

Winter 2006

# Appliantology

## In this issue...

- The Samurai visits RepairClinic... and likes what he sees!
- Changes in the forum to serve you mo' bettah.
- Talk to the Samurai in Live Chat... and he may even talk back.
- A Samurai Select™ appliance repair tip.



A scene from a [magical, Narnian hike in the Southern Presidential range of the White Mountains.](#)

## SAMURAI-APPROVED CERTIFICATION...

Each year (starting this year), the Samurai awards the widely-acclaimed [Intergalactic Samurai-Approved Certification \(ISAC\)](#) to an outstanding bidness in the appliance repair field.

And this year, I am pleased to announce that [RepairClinic.com](#) has earned the coveted [ISAC](#) for 2006.

Recently, I flew the [Samurai Learjet](#) to Detroit and visited the good folks at RepairClinic.com, the biggest (and best) online appliance parts store. At their brand-new, modern, 72,000 square-foot facility in Canton, MI, the RepairClinic machine hums away, day and night, taking orders and shipping out parts all over the US (Canada coming soon! ...maybe ... hopefully); a very impressive and high-tech operation! Here's [an aerial shot](#) of the Samurai inspecting the RepairClinic facility and staff.

So, how did RepairClinic earn the coveted and cherished ISAC? Well, for starters, all orders are received, processed, and shipped right from their own facility in Canton, MI. This

means you get your parts FAST. In fact, **almost all orders are shipped the same day the order is received.** All the other online parts stores use some other third party, unknown to you, for order fulfillment. In addition to increasing costs for you and delaying your shipment, these kinds of third-party arrangements also complicate things like returns. Speaking of returns...

If you click through any link on my website to get to RepairClinic, such as [this one](#), and order parts, **you can return that part, no matter what it is, for any reason, even electrical parts!** Lemme run that last bit by you again in case you missed it: ...even electrical parts. This is unheard of in all the dark, seedy underworld of home appliances. I dare you to find any other vendor with a similar policy. **So, buy all your parts from RepairClinic by clicking through**



### A Meeting of the Minds

The Samurai (center) cracking up RepairClinic's CEO, Larry Beach (right), and President, Chris Hall (left), with his hilarious Darth Vader imitation. Good times, good times!

any of the parts links at my [website](#) or at the [repair forum](#). You'll get great prices, fast order fulfillment, a generous return policy *and*, best of all, you'll help support my site!

## Repair Forum Update

We just completed a detailed and exhaustive accounting of all the income and expenses associated with running [Fixitnow.com](#) and the [Samurai Appliance Repair Forum](#) and we discovered something verrrry interestink: the forum generates less than 7% of the revenue that the main site, Fixitnow.com, does yet it comprises more than 82% of the overhead because of higher hosting fees and bandwidth charges! In other words, I'm losing my a\$\$ running this forum.

For many years, grasshoppers by the thousands have found solace and expert guidance in the world-famous, award-winning forum from the Samurai and his brethren Master Appliantologists. You can sift through the glittering pearls in this treasure-trove of wisdom - over 60,000 posts! - absotootly free. Then, if you need more personalized help, for a love-offering of only \$5 you can become an *Apprentice Appliantologist* and unlock the awesome power of the forum: starting a new topic, replying to an existing topic, sending private messages, and viewing the thousands of illustrative attachments-- you can use the forum as much as you like for as long as you are able to draw breath and type on a keyboard. Yep, five measly beans is all it takes and you get all that plus the eternal good will of the Samurai.

**Just follow these easy steps:** first [register as a Grasshopper](#) and then go to the "Subscriptions" tab in your account and select, Lifetime Membership in the Samurai Appliance Repair Forum; here's the [direct link](#).

That's it! If you have any problems, please [email me](#).

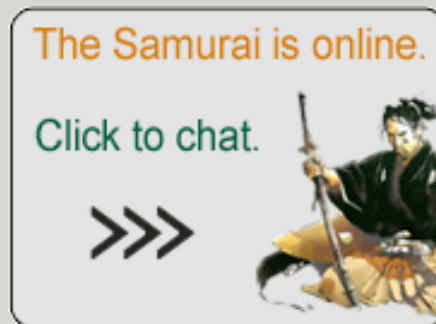
BTW, if you have ever donated any amount over \$5 to the [United Samurai Beer Fund](#), just let me know the email address from which you made the donation and your forum user name and, wallah!, I'll make you an *Apprentice Appliantologist*.

If you're a professional appliance tech, please [email me](#) for a complimentary upgrade to *Master Appliantologist*.

## Introducing Live Samurai Chat!

Many times, when you're at the forum or looking for something at my website, I'm online, too. But if you're having a problem registering in the forum, or posting a question, or finding something, there hasn't really been a good way for you to let me know that you're having problems and need help... until now.

I've installed this nifty little chat service in key pages at both the website and the repair forum. If I'm online, it looks like this:



and you can click it to chat with me. If I'm not online, it looks like this:



and you can click it leave me a message. I don't have any set, regular hours for when I'm online, so you just have to check and see if you're gonna get lucky.

**So, what's Live Samurai Chat good for and what's it not good for?** Chat is excellent for the following situations:

- You're having problems using the [repair forum](#), where you can get expert, personalized technical help.
- You have a question about enrolling in the [Live Help program](#) where I personally work with you to fix your appliance.
- You need help finding a particular appliance part.

- You need help [searching my website](#) for information.
- You have questions about the [Staber washer](#).
- You have a comment about [my website](#).
- Or you just want to drop in and say, "Hey."

**Chat is horrible for detailed, technical repair help.** Why? Because it's way too time-intensive and clumsy a medium for technical discussions. But this is exactly what the repair forum excels at. So, if you're looking for appliance repair help, start a new topic in the [repair forum](#) where my brethren in [The Craft](#) and I can give you expert repair help by posting detailed explanations, links, diagrams, and photos. And you will benefit from having many seasoned eyeballs reading your topic and commenting.

## Samurai Select™ Appliance Repair Tip: Using a GFI (Ground Fault Interrupter) with Appliances

Seems to be a lot of confusion about this among Grasshoppers. And lots of people have at least one major appliance on a GFI, usually the refrigerator on the kitchen GFI circuit. But most appliance manufacturers explicitly state that GFIs should not be used on appliances. For more info, see [this topic](#) in the Samurai Appliance Repair Forum.

## Merry Christmas!

Or merry whatever-holiday-you-celebrate-this-time-of-year. Since the Samurai's family celebrates Christmas, that's my "season's greetings" to you. Write your own newsletter and you can say whatever season's greetings fills your mug. Sayonara!

