

## Photo printing

Sept, p46

You appear to have done an about-face on the subject of laser printers. When I was choosing a printer, you wrote that, unlike inkjet machines, they could do photo quality pictures on ordinary paper, and you factored this into print cost calculations – now you say that they're unsuitable for printing photos. Why the change of opinion? Have inkjet printers got so much better?

DEKE ROBERTS, OXFORD

### WHICH? SAYS

While some colour laser printers print acceptable photo quality on plain paper, most won't take shiny photo paper so they're unsuitable for printing actual photos.



## Audible message alert

Oct, p43

Although your report on home phones was interesting, I was disappointed that you didn't mention whether the answerphones reviewed had an audible message alert – this is essential for anyone who is blind.

I seem to miss a lot of messages, and imagine that many others like me would also find it very helpful. DON FOXWELL, WESTHILL

**WHICH? SAYS** The Motorola D111 has an audible message alert. It isn't a Best Buy, but it did score 66% in our tests, and costs £54.97. See [www.which.co.uk/motorolad111](http://www.which.co.uk/motorolad111) for more details.

## In-car digital radio

Oct, p30

In response to your mention of the Pure Highway DAB system for use in cars: I purchased one some months ago and have been very happy with it, and it was cheaper than the alternative of fitting a new DAB radio.

## Ask our experts

Your consumer questions answered by our experts

### Football online

A relative told us about a website that shows premier league football. Clearly it doesn't have the broadcasting rights to show this in the UK, but is it illegal to watch it?

PAUL CREASEY, SHEPPERTON

It's certainly unlawful to capture and broadcast content without the consent of the copyright owner – as it's illegal to copy a match under the Copyright Designs and Patents Act 1988. The Premier League told us that it's taking action against some of these websites.

However, legal opinion is divided over whether watching them is illegal – there's been no legal action as yet so it hasn't been decided whether 'streaming' data is copying.

To be safe, you should probably stay away from these sites.



### Will obligation

My mother left my sister an item of jewellery worth around £2,000 in her will but it can't be found. My sister is looking for compensation from the executors because the item is missing, presumed lost several years ago. Are the executors duty bound to allow her request or should they obey the instructions in the will strictly? SUSANNAH COLLIER, CARSHALTON

The position will depend on the precise wording of the will but, if the item was lost before your mother died, it won't be part of the

estate and there will be no recourse. If it is lost by the executors, your sister could claim against them.

More information on wills is available in our new book, Wills and Probate – see [www.which.co.uk/books](http://www.which.co.uk/books). We can also help you write a will with our new Which? Wills Service – see [www.whichwills.com](http://www.whichwills.com) for more.

### Washing temperatures

I think that my washing machine washes perfectly well on cold – do we really need to use hot water in our machines?

CLIFF COLLINS, BY EMAIL



## Early years education

Sept, p14

You state correctly in 'Ways to Save' that families can receive free early years education from 'registered providers' including Sure Start centres, nurseries and pre-schools but, what is less well known, is that childminders accredited by the National Childminding Association (such as myself) can also deliver this.

SARAH RAY, EASTLEIGH

**WHICH? SAYS** Find accredited childminders in your area by contacting your local Early Years Team ([www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)) or the Family Information Service ([www.nafis.org.uk](http://www.nafis.org.uk)).

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number down as only you know the memorable date.

CHRIS ROGERS, DEVON

## Helpful train staff

Sept, p22

Following your report on poor advice from train station staff, my experience demonstrates that they can be very helpful.

My station is on the Cambridge to King's Cross line. For a time it was up to 10% cheaper to buy a return to an intermediate station and a return from there to King's Cross. I wouldn't have known this if it hadn't been pointed out by a ticket clerk, who wasn't obliged to do so. JOHN BROCKLEHURST, BALDOCK

To avoid having to frequently change the FM transmission frequency on long journeys, I bought a cable that connects the line-out socket of the Pure Highway with a pseudo 'audio cassette' that inserts into my car stereo.

I can now listen to the DAB unit with no retuning required. Even better, some newer cars or car stereos have a line-in socket that you can connect to the Pure Highway as you would connect it to your MP3 player – therefore avoiding the need for FM transmission altogether. COLIN BRADY, YATELEY

## Remembering Pins

October, p80

I have another simple method to help people remember their Pin number.

Pick a date you'll never forget, such as the birth date of a loved one, and represent it as four numbers, so 13 May becomes 1305, for example, or November 1955 becomes 1155. For each card, add this to your Pin number to produce a safe number.

Any time you forget a Pin, you work it out by subtracting the memorable date from the safe number. You can write the safe

Some stubborn stains are more successfully shifted in warmer water.

However, many clothes aren't that dirty when you put them in the wash, so a cool wash should clean them competently and will use less energy.

Some detergents are now designed to wash at lower temperatures – Ariel Excel Gel has impressed us when washing at 30°C and is Best Buy.

But an occasional high-temperature wash will help maintain your machine and kill bacteria, which is why it's more hygienic to wash bedding and towels in water at 60°C or above.



## Car seats

My wife and I (left) are looking for a car with automatically adjusting seat positions and mirrors – we're quite different heights. We drive under 5,000 miles a year, don't want to pay much more than £12,000. We'd consider a two- or three-year-old supermini or family car.

JOHN BARRANCE, LETCHWORTH GARDEN CITY

This feature tends to be standard only on luxury models. You're also unlikely get it on a new car for £12,000. One of the cheapest options we found was with the Best Buy Volvo C30, which will cost you around £14,995 and

£550 for the memory seat option.

Good second-hand cars likely to have this might be a high-spec Honda Accord, Lexus IS, Mazda 6 or Toyota Avensis.

To buy privately try [www.autotrader.com](http://www.autotrader.com). To use a dealer, consider [www.broadspeed.com](http://www.broadspeed.com) or [www.drivethedeal.com](http://www.drivethedeal.com).

## CORRECTIONS AND CLARIFICATIONS

Pizzas, Oct 09, p61

The footnote stating 'Averages based on a sample of nine pizzas' relates only to Frankie and Benny's.

Money from savings, Oct 09, p69

A 65-year old man could expect just over £300 a year from a £10,000 investment, not a month as stated.