



This orchid, a member of the Scheherazade family, fills this basket nicely.

FLOWERS

FROM PAGE C1

a problem for the vase-forming plants. "Vase-forming bromeliads are easy to maintain," Stern said. "The problem is overwatering the soil. They should put the water in the cup, not the soil."

Stern joins plant societies, where she obtains plants by exchanging with other members. Many of the plants are rare as they originate in the rainforest, which is being

decimated by developers for homes. Cutting the rainforest down and losing acreage also eliminates habitat for bromeliads, Stern said.

In Brazil, the bromeliads are being burned due to attempts to control a virus spread by mosquitoes. The standing water in the plants' cups creates a breeding ground for the bugs, Stern said. "They're burning the plants," Stern said. "This is crazy." Stern wonders why they don't spray instead. "Future generations won't be able to see the plants."

BUILD A BROMELIAD

WHAT: Creating a Bromeliad Tree workshop. A bromeliad tree will be constructed from start to finish, demonstrating choices of mounting materials, types of bromeliads suitable for mounting, and methods of attaching plants. Basic cultural care will be discussed.

WHEN: 2 p.m., Sunday, April 13

WHERE: Rochester Hills Environmental Center, Avon Road, just west of Livernois

ADMISSION: The public is invited to attend this free seminar. Reservations are not necessary.

For information, call Siegrid Stern at (248) 375-1411 in the morning.

LEARN ABOUT ORCHIDS

WHAT: Michigan Orchid Society's Palm Sunday Orchid Show. Members of the MOS will help answer questions and resolve problems in growing orchids. There will be more than 12 professional growers with blooming orchids and growing supplies for sale.

WHERE: Laurel Park Place, just east of I-275 and on the north side of Six Mile Road in Livonia

WHEN: Saturday and Sunday, April 12 and 13

For more information on orchids and bromeliads, visit <http://home.att.net/~siegrid/stern/>

What we don't know can cost us

I received a call from Judy. About 18 months ago she moved into her new condo and a new refrigerator had been installed.



Appliance Doctor
Joe Gagnon

She stored foods in the refrigerator's lower crisper compartment, but she soon discovered these items had frozen. She called for factory service and a technician arrived and proceeded to check out the refrigerator.

He informed her that her particular model was built with a design flaw which caused her problem and he would have to install an extra baffle in the refrigerator control area. Upon completion of the work he presented her with an invoice for payment to the tune of \$143. She argued that the design flaw should be taken care of by the company and the service technician agreed, but then informed her that she must pay the bill and take the matter up with customer relations. Judy then called the factory's toll-free number and spoke with a service representative. She informed the service person that she had sent in the warranty registration card when she moved into the condo and there was no excuse that the factory couldn't contact her on this design flaw. She believes that the company should take care of this problem at no charge, but the company didn't, and therefore she is not getting anything back from the company.

What do you think, or better still, if you were writing this column, and the intentions of the column were to educate

and help consumers, what would you write? Judy is a single woman, living on a fixed income and the food spoiled because of the design flaw in her refrigerator. She also is out \$143 and is a pretty unhappy consumer.

How is it that a company can build a bad product with a built-in problem and get away with charging consumers for repairs? I know that this company has done this over and over again and gets away with it. I have already been involved with a story about this company in this very newspaper which resulted in a lawsuit causing the company to pay out millions of dollars in fines.

I asked Judy to call the toll-free number again and this time to insist to speak to a supervisor. I told her that this famous company keeps service phones in a foreign country in the Far East where the telephone person may not be up to snuff on solving these kinds of problems. Using a foreign country for telephone customer relations brings to mind the tennis shoes put together by child labor.

Maybe it's time in this country that television executives start programs to show particular products that are a problem to consumers. Think of how many homeowners ready to purchase a new major appliance might be interested in the show. Judy could show exactly what the service technician had to do to fix her refrigerator while waving an invoice showing what she had to pay for repairs.

Stay tuned. Joe Gagnon is host of Ask the Handyman on Infinity Radio AM 1270 8 a.m.-noon Saturdays and Sundays. You can hear his tips on WRJ 950 on weekdays. You can call him on his show at (248) 356-1270.

