

Re: laptops

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"JodyC21" <jodyc21@aol.com> wrote in message
news:20040923151435.19417.00000824@mb-m22.aol.com...
> *Any good recommendations for laptops? It seems the more I find
> out, the more
> confused I am. Toshiba has a great price, but looks cheap. Sony
> VAIO seems
> overpriced. Someone just told me about e machines, but they were
> not sure what
> they were. It that a new brand name (which they seemed to think
> it was) or a
> different type of machine? I seem to remember e machines
> originally were an
> alternative to a traditional computer, but don't remember what the
> difference
> was.*
>

I used to do tech support for E-Machine. In fact, I was one of the original technicians, starting when they first went on the market in December of 2000. Their laptops weren't on the market back then, so I can't speak directly on point. However, there were some problems with the desktop computers and with the company (which has twice changed hands since then as well). Biggest problems with the computers were power supply failures and cheap software modems. The bigger problems were at the administrative and support ends of the business. No 800 number, so being on hold for half an hour left the customer with the phone bill. Due to low pay among technicians, there was a high turnover rate, which, in turn, meant most of the techs lacked experience. The company also dragged its feet on warranty replacements, not only making the customer pay for shipping, and requiring them to return the entire computer to get a replacement for something as simple as a modem and then replacing the entire unit with a refub machine, but also taking forever to get the replacement shipped out. I would go with an established and reliable brand, including Dell, Sony, Toshiba or IBM. (IBM has a good reputation in the laptop market, unlike their desktop machines.)

Eliyahu