

To whom it may concern!

We would like to take a moment and brag on our fantastic Nordhavn sales rep, Ray Danet. Ray sold us our boat, Three@Sea almost a year ago now, and we have put close to 6500 nautical miles under her hull. Although this last year seems like a whirlwind, it took us almost eight years to make our dream a reality, and Ray was with us every step of the way.

We first met Ray in fall of 2000 when our noses were pressed against the fence in Dana Point, California, straining to see the beautiful Nordhavns at the docks. We had only recently learned about full displacement, ocean-going trawlers, and we were intrigued. The first PassageMaker Magazine we ever saw had a Nordhavn 46 on the cover. Although we lived in Boulder, Colorado, we happened to be in the Los Angeles area, and we couldn't resist the idea of driving down to Dana Point to see a Nordhavn in person.

So there we were, with our four-year old daughter, all three of us gazing in wonder when Ray stopped by and introduced himself. He offered to let us come in and take a look around. Although we told him clearly this was a new interest and a remote possibility for us, he just smiled knowingly and spent the next couple of hours showing us around several boats, and explaining the benefits of Nordhavns and the cruising lifestyle for a family. We were hooked. The idea of owning a Nordhavn had turned from a novel idea into a dream. We had no idea how we would make it happen, and Ray just said reassuringly, "Make a plan, and it will all come together." So that's what we did. Over the next several years we attended Trawler Fests from Long Beach, CA and Paulsboro, WA to Stuart, FL; we read every issue of PassageMaker Magazine; and all the while Ray kept in touch with us, never pressuring us in any way -- just offering to answer questions.

We decided the plan would be to travel with our daughter during her middle-school and early high-school years. That put a definite date into place. When she finished fifth grade in Summer 2008 we wanted to leave on our journey. With Ray's encouragement, we chartered boats in several different areas to get a feel for the cruising lifestyle, since we didn't currently own a boat or live anywhere near cruising waters. As our date approached, it became obvious a new Nordhavn wouldn't be in our budget. Ray completely understood. We never felt he was a salesman worried about his commission, but instead a partner helping us to select the right boat to fulfill our family's dream.

In the spring of 2008 it was time for the "rubber to meet the road." To make this dream a reality it would take selling our house, cars, and most of our

possessions. The week after putting our house on the market, we had a panic attack. What if we couldn't get the financing? What if we couldn't get insurance? What if we couldn't find a boat in our price range? We'd be homeless, and without a dream. We called Ray and asked to come to Florida to see some used boats within our price range; and also asked for him to help us contact several potential financing partners and insurance agents. We hoped to be able to sit down across the table and look them in the eye, and see if we could pull all this off. Within a week, Ray had four boats lined up for us to see; and hosted a meeting at his offices with a financing partner and insurance broker. In the end we used our own insurance agent, but Russ Rykse, whom Ray introduced us to, was the key to get our financing in a very shaky market. Within a month of that visit we had an offer in on our boat. Six weeks later the financing was secure, and on August 2, 2008 we took ownership of Three@Sea.

Ray's support didn't stop there. Even before we arrived to pick up the boat, Ray made arrangements for our new water-maker to be installed. He also let us ship 23 large boxes of household items to his office, which he stored for a couple of weeks so we could begin moving on immediately upon arrival (versus having to wait until Monday when we could pick up our boxes from the shipper). When we arrived in Stuart, Florida on Saturday, August 2nd, there was Ray with a beaming smile, the keys to our boat, and his truck ready to help us transport all the boxes. We took two days to move aboard, and then Ray arrived bright and early Monday morning ready to begin our training on our new home. For a week, Ray met with us every day. We had hands-on training in the morning and early afternoon; after lunch was more Q and A; and late afternoon would be running errands and picking up needed supplies. Ray provided us lists from recommended spare parts to a "Leaving the Dock" checklist. He took the time to review our lists, from food provisioning to tools. He even took the time to go with Dave to select some new tools better equipped for our new boat life. He worked with the local Norhavn service department to get our spares lined up, and made arrangements for someone to come over and help Dave change the oil for the first time to make sure it all went smoothly.

Exactly, one week after taking ownership, Three@Sea cruised out of Stuart, Florida with a new crew, ready for adventure. When Ray did our training, he trained all of us, not just Dave. He had Kathryn docking the boat over and over again to gain confidence, since she had far less boating experience. Mom and Dad were then kicked off the flybridge to give Ayla her own tutoring on boat maneuvering. He paid attention to every crew member, making sure everyone was involved, and instinctively seemed to know their needs and concerns. When we left Stuart, we left with Ray's cell phone number and firm instructions to call any time of day or night, whether we had a problem or question about the boat or just needed some good cruising grounds recommendations. Ray is more than a salesman; He is a partner, teacher, travel agent, philosopher, emissary, and friend. We sometimes wonder whether we would actually be out here living this dream if we had not met Ray on the docks nine years ago. Lucky for us we did!

Super Happy Cruising Customers,
The Besemer Family (Ayla, David and Kathryn Besemer)
m/v Three@Sea (43-19)

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