

Hi Mr. Tue Mantoni,

I would like to complain to Bang & Olufsen a/s about the purchasing of a BV7-40 in Hong Kong recently.

On 21 August 2011 (Sunday):-

I decide to replace my BC1 with BV7-40. I visit the B&O shop in Pacific Place shopping mall. I am greeted by Mr. Simon Leung, the sales executive. I tell him I want to see the BV7-40. He then demonstrates the basic features ie. viewing different TV channels. He tells me this model is old because it does not have a Bluray player, but I can now order a one with Bluray player. I then ask him if a notebook with HDMI output can be connected to it. He confirms it can and shows me the label on the back cover. After asking him the price, I then make up my mind. He then asks me what colour I prefer. Instead I ask him if there is any stock on hand available. He tells me that it is out of stock but it can be ordered with a delivery time of 4 to 6 weeks. I tell him I am not in a hurry and I do not mind waiting. He begins to prepare the sales contract and ask me what colour I want, the specifications and the type of equipment connected to the TV as I tell him that I have a BC1 and want a replacement. I choose aluminium color with stereo speaker and motorised stand. I also tell him the BC1 is currently connected to HDR1 and STB called NOW TV. I mention the HDR1 is also connected to a DVD recorder but I do not think it will affect the system. I also tell him to have my BC1 throw away. He then asks me my name. I instead give him my phone number. He then checks all the above details against the sales database as a verification. After that, he prints out the sales order. He then writes down NOW TV and HDR1 under the remarks section of the sales order. Then I sign off the sales order. He then asks me for payment. I tell him I will give him the full payment cheque within a day or two. Before I leave the shop, I tell him to call me when the delivery is ready.

On 23 August 2011 (Tuesday):-

I visit the shop to hand the staff my cheque. Mr. Simon Leung is off that day. Instead his colleague prepares the official receipt and tells me that he will give my cheque to Mr. Simon Leung for follow-up work. I then go to take some measurement of the BV7-40 to make sure my side table fits under the BV7-40 loudspeaker. I ask for the BV7-40 specifications instead of directly asking for a catalogue. He then gives me the B&O catalogue. Before I leave the shop, I tell him to call me when the delivery is ready.

On 14 September 2011 (Wednesday):-

I receive a phone call from B&O telling me the BV7-40 is ready for delivery. He asks me if tomorrow is fine. I become annoyed as I am being rushed. I prefer Tuesday morning. He

then replies 27 September 2011 is available. I tell him that is fine. Actually this gives me time to tidy my things up. I also ask for a HDMI cable to connect to the notebook.

On 27 September 2011 (Tuesday):-

At around 10:30 am my doorbell rings. Two B&O delivery people start installing the BV7-40. I tell him to throw away the BC1 but one of the delivery people asks me if I also wish to throw away my DVD recorder. I guess that he notices my DVD recorder has not been plugged to the mains. I tell him to please leave my DVD recorder alone. I then start to think that he has no idea of my B&O setup even though I have mentioned to the sales executive that it is connected to the HDR1. I also have not told the sales executive to throw away my DVD recorder. After he finishes plugging all the cables, he then starts to test the equipment. He begins to show me the broadcast TV channels. He then shows me the STB programmes by powering on manually through the DTV on screen menu instead of power on by directly pressing the DTV button. I then ask him if I can still use the user group feature as in my BC1. He tells me that it should be ok. Actually I know he does not understand what I am talking about. I then test the recording function of the HDR1 by recording the STB programmes with V.AUX as the source just like BC1. It does not work. I look at him and he is speechless. I suggest maybe I should use DTV as the source instead. He looks clueless. Luckily the HDR1 does record the STB programmes and he looks relief. But I later find out that it only works provided that the STB is actually turned on. If STB has not been turned on, then HDR1 will record a blackout content. He also advises me that I should instead buy a portable hard disc drive to connect to the STB instead of using the HDR1 to record the STB programmes. He tells me that it is much straightforward. I am really sad when I hear this because after all he is still a B&O employee and he should not say such a thing. I ask him how to move the BV7-40 around. He tells me that two people should carry both ends of TV panel instead of holding the two ends of the speaker because the speaker is not strong enough to hold on. But to my horror, I later find out in the getting started guide that the moving or lifting of the BV7-40 should only be carried out by qualified people. Mr. William Lam later mentions that the proper way is to dismantle the BV7-40 back to three individual pieces i.e. TV panel, stereo speaker and motorised stand. Eventually the installation work is kind of finished, so I let him go in order to have more time to really test the BV7-40. Moreover during the installation process, he talks to somebody over the phone that he expects to finish his work within an hour. Honestly speaking, I do not want to deal with him anymore. After he left, I begin to test the BV7-40. I find out there is a lot of issues so I immediately call customer service that afternoon explaining my problems. Later on that day at around 5:30 pm, I call customer service again to tell them there are more issues. This time I am lucky because Mr. William Lam answer my call directly. After listening to my complaints, he promise to send somebody to my home to reperform the installation and give me a price quotation of the chip for the upgrade of HDR1. Because it is really late that day, so I do not want to hassle Mr. William Lam any longer. I just hope somebody will talk to me next morning.

