

# Re: Gateway flatscreen repair

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*Source:* <http://sci.tech-archive.net/Archive/sci.electronics.repair/2008-04/msg01565.html>

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- *From:* bz <[bz+spr@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:bz+spr@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 29 Apr 2008 12:42:10 +0000 (UTC)
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"Mark D. Zacharias" <[mzacharias@xxxxxxxxxxxxx](mailto:mzacharias@xxxxxxxxxxxxx)> wrote in [news:xMDRj.860\\$To6.269@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:xMDRj.860$To6.269@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx):

Gateway does not even support out-of warranty repair. No factory service – nothing. If you call them they'll tell you to try to find some local service. Of course they don't sell parts or service literature, so "local service" is virtually impossible. These companies should be put out of business for these practices.

We need for more states or the feds to pass laws such as [quote from <http://www.hdtvmagazine.com/forum/viewtopic.php?t=8655>]

CALIFORNIA CODES  
CIVIL CODE  
SECTION 1792-1795.7  
<http://www.aroundthecapitol.com/code/getcode.html?file=./civ/01001-02000/1792-1795.7>

1792.1. Every sale of consumer goods that are sold at retail in this state by a manufacturer who has reason to know at the time of the retail sale that the goods are required for a particular purpose and that the buyer is relying on the manufacturer's skill or judgment to select or furnish suitable goods shall be accompanied by such manufacturer's implied warranty of fitness.

Products less than \$100

1793.03. (a) Every manufacturer making an express warranty with respect to an electronic or appliance product described in subdivision (h), (i), (j), or (k) of Section 9801 of the Business and Professions Code, with a wholesale price to the retailer of not less than fifty dollars (\$50) and not more than ninety-nine dollars and ninety-nine cents (\$99.99), shall make available to service and repair facilities sufficient service literature and functional parts to effect the repair of a product for at least three years after the date a product model or type was manufactured, regardless of whether the three-year

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period exceeds the warranty period for the product.

Products over \$100

(b) Every manufacturer making an express warranty with respect to an electronic or appliance product described in subdivision (h), (i), (j), or (k) of Section 9801 of the Business and Professions Code, with a wholesale price to the retailer of one hundred dollars (\$100) or more, shall make available to service and repair facilities sufficient service literature and functional parts to effect the repair of a product for at least seven years after the date a product model or type was manufactured, regardless of whether the seven-year period exceeds the warranty period for the product  
[end quote]

Talk to your legislators.

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bz

please pardon my infinite ignorance, the set-of-things-I-do-not-know is an infinite set.

bz+spr@xxxxxxxxxxxxxxxxxxxxx remove ch100-5 to avoid spam trap

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