

Waypoints

Issue 8 Spring/Summer 2005



It was tough to decide exactly who was the star of the 25th anniversary celebration. Without a doubt, the crowd of about 350 hung on founder Jerry Husted's every word as he recalled the early days. I enjoyed the same attention when I spoke of the present and future.

But a few yards away, about halfway completed, lay hull number three of the Nordic Tug 52. The sheer size of this Nordic left everyone a little breathless, a sure sign of star power.

All that being said, the clear sentimental favorite was *BeBe*, Nordic Tug 26 hull number 1. Looking nearly as good as she did at her launch 25 years ago, *BeBe's* current owners Ron and Terry Alspaugh of Sequim watched on like proud parents.

As a whole, we as Nordic Tug owners and builders have moved through the last 25 years rather quietly. The line isn't restyled annually in honor of the next selling season. Promotional efforts have been modest, with an emphasis on keeping our existing owners so happy they'll spread the word. We don't send out a press release with every dozen boats built.

Sunday, January 16 was our chance to do a little of all that. The celebration was a resounding success despite an ominous weather forecast mentioning snow. Similarly, by sticking to Jerry's vision of building the highest quality, we've thrived despite all obstacles.

Ric Reid
President

In this Issue...

25 Years Celebrated	Page 2
The New 52	Page 4
Go Wilde	Page 6
Tugging	Page 9
Spring Tuggissioning	Page 11
New Face at Nordic	Page 11
New Dealer & Customer Service	Page 12



Waypoints is a publication of Nordic Tugs, Inc.



25 Years of Evolution & Refinement Celebrated on January 16th, 2005

FACTORY AS THEATER

The factory in Burlington, Washington became a combination tour, dining hall and theater. Nordic Tug employees were on hand to show owners just what goes into the upholstery, woodworking, engineering and all other aspects of the boats they owned. Nordics in virtually every stage of construction were open to the public. Flyers with

the self-guided tour mapped out allowed everybody to go at their own pace.

Two chartered busses brought in about 50 visitors from Trawlerport at the Lake Union Boats Afloat Show in Seattle. People came from 22 states & provinces and all over North America including Saskatchewan, Texas, Alaska and Minnesota.

In addition to the guided tour, visitors

could see some action in the form of the infusion lamination process. Lamination expert Rick Schaeffer gave two performances. Nordic 42 flybridge decks were set up ahead of time with the coring, cloth and plastic in place. Then, after a little mixing and the flip of a valve, the crowd watched entranced as the resin flowed smoothly, evenly to every fiber over a few

minutes. The superiority of this construction method was obvious to everyone.

A corner of the main shop floor was set up with a 20' x 30', 18" deep pool for an armada of 26 model boats. People could try their hand at maneuvering the little vessels, including a Nordic Tug replica. The Northwest Model Boat Club puts on several exhibitions yearly, including





the Foss Cup competition.

FACTORY AS DINING ROOM

Tables for about 300 were set up on the factory floor. Emerald Bay Events outdid themselves providing some extraordinary seafood dishes. Few people were seen making just one trip through the buffet line.

A flybridge served as podium/lecturn. In

addition to Jerry and Ric, Laurene Parlatore of Passagemaker Magazine had the crowd in the palm of her hand as she spoke about the place Nordic holds in the industry and about the cruising lifestyle in general.

After the food was consumed and the speeches made, it was time for family photos. And unlike some family photos, these were ones that everyone wanted to be in.



Scenes from the 25th anniversary celebration included warm greetings from Kari Mikesell, Jerry and the Nordic Cake, the shop floor theatre crowd and the happy family photo.



