


# Appliantology

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The Samurai's been gettin' [wisdom from on high](#) and bringin' it back to you, his leetle grasshoppers

## WE'RE ROCKIN' AND ROLLIN' HERE AT [FIXITNOW.COM](http://FIXITNOW.COM)...

With more than 11,000 members and over 50,000 posts, [The Samurai School of Appliance Repair](#) is the undisputed colossus of do-it-yourself appliance repair help on the entire web!

Ah, but all that crazy activity comes with a price tag. [My last webhost](#) (actually, \*two\* webhosts ago... I'll explain) kicked me out because they didn't like all the activity at the forum. You think the world of appliance repair is sleazy? HA! Unless you've been hosting a website for any length of time, you've been living in la-la land!

See, webhosts will tell you that you have 30GB a month of bandwidth but this is just marketing hype to get you to host with them-- they don't really expect you to use even a fraction of the bandwidth they say you have. And, the reality is that most websites don't. Webhosts know this and even *count* on it so they can oversell the server capacity.

I wasn't even using *half* my bandwidth but it was enough that it exposed their scam and

they gave me two weeks to pack up and get the hell outta Dodge.

So began two weeks of frantic searching for a new webhost, one that would at least *pretend* to honor their specifications of their hosting agreement. After a false start with [yet another sleaze-bag webhost](#), I finally got the forum moved into a [decent webhost](#). But wait, there's more!

I have one more server migration to do. This one will be with the same webhost but I'll be moving the forum to a [virtual private server](#) from a [shared server](#), like I have been. This will give plenty of resources with room for growth but it has two big downsides: 1) more money in hosting fees (a lot more!) and 2) much more work on my end in doing all behind-the-scenes work keeping the server updated and running



### Feel Like a Mushroom?

Kept in the dark about appliance mysteries? Get [Live Help](#) from the Samurai and Fix It Now!

that used to be done (in theory, anyway) by the webhost. So, if you've noticed any glitches or if you see any in the near future, that's the inside scoop on what's happening. Thanks for your patience and know that this, too, shall pass.

## New Podcast Episode

If you haven't already, be sure to check out our latest and greatest podcast, [Episode 16: Appliance War Stories - Defective Customers](#).



Previously, in [Episode 13](#), Mrs. Samurai and I talked

about [appliance service calls](#) from the customer's point of view-- what to look for and expect in a good, reputable appliance service company.

In [our latest episode](#), we talk about appliance service calls from the *servicer's* point of view when there's a defective customer involved. And we do this by telling war stories of service calls dealing with the one to three percent of [cheesedork customers](#) out there. You know these people: they make services and products more expensive for all of us because they're always out to screw every business they deal with. They think the world owes them something so they're always complaining and "looking out for number one." I save [these sayings](#) for those special customers.

By the way, if you have your own appliance war story, be sure to post it in the aptly-named [Appliance War Stories forum](#). If you're a consumer, post your horror stories of dealings with [jive turkey repairmen](#), [parts changing monkeys](#), or manufacturer bureaucracy. If you're a professional servicer, post your war stories dealing with [cheesedork customers](#) or repairing the appliance from Hell.

See, [Fixitnow.com](#) is a website for **both** appliance users *and* servicers! That means it's a unique space where appliance users and appliance servicers can come together and gain a greater appreciation and understanding of each other and to hopefully bridge the gap. At least, that's my vision for what the site is all about. And this works best when there is an open and

honest exchange of ideas, just like in any healthy relationship. And when it comes right down to it, good business is all about a good relationship. It's a two-way street and it all boils down to the two fundamental laws that make all civilized societies possible: 1) do all you have agreed to do and 2) do not encroach on other persons or their property. Is simple, da tovarish?

## The Staber Advantage

If you've sifted through my website or the forum very much, you've probably come across a mention or two of the Staber washer. The Staber is a horizontal-axis washer, meaning it operates like any front-loading washer, except that you load it from the top. But it's better than a front-loader in several respects:

- Uses all mechanical controls so there's no unnecessary electronic user interface panels that have plagued all the other brands (see [Samurai's 5th Law of Appliance Repair](#));
- Top-loading convenience so you don't have to stoop over for loading/unloading;
- Shorter cycle time;
- Immediate access to the tub while washing instead of being locked;
- No front door gasket which eliminates a common cause of leaks and mold in front-loaders;
- Completely serviceable from the front so it's easy to work on;
- Two bearings on each side of the tub instead of a single bearing in back, like front-loaders-- this gives much better long-term durability.

