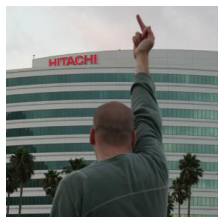


16 October 2006

By: Alexandru Sima, Hardware Editor



[Craig Fingers Hitachi - and Other F Words](#)

Good laugh

Craig Harris, who works for IGN, said that if he ever gets to heaven his biggest regret would be buying a Hitachi plasma television. Writing in his bog, he said how he saved up his pennies last year to buy a 42-inch Hitachi plasma from a San Francisco Bay Area store, Video Only. His story, told by The Inquirer, sounds like a script for a good comedy. After discovering a dead pixel in the middle, he waited four months before they could replace the screen, only to find that the new one also had a dead pixel. When Harris turned on the screen to show white, he could see purple pixels of different intensities scattered all over the field. Trying to get Hitachi to take some responsibility, he called Hitachi's service. A technician showed up and confirmed the fault. Two weeks later he returned with a replacement video processor. Harris pointed out that it could not be a processing problem and sure enough it wasn't. The Hitachi people decided to take the screen away and gave him a chit. Several weeks later the company said they would replace the screen "one of these days", he claims. A month later, Hitachi got back to him saying that it needed the broken set before it could swap it out. In other words, the repair shop had to send the broken one to his house before Hitachi would show. After a year, Harris is still without his TV. If you want to have a good laugh, [here](#) is the original story.