





2) Contents

3) Commissioning

Planning Guide Scheduling Procedures

4) Spring Tips

Shrink Wrap Removal Before You Launch On The Day of Departure During Your Cruise

5) Engine & Drive Services

Engine Start
Gas Engine Tune Up
Drive Train Alignment
Repack Stuffing Box
Anode Replacement

6) Paint & Fiberglass

Bottom Painting Services Bottom Prep Gelcoat Touch Ups Fiberglass Repairs

7) Sailboat Rigging

Mast Stepping Services
Rig Sails, Canvas
Furling System Tune Up
Rigging Services
Mooring Harnesses
Winch Maintenance
Man Aloft

8) Cleaning & Detailing

Basic Wash
Premier 3 Step
Wash, Buff & Wax
Stainless & Bronze Polishing
Micro Polishing
Interior and Bilge Cleaning
Lifeline & Fender Cleaning
Cushion Cleaning



9) Other Services

Systems Installation & Repair Steering System Tune Up Waste Certificate of Compliance Boat Delivery Service Full Service Commissioning Summer Harbor Service

10) Other Services

Jayne Parker Wood
Refinishing
Exterior Teak Maintenance
Summer Harbor Service
Custom Woodworking
Locker Rental
Yachtapalooza

11) Transportation

Metra Train Info Driving Directions Keys

12) Dry Sail Services & In/Out Service

13) Directory

Phone Numbers
Extensions
E-mail

14) Nautical Donations Boating Closeout

15) Sailboat Sales

16) Order Form

Work Orders and Scheduling



Review your work

- •Use this guide and the Spring Service Order Form as a checklist for work that needs to be done before launching.
- Schedule an appointment with a customer service representative to meet you on your boat and review your projects.

Make a work plan

- Scheduling and ordering work now is highly recommended.
- Order necessary work from us or set up a schedule to complete the work yourself. Make sure you allow time for inclement weather.
- •Order an engine start. If you order nothing else from Crowley's, you should do this. Having a trained mechanic start and inspect your engine is the best way to minimize last minute surprises and start your season with confidence. Make sure your batteries and keys are onboard.

Select a departure date and time.

•Check with family and friends and schedule a date that you would like to bring the boat to the harbor. Schedule a date as soon as possible. We schedule most spring work based on departure dates. Select a departure time.

Complete the Spring Service Order Form

- •Even if you plan on doing all your work yourself you must return the completed Spring Work Order Form to request your departure date and time.
- •Go online to www.crowleys.com, download the guide and click on the online form to schedule your departure and order your spring work. Alternatively you can print out the form at the end of this guide and fax, mail or hand deliver it to us.
- •To avoid confusion, please only submit one copy.
- If you have any questions about the form or any services we provide call a customer service representative.

Scheduling Procedures

After we receive your *Spring Service Order Form* we will enter the appropriate work orders and schedule your departure. Please note: Scheduling will be done on a first come, first served basis. Accounts must be curent for us to schedule your departure and spring work

Crowley's uses three dates to plan your departure: **DEPARTURE DATE:** The date you choose to go to the harbor.

LAUNCH DATE: The day we actually launch your boat. Based on work loads and launch requirements. this day may be up to 5 days prior to your departure date. If your boat is stored inside, we will also set a **MOVE DATE** The day we move your boat out of the storage building or to a staging area. For sailboats this date will be 2 weeks prior to your depart date. We will begin moving boats out of inside storage at our discretion starting April 1. If for some reason, you need your boat to remain inside, please contact customer service so they can adjust the schedule to suit your needs. We will contact you to confirm your work orders and departure schedule two weeks prior to your departure date. You should plan to have all of your work complete 48 hours prior to your **LAUNCH DATE.** Rescheduling your departure date after your boat has been staged for launch will result in additional fees. You must settle all outstanding bills with Crowley's prior to departure.



Spring Information



Shrink-wrap Removal

Shrink-wrap removal begins in mid March. If you have any special needs that require your shrink-wrap to stay on longer please contact the Customer Service Department before March 15th.

