

Gagnon from page 16D

years. Take Ron Hoffman, Doug Kanack, Jack Maynard, these guys have over 100 years of experience between them and are as honest as the day is long. They work almost every day of the year, have put kids through college and been good providers to their families. They have thousands of customers who would never dare to call anybody else for appliance repair. And they did all of this for many years by being honest. There are many more like them out there and it is up to you, to ensure that you deal with that kind of a person when you need a major appliance repaired in your home.

- Appliance Repair To Do List
1. Please make sure that you have read the owners manual, and that the fuses are good, the controls are set properly, buttons are pushed in etc. It happens all too often, we in the service business have to charge a consumer for plugging in a cord or changing a fuse and it is many times embarrassing for both.
 2. Ask your friends and relatives if they have someone they were pleased with.
 3. Call the store you bought it from. They know who the good servicers are.
 4. Make an inquiry through the office of Detroit Consumer Affairs. 313-224-6995.
 5. Contact the Attorney General's Consumer Protection Division (517) 373-1140

6. Check the records of your local district court (small claims division).
7. When you call a service company, if you are not pleased with the reception or mannerisms on the telephone, hang up and call someone else. If both of you work, ask for a call in the AM or PM if possible, or what other arrangement can be made. Some companies will call you at work when they have completed the call before you can meet them at home.
8. When calling, get a complete thorough understanding of the prices they charge. How much is a service call, what is the hourly labor rate, do they break down the service invoice so you can understand it, their explanation on the phone should not be filled with phrases and words that would confuse the issue. It should be simple enough to point out to you how much they charge.
9. When the technician arrives, stay with that person throughout the complete repairs. Have him or her explain everything they are doing to your product and why. A good technician will enjoy showing you what they're doing. CAUTION — Don't hinder the work being done in any way. The longer it takes the more you have to pay.
10. Keep the old parts from your product, just in case. And don't pay the repair bill with cash. Use your charge card if possible because you may be able to contest the repair bill if the service company did not do satisfactory work.

Bathing Safety For The Entire Family

More than 5,000 children are scalded by hot water in the tub each year, according to the National Safe Kids Campaign, prompting manufacturers to respond with several engineering breakthroughs. One innovation from Delta is the patented scald-guard pressure-balance valve that keeps water temperature within a safe $\pm 1-3^{\circ}\text{F}$ of initial setting. This prevents temperature shocks from sudden pressure changes in cold & hot water, whether a toilet is flushed or dishwasher turned on, your shower is never interrupted. A safety stop set at 100 degrees prevents children from accidentally scalding themselves.



Almost all 50 states now require that these types of safety valves be used in all new construction. For more information on these and other quality plumbing products, visit the area's newest bath showroom or call Advance Plumbing Supply Co., Walled Lake, (810) 669-7474.



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