

# DU MONT

*First with the Finest in Television*

SERVICE NOTES

FOR

DU MONT TELESETS



**ALLEN B. DU MONT LABORATORIES, INC.**

*Teleset Service Control Department*

MARKET STREET

EAST PATERSON, N. J.

Policy Letters

TELESET SERVICE POLICY LETTERS


Since the best method of advertising any product is through the word-of-mouth approbation of satisfied owners, Du Mont feels that the service facilities of its Distributors, Dealers and Service Organizations are of equal importance to their Sales Organizations. Without an adequate realization of this fact, it is not believed that any Sales Organization can long be successful.

In order to insure complete understanding of our service policies and to assist our various Distributors and Dealers in building for themselves a successful and prosperous future in the Du Mont organization, the following series of Policy Letters are published. These will be revised from time to time as occasion demands, and additions or deletions should be promptly entered.

These Policy Letters should be bound with Teleset Service Notes, and together with the individual set of Service Manuals, will constitute a complete volume of instructions regarding servicing of Du Mont sets in the field.

Distributors, Dealers and Service Organizations are urged to adhere to the various policies set forth in our Service Policy Letters in order that Du Mont set owners may receive the adequate installation and repair service to which they are entitled.

All previous Policy Letters are hereby cancelled and superseded.

  
S. F. Patten  
Assistant to the President

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TELESET SERVICE POLICY LETTER #1

SUBJECT: GENERAL POLICY REGARDING SERVICING OF DU MONT TELESSETS

The policy of the Allen B. Du Mont Laboratories regarding servicing of Du Mont Telesets is as follows:

