

I wish to bring to the attention of the commission the practices and behaviour in the industry repairing coffee machines.

I have a broken coffee machine. It seems impossible in Sydney to find anybody to even look at it who will not charge a \$50 payable in advance fee to get a quote which will be refunded if I proceed. Even though I am 81 I'm handy with a screwdriver and I undid my coffee machine and discovered that it needed a small plastic tube with a brass fitting which was available from JURA, the Swiss manufacturer. When I contacted them they refused to supply me direct but would only supply me through a recommended repair outlet. They would not even give me a repair manual for the coffee machine.