### Cue Customer Testimonial...

But don't just take my word for it, let's hear from [Rob](#), a Staber owner for over a year now:

*Based on the advice of the Samurai, we bought a Staber over a year ago. My wife does about 10 loads a week (family of 5, kids & I play sports and have a lot of clothes to wash).*

*So far:*

1. *It has been totally reliable.*
2. *It cleans clothes really well. It doesn't wear clothes out or damage them.*
3. *It uses a tiny amount of detergent.*

*So far, very good. I totally recommend this washer.*

*It does have some white deposits on the drum that I have to figure out how to remove. Doesn't seem to affect anything.*

*I have no connection to Staber.*

*I'm just still p&\*sed about the Frigidaire front loader which gave us fits.*

*Rob*



And just to add my own perspective as a dealer of these fine machines for almost two years now, I've only had one machine that had some problems and I was impressed with how quickly Staber responded by overnighting the part directly to the customer so they were washing their skivvies again the next day. No hassles, no fuss, just done. Kewl!

The Staber is a popular washer with folks who are into self-sufficient living or those who, for whatever reason, have chosen to live a simpler life off the grid. Some friends of ours who live in Vermont on almost 100 undeveloped, off-the-grid acres use a Staber washer and love it; very reliable and easy on the solar-powered batteries.

This illustrates a core principle about the happy Staber owner: you gotta be a do-it-yourselfer. The washer is designed to be serviceable by the owner and the company offers excellent, free service support to owners. Staber has made it easy for you to have a low energy, low water-consuming washing machine in your remote living location and be able to maintain it yourself.

If you're not a DIYer and expect to call for service, get a commercially available washer from your favorite appliance dealer. Some good ones are Whirlpool Duet, Miele, Asko and Fisher-Paykel.

And now, to make your joy complete, there's a Staber dryer, too! The Staber dryer is built on the time-tested, rugged design of the Whirlpool dryer with the lint filter in the top panel. It follows the same design philosophy as the washer-- no unnecessary electronics and beep-beeps. In fact, the Staber dryer has NO electronics at all and uses 100% USDA Grade-A mechanical controls. Mmm-mmm yum!

## How to Buy a Staber

If you're interested in buying a Staber or would like more information about them, you have several venues. You can visit the [Staber website](#) to see pictures and specs; call me, I'd be glad to talk with you about them, my phone number is 603-526-7129; or email me at samurai\_AT\_fixitnow.com.

But when you're ready to make the purchase, do it through me because the price is the same whether you buy through me or at the Staber website except, if you buy through me, you get the following important benefits:

- You get a complimentary year of [Live Help](#); this means you get personal tech support from yours so very truly on ALL your appliances, including your Staber washer or dryer.
- You get a copy of the mind-expanding and illuminating DVD, [The Basics of Household Wiring](#).

## Sayanara... And Domo

Finally, I just want to thank you all, consumers and servicers alike, for including [Fixitnow.com](#) and [The Samurai Appliance Repair Forum](#) in your Internet surfing. It's precisely because of your visits and participation that Fixitnow.com has become Internet's Frankenstein of appliance repair. And I think I mean that in a mostly good way.

I'm especially appreciative of all of you who support this site either financially, by contributing to [my favorite charity](#), by subscribing to the [Live Help program](#), or by [buying parts through our site](#); or intellectually if you're one of the many fine techs who help answer questions in the forum.

Thanks also for taking the time to read this newsletter. I hope you had as much fun reading it as we did putting it together. I'd like to give you all a big wet kiss but I just keep getting slobber all over my monitor. Dayyam.



## Some Awards We've Won:



## Comments?

Well, let's hear 'em, hoser! It's easy to get ahold of the Samurai. You can reach him via AIM, his screen name is Zenzoidman. You can also reach him through [this message form](#).

## Editors

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