Keys, and Combinations

Make sure you leave us the keys and or combination to any locks for your boat and ladders. We need to access all areas of your boat at launch and will need access for service. Also, We may need to start your boat to move it after it has been launched. If it can not be started please let us know.

Before You Launch

Leave 3 fenders and 4 dock lines in the cockpit for our launching crew.

If you paint your own bottom, leave a can with a little bottom paint taped to your cradle. We will paint under your pads for you when we launch the boat. If we paint your bottom we will supply the paint.

Replace all speedo impellers, reinstall any through hull plugs and seal any through hulls.

Make sure your safety equipment and registration is current. The Coast Guard and Conservation Police often make spot checks in the spring.

Leave a set of spare keys for your boat in the office and make sure we have the combination to any locks on the boat. (only the entry key is necessary)

Check your cradle. If you have any concerns about it, the best time to discuss them is while your boat is on the cradle. Contact Customer Service to discuss your needs.

On the Day of Departure

Park your car at the harbor. Use the Metra to get to the yard. You can find a schedule at:

https://ridertools.metrarail.com/maps-schedules/train-lines/ME

If you leave a car at Crowley's, unload at the docks then please park in the designated area. Arrive one hour prior to your scheduled departure. Bring plenty of water and snacks. Check in with the Dock Master. Settle your service and store accounts at the dock master's shack. Start your engine as soon as possible and let it warm up.

During Your Cruise

Be sure to check the weather forecast and be prepared. You will be on open water. Check in with the Dock Master to find a good time to traverse the river. He will monitor commercial traffic and communicate with the bridges. Do not reguest a bridge lift for 95th Street. Our dockmaster will call for a lift after all vessels are off the dock. Monitor Channel 16 for Calumet bridges and river traffic. Keep up with other boats while traversing the Calumet River. Keep clear of all commercial traffic. Make sure you avoid the Hyde Park Shoal. The best way to do this is to pass east of the 68th Street Crib. If you have questions, consult a chart. If you feel you need assistance, hire one of Crowley's delivery captains.



Mechanical Services



Engine Start & Inspection

Crowley's engine start & inspection is the best way to minimize last minute surprises and start your season with confidence. After launching, a certified marine mechanic will start your engine and inspect your engine and related systems. A written report is left on your boat for your records. Minor repairs are made if time permits. Otherwise, we will note the discovery on the engine start report and suggest you schedule a harbor call after the spring rush. If a significant problem is discovered during the engine start we will contact you to discuss your options.

\$165.00 per engine or generator plus parts

Gas Engine Tune Up

New plugs, wires, caps and rotors are installed to ensure that the ignition system fires properly. The carburetor and timing is adjusted as necessary to aid in quick starts and full power throughout the operating range.

NOTE: Requires an engine start and sea trial - billed separately.

\$250 per engine plus parts, engine start and sea trial

Atomic 4 and Gas Generator Tune Up

New plugs, wires, caps and rotor, if required, are installed to ensure that the ignition system fires properly. The carburetor and timing are adjusted as necessary to aid in quick starts and full power throughout the operating range. Includes in-water test.

NOTE: Requires an engine start - billed separately.

\$250 plus parts and engine start

Drive Train Alignment

Engine and shaft alignment are key to smooth powering. Not only is the system adjusted, but other sources of vibration are checked and recommendations are made. If you experienced excessive vibration last year while under power, you are a candidate for this service.

NOTE: Requires an engine start- billed separately. \$140 / hr plus engine start and materials

Repack Prop Shaft Stuffing Box

We recommend this service every 3 to 4 years. We repack the stuffing box (that is where the shaft comes through the hull) before the boat goes into the water. After the boat is launched, a mechanic will run the engine and make adjustments.

\$140/ hr plus engine start and materials

Replace Exterior Anodes

Anti corrosion anodes protect valuable metal components from corrosion. Stray electrical current and galvanic corrosion can do irreparable damage to your propellers, shafts, struts, rudders, drives, and other components. These inexpensive anodes attract galvanic currents and corrode instead of other valuable metal items.