From 28 September (Wednesday) to 30 September 2011 (Friday)

Too much things have happened and I do not know how to explain those in words. All I can say is Mr. William Lam and Mr. Ah Long come to my house to reperform the installation again on 30 September 2011 3:30 pm. By the way, 29 September 2011 is a holiday because of a typhoon.

Issues:-

A. Product level

(1) No STB user group function in BV7-40. Mr. William Lam confirms to me that BV7-40 no longer has this feature. He is surprise when he knows I am using this feature. I explain to him that it saves me from remembering the channel numbers as I have close to 30 favorite channels. He and all the B&O staff have never mentioned Beo6 to me. By the way, I need to give credit to Ms. Helle Pramanik of customer service in Denmark for her speedy and positive response. She points out to me that Beo6 is the solution. After researching the Beo6 in the Beoworld website, I then buy it on 30 September 2011. The 10% discount given by Ms. Amanda Tsui upon my request is justified considering the fact that nobody put any effort in promoting Beo6 except Ms. Helle Pramanik in Denmark. I consider this issue resolved. But you should be aware of the level of competency of the B&O staff in Hong Kong.

(2) Related to the BV7-40 motorised stand. When I press Stand then 9 and then 5, it moves back to the center position. But when I press 5 again, the motorised stand just move a little bit. It supposes not to move but stay in the centre. I have informed Mr. William Lam and Mr. Ah Long. They confirmed to me there is no loose part. They will resolve this matter with factory. So this is still outstanding.

(3) After the HDR1 is connected to BV7-40, I notice that the Select Source menu disappears. This means that I cannot access the DVD recorder. Mr. William Lam tells me that HDR1 has to be upgraded by installing a chip. But the chip has to be ordered from factory. I consider this issue resolved. But look in another way this issue can be avoided totally if Mr. Simon Leung has checked if my HDR1 has been previously updated with chip or not. Or maybe Mr. Simon Leung is not aware that a chip is needed. Mr. William Lam tells me he only becomes aware of this delivery on 26 September 2011, so he has no time to review my equipment. I joke with Mr. William Lam that in future every time I make a purchase, I should consult him first.

(4) When TV is on/off several times, the STB will automatically power on. This happens even though I have not pressed the DTV button once. After that when I press the TV button several times again, the STB will automatically power off. Both Mr. William Lam and Ah Long have no idea. Ah Long suggests I should upgrade the STB to HD version, since he believe that once the STB is connected to BV7-40 through HDMI cable, this issue will hopefully be resolved. I explain to Ah Long this issue has never happened when I used BC1. I sincerely hope Denmark factory will look into this issue and advise how to connect the STB properly. I

consider this issue not yet resolved.

(5) When performing timer recording the STB programmes in HDR1, the HDR1 powers on but the STB stays idle. Hence recorded content becomes all blackout during the entire recording. I also notice that red record light in the HDR1 does not blink but stay on the entire time. This shows that the HDR1 is working properly. I think this issue is closely related to issue 4. Ah Long suggests I manually power on STB every night to enable HDR1 to record the STB programmes as the HDR1 usually records during night time. Just like issue 4, Ah Long suggests I should upgrade the STB to HD version. By the way, I have a sneaky way to get around this. Before any actual recording starts, I programme a dummy one a few minutes beforehand to kind of power on the STB first. Because I notice that when that dummy recording ends, the HDR1 will power off but the STB will power on. This saves me in having to power on STB throughout the night but the drawback is that it will fill up all the recording time slot in HDR1 quickly (there are only 15 slots available) which limits how much programmes I can timer record.

