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Dell's Paint Problems
Affecting The Inspiron
line Too
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Paint quality problems lead to unhappy customers

After the launch of the colorful line of notebooks that received the name XPS M1330, Dell starting having problems with the quality of the paint finish that was applied on the notebook casings and after many delays and a considerable number of unhappy customers, the hardware manufacturing company decided to cut the number of available colors in order to be able to maintain production. Well, now it looks as if the XPS M1330 line is not the only one that plagues Dell as the company posted a statement concerning the shipping delays of the newly reworked and upgraded line of Inspiron notebooks. Unlike the problems encountered with the paint job on the M1330 machines, the Inspiron notebooks are still tricking from production lines, but at the snail's pace. While not yet in the position to cut down the color offerings of the newly reworked Inspiron machines, Dell warns potential customers that selecting one of the following colors, Espresso Brown, Ruby Red, Midnight Blue, Spring Green Flamingo Pink or Sunshine Yellow, will result in a delay of the shipment. Amid all those problems, only customers that decided for the simpler Jet Black or Alpine White colors will experience no shipment delays. "We'll continue to work directly with suppliers to ultimately increase our production on color notebooks," said Lionel Menchaca, Dell's Digital Media Manager in the company's statement and he was cited by the news site [dailytech](#). "Besides scale, we are also focused on maintaining the levels of quality we established when we designed these notebooks. In other words, we're not going to relax our quality standards to ship more products." Dell's statement that the Inspiron line of products got into the same paint problems as the (in)famous now M1330 line comes at a time when customers are really unhappy about all those shipments delays, so maybe it would be a good time for the computer manufacturing company to scale down the offers that highlight the "problem" colors and simply concentrate on better hardware parts and less on the finishing paint. "Beyond that, we have added dedicated sales and support resources in the United States and around the world specifically to address the customer experience issues that these delays cause. We also understand that shipping your system is key, and we'll continue to work to do that," Menchaca also said but his words are quite unlikely to quiet down the customers that are waiting for a notebook that is still facing some troubled times ahead.