\$62 per anode plus parts and materials

Sea Trial

Our technicians will take your boat out and put her through the paces checking to make sure it performs as it should. Sea Trails are required with some engine work and diagnostics. Typically they take 1 man hour.

\$150 / hr

Paint & Fiberglass Services

CROWLEY'S VACHT YARD LAKESIDE

Bottom Painting

Crowley's offers a variety of anti-fouling bottom paint options. If you have any questions about which service is right for you please don't hesitate to give us a call. Give yourself a break this year; just check the box and let Crowley's handle this dirty chore.

Rolled on Cruising Finish

Our crew will wipe down your existing bottom paint removing any dirt and loose or flaking material. We will carefully mask off the water line, shaft, propeller, depth transducer and any other required components and then roll on one coat of anti-fouling paint. We will paint under the pads and the bottom of the keel prior to launch.

\$17.00 per boat foot plus paint and \$75 roll kit

Sprayed Racing Finish

This is the standard finish for a VC17 bottom. Our crew will wipe down your existing bottom paint removing any dirt and loose or flaking material. We will carefully mask off the water line, topsides, shaft, propeller, depth transducer as well as tarping off surrounding boats. We then use professional airless spray equipment to apply a fresh coat of bottom paint. We will paint under the pads and the bottom of the keel prior to launch. PLEASE NOTE VC17 Red is not available for this spring. We will apply the original color to VC red boats

\$20.00 per boat foot plus paint and \$85 spray kit

Bottom Prep

Wet sanding, bottom paint removal, keel/hull joint repairs and hull fairing are all routine operations for us. Give us a call to discuss your needs. From a power peel to a #2000 wet sanded finish, Crowley's can provide the best.

Call for a quote.

Gelcoat Touch Ups

If you use your boat, no matter how careful or skilled you are, you will inevitably end up with nicks and gouges in your deck and hull sides. Making repairs to your Gelcoat is a tricky operation. Done incorrectly a repair can look worse than the damage. We employ some of the most skilled craftsmen in the county in this trade. Crowley's routinely does complicated nonskid repairs, color matches and structural glass repairs that other yards will not even attempt. Please note that these are weather sensitive repairs. We will make every effort to complete gelcoat touchups, however, inclement weather can sometimes prevent them from being completed before launch.

\$140 / hr plus materials

Fiberglass Repairs & Painting

Got a project? Give us a call. Our glass technicians are nationally renown for their skill and attention to detail. No matter how big or small, our techs can handle it.

Call for a quote.



Rigging Services



Crowley's riggers are professional sailors working to make your yacht fast and efficient. Mast stepping begins in March. Contact customer service for scheduling options.

Mast Stepping

Our 21 point full service mast stepping includes a basic inspection, mast preparation, boom preparation and installation, lighting check, stepping, tuning, taping, completing electrical connections, leading halyards back to the cockpit and rigging the main sheet and traveler.

STEP FULL SERVICE: \$20.00 per boat foot plus \$20.00 materials fee

STEP, TUNE AND TAPE ONLY: \$18.00 per boat foot plus \$20.00 materials fee

> STEP ONLY: \$17.00 per boat foot plus \$20.00 materials fee

Rig Sails

Our riggers will rig your sails taking care to make sure they perform correctly. They will install the battens, run your sheets, make sure you have the proper halyard tension and test them for proper operation.

To 34' Boat LOA: \$165 per sail 35' - 40' Boat LOA: \$185 per sail 41'- 45 Boat LOA: \$240 per sail 46' - 50' Boat LOA: \$295 per sail Over 51' Boat LOA: \$140 per man hour

Install Canvas

Let us install your bimini, dodger, cockpit enclosure, or other canvas.