Rendezvous

CHESAPEAKE BOAT OWNERS

Location: Solomons, MD
 Dates: May 13-15, 2005
 Scott Heckard - Annapolis Sailyard,
 scott@sailyard.com or (410) 268-4100

CALIFORNIA BOAT OWNERS

Location: Benicia Bay, CA
 Dates: June 3-5, 2005
 Jim Moore - Ballena Bay Yacht Brokers,
 jim@ballenabayyachts.com
 or (510) 865-8600

NORTHWEST BOAT OWNERS

Location: Poulsbo, WA
 Dates: July 14-17, 2005
 Vicky LeClair, Nordic Owners,
 vcltcl@aol.com

NORTHEAST BOAT OWNERS

Location: Essex, CT
 Dates: July 27-29, 2005
 Connie Connor - Wilde Yacht Sales,
 connie@wildeyachts.com or (888)
 447-6944

Boat Shows

Newport Spring Show	Newport, RI	May 19-22
Lake Union Boats Afloat	Seattle, WA	May 21-23
Trawler Fest	Poulsbo, WA	June 9-11
Bay Harbor Show	Bay Hoarbor, MI	June 10-12
Trawler Fest	Newport, RI	July 21-23
Trawler Fest	Manitowoc, WI	Aug. 18-20
Michigan City In-Water Show	Michigan City, IN	Aug. 25-28
Sandusky Show	Cedar Point, OH	Sept. 14-18
Ontario In-Water Show	Ontario, Canada	Sept. 14-18
Detroit - Metro Beach Show	Detroit, MI	Sept. 21-25
NCMA Show (Jack London)	Oakland, CA	Sept. 10-18
Newport International Show	Newport, RI	Sept. 15-18
Trawler Port	Newport, RI	Sept. 16-19
Lido Yacht Show	Newport Beach, CA	Sept. 30- Oct. 3
Norwalk In-Water Boat Show	Norwalk, CT	Sept. 22-30
Lake Union Boats Afloat	Seattle, WA	Sept. 15-19
US Powerboat Show	Annapolis, MD	Oct. 13-16
Trawler Port	Annapolis, MD	Oct. 14-17
Ft. Lauderdale International Show	Ft. Lauderdale, FL	Oct. 27-31

52 Launch

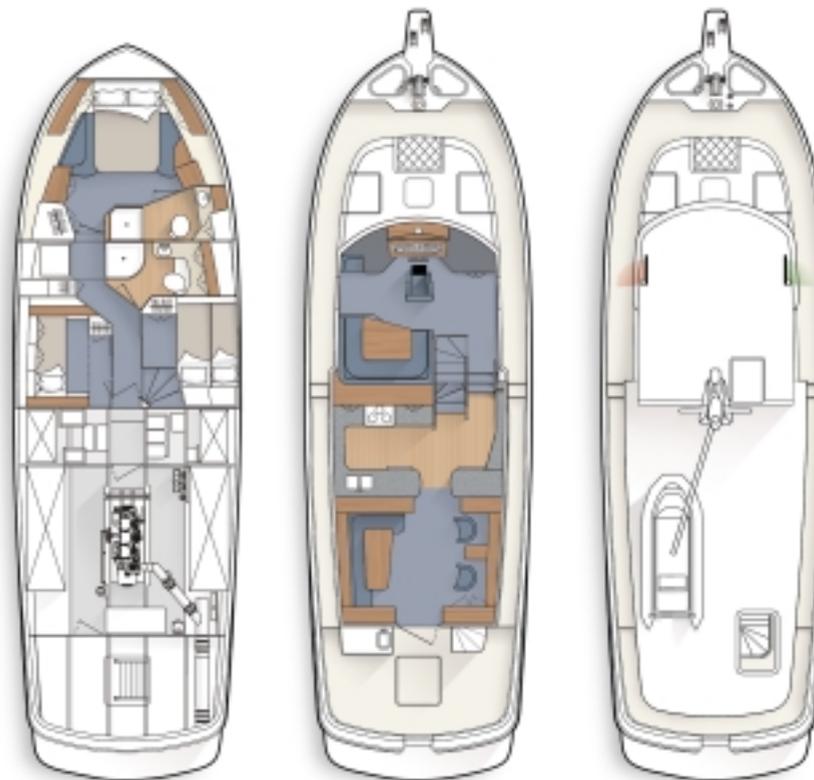
Nordic Tugs is pleased to announce the launching of the "new" 52 this spring. This boat features a single screw and three comfortable staterooms. This configuration will provide performance similar to the twin screw with accommodations not normally found on a yacht this size.

The interior is classic Nordic Tugs with its beautiful oiled teak woodwork and fine craftsmanship. The immense salon provides a comfortable living space with abundant seating and good visibility. Going below from the salon there are three staterooms, two large heads and access to the engine room through the mechanical room and a watertight door.

