

OCTOBER 2005



Plane truths
Follow our advice
for finding fares
without frills

KEY ISSUE

No-frills airlines p10



Super
We p
electr

Priced to sell



Vacuum c

EXPOSED

05 INSIDE STORY

- We expose the inaccuracies and anomalies of Transport Direct, the government website built to answer the public's travel enquiries
- Should you be worried? The facts about bird flu

10 NO-FRILLS AIRLINES

No-frills airlines offer some great deals; we look at how much you can save and just what 'frills' you have to go without

16 ALLERGENS IN FOOD

We show why reading the label isn't always enough for people with food allergies

18 MORTGAGE ADVISERS

We found you can't trust their advice so we tell you how to get the best mortgage deal

OUR PROMISE

Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies, and everything we test is paid for at full price. Since 1957, we have informed, influenced and campaigned for all consumers in the UK.

'Manufacturers should take more responsibility for making things not free, rather than just slapping on labelling'

Food allergy sufferer Liz Pennington

YOUR LIFE

21 CUT-PRICE ELECTRONICS

If a £50 home-cinema system sounds too good to be true, you may be surprised by our test results. We were

25 NEW CARS REVIEWED

Owners' verdicts on the BMW 1 series, Volvo S40 and V50, Mitsubishi Colt, Kia Picanto and Citroën C4

30 BREAKDOWN SERVICES

Our latest members' survey reveals which patrols are best at getting you back on the road, and we compare price packages

34 CAR INSURANCE

Knock £££s off your annual premium with one of our Best Buy insurers

WHICH? EXTRA

Log on to your members-only website and find out everything we know – and that you need to know – before you buy. Your username and password are on your Which? membership card.

Features include

- Tables with extra information
- Easy-to-use buying guides on 40 products
- Links to dozens of websites
- Full archive of Which? articles published since January 2001

www.which.co.uk/whicheextra

COVER PHOTOGRAPHY: NICK WRIGHT, PHOTOLIBRARY

Members' helpline: 01992 822 800 / 0845 307 4000



Supermarket snips
We put cut-price electronics to the test

See all **p21**



BEST BUY

Clean sweep
Bosch BSG 82000GB
Ergomaxx cylinder vac

See all vacuum cleaners **p46**



Creative drive
Sony Vaio RA304:
good for video and
photo editing

Buying a computer **p40**

TESTING, TESTING

38 PRODUCT NEWS

'Green' cleaning cloths, a speaker bag for music players, a mat to make ladders safer and a home sauna for one

40 BUYING A COMPUTER

Whether you enjoy simple surfing or advanced gaming, we recommend the best models for you, based on readers' ratings

46 VACUUM CLEANERS

We've tested the latest cylinder and upright models to bring you six Best Buys – and a dozen Don't Buys

50 UNIVERSAL REMOTE CONTROLS

One remote to rule them all...replace the remotes cluttering up the arm of your sofa with a Best Buy universal model

52 HAIR STRAIGHTENERS

We've got three Best Buys that can help you achieve straight, glossy-looking hair for special occasions and hot dates

REGULARS

24 FOOD AND HEALTH

Lose weight by sticking pads on your feet? Fat chance

32 MONEY MONITOR

Mini cash Isas, child trust fund cash accounts plus travel insurance

55 BEST BUY MONITOR

Our Best Buy printers at the lowest prices

56 CONTACTS A TO Z

Save time when shopping around

58 TAKE ISSUE

Your letters, plus campaigning activities

60 BRIEF CASES

Two cases from our legal files

WIN

We've got five Canon Pixma iP8500 inkjet printers to give away in our Best Buy competition

Just answer a simple question from this month's report and you could be one of our lucky winners. Turn to p56 for more details and full competition rules.



THIS ISSUE IN NUMBERS

Car insurance Premiums compared	5,400
Vacuum cleaners Grams of house dust used	16,400
Low-cost airlines Fares monitored	168
Hair straighteners Metres of damaged hair checked	606

Post: PO Box 44, Hertford X, SG14 1SH

Email: which@which.co.uk