

Observer & Eccentric | Inursday, March 27, 2003

of the Scheherazade family, fills this basket nicely.

FLOWERS

a problem for the vase-forming plants, "(Vase-forming hromeliads) are easy to maintain, Stern said. The problem is overveatering the soil. They should put the water in the cup, not the soil." Stern Joins plant societies, where she obtains plants of exchanging with other members. Many of the plants are are as they originate in the rainforest, which is being

decimated by developers for homes. Cutting the rainfured duwn and losing acreage also climinates habitat for bronneliads, 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 cray," 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

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 1-275 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/

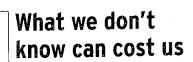


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received a call from Judy.
About 18 months ago she
moved into her new condo
and a new refrigerator had
been installed.
She stored
foods in the
refrigerator's
lower crisper
compartment,
but she soon
discovered discovered these items had frozen. She called for fac-Doctor

tory service and a techni-

cian arrived and proceeded to check out

Gagnon 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 eastoner 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, whould 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 and the intentions of the column and the intentions of the column, and the intentions of

and help consumers, what would you write? Judy is a single woman, liv-ing on a fixed income and the food spoiled because of the design flaw in her refrigerator. She also is out \$143 and is a contractable properconsumer. design naw mer reingetown. She also is out \$143 and is a pretty unhappy consumer. How is it that a company can build a bad product with a build-in problem and get way 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 has done this over and with a story about this company in this very newspaper with a story about this company in this very newspaper to make the company that we have the story of the company to make the story of the company to make the company has been and this time to insist to apact and this time to insist to apact and this famous company keeps service phones in a foreign country in the Far East where the telephone person may not be up to the story of the st

pinnoses in a toreign country in the Far East where the telephone person may not be up to
suiff on solving these kinds of
problems. Using a foreign
country for telephone customer relations brings to mind
the tennis shose 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 fis her refrigerator
while waving an invoice showing what she had to pay for
repairs.

Shey timed.

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 WWJ 950 on week days. You can call him on his show at (248) 356-1270.