In the spacious galley are hand-made Corian counters, high-end appliances and storage for extended passages. Opposite the galley is an additional counter for serving food, drinks or dining.

The broad ship-style pilothouse features incredible visibility in all directions. The large helm with room for an extensive array of electronics has been carefully designed for operator comfort. To port is a co-pilot seat, which is perfect for a second set of eyes on watch or lounging. A U-shaped dinette with seating for 6 is also in the pilothouse. The pilothouse is perfect for dining, relaxing or entertaining.

In the enormous engine room is a single



700 Hp diesel providing speeds in the teens. Other horsepower options are available, as are twin engines. The 1300 gallon fuel capacity provides a 3000 mile range for long passages. Aft of the main is a 16 kW generator.

Simple and easy to operate systems aboard allow a cruising couple to run the boat with confidence. The 52 is no more complex than the Nordic Tug 42 or 37. The bow thruster forward and one aft make the 52 very maneuverable.

Below the waterline is a unique hull that provides a comfortable, seaworthy ride and performance usually found only on twin screw boats. A propeller tunnel provides room for a larger prop, which increases blade area and reduces shaft angle, resulting in greater efficiency and more speed. The full

keel protects the underwater running gear. The hard chine reduces rolling and eliminates the need for stabilizers.

There are walk-around decks, abundant storage and easy maintenance deck trim. The boat deck provides plenty of room for dinghies and water toys. A flybridge is available for those who enjoy piloting outdoors.

This 52 foot Nordic Tug will be available for viewing in the Northwest this summer. Photos can be seen at nordictugs.com. Contact your local Nordic Tugs dealer today!

NORDIC TUGS DEALERS

Annapolis Sail Yard • Annapolis, MD
(410) 268-4100 • scott@sailyard.com

Ballena Bay Yacht Brokers
Alameda, CA • 1-888-619-8600
alameda@ballenabayyachts.com

Bay Breeze Yacht Sales
Traverse City, MI • (231)-941-0535
baybreeze@bbyc.com

Nordic Tugs of Alaska • Juneau, AK
1-907-789-5500 • nordictugcharters.com

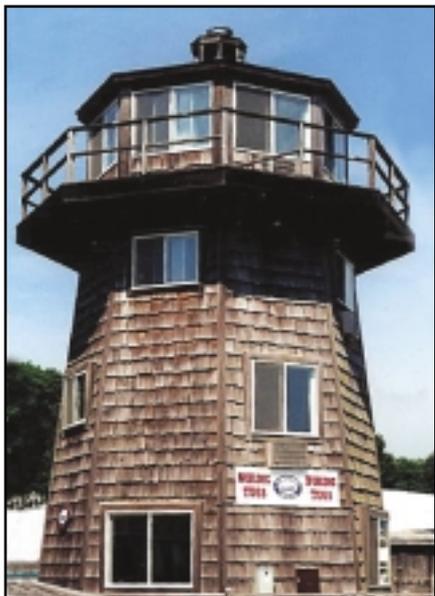
SkipperCress Yacht Sales • Anacortes, WA
1-800-303-0704 • info@skippercress.com

SkipperCress Yacht Sales • Ft. Lauderdale, FL
1-800-201-9622 • info@skippercress.com

Wilde Yacht Sales • Essex, CT
1-888-447-6944 or (860) 767-2540
ben@wildeyachts.com



Go Wilde this Summer



Wilde Yacht Sales in Essex, Connecticut, has consistently been among the top Nordic dealers over the past several years. And while a location in a lighthouse and access to some of the best cruising grounds anywhere help, the key to its success may be found in its event sponsorship. The rendezvous Wilde regularly sponsors draw around 30 boats – with this year being the 5th annual event in Essex Harbor.

This summer's month-long Traveling Tug Tour may well be the epitome of such an event. Ben Wilde, Don and Connie Connor and Bill Boyer will take turns leading a flotilla of Nordics on a tour starting in Essex, Connecti-

cut and heading through New York City, along the Hudson to the Erie Canal, across New York State to Oswego, then north across Lake Ontario to Kingston, on up the St. Lawrence Seaway, then to Montreal and back to Connecticut via Lake Champlain and the Hudson in time for the July rendezvous in Essex.

