

2/25/05
Questions for Steve

Campbell

to replace to drying rack in the demo of the MD*9800; It's broken.
I'll order a new one.

Downers Grove

Are the new Maytag front loaders with the window on the door the same as the LG? Is it still manufactured in the U.S.? (the tag shows made in Korea on the 24" compact model.) Is either the top-loader or front loader better than the other, based on performance?

Please hold all questions on the new front loaders until you receive all of the training literature in the mail, the training CD, and we have V-Con on it. All questions will be answered then.

Fremont

Was the oven repaired? One Sales Representative said it was, but no one could confirm it, and given my past experience I didn't dare try it out unless I was sure it was functional.

I have not received confirmation from service that it has been repaired yet. I will let you know when it has been.

FV

Also a customer was saying that if a customer purchased a Neptune before 2003 that they are eligible to receive a new Neptune, because of the Neptune earlier problems. I told her that this was not the case. Am I correct?

Actually, they are included in the law suit. We included all models because that way nobody can come back and sue us again at a later time.

San Diego:

Why is the Neptune stack so much more expensive than a side x side pair would be? I had a customers wonder about this on Saturday and I thought it was an excellent question!!

I've never had this question before. I guess I would answer that a stack pair commands more because a person who needs it is usually in a tight fit and has no choice but to go with a stack. Therefore a company can charge more. It's supply and demand.