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A Nespresso® Saga

Aaron's Question Column

by Eve Lerman (344)

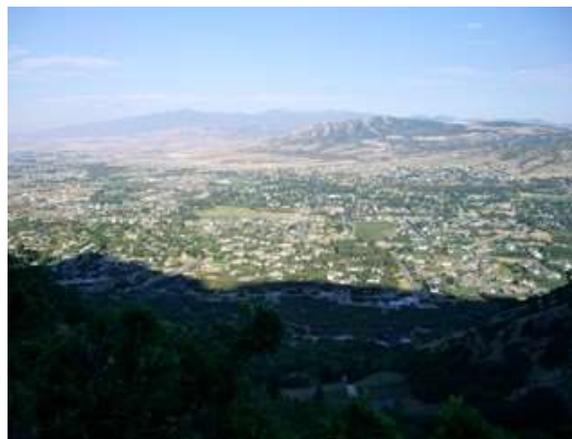
Last October we got a new Nespresso machine to replace our old one that was acting up. I may have been the culprit as I'd done the periodic de-scaling without the quicker weekly cleaning. Sure enough, this time I was diligent.

Alas, after about 10 weeks, the same problem cropped up with the replacement machine. And thus began a series of phone calls to Nespresso's "customer service." Looking up our account, the representative ascertained we'd been good, long-time customers who'd followed the machine's procedures, with no luck at solving the problem. We were, thus, entitled to a replacement machine.

Wow! That was lovely. Unfortunately, there were supply chain issues, and we'd have to wait a couple weeks. Fine. After a couple of weeks had passed with no notification of a package due to arrive, I again called my "friends" at Customer Service. Oh, yes, there was a new machine they would send. Several days passed, and a box showed up on our front porch. We eagerly opened it, only to find that it was a smaller machine than the one we were replacing. Not OK. Hence, a third call to "Customer Service." This time I spoke with a very nice individual who understood and told us to return our "old" machine and feel free to use the small replacement one until ITS replacement arrived.

But the next day, recalling that conversation, something felt wrong, so ... call # 4. It turned out that the very nice person had ordered up the *wrong* machine for us. Good thing I'd called! So I managed to get that item cancelled and the correct model queued for shipping.

By this time, I was so frustrated I requested to speak with a supervisor. Finally! I'm now happy to report that, after receiving two incorrect boxes, *continued on page 3*



Two images of where I live, near Salt Lake City. The bottom one features Utah Lake

Question: Is the weather in SLC during winter quite a change for you? What have you had to do to cope with lower temperatures than you're used to?
-Jerry

Aaron's Answer: For sure Jerry. The weather in SLC is really cold, and although we've hardly gotten any snow after a week-long period of around 3 feet of snow, it is still very cold. I don't think I've gone outside without a jacket in at least 5 months. However, in the summer it was baking hot. It averaged around 90 degrees during the day in the summer, and during the night it was hardly under 70 degrees. Another

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