

WHERE CREDIT IS DUE

GREATLAND LASER

Well over a year ago, I purchased a battery-powered Greatland Laser flare-signaling device to supplement my emergency equipment. Unfortunately, during a routine check recently, one of the batteries I installed appeared to have corroded and ruined the device. I called Jim O'Meara, co-owner of Greatland Laser (www.greatlandlaser.com) in Anchorage, Alaska. Even though the laser was out of warranty and probably broken because of my neglect in not checking the batteries more often, Mr. O'Meara knew I was going on a trip across the Gulf of Mexico and wouldn't have me go without his device.

So, at no cost to me, a new one was sent to me. As a lawyer, I can tell you he had no obligation to do this, and I was bowled over at his generosity. I can't remember when I've had customer service like that.

Rick Evans
Whitney
San Antonio, Texas

IMTRA

I purchased a used Catalina 27 that came with a Nauta Flexible Waste Water Tank, but the fittings weren't set up for where I planned to re-install it, so I purchased new fittings. I couldn't find an installation manual online, so I contacted Imtra Marine Products (www.imtra.com), distributor of the Nauta Tanks, and spoke to Nate Bishop in their customer service department. He immediately e-mailed me the manual and sent me, via priority mail, a spanner wrench at no cost to make sure that I got a good seal on the new fittings. The tank now works perfectly. Fantastic customer service!

Rich Botteri
Sophia's Wanderings, Catalina 27
Tuckerton, N.J.

LIFELINE BATTERIES

Recently, I noticed that the LifeLine batteries on my five-year-old Island Packet 370 would not fully charge and discharged faster than expected. At the Miami Boat Show, I talked to LifeLine's Jim Godber about the problem. To my

relief, he said that new batteries likely weren't needed and that my batteries probably just needed to be equalized. After having an electrician verify the problem, I contacted LifeLine and spoke to Justin Godber (Jim's son) about how to equalize a house bank of four batteries, given the equipment I had available. Rather than have me purchase a charger to equalize the batteries, Justin offered to send me one. No cost (he even paid for return shipping), no questions, no verifications, no credit card just in case.

LifeLine walked me through the procedure, and all was good as new. Now that is service after the sale! I know what batteries I'll be buying when these do give up!

Rob Peckinpaugh
Cork, Island Packet 370
Bradenton, Fla.

For tips on onboard power management and extending the life of your wet-cell batteries, check out our October 2008 article by bluewater voyager and PS contributor Andy O'Grady.

STANDARD HORIZON

In 2006, our Standard Horizon CMP25 RAM mic failed as we cruised Chesapeake Bay. A call to the company's customer service (www.standardhorizon.com) had a replacement to us in just three days, when we arrived in Washington, D.C.! The original mic was repaired under warranty, and we were told to keep them both. Great service!

Now, the radio (Standard Horizon Quest Plus VHF) is beyond the warranty period, and we are cruising in the tropical conditions of Panama. The RAM mics seemed not to work correctly again. We sent both for service.

SH's Tim Johnson reported that a tech check showed normal operation and that he would return both units along with a replacement cable to try to help us track down the problem aboard the boat. He added that it would be treated as a warranty issue and that if the new cable did not provide a remedy, the radio unit itself may be the problem. Our discussion



The Greatland Laser flare in action.

indicated to me that he will stick with me until the problem is solved. Great customer service!

John Matheson
Jupiter's Smile, Island Packet 370 #4
Black Forest, Colo.

SHERWOOD and TORRESEN

I recently had a Sherwood raw water pump (www.sherwoodpumps.com) fail one month after the 12-month warranty period ended. I had purchased the pump online from Torresen Marine (www.torresen.com).

The pump had only been on the boat for 11 months and had been put to use for less than 10 hours when it failed. I explained all of this to Torresen's representative Kelley Jo Petersen when I called to order a new pump. She took it upon herself to ask Sherwood to make an exception to the time limit on the warranty, and they did. Standard Horizon Torresen then shipped out a new pump free of charge.

Neither Sherwood nor Torresen were under any obligation to do any of this, and I want to gratefully acknowledge their willingness to go the extra mile for customers.

Grady Leaver
Belle, Catalina 28
San Francisco, Calif.



Standard Horizon RAM CMP25