\$140 per hour

Chicago Style Mooring Harnesses

Our handmade harnesses are custom made with the finest New England Ropes three strand. Each harness is custom fit to your boat.

from \$175 /harness

Winch Maintenance

Winches need to be disassembled cleaned and inspected every few years. A well maintained winch will operate easier and last longer. The service includes complete disassembly, cleaning, inspection, repair, lubrication and reassembly.

\$74 per speed, per winch plus parts and \$8.00 materials per winch

Man Aloft

This service is needed if you need us to go to the top of your rig to retrieve a halyard, install a wind transducer or make other repairs.

\$280 hr



Cleaning and Detailing Services



A clean boat inside and out helps make your boating experience more enjoyable. Starting the year with a freshly buffed and waxed boat is the way to get the season off to a great start. Crowley's can help. Regular detailing keeps your yacht looking like new and increases its value. Crowley's partners with Three Twins yacht maintenance to give you professional proven results.

Basic Wash

The cleaning crew will soap, scrub and rinse the hull side or deck as ordered the day of or before departure. This is an economical way

to get the boat nice and clean.

Deck \$4.50 per boat foot Hull Sides \$4.50 per boat foot plus \$12.00 materials fee

Premier 3 Step Wash, Buff & Wax

This is the best way to restore a shine and protect your investment. The cleaning crews perform a basic wash and allow the boat to dry. Next, they compound and buff the smooth surfaces with a heavy duty power buffer. The boat is then protected and sealed with a coating of hand applied wax. Customers that order the three step deck service will also receive a complimentary deck wash on the day before their departure.

Deck \$18.00 per boat foot Hull Side \$22.00 per boat foot Fly Bridge add \$225 plus \$55.00 ea. materials fee (\$68.00 materials fee for painted hull sides)

Stainless & Bronze Polishing

The crew will polish all of your exterior stainless. Bow pulpits, stanchions, grab rails & winches will shine like new.

Ceramic Coating

As an alternative to the Premier 3 step the crew can apply a ceramic micro polish sealant to your boat to give it a long lasting "wet look" finish. In order to successfully apply this finish the hull sides should be carefully prepared. If you are interested in this service check the box and a representative from Three Twins will give you a call to discuss the project.

Call for quote

Interior and Bilge Cleaning

We customize this service to meet your needs. A representative will contact you to tailor the service for you.

\$69.00 hr plus 15% materials fee

Lifeline & Fender Cleaning

Lifelines & fenders get dirty. Our crew will get them clean again. Besides being unsightly, dirty fenders can scratch and stain hull sides. This service covers up to 4 fenders and all of your lifelines. \$85

Cushion Cleaning

Fresh, clean cushions make a boat an inviting and warm place. Regular cushion cleaning helps prevent mildew and keeps your boat smelling new. Cushions are removed, taken to a steam cleaning facility, cleaned and sanitized, deodorized, and then returned to your boat.

\$40—\$50 per cushion



\$85

Other Services



Our team of service and installation technicians receive annual training and follow manufacturer and American Boat and Yacht Council (ABYC) guidelines. We are proud to offer you the following professional services:

Systems Installation and Repair

Electrical, Plumbing & Electronics. Crowley's expert staff of ABYC certified installers can handle the most complex systems— from installation to troubleshooting & repair.

\$140 / hr

Steering System Tune Up

Our crew will inspect and perform recommended maintenance of this critical and often overlooked system. If you have not been down in your lazarette and personally inspected this system lately then you need to order this service.

\$140/ hr
plus materials

Boat Delivery Service

We offer turn-key deliveries between Crowley's Yacht Yard and Chicago area harbors. Call customer service to arrange a convenient delivery date. Customers utilizing this service must order an engine start and have Boat US towing coverage.

To Jackson Park \$325
To Burnham/31st Street \$375
To Monroe & DuSable \$395
To Diversey \$425
To Belmont \$435
To Montrose \$445
To Hammond Marina \$275
East Chicago \$325
Harness Installation \$25

Full Service Commissioning

This service is for owners who would like to step aboard their boat and go. A representative will install any canvas, flush & fill water tanks, install cushions, perform a deck wash at launch, test all systems and make sure all the details are attended to. A service representative will call you to assess your needs. Customers utilizing this service must also order an engine start. This service will be performed after the boat is launched, just prior to departure. Minor repairs are made if time permits. Otherwise, we will note any discoveries on the commissioning report and suggest you schedule a harbor call after the spring rush. If a significant problem is discovered during the full service commissioning, we will contact you to discuss your options.

