



# Your letters

## Your say

To have your say on any article in *Which?*, email [letters@which.co.uk](mailto:letters@which.co.uk) or write to **Letters, PO Box 44, Hertford X SG14 1SH**. Include your membership number. We only publish letters that relate to previous articles, and we reserve the right to edit them.

## Your comments on articles that you've read in *Which?*

### Travel insurance

June 08, p22

Regarding your advice on claiming on travel insurance, my wife and I have just returned from France, where she unfortunately lost a gold and sapphire ring. My wife reported the matter to the police but was told that they did not provide reports on lost or stolen items.

After speaking to the tourist information office she tried again, but had the same answer. While you're right that most insurers require a report, members should be aware of this potential problem.

TOM CURRIE, READING

**WHICH? SAYS** Thanks for sharing this with us. Most police will issue a report. If not, the Association of British Insurers recommends that you should explain the situation to your insurer – and if you have a tourist representative notify them.

### Digital pictures

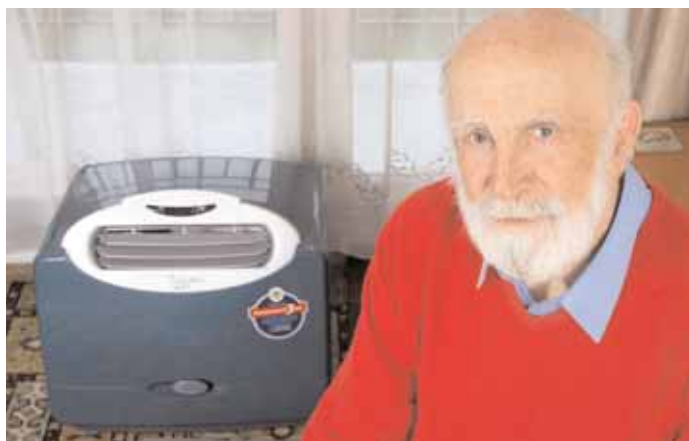
June 08, p42

I was impressed by your recent coverage on digital photography, from choice of camera through to printing, but there was a lack of detail concerning cropping.

Most of your compact cameras on test take pictures at a ratio of 4:3 and this is how they're displayed on both the camera and a computer screen.

However, photo printer paper is often available only in a ratio of 3:2, so photos are cropped or shrunk.

Photo albums are designed to hold



Roland has trouble draining condensation from his air conditioner

photos of these shapes, but it's worth emphasising that what you shoot isn't necessarily what you'll print.

PHIL COOK, STOURPORT-ON-SEVERN

**WHICH? SAYS** We test for this and incorporate the results into the total score for photo quality. One solution is to print from your computer rather than directly from a digital camera or memory card – this will give more control over how an image is cropped.

### Air conditioning

May 08, p64

Your Best Buy Issimo 9HE air conditioner is a good product, but I have considerable problems in draining the condensation it gathers.

The drainage hole is positioned so close to the floor that there's only room to slide a shallow baking tray beneath to catch the condensation, and you need a very steady hand to transfer it without spilling. Have other buyers of the Issimo found a practical solution to the problem?

ROLAND RENCH, BECKENHAM

**WHICH? SAYS** Unfortunately, this problem is common to most air conditioners we test. One solution is that the Issimo has wheels so, if placed near a door, it could be wheeled outside and

emptied – although you may need help, as it is quite heavy.

### Outdoor cleaners

May 08, p50

Following your report on outdoor cleaners, I wanted to know how long the treatments last – this is important when working out the cost and convenience.

I've been using Armillotox for many years, and two treatments a year are more than adequate to keep our patio algae-free and our house and shed roofs clear of moss.

BRIAN BUXTON, SOUTHAMPTON

**WHICH? SAYS** How long a treatment lasts depends on how much dirt gets on to your patio between treatments, but there are ways to help it stay clean. Brush decking regularly with a stiff brush to extract dirt and prevent it from getting damp, and avoid moss by checking that water can drain away and by clearing overhanging plants to let light through.

### Cut car costs

May 08, p12

Thanks for the informative piece comparing the costs of running cars, but one way to cut costs was

not mentioned – lift sharing.

Depending on how much of your driving is for commuting, and how many people you share with, you could halve your annual fuel bill.

I urge *Which?* members to do their own sums, then visit [www.liftshare.org](http://www.liftshare.org) and sign up. Cut your emissions and give your wallet a break or, better still, cycle or walk.

BEN JEWELL, NEWCASTLE

### Home checklist

May 08, p26

Regarding your checklist when buying a house, I suggest that the age of the guttering and drain pipes is unimportant and the question should have been: 'Are the drains and guttering in good condition?'

On my house, the old steel guttering has been no problem at all, as it is well maintained, but the new plastic guttering on the extension developed a leak because a clip had not been put on properly.

PETER JONES, WOODBRIDGE



Brian would like to know how long outdoor treatments last

### CORRECTIONS & CLARIFICATIONS

Child car seats, June 07, p70

We are happy to clarify that our four Don't Buy car child restraints all meet the UK legal minimum safety standard for child car seats. Our own tests exceed this standard, as we believe it is inadequate.