GUTTER KING CLEAN REPAIR REPLACE
248-808-1128
* CLEANING FROM \$59
WILL MATCH OR BEAT ANY COMPETITOR'S CLEANING PRICE!
NEVER CLEAN AGAIN!
SPECIALS:
2 FOR 1 SPRING CLEANING
HAVE YOUR GUTTERS CLEANED BY MARCH 31, 2003
OR WE'LL GIVE YOU \$100
ORICE ALL THE GUTTERS, AND YOU'VE GOT THEM ALL!
SPRING LEAFGUARD SALE
CALL US TODAY AND WE'LL SHOW YOU HOW TO SAVE
AT LEAST \$50 MORE ON YOUR LEAFGUARD PURCHASE!
SENIOR DISCOUNT SPECIALS
From cleaning and maintenance to
seamless guaranteed clog free gutters.
Gutter King has you covered!
Get it. And forget it.
LeafGuard®
*Large store and ranch must be cleaned and insured

American Blinds, Wallpaper & More
FACTORY SHOWROOM OUTLETS
Huntington
AMERICA'S #1 CHOICE FOR
BLINDS & WALLPAPER
Save 25% to 85% Off
—most retail store prices!
Plus!
SAVE up to \$100 OFF
YOUR FIRST ORDER!
OR
FREE MEASURING & INSTALLATION**
We guarantee a perfect fit when you have one of our professionally trained installers measure and install your blinds.
*Get up to 12 MONTHS same-as CASH!
To receive price quotes,
please order or call. Installation, labor and free
measurements are available in the following areas:
1-800-701-0455
www.decoratoday.com
*Free on March 1st, 2003. Offer subject to change.

THE CONTAINER WAREHOUSE
Solid Teak and Mahogany Furniture
Wholesale warehouse open to the public
specializing in hand-crafted solid teak
and mahogany furniture.
Four-poster, canopy and sleigh beds, dressers,
armoires, tables, chairs and accessories.
So many styles from Arts & Crafts to
Cottage to Traditional
2321 Jackson Ave.
West of Downtown Ann Arbor
734-995-9150

Don't Get Left In The Cold
Our Weather Maker Furnace Can Save You
Up To 40% On Gas Bills
COLD FRONT
CUSTOM MADE KODOLIS OTHER
INSTALLED FROM
\$1595
FREE ESTIMATES
FINANCING AVAILABLE
TOTAL INDOOR COMFORT SYSTEM
PRE-SEASON
FURNACE
CLEAN &
CHECK
Now \$69.95
Reg. \$99.95
DON'T YOURSELF AND SAVE
Furnaces • Boilers
• Air Conditioners
• Space Heaters
• Humidifiers • Pads • Air
Cleaners • Parts for all Equip.
• Custom Sheet Metal
PRE-SEASON
SALE
LOWEST
PRICES
Call For Free Estimate & Quote Department
LIZUT HEATING
cooling 858-7730
805 ORCHARD LK. RD. AT TELEGRAPH (Ann Arbor Home Depot)
CLOSING: 3/27/03 12:00 PM

safes unlimited
WE CAN PROTECT YOU
• Wall Safes
• Floor Safes
• Gun Safes
Complete Delivery & Installation
248-738-1500
3375 Orchard Lake Rd., Keego Harbor

Acorn's Counter-Tops Are The Tops!
At Acorn's "Tops In Counter-Tops Sale" We Have it All!
GOOD Formica or Wilsonart Laminates ... 6 flat colors, 175 per linear foot, various thicknesses
BETTER Corian® or Geolite® ... 15 colors, \$45 per square foot, various thicknesses
BEST Granite or "Q" Stone ... 4 colors, \$48 per square foot, various thicknesses
\$\$\$ Special Acorn Financing \$\$\$
6 Months - Same as Cash
On All Counter-Tops, Cabinets and Appliances
Kitchen Cabinets
40 to 50% Off List
Appliance Specials
Frigidaire Built-In Dishwasher ... Now \$170
Frigidaire 17 Cu. Ft. Refrigerator ... Now \$323.00
ACORN KITCHEN & BATH DISTRIBUTORS
THE SILVER STORE FOR SILVER SAVINGS
111 S. Telegraph Rd.
Call (248) 335-0111
www.acornkitchen.com

Timeless Designs
DEBRA HAWLEY
FINE FURNITURE AND INTERIOR DESIGN
Specializing in Estate Size, Waterfront and Resort Homes
6104 West Pierson Rd.
610-422-1014
BY BETT SPICER