

4 Seasons Fireplace & Barbecue

FIREPLACE GLASS DOORS TOP QUALITY CLOSEOUTS VALUES \$200-\$500 NOW \$49⁹⁹-\$159⁹⁹





PRICES
BASED ON
SIZE

\$49⁹⁹ \$69⁹⁹ \$69⁹⁹ \$99⁹⁹ \$119⁹⁹ \$159⁹⁹



FIREPLACE GAS LOGS
24" SET FOR \$249⁹⁹
INCLUDES PILOT CONTROL-~~FREE~~
INSTALLATION WHEN THERE IS A
LIVE LINE IN
FIREPLACE HIGH 24 OAK

4 Seasons Fireplace & Barbecue

855-0303 30903 ORCHARD LAKE ROAD sale ends 8/31/95
(In Hunter Square between 13 & 14 Mile by TJ MAXX, AMAZING SAVINGS & THE GAP)
Monday-Thursday 10 am-6 pm / Friday 10 am-5 pm
CLOSED SATURDAY / OPEN Sunday 11 am-5 pm

APPLIANCE DOCTOR

1995: A good year for some, but not all



JOE
GAGNON

I think I'll write a song about 1995, which goes like this. WHEN IT WAS 95, IT WAS A VERY GOOD YEAR. IT WAS A VERY GOOD YEAR FOR SERVICE CALLS AND APPLIANCE SALES. By golly folks, I could write a song, but I have trouble just

trying to be a journalist and doing a good job for the readers of this column.

This year is proving to be a banner year for the heating and air conditioning industry, the appliance sales and service industry and the utility company which provides electricity to your home. The many lightning storms we've been through have also provided busy times for other industries. It's been a terrific year for many, except, those of us who have been hit in the pocket book by nature's wrath.

Let me give you some examples of what consumers have gone through this past July and August. The lady pulls up to the shop door with her 12000 BTU air conditioner in the back of the van. She needs this fixed now, it's 92 degrees and 400 percent humidity and she can't stay in the house another day. She's mad and hot as hell because it is only 6 months past the warranty period. The dealer won't help her and can't even sell her a new one because he ran out of air conditioners two weeks ago. She's screaming at me, blue murder, and wants this air conditioner fixed while she waits. She is not leaving and neither are the five customers who are waiting in line to purchase a part. They all came in after her, and think that I must really have ripped off this lady.

The phone is ringing at the rate of five times a minute and she won't shut up so I can hear the people talking on the phone. Now folks, I am getting just a little bothered by this situation, especially knowing that I haven't done a blessed thing wrong. I can't hit her, she's a woman. I can't shoot her, it's against the law. All I can do is help her, so here is what I did.

First of all, I tried to be humble and inform her that I was the president of S.O.C.A.P., an international organization of fortune 500 companies which fostered good customer relations and satisfaction. I didn't even get a smile. I then asked her if she listened to my radio show on Saturdays on WJR radio and she said she listens to FM only. At this point I said to myself, "Ask her if she reads the newspaper," which I did. Let me assure you that it was the last question I was going to ask. She doesn't read anything because you can't believe anything you read. Remember the five customers who are waiting in line, now it's seven and nobody's leaving the

show. I'm in a pickle and my big egotistical mind has me on the wrong side of good customer relations.

Quickly, I put the air conditioner on the work bench and I have the two shop technicians handle the phones. It takes me less than five minutes to take the casing off the air conditioner. Now the audience has grown to nine people and I have them all inside the workshop. I close the door so no one else can join us and, besides, there isn't enough room for another person to fit in.

What I'm doing now is holding a seminar similar to the ones I do at the Silverdome or Cobo Hall. The only difference is that I get paid big bucks at those places and I'm getting a lot of static at this one.

As I'm talking with this audience now, I'm also removing the casing, and when done I can see that the problem is with this nice lady's air conditioner. The inside of the condenser is so plugged up that it looks like someone put a blanket across the inside of it. I plug it in and the compressor is on locked rotor. This means a \$400 bill to repair this unit and I am not in a big hurry to tell this nice lady. Now I'm not angry anymore, I just feel so sad for this lady who just a few minutes ago I could have cross checked with my hockey stick. I didn't ask this time, I told her that if she had listened to the radio show, or read the Observer-Eccentric paper, she could have prevented this. I informed everybody that you should take your air conditioner to the car wash and put the hose to it and clean it. Millions of consumers buy an air conditioner every year when they really don't need to if only they would clean the one they have. It really is sad for not only this lady but many others.

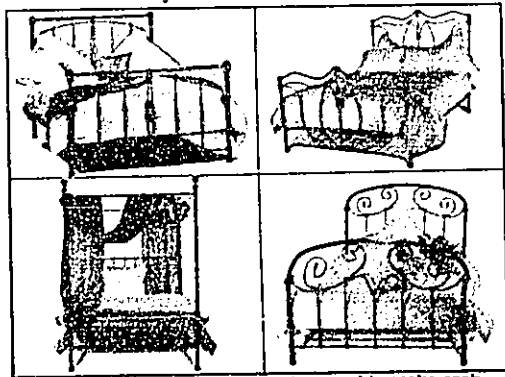
If only they would know what you the reader of this column has already learned in only the past few months of reading. By the way, this nice lady left in tears and apologized for being so mean and emotional. She also told me that it was not air conditioning she needed for herself but that she needed it for her 87-year-old mother who she cared for.

This air conditioner is in my work shop and will be used to show people how and why it's important to keep the condenser clean. Stop by, take a look and then you'll understand. Keep reading. I'll be in touch with you right here in this newspaper.

Joe Gagnon, the Appliance Doctor, will answer your questions about maintaining and repairing large appliances. Gagnon is president of Carmack Appliances in Garden City and does a weekly radio program on WJR-AM. He is the author of 'First Aid from the Appliance Doctor.'

LOOK BEFORE YOU SLEEP

WE have the most uniquely beautiful, extremely sturdy and remarkably affordable beds in the world.



Exquisite details and fine craftsmanship make each iron-gun-metal and brass bed a family heirloom. We offer over 50 different designs, 35 custom finishes and dovetail cast steel frames, guaranteed for your lifetime and your children's lifetime! Visit us before you buy; you'll appreciate the difference.

CALL OR WRITE FOR A FREE BROCHURE
Michigan's Exclusive Distributor for Brass Beds of Virginia

BRASS & IRON BEDS

OF PLYMOUTH
875 W. ANN ARBOR TRAIL
DOVER, MI 48106
(313) 451-7191

OF HOWELL
100 W. GRAND AVENUE
HOWELL, MI 48843
(517) 848-2351

OF ROCHESTER
208 E. MAIN STREET AT TRUSS
ROCHESTER, MI 48306
(810) 656-2337

Hours: Mon.-Sat. 10 a.m.-5:30 p.m.; Thurs. 10 a.m.-6 p.m.; Sun. Noon-5 p.m.