Up to 34 ' \$300 35' and up \$400



Other Services



Wood Refinishing by Jayne Parker

Discriminating boaters in Chicago have known for years that Jayne Parker does the best bright work refinishing and maintenance in the area. Nothing says you care about your boat more than gleaming bright work. Whether you need a Cetol touch up or a full strip and 8 coat varnish job, Jayne has the know how to restore your bright work and make it sparkle. Jayne and her crew are booking up fast. Call now to schedule your work.

Exterior Teak Maintenance

Three Twins Yacht Maintenance is offering a teak maintenance service for boaters who just need basic exterior teak maintenance. A fresh coat of oil on your teak helps your boat look its best. If your teak needs a fresh coat of oil or a full strip and refinish, we can get the work done.

Summer Harbor Service

During the summer we send our crew to the Chicago and Hammond harbors daily. If you need help once you are at your summer mooring, give us a call. We charge for time spent on the boat with a 1 hr minimum. (no charge for travel time) **Harbor service is offered after June 1st**.

\$180hr. + \$60 per work order service fee (min 1 hr) plus materials



This year yachtapalooza will be held on March 18th. Come and join the fun with free seminars, entertainment and more. Yachtapalooza has become one of Chicago's boating traditions. Help us mark the beginning of spring and the start of the boating season.

Custom Woodworking & Fabrication

Cabin soles, hatch boards, cockpit grates and interior cabinetry — Crowley's has skilled woodworkers to turn your dream into a reality. Call Kat at extension 338 to make an appointment to discuss your ideas today.

Locker Rental

Crowley's is pleased to offer storage locker rental for all of your excess boat gear. Get all of your extra gear off of your boat and keep it at the yard where it belongs. We will bring one of these portable storage cubes right to your boat once in the spring and once in the fall so you can load and unload your gear directly to and from your locker. You have access to your locker year round, anytime during business hours.



Transportation



Metra Shuttle

Metra operates a commuter train that originates in Grant Park and has a stop just 3 blocks from Crowley's Lakeside. The latest schedule can be found at http://metrarail.com

Driving Directions

The Crowley's Yacht Yard Lakeside Office is located on the south side of 95th Street at 3421. It's easy to get to the 95th Street yard. We're just 20 minutes from the Loop.

To Crowley's Lakeside VIA Lake Shore Drive

Take Lake Shore Drive South to 67th / Marquette Blvd. (just past Jackson Park Harbor) Lake Shore Drive turns into South Shore Drive (Rt 41)

Follow the Rt 41 signs to 95th Street Turn right on 95th Street to Crowley's Yacht Yard entrance, 1 block on the left side of street

To Crowley's Lakeside VIA I-94/ Skyway

Take I-94 to the Skyway

Exit the Skyway at the 92nd Street (the first exit after you pay the toll)

Left at 92nd Street, go 1 block to South Chicago Blvd

Turn right on South Chicago ½ mile to 95th Street

Turn left on 95th Street, go over the Calumet River on the 95th Street bridge to Crowley's Lakeside.

To Crowley's Lakeside VIA I-94/Bishop Ford

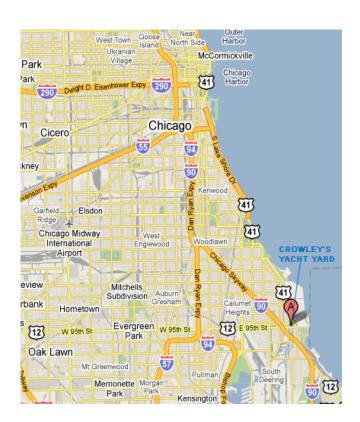
Take I-94 to the North Stoney Island to 95th / 103rd exit

Follow the *North Stoney Island to 95th* exit sign to the first stop light.

