

APPLIANCE DOCTOR

Watch the attitude, it could cost you



JOE GAGNON

When I call for service on whatever, I always make a point of paying attention to the attitude displayed by the person answering the telephone. Whenever I have received a negative feeling I simply have called someone else. Now let me reverse my position and place myself at work receiving a call from a consumer who is rude to me. Let me give you my thoughts as to what I'd like to do to this kind of customer.

I repeat - what I'd like to do, not what I actually do. This kind of column or speech is not wise to do in some cases, ex: smoke but don't inhale, look but never touched etc. etc. etc.

Caller: I'd like service and I want a senior citizen discount because I'm over 65.

Joe: No problem caller, we'll give you a 10 percent discount off the total bill.

Brain: Let's see now, doesn't this customer realize that we do service as honest as can be and never rip anybody off. The total price is going to be lower than anyone else would charge and he has the nerve to ask for a discount. Why

don't I just add the cost of the discount to the price of the part, that way they'll never know the difference.

In actuality: It is done by many in the industry, so it is wiser for the consumer to know this before they demand or expect a senior citizen discount. The Appliance Repair Act would make you aware if this was done to you.

Caller: I called and set up a service call for this afternoon and the guy's not here yet. It's 3:30 p.m. and I just got a call to play golf at 4. Set it up for tomorrow, I should be here.

Joe: No problem, we'll see you tomorrow afternoon.

Brain: Gosh darn it, I had three people call wanting service today and I had to tell them we were booked, and they should call someone else. Now, not only did I lose the income from one of those three callers, I lost the money from this guy who canceled. That's OK, tomorrow when we do go out to his house, we'll make up the loss in the overcharging of a part, or maybe fix something that isn't broke. We'll get him.

In actuality: It is done by many in the industry, so it is wiser for the consumer to know this before they cancel the call for some frivolous reason. It might be smarter to call another ser-



vice company for service the next day. The Appliance Repair Act would make you aware if this was done to you.

Caller: Yeh, my washer's broke, can you come out and fix the #@&(* thing. You ask what, look, if I knew what was wrong with it, do you think I'd be calling you. I have to have a guy here at 5 p.m. tomorrow and he's got to be out of the house by 5:30. Can you do it.

Joe: Sir, that's a commitment I can't promise and I'd just as soon have you call someone else.

Brain: Give him a telephone number for one of the well known rip off companies in town and let nature take its course.

In actuality: It is done by many in the industry, so it is wiser for the con-

sumer not to make demands that are unreasonable or to swear to the call taker. The Appliance Repair Act would make you aware if this was done to you.

The point of this column is to make you aware that some regulations are needed in this industry very badly. You the consumer are at the mercy of any service technician who walks into your home to fix a major home appliance. To be rude to anyone who has the power over your wallet or purse in terms of repairs is not a wise decision. Be polite and answer the questions asked by the call taker and trust that you have selected one of the good honest service companies that exist out there. The Appliance Repair Act might make them all good honest companies. I sure hope so.

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.

HARDEN HARDEN HARDEN HARDEN

**TURN ON TO HARDEN FAUCETS
THE WORLD'S FINEST**



SALE

25% OFF

OFFER ENDS 6-29-96

1/2 turn,
washerless
ceramic disk
valves
**"The Hardwater
Faucet"**



**All Solid
Brass Faucets**

Choice of
Chrome
or Brass

MATHISON'S
Kitchen, Bath and Plumbing Showrooms

28243 Plymouth
Livonia • 522-5633

31535 Ford Rd.
Garden City • 422-3888

6130 Canton Center
Canton • 455-9440

HARDEN HARDEN HARDEN HARDEN



Beat the heat

\$50⁰⁰ off
Any Duct Cleaning
offer good thru 6-30-96

**Is your Cooling
System An
Energy Thief?**

We Can Save You!

- * An old, inefficient air conditioner could be robbing you of precious energy dollars.
- * A new Carrier WeatherMaker can save you up to 60% on your monthly cooling costs.
- * For a limited time, you'll also save up to \$150 on the purchase price.
- * Call us; your Carrier "Inside Guys," for details today.



We're the
Inside Guys

**FREE
CUSTOM FIT
AIR CONDITIONER COVER**

With every installation
Not valid with any other offer
offer good thru 6-30-96

**CREDIT FINANCING
SIX MONTHS - NO PAYMENTS
NO INTEREST
FINANCING AVAILABLE**

 **Leadership Dealer**

BERGSTROM'S
Serving your community for over three generations
plumbing • heating • cooling

30633 Schoocraft, Livonia
(Between Huron & Independence)

HOURS: MON-FRI. 7:30-6; SAT. 9-4

 (313) 522-1350

Based on 17.99% APR. Offer valid on qualified credit applications. See amount owed. See restrictions apply. Contact us for more details.