

PRODUCT SPECIFICATION NOTICE: ROCNA ANCHORS



Dear Valued West Marine Customer,

Date: August 1, 2011

One of our suppliers, Rocna, recently notified us that beginning in 2010, their anchors (with the model numbers listed below) were manufactured using a different, weaker grade of steel compared to that published on the Rocna website at the time and that had been previously published in West Marine catalogs. West Marine was unaware of the change in the grade of steel from that indicated on Rocna's website, and West Marine did not publish exact specifications (either in our catalogs, or on the product packaging) at the time, or since. However, we felt that we should communicate the fact that this information was different so that you are fully informed about the products you purchase from West Marine.

In West Marine's view, it is certainly a "bummer" that Rocna produced anchors with steel of a lesser grade than that called for on their website and that had been previously published. For further information posted by Rocna about its anchors, including independent testing and certification results, please visit Rocna's website at:

www.rocna.com/WMupdate, as we believe Rocna can better answer your questions regarding production, standards and testing of these products than West Marine Associates in our Stores or Call Centers. Additionally, you may email Rocna directly at support@rocna.com with any specific questions you may have that are not addressed in the information contained on Rocna's website. Rocna has assured us that they will provide whatever level of support and information you need to answer any questions or concerns you might have.

We want to make sure you are happy with the products you purchase from West Marine. After you have visited the Rocna website, and had any questions answered by their Support Team, if you feel your Rocna anchor does not meet your expectation, our "No Hassle Guarantee" assures you are protected and you may return your Rocna anchor to us for a refund.

Thank you and good boating,
West Marine

ANCHOR MODELS THAT MAY BE AFFECTED:

MODEL/SKU#:	Description:	MODEL/SKU#:	Description:
9261660	Anchor-Rocna 55lb/25Kg	10111375	Anchor-Rocna 9lb/4kg
9261652	Anchor-Rocna 44lb/20Kg	9261694	Anchor-Rocna 121lb/55Kg
9261645	Anchor-Rocna 33lb/15Kg	12357786	Anchor-Fisherman Galv 13lb
9261637	Anchor-Rocna 22lb/10Kg	9261702	Anchor-Rocna 70kg/154lb
9261678	Anchor-Rocna 72lb/33Kg	12357778	Anchor-Fisherman Galv 9lb
9261686	Anchor-Rocna 88lb/40Kg	9261710	Anchor-Rocna 110kg/221lb
10111383	Anchor-Rocna 13lb/6kg		