

UK Aquatica problems explanation. Cameras Underwater are now their agent.

I purchased my first Aquatica housing from the then Aquatica importer for the U.K., the Image Centre in London, in 1995. As a qualified Mechanical Design Engineer, I fully appreciated the high quality of the aluminium castings as well as the integrity and ergonomics of all the controls. Everything on these housings was well thought-out and the housings were a joy to use. So much so, that I purchased another one around 1997. I have built up a considerable portfolio of images from around the world and a lot of credit for this must go to Aquatica for the design philosophy that they build into each housing.

Towards the end of 2002, I decided that since I had a number of overseas trips planned for the following year, it would be prudent to service the o-rings on the housings. I contacted Benny Sutton at the Image Centre to order these and was horrified to learn that spares, service kits, etc., were rapidly becoming scarce due to circumstances regarding Nikon USA. After many telephone calls to & from the Image Centre, Benny eventually suggested that I try Cameras Underwater in Devon. Jenny Rosenfeld was very sympathetic but because of the same problems that the Image Centre was experiencing, would have to order the service kits that I required from the now nearest importer in Spain. Jenny placed the order for the o-ring service kit and this arrived, some few months later! Whatever the reasons were in the USA for the spares situation

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here in the U.K., these were immaterial. Here I was, an avid proponent of Aquatica products, faced with a dearth of Aquatica spares in my own country and having to order from my nearest supplier in Spain! Thus it was that I felt compelled to write my e-mail to you of 11/08/03.

As you know, due to a paucity of readers' letters to UWP magazine during that period of 2003, you decided to omit the readers page from the October/November issue and would publish my letter in the following issue. Later in 2003 I called into Cameras Underwater to collect a diffuser for one of my strobes that I managed to lose in the Red Sea in October. It was only then by chance that I discovered from Jenny that Cameras Underwater were now Aquatica main agents for the U.K. and were now in a position to order parts direct from Aquatica. This event was certainly not widely broadcast in the U.K. and if it were not for my conversation with Jenny that day I would probably be none the wiser now! In any case, it was probably too late then to retract my e-mail to you. As to whether you should have consulted Blake Stoughton in this regard, well, that's another matter.

I am extremely pleased that the situation for obtaining Aquatica parts has been resolved and also pleased that Cameras Underwater are now Aquatica main agents. These people have always been very helpful in the past and are a pleasure to deal with. I have always been an advocate of Aquatica products

Want to have your say?
E mail peter@uwpmag.com

and now feel a little more justification for being so.
Robin Nash robin.nash@uk.thalesgroup.com

Rugby World Cup

What's the connection between the Rugby World Cup and underwater photography (Editorial,UwP16)?

There are plenty of Aussies who would love to see an underwater photo of Jonny Wilkinson (wearing a lead lifejacket). Only joking!

Congratulations on both a well played out World Cup and a well laid out magazine, the horizontal format is great.

Tim Bales timbales@tig.com.au

UwP horizontal

I have been waiting expectantly to see what we would enjoy in the new, wide-format UWP.

The result has been no disappointment at all. As well as a much better, user-friendly layout, I believe that you and the team have excelled themselves in producing some glorious photography of the highest possible standard. The articles are beautifully illustrated and the colour rendition is superb.

The only thing that concerns me is that you have raised the bar on all the aspiring digital photographers like myself even higher!

Congratulations on a marvelous edition in which we can all delight – and you can take great pride – how far we have come from Edition 1 – which I was looking at the other night.

Michael K Hill. Washington D.C.