

WHERE CREDIT IS DUE



Reader Rick Blank's Sabre 426, Saphira, rests at anchor in the idyllic Desolation Sound in Washington state.

ITR

I recently had my International Thermal Research Hurricane hydronic heating system (www.itrheat.com) serviced as part of my maintenance schedule. During the service, the technician noted that the Viton head valve had been recalled because of a high rate of failure. My system was out of warranty, and I told the technician to replace the valve as a preventative measure. Subsequently, I contacted ITR Vice President John Brooks for an explanation. John confirmed that ITR had problems with the earlier generation of valves and agreed to see if ITR would pay for my new part and the labor to replace it. Soon after, I received a check from ITR covering my costs. It was a pleasure working with John and a company that stands behind its product. I could not be more pleased.

Rick Blank
Saphira, Sabre 426
Seattle, Wash.

FRANCINE ETCHINGS

I purchased a knife from David Boye (www.boyeknives.com) about six years ago. The knife is fantastic, but last year, the tip began to protrude through the sheath. I contacted Boye, and he referred me to Francine

Etchings (www.boyeknivesgallery.com), formerly David Boye Knives Gallery. Francine sent me a free replacement sheath, as well as a cleaning cloth. Credit where credit is due!

Russ Irwin
New Morning, 53-foot custom sloop
Sausalito, Calif.

ORCA GREEN MARINE

I would like to let everyone know of the excellent service I have had with Orca Green Marine (www.orcagreen.com). I blew out my Orca LED navigation light by mistaking one battery switch for another, sending a very large spike through the 12-volt system. I sent the tri-color back, hoping they could fix the unit. It could not be fixed, so they sent a new one at no cost. They will always have my business and any I can send their way.

Donald Murvine
Tayana 37
La Paz, Mexico

SOUTHCOAST INFLATABLES

I called Southcoast Inflatables (www.southcoastinflatables.com) of New Bedford, Mass., to repair my tired Zodiac. They came and picked up my dingy free of charge, while assuring me I would have it back before my planned weekend getaway.

I received a phone call a few days later from them, apologizing that they could not repair the dinghy as the PVC fabric was too far gone. They promptly returned the dinghy (again free of charge) and delivered it holding air.

When I asked for the bill, the Southcoast Inflatables rep, Larry,

declined and said that because he could not fix it permanently, he would not charge me. Thanks to Larry and Southcoast Inflatables for great customer service.

David Risch
Via e-mail

ACR ELECTRONICS

I just wanted to commend ACR Electronics (www.acrelectronics.com) for their customer service. About four or five years ago, I purchased an ACR C-Strobe that attaches to my PFD. Recently, I tested it and found that it did not work. I e-mailed ACR about the problem, and they asked that I send it in so they could take a look at it. A couple of weeks later, they returned it. Apparently, the strobe had gone bad. It now works fine. It's not an expensive piece of equipment, and it was well out of warranty, so ACR could easily have told me I was out of luck. They didn't. It's nice to have a company back up its products.

George W. Chabalewski
Via e-mail

HARKEN

I own a 30-year-old Tartan 37. Somewhere along the way, a previous owner installed some jib tracks with massive Harken cars and control lines that led to Harken jam cleats.

Over the years, the plastic bearings in the cleats deteriorated. I contacted Harken about buying some replacements. Scott Norman, a Harken (www.harken.com) service rep, called and asked what I needed. Within days, four rebuild kits showed up—at no charge to me. Now I know why the previous owner installed so much Harken equipment: The company stands by its products.

Falco Witkamp
Tartan 37
Via e-mail