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PRODUCTS  
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FEBRUARY 2018  
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## YOUR SAY



In 2015 I bought a photoelectric smoke alarm encased with a 10-year lithium battery. After a couple of recent middle-of-the-night false alarms, it would continually sound. Removing it from the ceiling and pressing the pause button only stopped it for a short time, which resulted in me cutting the wire underneath since you cannot remove the battery. Family First answered my first email promptly and sent out a replacement smoke alarm even though I had made the original inoperable and no longer had a receipt of purchase. Great customer service.

**Annette Chapman, Tewantin, Qld**

### Thumbs



My Bosch dishwasher lost power mid-cycle and couldn't be restarted. I was diagnosed a faulty power board and the replacement cost was around the same price as a new dishwasher. Although it was two years out of warranty, I decided to contact Bosch to see if they could help. They looked into it and two weeks later advised they would repair the dishwasher at no charge. Within a few days the repair was completed and the dishwasher was back in use. Thumbs up Bosch for excellent customer service.  
Steve Cochran