

## Lesson learnt!

### Our unpleasant experience with Sailmaker Charles Viviani ("CV"), Wavesails NZ Ltd, Opuia, Bay of Islands New Zealand

#### Facts:

- 3 December 2013 Written confirmation and acceptance by Charles Viviani, Wavesails NZ Ltd, of our order for 3 new sails, a cockpit enclosure cover, a mainsail boom cover and trampoline repairs for SV Samuri (a 44' catamaran)
- Agreed sum for his services & finished product: NZ\$19,000.00
  - Services & products to be completed by end of January 2014
  - Deposit: NZ\$9,500.00
- Mid January 2014 We received the repaired trampoline from CV but it was of such poor quality it caused safety concerns
- We agreed to a time extension until the beginning of April 2014 to complete the other agreed services and supply the agreed products
- 11 April 2014 CV cancelled the contract for manufacturing of the cockpit enclosure and one sail due to other work commitments. This was two weeks after the agreed extended delivery date
- CV postponed 7 times the day of delivery for 2 sails during the period of 11 – 30 April 2014
- 30 April 2014 Received only two sails and one boom cover
- Sails were not delivered to the boat, nor installed or checked as was agreed to
- An independent review of the sails confirmed:
- Material was used in wrong way. Both sails were designed as a radial sail instead of a cross cut sail design. The maximum stretch capacity is therefore reduced to only about 20%.
  - None of the panels have been sealed to keep the fabric from fraying.
  - The new genoa sail results in a 80 cm short luff length on the hoist. This reduces the sail area by 8%.
  - The mainsail was produced so it is 10 cm too high on the luff and 15 cm too short on the foot of the sail.
  - The cut of the main sail is questionable. It shows horizontal and diagonal creasing.
  - No sign writing of name and sail number was done and no woolies attached which all was agreed to by CV.
  - 3 new battens for the main sail are half the thickness they should be and are therefore too weak.
  - The top batten of the mainsail was at an angle that would not support the roach profile and there was a 30 cm unsupported sail area in the top leech and had to be re-cut.
  - The overhead leach line was never going to work as it was fitted and had to be modified.

- The batten pockets needed resewing at the leach end.
- All reef and corner webbing were sub-standard as well as the patching sizes and weight.

**In summary:**

1. 2 sails for NZ\$11,000.00 will have a lifespan of about one year instead of the expected 8 - 10 years
2. Other work to the value of NZ\$7,300.00 was cancelled on short notice by CV without providing any alternatives

**Happy sailing!**

Christian Nigg, SV Samuri, Swiss Flag