"People are welcome to join us for any or all of it," company president Ben Wilde says. "We already have 12 signed up, and there may be as many as 15 total."

In a sense, the Tour is an extension of Wilde's highly successful rendezvous. In turn, the rendezvous

can own much of their success to the outstanding cruising grounds around Essex. "The Connecticut River is the only navigable river nearby without large ship traffic. The sand bar at the mouth prevents them from coming in. So, there is just wildlife and beautiful homes," Wilde says. Other nearby cruising grounds include Sag harbor, Green Harbor, Watch Hill, Stonington, Fisher Island, Mystic and Block Island. Not too far away are Newport, Cuttyhunk and Cape Cod.

So far, most of Wilde's customers seem to come from sailboats or smaller Nordics and are looking for fuel efficiency. "Our customers go for

The working lighthouse, above and on opposite page, may be the most appropriate yacht sales office anywhere.

A flotilla of Nordic Tugs near Wilde's home waters of Essex, right.

Wilde's Traveling Tug tour, far right, will take a flotilla from Essex to Lake Ontario, Montreal and home again.





serious cruising, anchoring or mooring overnight instead of just tying up for dinner," Wilde says.

Wilde Yacht Sales, Nordic Tugs and Essex all suit each other very nicely, with tradition and practicality paramount. The town's main thoroughfare, Pratt Street, takes traffic right past the picturesque harbor where Nordics are lined up proudly a stroll away for the Wilde offices. The Wilde team represents over 160 years of boating experience. For more information on the Traveling Tug Tour, call Ben at (888) 447-6944 or visit online at www.wildehyachts.com.



Tugging By Dean Rafalli

We had our shakedown cruise all planned out. Our new boat *Carrie Rose*, a Nordic Tug 32 named for Charlotte's two grandmothers, was lying in Sturgeon Bay, WI. While on beautiful Green Bay we were going to venture out and get familiar with power boating.

I started sailing 40 years ago at age eleven and have only driven a small cruiser for less than 1 hour before it deconstructed itself, stranding us in the middle of a shallow Florida river. With my life to this point being dedicated to piloting sailboats, being around our new powered house was making my already troublesome reflux act up.

As often happens with plans, this one went astray. We tried to visit her often, making the eight hour roundtrip from Chicago eight times but only managing to get out thrice on Lake Michigan and for not very long at that. Sturgeon Bay is tucked into the middle of a peninsula that separates Green Bay from Lake Michigan and it takes a good hour to slowly motor out to the lake. Once out it is usually time to turn around and come back.



Carrie Rose in Montrose Harbor, Chicago.

The first time I suggested we take the tug out I got an incredulous look from Charlotte. Now Charlotte is not one of those women that have abhorrence to recreational vehicles. You know the whole panoply of two and four wheeled, keeled or un-keeled vehicles that most men spend their lives lusting after and squandering their fortunes on.

She has motorcycled across the country, ridden bicycles in all types of terrain, taken many a cold shower on camping trips and spent the last ten years sailing *Lenore*, our sadly departed 31' sloop. But somehow the prospect of actually moving *Carrie Rose* gave her pause. I also spent the last seven months since the bank bought her for us anticipating and dreading this day. Just starting the engine filled me with trepidation. After all the big cream-colored Cummins diesel sitting under the pilothouse cost more than any car I have ever owned.

To put it off a little longer I decided to check the vital fluids. Yes, there was water in the raw water strainer and oil in the oil pan. The fuel filter was full of glistening amber dew and the sickly green anti-freeze was topped off. It was time to sit down and discuss the de-docking maneuvers. To make matters worse we were actually at a finger dock.

While it was nice to have the utilities and the camaraderie of fellow boaters that comes along with docks, we are used to a

TUG TOYS

① Tenders Sportsman or Yachtsman

② CRANES & Davits

③ BIG BAY ELECTRONICS

④ Lewmar Windlass

⑤ Transom Davits

⑥ STERN Thrusters

⑦ Joystick Controls

⑧ Bow Thruster?

that it in...
prou...
yacht... Cap Sante Marine can...
shallow draft stern thruster that works perfectly with...
control... then set you up with a color matched rigid Boss Boat...
tender including a davit system that is designed perfectly for that...
dinghy/boat combination.

