

WHERE CREDIT IS DUE



ULLMAN SAILS

Excited to replace the original main-sail on our tall-mast 28-foot Catalina, we ordered one from Ullman Sails in Deltaville, Va. (www.latellsails.com). We were disappointed when we found that, out of the box, the mast slides were wrong, and we called Ullman. "No problem," Ullman's Jerry Latell told me and apologized. Catalina had told him that all tall masts had flat slides.

We sent the sail back, the slides were replaced and returned within three days, along with complimentary Ullman shirts. As we hoisted the sail, we sinkingly realized that the sail was too tall (or the mast too short). Ultimately, measurements showed that our mast was NOT in fact a Catalina "tall mast" as our original sale documents specified, but the standard Catalina 28 mast.

With egg on my face, I again called Jerry and explained the new findings. "Send it back, we'll make it right." Two short weeks later, a new sail arrived

Outfitted with a new main from Ullman Sails In Deltaville, Va., Motion Sustained, a Catalina 28, ghosts along in light air.

fitting the now-carefully measured mast and boom: no charge.

This was clearly service above and beyond from a company that will get all of our future business.

Glenn and Debbie Berger
Motion Sustained, Catalina 28
Smith Mountain Lake, Va.

Practical Sailor is currently surveying online sail lofts as we look for a few new genoas for Jelly, our adopted Catalina 22. We welcome recommendations from readers as well as any anecdotes about readers' experiences with sailmakers.

DWYER

While renovating a Holder 14 recently, I found that it had a Dwyer vang plate on the boom. It needed a swaged ball on stainless wire to attach the vang, so I asked Dwyer Aluminum Mast Co. (www.dwyermast.com) whether they could provide this.

It's a very minor piece, but their response was quick and complete. They custom-made it for me and mailed it immediately with a very modest bill, not even asking for a credit card beforehand.

It was one of those vexing little items that don't make anyone any profit, but their response stands as a mark of excellent customer service!

David H. Miller
Serendipity, Pearson 27
Bayville, N.J.

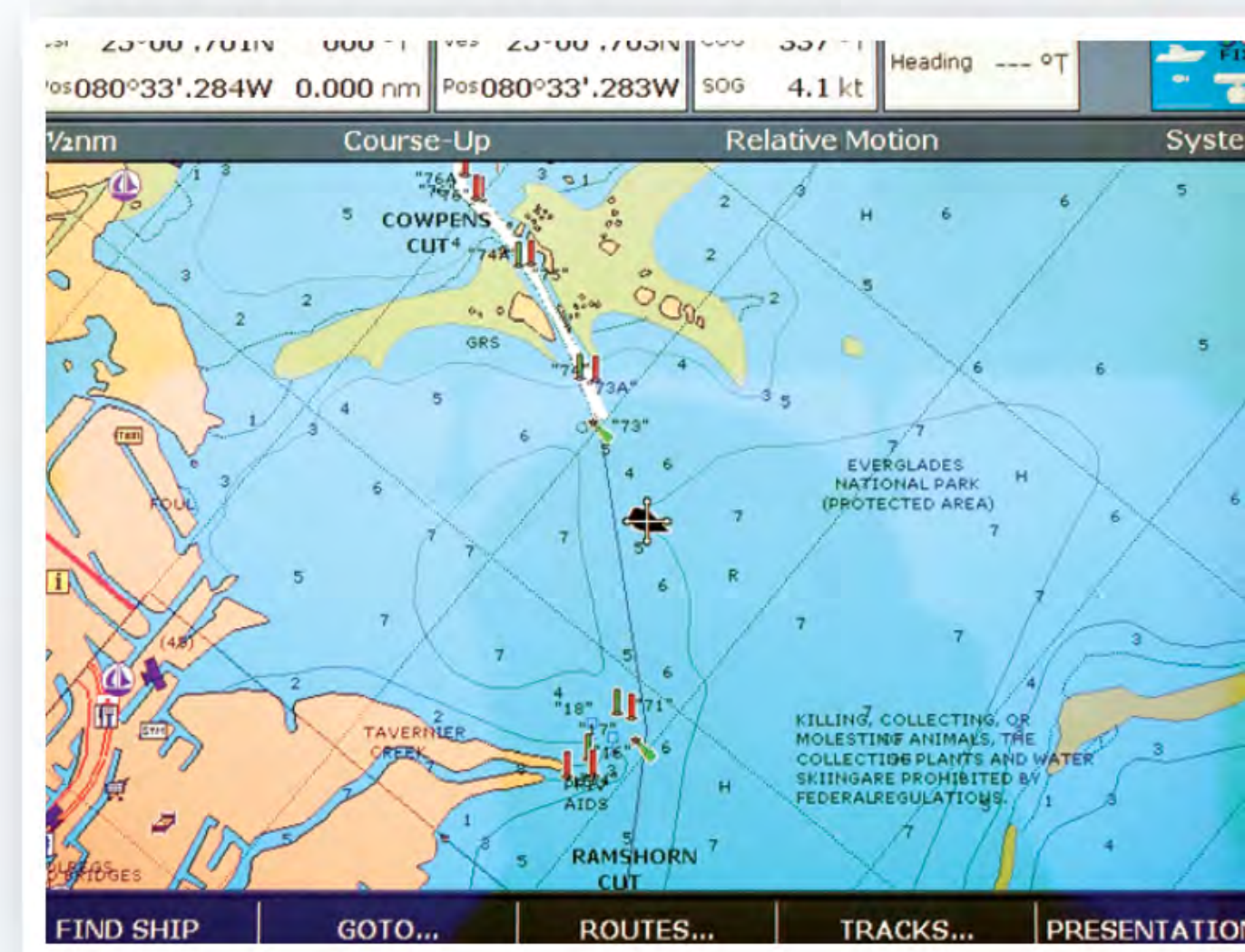
NAVIONICS

I have a Najad 440 that is presently on the hard in Spain. A week ago, my computer caught a virus.

The drive had to be wiped clean and then reloaded. Fine, except that when I went to reload my Navionics NavPlanner software, I found that I had left it on the boat in Spain.

I explained the situation to Navionics (www.navionics.com) and told them that I needed to start planning this summer's cruise from La Coruna, Spain, to the Canary Islands. Navionics sent me a replacement disc the same day! Now that's service!

Nick Orem
Najad 440
Via e-mail



Navionics Platinum

ICP SOLAR

In early 2007, I purchased a Sunsei SE-1200 solar panel made by ICP Solar Technologies Inc. (www.sunsei.com). It kept our 200-Ah house battery 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. Instead of returning the panel to verify the defect, ICP asked me to send a photo of the panel with a DVM on the tap. ICP shipped a new panel the following day.

John Devine
S/V Suddenly
Mattapoissett, Mass.

Top-notch customer service from Dwyer Mast made reader David Miller's Holder 14 renovation a little easier.



Photos courtesy of Glenn Berger and David Miller