
From: Foley, Patrice
Sent: Fri 03/11/2006 15:27
To: Foley, Patrice
Subject: Samsung Washing Machine

Dear Samsung employee,

Several weeks ago I bought a Samsung washing machine at Krefel near my house on the Chausse de Wavre. I did much research on the best type of machine to buy, looking in Test Achats for the best model at an affordable price. After using the laundromat for several weeks I decided to buy a 7 kilo capacity machine as so much more laundry could be done in one wash. The Samsung machine I bought was not rated in Test Achat but I had downloaded the specifics for the machine and liked the fact that it had cycles of various lengths. I was quite satisfied with my previous Whirlpool machine using the hour long cycle or a cycle a bit longer, so figured I would be able to use short cycles on my new machine.

My machine has been a disaster since I have owned it, and my husband and I have wasted countless hours doing laundry unsuccessfully, making phone calls, composing e-mails, and waiting for technicians to come to the house. I have just washed a load of laundry that is supposed to take one hour and thirty nine minutes. After this wash, which took about 1.45 minutes, there was still a lot of soap in the clothes. I decided to rinse the clothes a second time (15 minutes) and still the clothes were soapy, so another rinse, to the same effect. In frustration I put on 3 extra rinses. My laundry should have been done at 1:30 pm, and it was done at 2:42 pm. The machine which has been "balanced" twice by Samsung technicians spun wildly across the floor, and is now blocking a doorway.

I am not at all satisfied with my new machine. The time the loads are supposed to take are not at all correct. A 1.39 minute cycle usually takes 2 hours or more. The shorter cycles obviously take much longer than the timer on the machine indicates, and does not rinse out the soap properly. This is not acceptable. I understand that "washing times may vary" but errors of this magnitude are not justified. My current 1 hour and 39 minute cycle took more than 3 hours! At this point I do NOT want another technician to come out - I need a new machine or my money back. Several weeks ago I went to Krefel and they were unable to help me. They were sympathetic that my husband had to take off a half of a day work to wait for a repairman, but said it was now up to Samsung to solve the problem. By now we have had two sets of repairmen to the house and have had to take time off work twice. I think we have suffered long enough with our new Samsung washing machine.

I expect a prompt response and a resolution to our washing machine problem.

Sincerely,

Patrice Foley