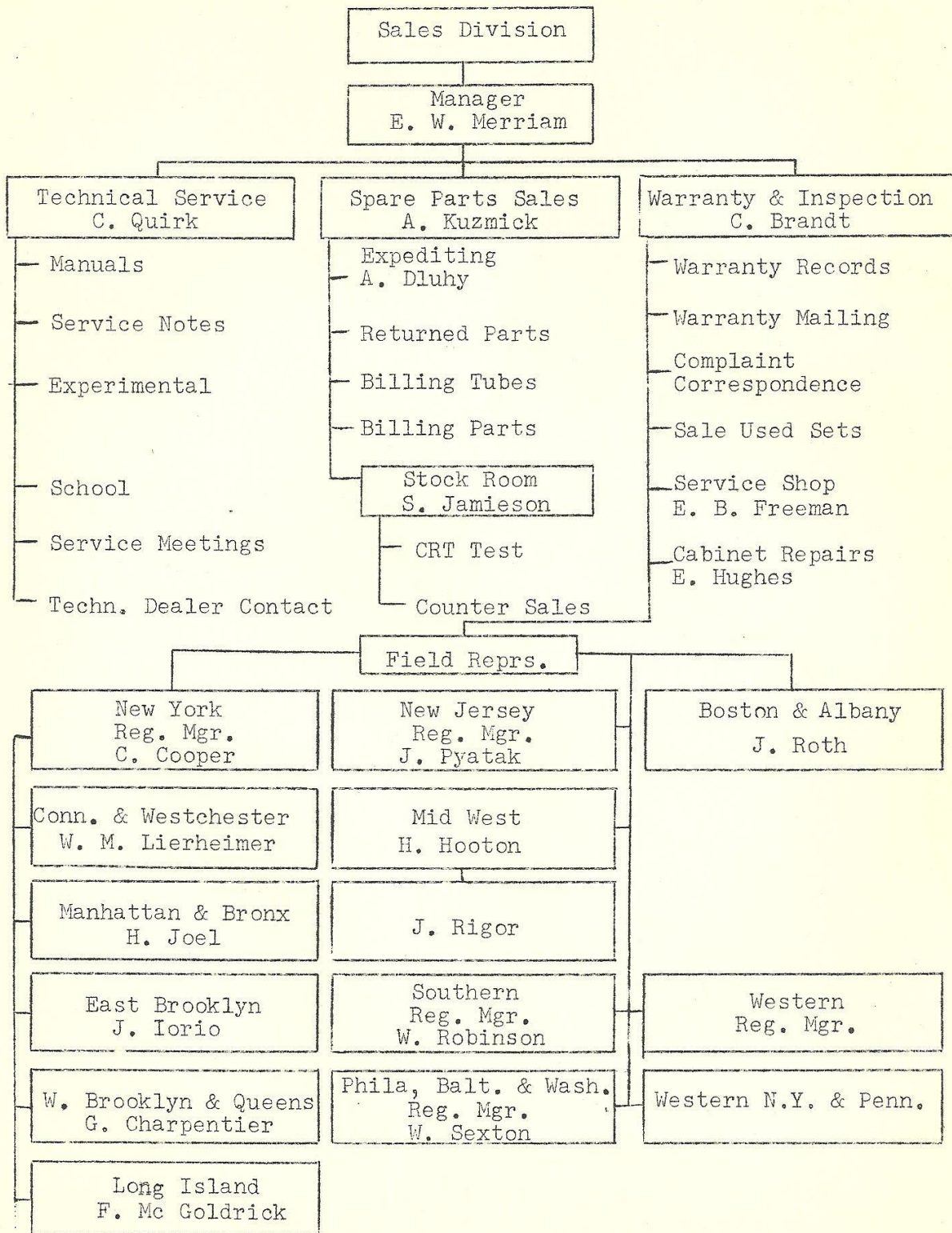
1. Du Mont will do no actual servicing of Telesets in the field except when investigation indicates that the regular facilities of our distributors, dealers, or service organizations have been unable to give satisfaction to a customer. Whenever Du Mont field service representatives or factory servicemen work on an individual Teleset, they shall be accompanied and assisted by a regular service representative of the distributor or dealer concerned.
2. Where sales within a specific territory are handled by a distributor, the distributor shall be responsible for all installation and maintenance work carried out in his territory. He shall insure that dealers have adequate shop facilities, instruments, parts and trained personnel available at all times, or that they have service contracts with approved Du Mont service organizations. He shall make recommendations to Du Mont regarding approval of additional service organizations in his territory, as well as the removal of such organizations from the approved list as he may have reason to believe cannot meet Du Mont standards. Distributors shall provide and maintain a well equipped service shop of their own under a competent service manager. Such shops shall have facilities for repair and alignment of Telesets and shall be available to the dealers in the territory at all times. They shall also maintain an adequate supply of parts, chassis and tubes to supply all of their dealers and service groups. Distributors shall maintain records of all complaints received concerning their dealers and service organizations and shall, by means of periodical inspections of facilities and spot checks of typical installations, insure that their dealers and service organizations are maintaining the high standard of work which we expect and which is so necessary for the continuance of the prestige of the Du Mont line. Distributors should have, in addition to the service manager, at least one competent field engineer whose responsibility will be the inspection of dealers and service company service facilities and carrying out the spot checks mentioned above. Prompt corrective action should be taken whenever it is learned that a dealer has failed to fulfill his obligations as regards prompt, courteous and, above all, competent service.
3. Independent dealers, in non-distributor territory, shall, in accordance with their franchise, be responsible for the furnishing of adequate installation and service facilities. In general, it is desirable that dealers maintain their own service departments to install and maintain all sets sold by them. When, for any reason, dealers are unable to, or do not desire to carry on their own service departments, they shall contract with a Du Mont approved service organization to carry out all such installation and service work, but the responsibility for such work shall still rest with the dealers. Whenever it is apparent that service organizations are not performing satisfactorily, it shall be the dealers' responsibility to so report to Du Mont.