Shop around. You will find our prices to be competitive, and our workmanship and service to be beyond comparison. Our specialists have expertise from electronic to diesel repowers and are available to answer all of your questions. Let us help you with your Tug Toys. You will be thrilled that you did!

 **Cap Sante Marine**
1 800 422 5794
www.capsante.com



mooring. On a mooring you have anonymity. People stick to their own business and you can usually slip off your lines and depart unheeded. This is not the case when resting in a modern dockminium. There are eyes everywhere.

The docks are haunted by the poor souls of newly retired 50 y/o men with way too much energy and no interest in daytime soaps. Even the joy of Oprah or Dr. Phil eludes them. They sit, wait and dream of mechanical dysfunctions (on boats other than their own mind you) to give them a reason to get their Craftsman tools out of the rear locker and lend a hand. It makes me think of derelict salvage tugs waiting off dangerous shoals for their next victim. Luckily salvage rights have no bearing at the dockside.

But I digress; it was time to head out to sea. *Carrie Rose* was all warmed up. Water and more exhaust than I could ever imagine was emitting out the back. The bright yellow power cable was tossed off; the dock lines let go. Charlotte was ready to spring aboard with the last tether



Charlotte, Dean and friend Sarah Farber onboard Carrie Rose.

as I eased the tug into reverse and then abruptly veered starboard.

Was this the tremendous prop-walk from the 4-bladed prop connected to 210-turbocharged horse power? Well no, it was the forward dock line we had forgotten to disengage. Putting the tug in forward, Charlotte managed to get the offending dock line off and get on the boat but by that time we were jammed sideways between two docks.

My mind turned to all the dockmanship books I have read for some pithy maneuver to get me out of this mess. Nothing came to mind, but the time wasted in inaction allowed the wind to blow us out into the channel. I managed to get the boat pointed in the right direction and only just missed those nice people's boat farther down on the pier.

Once freed, I turned to see who had witnessed our inaugural cruise and was amazed to see not a soul. It seems the inhabitation of these, and for all I know, all docks nap in the early afternoon.

Taking on the envied European characteristic of a long lunch.

We had done it. We were free and I promised myself to enjoy the moment and not fret about the return trip till off the lake. On the premise that nobody really cares much when things



The journey made by Carrie Rose and crew on Lake Michigan.

go right, I will just say that we brought *Carrie Rose* in expertly and were tied-up before any of our now awake neighbors reached us. We were acclaimed for gently docking, especially without any help and expletives.

As it turned out our shakedown cruise came early one calm morning while we crossed a 900-foot deep section of the lake to Frankfort, MI. We stopped only once on the way to let a gigantic lake freighter pass in front of us, even though I did have the right of way.

Three weeks later with 500 miles under our keel and more diesel out the tailpipe than during my entire sailing career, we tied up to our mooring at the mouth of Montrose Harbor in Chicago. Looking around we both exclaimed that it was the nicest harbor we had visited all summer.