(6) Product improvements:-

- Display on the top right hand corner is too dim. Please consider adding a brightness control.
- Please include a wipe cloth for the BV7-40. I have purchased a Sony Vaio notebook, a wipe cloth is included.
- Please include a protective film and a touching pen in Beo6. It is very common in other handheld device.
- Please release the Beo6 configuration software to the customers. What is the point of having the dealer configures the Beo6 for the customers? I do not trust the dealer anymore after all this happens to me.
- Please include a hard copy user guide for the BV7-40. It is really troublesome to read the user guide from computer. By the way, Mr. William Lam has given me his copy. But I have to take it out to stationery store to have it bound and added a protective cover. I think the BV7-40 will stay with me at least 10 to 20 years.

B. Shop level

- I found that it is ridiculous to have a B&O shop displaying an obsolete model. Why display a model you cannot buy?
- The sales executive is very lazy in promoting the BV7-40. He does not even care to put a DVD to the BV7-40. He does not show me the various stand positions, the tilt position, the clock, the format, p mute etc.
- The sales executive does not offer me the catalogue, even after I give him the cheque. It is a matter of courtesy. Also he knows that I have taken some measurements of the BV7-40.
- I receive not another phone call from the sales executive after 14 September 2011. At least, he should confirm and remind me again that 27 September is the delivery date. Actually, I am shocked when the delivery people ring my doorbell that morning.

- Actually the sales executive should pay a site visit to know the details of my B&O setup, what features I am currently using. This will ensure that the transition from my BC1 to BV7-40 is smooth. After all, the time period between this two TVs is over 10 years.

- The sales executive never calls me again to find out whether there is any problem with the BV7-40 and the installation. This reminds me several years ago when I purchased the HDR1, a sales executive actually visited me to see if the HDR1 was working properly and ran through its function.

- When I visit the shop again on 30 September 2011 to look for a demo Beo6, I once again get a lot of frustration. When I ask to see a Beo6, the sales executive asks me if I want a mp3 player. I look at him and ask him one more time, I want to see a Beo6. He then realises what I mean. He then goes to store room at the back of the shop, when he appears again he carries a brown box. He then takes out a brand new Beo6. I ask him if he can show me all the fancy logo. He explains to me that it is brand new and not yet been configured. This time I scolded them (both sales executive) what is the point of putting the product in a brown box locked in the store room if you want to sell the item. I then leave the shop mad as hell. By the way, the Beo6 I have purchased is delivered to me by Mr. William Lam.

C. Logistic level

- In Hong Kong it is customary to have the delivery people phoned the customers 20 to 30 minutes before they arrived. Some companies will even follow-up with their customers the night before. I do not mind if the sales executive or the delivery people to do it as long as somebody from the company do it.

- The two delivery men to me are not really technicians. They are simply delivery people. All they are capable of are setting up a standalone BV7-40 (panel + speaker + motorised stand) and plugging to the mains and aerial socket.

- He does not offer to replace the IR cable connected to the STB. He shows me there is a new IR cable only after he has installed everything. If he has shown me earlier, I will tell him to replace the old one right away.

- All the connections he made are completely wrong except the main plug, aerial plug and HDR1 plug. The STB plug and PC plug are both wrong. He is not sure which input to which input. Mr. William Lam and Mr. Ah Long can confirm with you that they have reformed the entire installation work on 30 September 2011.

D. Customer service level

- Poor response. As I have talked to Mr. William Lam on 27 September 2011 about the issues and problems, I expect a speedy response from the customer service the next morning. By the 10:30 am, I could not wait any longer. So I call customer service asking about the price quotation of the chip and the booking of repair service. The customer service asks me who have I talked to yesterday. At that time, I do not know Mr. William Lam name. After many heated verbal exchange, I am finally introduced to Mr. William Lam

officially.

- I also demand to talk to the boss in Hong Kong. I have become a human football bouncing around. First, there is a Mr. Tsui, then a Ms. Tsui, she works in Causeway Bay showroom, she works in Chai Wan office, she works in Causeway Bay office next to the showroom. She is very busy and you have to leave a message is the usual saying. I have left Ms. Amanda Tsui a message on 28 September 2011 morning, there is no response. Only after I threaten to visit Ms. Amanda Tsui office everyday, I am then given a phone number of Ms. Amanda Tsui office. And later that day, she calls me.

- By the way, somebody tell me that Mr. William Lam seldom seldom goes to the site. I tell him maybe this time is different.

E. Management level

- Apart from Ms. Amanda Tsui and Mr. William Lam, I have not talked to any staff from the management level. Every staff in Hong Kong just play stonewalling.

Conclusion

Hong Kong office is a WALL between me and the factory.

Yours,

A handwritten signature in black ink, consisting of a series of connected loops and a final upward stroke, resembling a stylized 'A' or 'Andrew'.

Andrew