

## WHERE CREDIT IS DUE

Photos courtesy of John and Marcia Fyfe (top) and by Ralph Naranjo

### NEW ENGLAND BOWTHRUSTER

Our 42-foot ketch has rather a full keel, high freeboard, and a hard dodger, which creates quite a bit of windage, so backing into our slip was often a daunting task. We hired Bill Jennings of New England Bowthruster ([www.newenglandbowthruster.com](http://www.newenglandbowthruster.com)) to install a Lewmar bowthruster last year, as Jennings and NEB had done a great job updating our 1975 custom boat, including a Lewmar H2 windlass and Lewmar power winch. (The boat is a one-off built by Sam Geiger of Old Saybrook, Conn., from a Charles Whitholtz plan.)

As we docked a few weeks ago, we heard a strange noise coming from the thruster. We called Jennings, and he came to the dock to check the situation out. In less than a week, he had the boat hauled to replace the needed part at no expense to us, and a few hours later, we were ready to leave for our planned trip to Bermuda and the Caribbean as scheduled.

Kudos to New England Bowthruster's excellent customer service.

John and Marcia Fyfe  
*Rights of Man*, 42-foot Whitholtz/  
Geiger ketch  
St. Martin, FWI

### LEATHERMAN

I've owned Leatherman tools for many years. My favorite was an original Leatherman Supertool because of the locking blades and saw. It had lots of hard use and disappeared aboard our boat about two years ago.

I found it a couple months ago, deep in the bowels of said boat, covered in grunge and some rust. I cleaned it as best I could, wire buffing, penetrating oil, etc. One blade broke off when I tried to open it, and another was previously broken, but the rest eventually opened and the pliers freed up, too.

I e-mailed the Leatherman folks ([www.leatherman.com](http://www.leatherman.com)) to find out about sending it in to be rebuilt. I was

encouraged to send it in for possible warranty repair even though I did not feel any of its troubles were a result of poor quality or workmanship on their part. Imagine my surprise when I received in the mail a new, improved version of the Leatherman Supertool at no charge! Those folks stand behind what they build, and they build great tools.

Reggie Good  
Via e-mail

### PROFURL

In your August 2009 issue, you examined roller-furling systems and noted my furler's brand, Profurl ([www.profurlamerica.com](http://www.profurlamerica.com)), has a 10-year warranty. My head swivel failed after eight years, but the article prompted me to call Profurl.

Vernon Hultzer, the Wichard/Profurl sales and marketing manager, explained that my system was an OEM variation and had only a five-year warranty. After several exchanges to determine the right parts, Hultzer sent me a new head swivel and upper extrusion for only the cost of shipping.

That is great customer service. It needs to be noted that Hultzer and Wichard/Profurl stand behind their products and then some. Also, *PS* deserves a thank you for educating me: I never would have even contacted Profurl about the warranty without the article.

Ernie Bivona  
*Eagle 222, X-332*  
City Island Yacht Club, N.Y.

### SELECT PLASTICS

Last spring, I sent my 21-year-old Lewmar cabin ports to Select Plastics of East Norwalk, Conn., ([www.selectplastics.com](http://www.selectplastics.com)) for rebuilding due to some minor damage—though I did not treat it as minor, being obsessive about the quality of work on our boat.

Even though the source of the damage likely was not Select Plastics,



*A fast response from New England Bowthruster to a mechanical problem kept Rights of Man (above) on schedule for a planned Caribbean cruise.*

company owner Tony D'Andrea proved equally passionate about quality and redid a portion of the work immediately, entirely at his expense. He made sure that the situation was resolved quickly and in a way that was more than fair to me as the customer.

Tony is also an excellent resource on the technology and techniques of port installation. I will certainly do business with him again.

This endorsement is entirely unsolicited. I just want to recognize an owner who is passionate about boats and quality products and services.

Brian Craig  
*Traveler*, Ericson 32  
White Lake, Mich.

### BLOXYGEN

I wanted to give credit to the guys who make Bloxygen ([www.bloxygen.com](http://www.bloxygen.com)), which *PS* reported on in the June 2010 issue. It's an inert gas used to save partly used (and expensive) varnish. It's great stuff. Bloxygen accidentally shipped me an empty can, but they replaced it promptly.

Curtis Edwards  
*Silent Wings*  
Olympia, Wash.