4. The Allen B. Du Mont Laboratories, for the purpose of insuring adequate service to the owners of Du Mont Telesets, will maintain a department known as the Teleset Service Control Department. The function of this Department will be to furnish necessary field representative service to assist the distributors, dealers and service organizations in the establishment and operation of their service groups. This department will also handle the sale of all spare parts to distributors, independent dealers and service organizations; the registration and warranty of all Telesets sold in the field; the issuance of credits for return of parts on merchandise under the terms of the Du Mont Warranty; the repair of chassis or sets beyond the capacity of our field organizations; the preparation and issuance of all technical service literature, manuals, schematics and service notes and for the training and instruction of servicemen through courses at the Du Mont Service School and by means of lectures in the field.

5. The present organization of the Teleset Service Control Department is shown on the following page.

TELESET SERVICE CONTROL DEPT.  
 ORGANIZATION CHART

Feb. 13, 1950



TELESET SERVICE POLICY LETTER #2

SUBJECT: EQUIPMENT AND PERSONNEL REQUIREMENTS

In order to carry out the general policies regarding television service which were set forth in Teleset Service Policy Letter #1, it is essential that distributors, dealers and service organizations provide themselves with adequate equipment and personnel.

Each distributor should have a competent service manager responsible for all service matters in the territory. The service manager should be charged with the responsibility for answering all complaints received by the distributor or referred to him by Du Mont, regarding sets in his territory, and for insuring that prompt action is taken in regard to such complaints. He should also have charge of the Parts Sales Section of the organization and should be made responsible to see that an adequate stock of parts is maintained by the distributor at all times. This is necessary in order that prompt replacement may be made to the dealers in exchange for parts which fail under guarantee, as well as for sales of replacement parts to dealers and service organizations in the territory for replacement of parts which fail in sets out of guarantee. If such adequate stock of parts is maintained and sold at reasonable prices, a very substantial source of income is available to the distributor, since many service companies, although not authorized by Du Mont for regular service work, eventually assume the responsibility for servicing sets in their neighborhood after the initial warranty or service contract has expired. Du Mont has no objection to the sale of parts to such unauthorized dealers, since it assists, indirectly, in the proper servicing of our sets. Proper repair of sets in the field is dependent upon prompt replacement of parts and the necessity for a good stock room and shipping facilities cannot be overemphasized.

The service manager should have as an assistant, an outside field representative whose duty should be that of visiting all dealers and prospective dealers in the territory, to insure that service equipment in the dealer's shops is adequate and that personnel is properly trained and capable of giving proper service to Du Mont set owners. He should spend the majority of his time on the road, should investigate promptly any reports received which indicate poor service in a given area, and should see that the causes for such reports are corrected or eliminated. The service manager and his field assistant should both be competent technicians as well as being sales minded. They should make every effort to convince dealers that future sales in dealers' territories depend to a large extent on proper installation and service on present sales.

DISTRIBUTORS' FACILITIES.

Each distributor should have a service shop with one or more benches to handle repair of chassis which may be beyond the ability of the dealers in the field. The following instruments are considered minimum equipment for shop use:

1. OSCILLOGRAPH - Du Mont 208B or 304H.

2. SWEEP GENERATOR -Hickok type #610A with built-in marker generator is recommended. The Kay Electric Mega-Sweep and RCA WR-59A, are also recommended, but do not have a marker generator, markers usually being fed from an external signal generator or calibrator such as the Megaliner or RCA WR-39A.
3. SIGNAL GENERATOR - The signal generator is necessary to make sensitivity measurements and to furnish accurate markers to the sweep generator if a marker unit is not available. The Ferris 18-Fs, or the Measurement's Corp. #80 is recommended.
4. VACUUM TUBE VOLTMETER - The vacuum tube voltmeter should have AC and DC voltages from 0-500 volts and be equipped with high impedance probe. RCA 195 Voltomyst or similar type is recommended.
5. VOLTAGE CALIBRATOR - The voltage calibrator is very necessary and is used to measure the amplitude of sync pulses and other signals in the receiver. It is used with the cathode-ray oscillograph for measuring the amplitude of any waveform. The Du Mont Type 264A is suitable for use with any make oscillograph.
6. HIGH VOLTAGE METER - Beta Electronics type is recommended or adapter for RCA Voltomyst.

