



TAB TALK

Email To All Lectrotab Users

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Lectrotab Product Support: Whenever there is a service, performance or operational issue with any Lectrotab system or component, we are keen to know about it so we can fix it. If it's a design or manufacturing issue, we'll redesign. If it's an installation error, we'll work with the boat builder to make changes, and if it's operator error, we'll help the customer in that regard.

Regarding field service, some boat builders want to be directly involved, some want to be passively involved and some prefer for us to take service calls first and work from there. As always, we are happy to respond however works best for all involved. However, we do have a preference. In order to provide the best trim tab product in the industry, we need to be involved in service issues; if we are unaware of a problem, we can't fix it. Accordingly, we suggest the following: We would be pleased for you, as a Lectrotab user, to allow us to contact your dealers in order to introduce ourselves and to invite your dealers to call us directly with all Lectrotab questions or issues. When contacted, we will respond with technical information, replacement parts, or whatever it takes to satisfy the dealer and the boat owner, and we will schedule the return, directly to us, of all parts which we feel we need to evaluate. After evaluation, we will communicate with the owner, wherein we will fully explain what happened, to make sure we have a satisfied customer. We will then communicate this response to the dealer and to the builder so that everyone is fully informed. "Product improvement begins with a problem", but we can't make improvements if we don't see the problem, so we are genuinely interested in all service and performance issues.

Interesting Installation: In 1997, I sent a set of pre-production Lectrotab actuators to a friend at Ocean Reef, Key Largo, to replace the Bennett cylinders on his Blackfin. Over the last 10 years, he has reported good results and we are pleased. I saw him recently in Naples and for the archives, asked for an installation photo of those early Lectrotab actuators. Recently, the boat was hauled for bottom paint and the attached photo was taken. Take a look and let us have your comments.

Thanks for the chat – more next month. In the meantime, give us a call, toll free, 888-LECTROTAB (532-8768). Two rings and no buttons to push. Tab Talk is available via email, or by fax, or from our website, www.lectrotab.com.

Regards,

L. Jeremy Crews
President