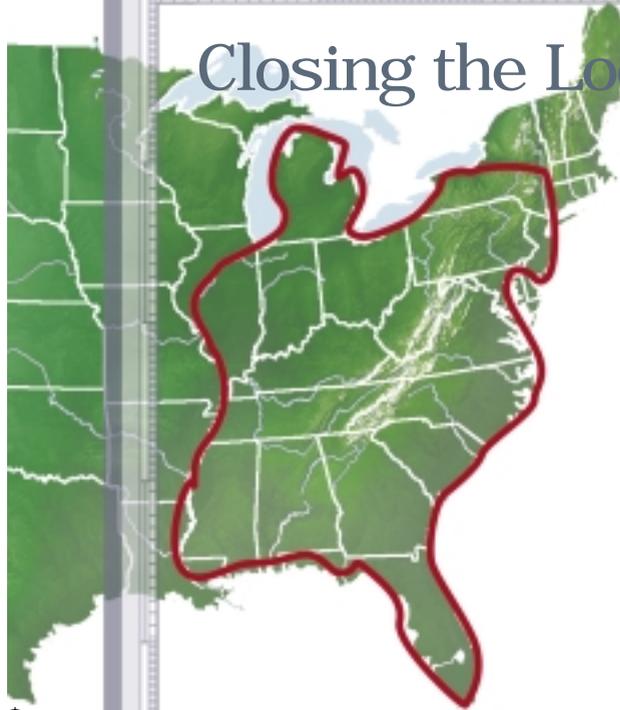


Charlotte and Sarah waiting out a storm in South Haven





Closing the Loop A Big Cruise for a Tiny Little Tug



Serge Côté and Micheline O'Connor spent an adventurous year taking their Nordic Tug 26 *Tug For Two* from their home in L'Anse-Saint-Jean, Québec, down the Saguenay River, along the St-Laurence through the Great Lakes, down the Mississippi to Mobile, Alabama, then to Fort Lauderdale, Florida and back home via the Inland Waterway.

Their journal is published on their own web page <http://perso.b2b2c.ca/sergecot> in French. If your French isn't quite as sharp as it might be, a free internet-based translation service will allow you to read through their fascinating cruise.

Here is an excerpt from their last journal entry, translated into English.

L'Anse-Saint-Jean, QC, Canada 2004.06.14

At 4:00H this morning, we left Cap-à-



Serge Côté and Micheline O'Connor

L'Aigle just on time to take advantage of the tide effect to sail the estuary of the Saguenay River. The trip goes without incident, but my God it is cold. Who would believe it is winter time along the St Lawrence River. It is warmer on the Saguenay river, but some ice packs still visible on the shore. While it rains, I take the nap before arrival.

The commodore of our yacht club, himself, greeted us at 13:30H.

It took 51 weeks to get back to our home port. The loop is closed. And here is what we saw, lived and felt:

— More than 5,000 miles, 1200 hours on the engine, 250 locks, countless buoys, green, red, black, yellow and white .

Marinas, yacht clubs, roads, walls, docks, bridges, anchorages.

Waves, swell, calms. Large tides of 20 feet and small ones of 6 inches. Highs, lows, heartaches, shivers, anguishes, fears of the unknown. Strong winds, soft winds from everywhere: south, east, north, west and variables.

5 billion stars, the sun, the moon, eclipses, planets, clouds, green flashes, storms and no tornadoes.

Brooks, channels, rivers, ponds, lakes, seas, one gulf and one ocean. Dolphins, whales, porpoises, alligators, pikes, sturgeon.

Birds with long legs, long wings, parrots, swallows, eagles, cormorants, ducks. Hibiscus, water hyacinths, pinks, violets, lilacs.

Sailboats, trawlers, barges, steamers, tankers, ferry boats, tug boats, barges, launches, kayaks, tubs.

Human beings, friends, meeting again from 5 to 7, suppers, dinners, lunches. lots of friends.

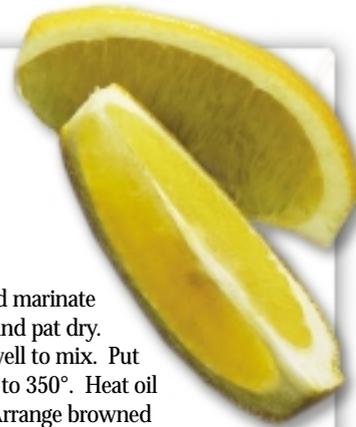
Keep on going, life is so beautiful. (Continuons.....La vie est belle.)

Thank you for having read our log.

Leslie's Lemon Chicken

2 (2-1/2) lb. fryers	1/2 c. corn oil
2 c. lemon juice	2 T. grated lemon rind
2 c. flour	1/4 c. brown sugar
2 tsp. salt	1/4 c. chicken stock
2 tsp. paprika	1 tsp. lemon extract
1 tsp. pepper	2 lemons, thinly sliced

Combine chicken pieces and lemon juice in bowl. Cover and marinate overnight, turning occasionally. Drain chicken thoroughly and pat dry. Fill a paper bag with flour, salt, paprika and pepper; shake well to mix. Put two pieces at a time in bag and shake to coat. Preheat oven to 350°. Heat oil in frying pan and fry pieces until well browned and crisp. Arrange browned chicken in single layer in shallow baking pan. Sprinkle evenly with lemon rind and brown sugar. Mix stock with extract and pour over chicken. Top each piece with a lemon slice and bake 35-40 minutes or until tender. Garnish with chopped fresh parsley.