Turn right on 95th Street, proceed approximately 1.5 miles – over the Calumet River to the Crowley's Yacht Yard entrance

Keys

If your boat requires keys for entry, please leave a spare set with customer service in case you need us to perform a harbor call later in the season.



Dry Sail & In/Out Service



Drysail

Take advantage of Chicago's lakefront and dry sail on Lake Michigan this summer. Crowley's is pleased to offer a dry sailing package specifically tailored for sailors who want to enjoy Chicago's great lakefront or who want to race in Chicago's premier regattas, but don't want the hassle and expense associated with in-water storage for the summer.

Package Includes

- 3 months storage (June through August)
- Mast stepping
- 4 launches and 4 hauls (sail the NOOD, the Mac and the Verve and more)
- Pressure washing the bottom at haul
- Mast unstepping

Cost

- \$95 per boat foot (4 haul & launch package)
- \$85 per boat foot (3 haul & launch package)
- Custom packages available by request.

In/Out Service

Crowley's operates an in/out service. This service is designed for the 18 to 32 ft power boat owner that wants to keep their boat high and dry when it is not in use. Just give us a ring and we will use our 20,000 lb. capacity Forklift to gently set your boat in the water. No mooring fees, no bottom paint, no parking hassles, no towing your boat to the lakefront, no launch ramp hassles. You get unlimited launching and service area access during business hours. During the season, we are open 7 days a week. Prices per month.

LOA	OUTDOOR	INDOOR	ANNUAL OUTSIDE	ANNUAL INSIDE	ANNUAL HEATED
18'	227	302	152	202	278
19'	239	319	160	213	293
20'	252	336	168	224	312
21'	265	353	177	236	324
22'	277	370	185	247	339
23'	290	386	194	258	355
24'	302	403	202	267	370
25'	315	420	210	280	385
26'	328	437	219	292	401
27'	340	454	227	303	416
28'	352	470	236	314	432
29'	365	487	244	325	447
30'	378	504	252	336	462
31'	456	586	273	364	501
32'	470	605	282	376	517

Directory

Administration

Grant Crowley
Owner
ext 310
gcrowley@crowleys.com



Phillip Pollard Manager ext 304 ppollard@crowleys.com



Marciela Sabala HR Manager ext 319 msabala@crowleys.com



Jay Williams
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Jeff McClendon Customer Service ext 334 jmcclendon@crowleys.com



Sarah Sullivan Special Projects ext 335 Ssullivan@crowleys.com



Service

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Yard/Mechanical Manager
ext 312
rhaslip@crowleys.com



John Spies Fiberglass Manager ext. 302 jspies@crowleys.com



Kathy Lindt Install Manager ext. 338 klindt@crowleys.com



Dave Ramer Rigging Manager ext 339 dramer@crowleys.com



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Randy Johnson Ship's Store ext 340 rjohnson@crowleys.com



Serena Herrejon Engine Parts ext 346 sherrejon@crowleys.com



Alondra Preciado ecommerce Coordinator ext 305 apreciado@crowleys.com



Accounting

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Accounting
ext 337
cboulais@crowleys.com



LAKESIDE

Lupe Spies
Accounts Payable
ext 352
Ispies@crowleys.com



Nautical Donations

Gary Leo (917) 912-1062 Info @nauticaldonations.org



Sailboat Sales

Bruce Rosenzweig ext 369 brosenzweig@ sailboatsalesco.com



Erik Hillenmeyer ext 360 erik@ sailboatsalesco.com



Three Twins

Tom Koziol Owner-Three Twins (773) 935-5838 threetwinsyachts @gmail.com



Jayne Parker Brightwork

Jayne Parker Owner-Jayne Parker Yacht Refinishing (773) 325-9271 jaynep@prodigy.net







