

## WHERE CREDIT IS DUE

### NAUTA and WEST SYSTEMS

Returning to Lake Champlain from the Chesapeake aboard our Tartan 34C this spring, we had two difficulties that needed to be remedied.

Last year, we installed a Nauta flexible tank. Unfortunately, we positioned the fuel vent incorrectly, and the result was leaking diesel when the tank was filled to capacity. We e-mailed the tank maker, Imtra ([www.imtra.com](http://www.imtra.com)), to ask whether a fitting was available that would seal the original hole and allow us to reposition the vent. We received a prompt reply from Peter Nolet, who understood the problem and is sending us the fitting we need at no charge, even though our error caused the problem!

On the same day, we heard from Tom Pawlak of West System ([www.westsystem.com](http://www.westsystem.com)) "Epoxy Works" magazine. He confirmed that our approach to repairing a problem with the centerboard pin (sleeve the centerboard) on our Tartan 34 was sound, and advised us on the appropriate epoxy to use. Kudos to two fine companies for their great customer service!

Richard and Karen Hajeck  
S/V *Trefoil*, Tartan 34C  
Hadley, N.Y.

### ICP SOLAR PANEL

I purchased a Sunsei SE-1200 solar panel from ICP Solar ([www.icpsolar.com](http://www.icpsolar.com)) in early 2007. It kept our 200-Ah house bank nicely topped up for two seasons. At the beginning of this season, I noticed that the panel was not showing voltage on one of its output taps, and I contacted ICP about it. At ICP's request, I sent a photo of the panel with a digital volt meter on the tap. ICP shipped a new panel the following day. Great product and great service.

John Devine  
S/V *Suddenly*  
Via e-mail

### FERRIELLO SENSOR

After many months of faultless operation, the indications on the Solo Profile tank monitor I had purchased from Ferriello Sales ([www.ferriello.com](http://www.ferriello.com)) and installed in my boat became erratic. I contacted the company's owner, Dennis Ferriello, and although my system was beyond the warranty period, he diagnosed the problem as a faulty sensor and immediately sent me a replacement at no charge.

This is an excellent monitoring system, and the company has superb customer support!

Greg Frazer  
Via e-mail

### SEA FROST

We would like to give credit where it is due to Cleave Horton and Sea Frost ([www.seafrost.com](http://www.seafrost.com)) for outstanding service. We spend the winters cruising aboard our Pacific Seacraft 37 out of Simpson Bay Marina in Saint Maarten, N.A. During hurricane season, when our boat is on the hard, we live in Vermont.

Our 10-year-old Sea Frost BD3 refrigeration unit has had some challenges maintaining a constant cool temperature in the tropical Caribbean climate. We had the opportunity to visit Sea Frost's facility in Barrington, N.H. Owner/founder Cleave Horton greeted us to provide a personal tour and took the time to methodically review the mechanics of our system, the connection fittings, and how best to correct the problem. We elected to purchase a remote thermostat, which should solve the problem and provide greater convenience. For good mea-



Readers Richard and Karen Hajeck, sailing their Tartan 34C, give thumbs up to Imtra and West System.

sure, Cleave also gave us several seals and caps at no charge.

The personal attention we received was a very pleasant surprise in this day and age of automated phone reception where it is difficult to actually speak with a customer-service person, let alone benefit from the personal attention of the owner/founder.

Don and Donna Merkle  
*Destiny*, Pacific Seacraft 37  
Sint Maarten, N.A.



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*The Sea Frost reefer conversion kit was among the 12-volt units we tested recently that used cold-plate technology.*