The
GIMBALED GOURMET
Recipe Courtesy of

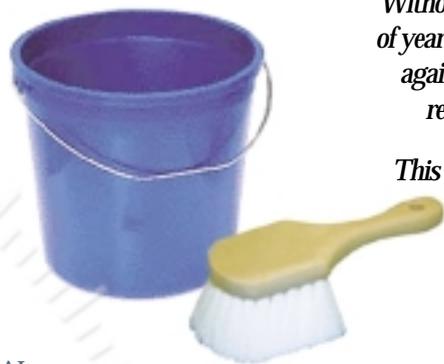
All Hands on Deck

Waypoints has always been a chance for Nordic owners and crew to share thoughts, experiences and solutions with one another rather than just an opportunity for us to blow our own horns. We're hoping to take the publication further in that direction.

Please send us your cruising adventures, predicted log tales, maintenance tips, solutions to any nagging boat issues, recipes and anything else you can think of. Poetry and artwork might be a nice touch. Photos are always welcome. If you send electronic photos, please make sure they are high resolution.

We can't promise to print it all, but we'll certainly try to get it all in. Nordic Tugs, it turns out, are as much a lifestyle as a boat style. As such, it all should be shared.

Spring Tuggissioning



GENERAL

- Check spare parts and tools
- Update charts, both paper and electronic
- Check electrical panel for corrosion and operation
- Check plumbing for leaks
- Flush Water tank, replace filters if applicable
- Lubricate canvas zippers
- Replace wiper blades
- Test all electronics
- Check all through-hulls.

SAFETY GEAR

- Review where safety equipment should be and make sure it's there
- Update and replace first aid kit items
- Test fume detectors
- Update fire extinguishers as necessary
- Check and update flares

ENGINE

- Renew anodes and zincs where necessary
- Clean corrosion off battery terminals and cables, grease
- Freshen the fuel with the appropriate additive.
- Check all hoses and belts for strength, attachment and suppleness

Without a doubt, spring is the very best time of year because we get to start using our tugs again. Before heading too far to sea, a quick review of commissioning tips is in order.

This list is but a primer: more complete and detailed lists are in just about every magazine and book. Use caution and safety gear and clothing whenever working on your boat.

- Check alternator belt tension
- Change oil if it hadn't been done at fall layup
- Replace raw water impeller
- Check all filters
- If you're on the hard, give the prop a thorough inspection and consider actually removing it for a really close inspection.

SPRING SEA TRIAL

This should be an annual rite. After all the preliminary checks have been done, do a focused sea trial. Make a check list of all the things you have concerns about and set aside a dedicated time. Run the engine at different speeds and in reverse. Note what the speeds/rpms are for future reference. While under way, visually inspect through-hulls and hoses for leaks. Make sure the exhaust is working properly. Put your Nordic through the paces and see if anything seems amiss.

CALL US

If you have any questions, call or get onto the Nordic web site to tap into our tremendous owner network.

800-388-4517
www.nordictugs.com

A New Face at Nordic

Gary Miller has a quiet, steady demeanor and just a hint of Texas drawl in his voice. As a 33-year veteran of corporations with annual revenues ranging from \$10 million to 3.5 billion, he's seen most of what the business-world has to offer. As the new CEO of Nordic Tugs, that steadiness promises to keep Nordic on course into a very bright future.

Miller joined Nordic Tug's board of directors five years ago during a successful restructuring period. Since then Nordic Tugs has solidified its leadership position in the trawler market.

Miller grew up in Pittsburgh, Pennsylvania. He received his undergraduate degree and an MBA from Duquesne University. After completing the MBA in 1974 he pursued a career as a CPA. He later moved into the manufacturing and distribution industry. Miller ultimately rose to the position of vice president at massive AFG Industries, the country's second largest glass manufacturer.

