VInside

'For a truly healthy diet you need to eat a variety of vegetables and cereals, regularly, over a long period of time' PAGE 12



The Friedenthal family try out superfoods

News

04 Consumer news

- Recalled contact lens fluid linked to UK eye infection victim
- Our research highlights the poor service offered by NHS Direct
- Apple defends iPod after owners complain about faults

10 Product news

Sky's new HD PVR box plus eco-friendly paint stripper - and alco-Slush Puppies?

12 Superfoods

We go behind the headlines to see whether the claims about the health benefits of everyday foods live up to the media hype

30 Money monitor

Best Buy student accounts and credit cards, plus some success on credit card charges



Features

17 Mortgage savings

We explain how you can save thousands in interest and be mortgage-free earlier

20 Broadband

Our reader survey shows which companies offer the best customer service

24 Car reliability

Find out why a small, cheap car could save you hassle and why some expensive brands need to raise their repair standards

28 Inheritance tax

How to leave more money to your children and less to the Chancellor

32 Poor savings plans

How to keep down your losses if you have a with-profits savings policy



David Dawson asks about a faulty MP3

Help & advice

68 Ask the experts

Buyers' rights if things go wrong, medicine prices, semi-automatic cars, plus HDTV

70 Your letters

Top-loading washing machines, benefits of paying in local currency, and your reaction to comments by the Transport Minister

71 Campaigns

The dangers lurking in your bowl of breakfast cereal

72 Brief cases

Two tales about shoddy work, plus the law on children working in the school holidays

76 Question time

We put the Chief Executive of the National House-Building Council on the spot

Our promise

Expert advice when you need it

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've informed, influenced and campaigned on behalf of all consumers in the UK.

Best Buys

These are products that achieve high total test scores.



Don't Buys

These are products that have performed extremely poorly in at least one of our key tests or that have achieved very low total test scores.

Exceptional Value

EXCEPTIONAL Our coveted award is VALUE which? given on

those rare occasions to products that are of both superb quality and outstandingly priced.

MEMBERS' HELPLINE Call 01992 822800/0845 307 4000 Email which@which.co.uk

If you enjoy using a stovetop pan steamer, you might be thinking about upgrading to an electric model. Our advice is to think twice PAGE 40



On test

IN-DEPTH TESTS

36 Healthy cooking

How juicers, smoothie makers and electric steamers and health grills shape up

44 Micro hi-fi systems

Micro hi-fis are designed to be affordable and easy to install. We pick the Best Buys

50 Headphones

Our verdict on the iPod headphones plus models for use at home and on the move

54 Steam irons

Which irons will get the creases out fast

58 Microwave ovens

The hottest solo and grill models around

62 Washing-up liquid

Fairy Liquid or supermarket own brand? We reveal which liquids clean most plates

64 Frying pans

We test some sizzlingly good Best Buys

Comment

Obstinate Tesco

ritain is facing a nutritional crisis. People are getting fatter; type 2 diabetes is rampant; and – for the first time in history – the next generation's life expectancy is predicted to be shorter than that of the current one. We must all act – and the Food Standards Agency (FSA) has shown admirable leadership and common sense by producing an easy-to-understand traffic light labelling system which indicates levels of salt, fats and other constituents in products.

The system has been readily adopted by four of the big supermarkets: Asda, Co-op, Sainsbury's and Waitrose. M&S seems set to support it, too. Yet market-leader Tesco, which has done much over the years to improve the lot of the consumer, has shown unfortunate obstinacy in instituting its own labelling scheme that focuses on guideline daily amounts. Its stance seems to be encouraging some major food manufacturers, along with fellow supermarket chain Morrisons, to follow.

This is wrong. Rather than helping shoppers to understand which foods are healthier than others, it will lead to more confusion. Our research on p6 shows that the public finds the FSA's system easier to interpret.

Tesco argues that the FSA's traffic light system is too simple. We agree – for that is its strength. Consumers will not be swayed by any message that is too complex. Too much detail will do nothing to help the fight for a healthier nation.

We urge Tesco to change its mind. It should not underestimate its responsibility in this area. Our message is clear. We're giving Tesco our own red light on this – but we'd like to give it green.

Mortgage savings for all

Mortgages need not be the burden many of us feel they are. Our article on p17 shows that switching can bring huge rewards. Shortening your term or making overpayments can also save you thousands. It's down to you. Ask the right questions, be prepared to move your loan, be brave – and then you'll save.

© Which? Ltd 2006

170

Material published in Which? may not be reproduced, stored in a retrieval system, or transmitted in any form, without the prior permission of Neil Fowler, Editor. Which? may not be used for advertising, sales promotion or publicity. UK ISSN 0043-4841

Printing Charterhouse Print Management

THIS ISSUE IN NUMBERS

1,215

The number of kilograms of fruit and vegetables juiced for our report on juicers and smoothie makers. We raise a glass to our winners on p36 and p38. The number of recordings our panel listened to for our test of headphones on p50. Our panellists' sound advice helped us in our quest for the best sets. The number of minutes the slowest iron in our test on p54 took to cool down to a safe 35°C. If you think that's a long time, try this: the quickest took 51.

89