

line-up



Anthony Hume researched product reliability, p18. He says:

'Hoover is at the bottom of the pile yet again this year – how does it get away with it?'



Sandie Mattioli researched scooters, p32. She says:

'Scooters are great for commuting; petrol costs are less than half those for a super mini'

Editorial Jaclyn Clarabut, Malcolm Coles, Jon Dunning, Kirsten Edwards, Liz Edwards, Lesley Latimer, Shauna Massey, Tessa Russell, Simon Spruce, Abigail Waraker, Barbara White, Kim Winter

Production Bev Jordan

Design Neil Darby, Sofia Henry, Mark Massey, Suzanne Taylor, Sam Williams

Which? Research Jon Barrow, James Beardon, Elizabeth Bowden, Michael Briggs, Amanda Bristow, Matthew Brown, Chris Christoforou, Alastair Colman, Jenni Conti (Head of Money), Jenny Durling, David Evans, Alison Eastwood, Judy Farrar (Head of Services), Ian Ferrell, Rosie Fletcher, Jon Forfar, Lal Forfar, Teresa Fritz, Lisa Galliers, Melanie Green, Edward Hare, Dave Holes, Celia Howarth, Anthony Hume, Julie Hunter, Simone Johnson, Julie Lennard, Nick Kirby, Jo Langenhan, Ayesha Lawrence, Liam McCormack (Head of Research), Chris Matthews, Sandie Mattioli, Mike Naylor, Andrew Neeson, Naomi Newman, Oliver Pawley, David Pawsey, Lizzy Payne, Victoria Pearson, Nikki Ratcliff, Sarah Roberts-Wray, Kate Shipp, Cassie Smith, Paul Smith (Head of Products), Ceri Stanaway, Paula Stein, Ryan Southwell, James Tallack, Pete Tynan, Fiona Vanier, Alison Watson, Cara Whitby, Guy Widdowson, Richard Wilkinson, Andy Woodward, Tim Young

Council of Management Brian Yates (Chairman); John Rimington CB and Tanya Heasman (Deputy Chairmen); Anthony Burton OBE, Neville Duncan, Margaret Ginman, Amanda Iremonger, Aamir Khan, Sue Leggate, Elizabeth Llewellyn-Smith CB, Natalie Macdonald, Martin Morton, Robert Pickard, Roger Pittcock, Gary Waller, James Woodward-Nutt, Professor Steve Woolgar and Christopher Zealley

Chief Executive Peter Vicary-Smith

© Which? Ltd 2005
Material published in Which? may not be reproduced, stored in a retrieval system, or transmitted in any form, without the prior permission of Malcolm Coles, Editor. Which? may not be used for advertising, sales promotion or publicity.
UK ISSN 0043-4841
Printing St Ives (Caerphilly)

EDITORIAL



Reliable appliances

You have to know when to give up. James Dyson recently packed in his Contrarotator washing machine because it's making a loss. It's just as well: our latest reliability survey shows that Dyson washing machines know a thing or two about giving up themselves – nearly two thirds of the 31 machines up to three years old you told us about broke down.

It's a similar story with his vacuum cleaners – they're languishing at the bottom of our reliability tables (and getting worse). For example, Dyson's cylinder vacs were over five times more likely to go wrong than Miele's.

This is a shame because, reliability aside, Dyson makes some of the best products around (see p30 for our review of the new Ball vacuum cleaner, for example). That puts it one rung up from Hoover; not only are Hoover's washing machines, washer-driers, tumble driers, and fridge-freezers unreliable, but none performs as well as our Best Buys.

Making reliable appliances that perform well isn't impossible – just ask Miele and Bosch, which produce plenty of Best Buys.

Malcolm

Malcolm Coles, Editor

IN THE WASH

Hot news and lukewarm responses



FLOWER POWER

Sales of flowers have trebled to £1.3 billion a year, making the UK the 10th biggest nation for flower sales, according to the Flowers and Plants Association

MOBILE TV

Mobile phone users can watch 16 TV channels on their phones in trials being carried out in Oxford by NTL and O2

HOT HOT HOT

Anyone wishing to try a new ultra-concentrated chilli sauce, 16 Million Reserve, on sale in the US, must sign a disclaimer absolving the makers from liability for death or serious injury



MODERN TIMES

A new range of greetings cards includes 'To mummy and daddy on their wedding day' and 'Happy birthday to our childminder'



INSURANCE LIES

One in ten drivers lies to insurance companies to keep premiums down, says an RAC survey



SHARING THE LOAD

Fed up with always doing the laundry? A new washing machine uses fingerprint recognition to make sure the same person can't use it twice in a row

Members' helpline 01992 822 800
0845 307 4000

Post PO Box 44, Hertford X, SG14 1SH
Email which@which.co.uk
Outside the UK call +(44)1992 822 800