Continuity and communication are themes Miller would like to bring to Nordic Tugs' CEO position. "We have a strong management team in place," he says. "My task is to orchestrate



Gary Miller

the team so that we can fully utilize the talents we already have available." Communication between Nordic Tugs and its dealer network and customers is also going to be emphasized. "We need to stay abreast of the markets by staying in touch with both our dealers and customers. We want to create a closer bond," he says.

Miller and his wife of 34 years, Nancy, live in Ft Worth, Texas and have two grown daughters. A two-and-a-half-year-old grandson has been a new experience for them. When he's not attending to the business of Nordic Tugs, Miller hopes to play some of the Northwest's many golf courses.

Offshore cooking expert Kathryn Farron, also known in the magazine and speaking circuits as The Gimbaled Gourmet, has just published her latest book, Ship to Shore. It offers great cruising recipes and the beauty of the San Juan Islands as seen through the lens of photographer Mark Gardner.

THE GIMBALED GOURMET

www.gimbaledgourmet.com



Order your copy today!

New Dealer in Georgian Bay

Traverse City, Michigan-based Bay Breeze Yacht Sales has opened a new location for sales and service of Nordic Tugs at a marina in southern Georgian Bay. Nordics will soon be a common sight in this premier North American cruising area.

"Nordic Tugs are so well designed and built," said René Hunderup, head of Bay Breeze Yacht Sales-Ontario. "The entire line of Nordic Tugs is stylish and comfortable with their signature features of safety and reliability. The tugs are easy to maneuver and are meant for extended cruising with an overbuilt hand-laid fiberglass hull and full keel. Plus they offer great fuel economy and are built with tomorrow's environmental requirements in mind with in-keel gray water tanks in addition to a large black water tank."

Bay Breeze Yacht Sales-Ontario is located near Honey Harbour in South Bay, on the southern tip of Georgian Bay, which is noted for having the best fresh water boating in the world. South Bay Cove Marina is only minutes away from great anchorages within the Thirty Thousand islands. Their web site is www.bbyc.com.

Offering modern, state-of-the-art, clean facilities in a sheltered and intimate setting, South Bay Cove Marina takes pride in its personal customer service and makes a great home port or a wonderful destination for an overnight visit.

Contact Bay Breeze Yacht Sales-Ontario and talk to their friendly associates – René, Bill and Andy - who are ready to answer your questions.

Call Rene at 1-877-727-2297

A Nordic nudged into one of the extraordinary anchorages on Georgian Bay in Lake Huron.



The Natural Choice.

Nordic Tugs, Inc. • 11367 Higgins Airport Way, Burlington, Washington 98233 • 800 388 4517

Hand built in USA.



Coming Soon...

Nordic Chandlery

Watch for Nordic Tugs new on-line store, Nordic Chandlery, coming soon to

www.nordictugs.com.

From clothing to pet accessories, the merchandise offers the same high quality as the tugs themselves.

Now that's customer service

Do you know there are now over 600 Nordic Tugs owners located throughout the world? Our continued growth is due in part because of you, our proud Nordic Tug owners. We are pleased to announce that, due to this growth, we now have two full-time staff members in our customer service department. Bob Shamek who will focus on customer service issues, and Dan Hilsinger who will focus on warranty. We receive calls regularly from owners asking question about their boats, and from others who are dreaming of joining the Nordic Tugs family. Customer support and owner satisfaction are our top priorities. These are the reasons we have recently enhanced our customer service department.

Bob's 21 years of experience in the marine industry ranges from selling marine propulsion to marketing and customer service. Bob has been with Nordic Tugs for five years; his extensive knowledge of the Nordic Tugs products and the industry as a whole make him a great asset to our owners.

Dan has been with Nordic Tugs for 6 years. Many of you already know Dan, as he has been your 'go-to guy' for warranty



Bob Shamek and Dan Hilsinger

issues. Dan has 35 years of extensive experience in the marine industry.

You can believe it when we say they have just as much passion for the boats as you do!

Another exciting change is our participation in NMMA's new Member Certification Program. Obtaining the certification will prove what we already know, that Nordic Tugs are great boats. Part of this certification is a Customer Satisfaction Index (CSI) program, which provides Nordic Tugs with feedback from owners so we can do a better job. Quality and customer satisfaction is paramount at Nordic Tugs and results in better boats and one of the highest boat resale values in the industry.