



appliance doctor

# Passing along useful information



JOE GAGNON

A few days ago while doing a radio show I mentioned that there was a list in one of the newspapers which had names of companies and products that could cure many homeowner problems. The list contains local and national phone numbers that every consumer should have at their disposal and was written by America's Master Handyman, Glenn Haage.

The minute I mentioned this name on my talk show, my producer whispered in my ear that I couldn't do that and in most cases that is true. On my radio show things prove to be a little different than those that have to do with issues. This is a consumer help and awareness program, which management at WJR gives me free rein to do, with one thought in mind: help the radio listening audience.

This newspaper you are reading today does much the same. It doesn't object to my telling you that the article written (mentioned above) was in the News and Free Press on Dec. 21. It is the object I'm sure, that journalism, whether it be in print, for the eye or for the ear should always focus on the betterment of each individual's knowledge.

The relationship between this writer and The Observer & Eccentric Newspapers is one of admiration on my part. What began a year and a half ago has extended from how to maintain your refrigerator to many articles dealing with consumerism and a few trifles from my personal life.

The editor of this column has not interfered in what I write for you the reader, and out of that comes a feeling of trust that I enjoy immensely.

I believe that this newspaper has gotten to know me just as you have and from the comments I receive from many of your who read this column, I feel very proud of what I do. To be able to

say columnist after my name is quite a thing for a fellow raised in the northern wilds of Canada.

Of the many seminars I do annually, there is one coming up on Jan. 15 that I feel very humble in being invited to speak.

The Livonia Town Hall is going into its 34th year of bringing a series of lectures into their community with world renown speakers on different subjects.

The list of past speakers such as Dan Rather, Barbara Walters, David Niven and so many others is quite intimidating to this washer repair man. I'm sitting here looking at the list and saying to myself, "this must be a joke."

Then again, I wonder how many of these famous people ever realized how little they knew about the service industry when they were having an appliance repaired in their home. Maybe I should invite all of them to return as part of the audience this year, if not, then I hope to see you there.

Many times when doing seminars I am asked about the automotive repair

industry which, quite honestly, I can't answer. In the past three weeks I have met three gentlemen who have started just recently a business that will help consumers with repair questions on their vehicles. I have spent a lot of time checking out these three chaps to make sure they are not fly-by-night artists.

I am about to venture into unknown territory to bring you knowledge that makes you a more aware consumer.

I hope that 1997 will be a better year for all of you, and I intend to play a small role in that effort, thanks to this newspaper. Happy New Year to all from the Appliance Doctor.

*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 author of "First Aid from the Appliance Doctor," available at area bookstores.*

## You've got three days to save 50% on 'the goodstuff'

**LAST 3 DAYS - SAT.-SUN.-MON.**

It's our annual New Year Goodstuff sale...and it's your opportunity to save big on Henredon, Drexel Heritage, Emerson Leather, Preview, Weiman and other outstanding names! Get 1/2 off all tagged 1996 floor samples, special order cancellation and clearance items. But you have to hurry. Three days are all you have. No layaways. No holds. You must take delivery within 10 days.

SAT. 10-6, SUN. 12-5, MON. 10-9

# GORMAN'S

**TROY**  
Drexel Heritage Traditional  
W. Big Beaver at Crooks  
Just E. of Somerset Collection  
649-2070

**DEARBORN**  
Drexel Heritage Traditional  
260 Town Center Drive  
Across from Fairlane  
336-0340

**NOVI**  
Drexel Heritage Traditional  
27800 Novi Rd.  
Novi Rd. at 12 Mile  
344-0880

**SOUTHFIELD**  
**CONTEMPORARY**  
29145 Telegraph  
Telegraph at 12 Mile  
353-9880

All items subject to previous sale. Percentage off suggested retail. Prior sales excluded.

Thursday, January 02, 1997 • OBSERVER & ECCENTRIC • At Home