www.harken.com)) code zero continuous furler for the screecher. I contacted Neil Harvey, the Harken representative in Largo, Fla.

He asked me to return the furler and to e-mail pictures to the Harken offices so the problem could be evaluated. Within a matter of weeks, Neil came from the west coast of Florida to Brunswick, Ga., where our boat was summering. He brought a replacement code zero furler upgraded to one size larger, installed it, and adjusted the furling line leads on the boat. It works great now. We were not charged for any of this. What great service!

Dr. Jim Noland  
Fusion 40  
Brunswick, Ga.

### RAYMARINE

In the February 2010 Mailport section, you printed my letter regarding the fogging of my Raymarine 435 A-series chartplotter. You also sent my comments to Raymarine ([www.raymarine.com](http://www.raymarine.com)), who suggested the problem was condensation and that I should ship my unit to the Raymarine service center. I returned the unit, stating the current fogging I was experiencing was likely a result of cold weather. (I also sent along copies of the above referenced correspondence.) Raymarine repaired and returned the unit at no charge. I have not experienced fogging of the 435 since.

Thank you for your support and Raymarine for finally fixing this nagging problem.

Edward Bliss  
Sabre 362  
Oriental, N.C.



Raymarine  
435 A Series

### EDWARDS BOAT REPAIR

I wanted to share a great experience with a boatyard. Last August, our family cruised in our C&C 40 to Block Island from our home in Stamford, Conn. The starter motor on our Westerbeke 4-107 liked Block Island so much, it retired there.

The starter was 39 years old and could not be replaced. It had to be rebuilt, so we looked to Tony Edwards' boat repair. Tony was terrific to deal with, and he charged a fair price to complete a difficult removal and to rebuild the starter. He was responsive to calls and e-mails and completed the work quickly.

Furthermore, the night before I was to sail the boat back home, a voice from the darkness inquired if everything was OK. It was Mr. Edwards taking time out of his evening to check on my and the boat's well-being. Now that's service.

James D. Calver  
Stamford Yacht Club, Conn.

### BLUE SEA

After a recent sail, my Blue Sea battery-selector switch just free-wheeled, and the power wouldn't disconnect. I called Blue Sea Systems ([www.blueseasystems.com](http://www.blueseasystems.com)) and got ahold of the customer-service guys. I explained the situation, and they said that they would send out a replacement unit, no charge. Being it was a Friday and I wanted to get back out the following day, I asked that it be expedited delivery and said I would be happy to pay for the freight. Again I was told that it was their responsibility and they would ship right away, free of charge.

By 10 the next morning, the switch arrived. By 11, I had it installed. By noon, I went out for what turned out to be the final sail of the season—one I almost missed, were it not for the folks at Blue Sea.

Joe Friedman  
Moby Dick, 1977 Catalina 30  
Peconic Bay, Mattituck, N.Y.



Harken gets kudos for its top-notch service of a code zero furler. (PS reviewed the furler in the March 2008 issue.)

### DOMETIC

In October 2008, we purchased a Waeco-Dometic ([www.waecousa.com](http://www.waecousa.com)) CoolFreeze CF-50AC portable chest refrigerator/freezer to take cruising with us. The \$700+ unit works great on either 12-volt DC or 110-volt AC as a refrigerator or a freezer. Unfortunately after 51 weeks of stellar service, its thermostat started acting up and then kept it on full freeze at a constant temp of 6 degrees below zero.

We'd been cruising the Caribbean, and upon getting back to St. Martin in the French West Indies, we sought warranty help. The result: Mr. Jacob Prince at DometicUSA promptly shipped us a brand new unit, and also paid about \$500 to fly it via UPS Air from Indiana to us in the West Indies!

Dometic has a customer for life and a very grateful cruiser who wants to spread the word both about their great product and their total support of their units.

Ed and Sue Kelly  
Angel Louise  
French Lagoon, St. Martin, FWI



CoolFreeze  
CF-50