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June 12, 2015

**MADIGAN SUES DOWNSTATE APPLIANCE REPAIR COMPANY**

**Chicago** — Attorney General Lisa Madigan announced a lawsuit against a downstate appliance repair and servicing company for dishonest business practices that resulted in consumers losing thousands of dollars.

Attorney General Madigan filed the lawsuit in Woodford County against Rhea Dismang and Edward Dismang, a married couple who own and operate A Plus Appliance Assistance, A Plus Appliance Repair, and Dismang & Sons Heating and Cooling & Appliance Repair in Metamora, Ill. The lawsuit accuses the couple of violating the state's Consumer Fraud and Deceptive Practices Act.

According to Madigan's lawsuit, the company falsely advertised that repair workers had the certifications necessary to repair certain manufacturers' appliances. The business also falsely advertised it was accredited by the Better Business Bureau. The lawsuit states workers, usually Edward Dismang, misdiagnosed problems and significantly overcharged consumers for parts. The lawsuit also alleges that the work performed failed to repair the appliances, and in most cases, caused further damage. The defendants refused to honor warrantee agreements for parts and service and did not refund customers for damaged appliances, according to the suit.

"Just because a company advertises that it has the appropriate certifications to do repair work does not make it true," Madigan said. "You have to do your own research before contracting for home repair services. At the very least, check to see if the company is in good standing with my office's [Consumer Fraud Bureau](#) and the [Better Business Bureau](#)."

Attorney General Madigan's office received five complaints from consumers in McLean, Peoria and Woodford Counties, who reported losses of over \$5,000. The Better Business Bureau received 18 complaints involving the defendants. Madigan is asking the court to prevent the company from doing business in Illinois. The lawsuit also seeks to nullify any contracts, provide restitution to consumers and impose civil penalties on the defendants.

Attorney General Madigan encouraged consumers who believe they may have been defrauded by the Dismangs' companies to contact her office's Consumer Fraud Hotline:

1-800-386-5438 (Chicago)  
1-800-243-0618 (Springfield)  
1-800-243-0607 (Carbondale)

Assistant Attorney General Shannon DeLaMar is handling the case for Madigan's Consumer Fraud Bureau.

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