

Re: is my \$3,000 lcd tv dead?

Source: <http://sci.tech--archive.net/Archive/sci.electronics.repair/2007-12/msg00081.html>

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 - *Date:* Sun, 2 Dec 2007 06:49:23 -0800
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"Ivan" <ivan'H'older@xxxxxxxxxxx> wrote in message
[news:Ayy4j.56516\\$c_1.32992@xx](mailto:news:Ayy4j.56516$c_1.32992@xx)

Here in the UK I'm pretty certain that something costing that amount of money which only lasted for three years could well attract the attention of our trading standards people, the argument being for that amount of money the expectation would be for it to have a lifespan of longer than three years, irrespective of the manufacturer's guarantee.

Just a thought, but would it be worth investigating to see if anything in the U.S. consumer protection legislation incorporated something similar?

It's called the warranty of implied merchantability, and is derived from English common law. (The "warranty" in any user manual is not protection for the customer, but an attempt to weaken or circumvent this implied warranty.) Among other things, it says that a product must be of "average" quality for that sort of product.

Clearly, any TV receiver should last rather longer than 3 years before suffering a major breakdown. But you're going to have to twist Sharp's corporate arm very hard to convince them they should provide a "reasonably priced" repair. The law is on your side, but getting any company to acknowledge it without a lawsuit is almost impossible.

The best approach is to discuss the issue with Sharp in a quiet but insistent manner, emphasizing that the cost of repair is out of line with the cost of the set and the amount of time you've owned it. If Sharp still refuses to adjust the cost of repair to something more reasonable, tell them they've lost a customer. And then make sure you never buy a Sharp product again, not even a mechanical pencil. (That's where the company's name comes from.)

I've had good luck recently. When a Silverlit X-UFO failed and the importer had no replacement parts, I pointed out that they were legally obliged to carry service parts, and they quickly replaced the entire unit. This is not quite the same thing, but it shows what you can do when know how to protest. I'm currently trying to convince Ryobi of the same thing, with respect to battery packs..

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My understanding is that, over the last 20 years, legislatures have watered
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