NAUTICAL DONATIONS is located at Crowley's Yacht Yard and is a Chicago-owned and operated 501(c)3 charity supporting <u>nautically related non-profits in the Chicago area</u> through the sale of donated boats and equipment. We're dedicated to supporting local nautical organizations that provide boating services and educational opportunities to the young and disadvantaged since 2003. To find out more or to get involved contact Gary Leo at 773.672.2080













BOATER'S CLOSET





































Crowley's own online apparel and accessory store. We buy premium marine gear and offer it at deep discounts. Check us out online at: www.boaterscloset.com





Sailboat Sales Co. at Crowley's Yacht Yard Lakeside

Sailboat Sales continues to offer the experience and expertise that come with over thirty years of continuous operation and management. Our selection of pre-owned brokerage boats is among the largest and most varied in the industry, so whether you want to race, cruise the Great Lakes (or the world!), or spend weekends on Chicago's beautiful lakefront, chances are that we have the boat that will fit your needs. Our working relationship with brokers nationwide and our affiliation with Yachtworld will allow us to find the boat that fits your needs perfectly.

As a member of the Yacht Brokers Association of America since 1991, we comply with the high standards that organization has set, while providing expert and reliable counsel during all the steps that lead up to a boat purchase, and those that go beyond it. We work with you to find the right boat at the right price. We can also help you in selecting the right marine surveyor, access marine financing and marine insurance, arrange transport, and help you obtain the best possible mooring.

Our close association with Crowley's allows us to suggest the most appropriate improvements for your boat. We can help you with upgrades such as marine electronics, boat maintenance, as well as the expert wood refinishing skills of Jayne Parker. Our working relationships with all of the local and regional sailmakers helps us to insure that your sail inventory will get the attention it deserves.

We invite you to come visit our boat yard and see all we have to offer. We look forward to many more years of serving the needs of the Chicago area sailing community.

Sincerely,

Bruce Rosenzweig



Erik Hillenmeyer



Catherine Hillenmeyer







Visit our web site http://www.sailboatsalesco.com/ to learn more, or call: 773-221-8880.

CROWLEY'S YACHT YARD LAKESIDE LLC. 2023 SPRING SERVICE ORDER FORM



Customer Information			
Boat Name: Owner Name:	Scheduling Reservation		
Boat Make:			
Boat Combo:	Crowley's will deliver my boat.		
Work Phone:			
Cell Phone:			
E-Mail:			
<u> </u>	Please have it in the harbor by:(date)		
Help!	Cleaning & Detailing		
	Basic Wash		
□ No Service Required	☐ Hull Sides		
□ Call me. I have questions.	□ Deck		
Engine & Drive Services	3 Step Wash, Buff & Wax		
□ Engine Start	☐ Hull Sides☐ Deck		
□ Gas Engine Tune Up**	☐ Fly Bridge		
□ Atomic 4 or Gas Generator Tune Up*	,g-		
☐ Drivetrain Alignment*	☐ Micro Polishing		
□ Repack Propshaft Stuffing Box*	☐ Stainless & Bronze Polishing		
□ Replace Exterior Anodes	☐ Interior & Bilge Cleaning		
* Requires Engine Start	☐ Lifeline & Fender Cleaning		
** Requires Engine Start and Sea Trial	☐ Cushion Cleaning		
(Billed Separately)	Systems Services		
Paint & Fiberglass	☐ Steering System Tune Up		
□ Rolled on Cruising Finish	☐ Chicago Harbor Sanitation Inspection Report☐ Full Service Delivery to Harbor		
□ Sprayed Finish	☐ Full Service Commissioning		
□ Gelcoat Touch Up	☐ Wood Refinishing		
□ Bottom Prep (call me)	☐ Locker Rental		
Mast Stepping & Rigging	Other Work/Notes:		
□ Step Mast Full Service			
☐ Step Mast, Tune & Tape Only			
□ Step Mast Only			
(crew needs to be present)			
☐ Rig Sails			
☐ Install Canvas☐ New Mooring Harness			
L 140W MOOTING Harriess			
	X (date)		