The distributor should make his shop available to his dealers service organization and should permit them to bring chassis to him for joint study and repair, or alignment. Where it is necessary to perform extensive repairs because of improper servicing on the part of the dealer, the distributor should charge the dealer on a time and material basis for such repairs. This will prevent unnecessary expenditures on the part of the distributor and at the same time will encourage the dealers to improve their own service facilities.

Distributors may find it desirable to have a large truck equipped as a mobile repair and test shop. By providing adequate shelf space within the truck body, a well equipped repair shop can be provided capable of visiting any part of the distributor's territory. A mobile shop of this type should carry its own collapsible antenna mast and power supply. An alternate means of power supply would be a reel of several hundred feet of twin conductor to permit use of a line supply from a dealer's shop or individual home. The ability to make reception surveys or to render special service within any part of the distributor's territory with a minimum delay makes this investment well worthwhile.

#### DEALERS AND SERVICE ORGANIZATIONS' FACILITIES

In general the instrument requirements for a dealer's service shop should be similar to that of the distributor. The number of benches should be governed by the number of sets under guarantee or service contract. There should be sufficient bench facilities and servicemen to insure that all service calls are answered within twenty-four hours and that normal repair work is completed within forty-eight hours after receipt except in cases of extensive repair or replacement.



Large service organizations performing a considerable amount of installation and service work for dealers in cities or areas where distributor's facilities are not available, should have equipment similar to that prescribed for the distributor. A minimum of equipment on each repair bench should be an oscilloscope, voltohmyst and a voltage calibrator.

All service organizations and servicing dealers should have properly equipped trucks, specially designed to carry instruments, tools, parts and chassis. Special racks having sponge rubber pads on bottom and side should be provided to carry chassis with minimum vibration and shock.

Side and top racks should be provided on the trucks to carry extension ladders for antenna installation work. The most desirable ladder for this use is the light alloy metal extension type of which several make are now available on the market. Installation crews should be warned, however, in using these ladders to avoid contact with high voltage lines in the vicinity of their work.

Each truck should be supplied with a Du Mont Rumson test set, and should have a set of sound powered telephones for intercommunication purposes. The test set is required for survey work and the telephones are absolutely necessary in the location, orientation and height adjustment of antennas during survey and installation.

Each truck should carry several compartmented boxes. One box should have padded compartments to accommodate various types of vacuum tubes. A second box should have spaces for carrying stains, polish, shellac stick, spatula, alcohol lamp, polishing cloths and other materials used in cabinet repair and refinishing. A third box should be well equipped with all types of tools necessary for electrical work on the Teleset itself, as well as for the installation work on antenna masts, wire running and coaxial installation. A metal strapping tool for securing masts to chimneys is a very handy tool. Another tool which should be included on every truck is a quick heat soldering gun.

#### PERSONNEL

In choosing personnel for field work, distributors, dealers and service organizations should select only high calibre men. Since our sets are sold as the "finest in television", our Teleset owners expect and are entitled to above average servicing. Television servicemen should be neatly dressed, well-mannered, technically competent, tactful and close-mouthed. Many complaints received by distributors and by the manufacturers' sales division, are brought about inadvertently by careless statements made by servicemen. They should be cautioned to avoid any conversation with the set owners involving a description of troubles which may be discovered in the set, or recommendations by the service men. On performing repair work, should the serviceman find a condition which would warrant an exchange of the set or a replacement of a major part, he should report this promptly to his service manager in order that proper action may be taken, but he should not inform the customer as to his intended recommendations. Servicemen should be cautioned never to compare the customer's present set with other sets either of the same manufacture or those made by other manufacturers. His only job is to see that the set upon which he is working is made to function properly and that the customer is satisfied with the results.

It should be remembered by everyone in the organization from the distributor down, that the principal requisite for a successfully operating television receiver is a proper installation. A set may be in perfect condition, capable of giving excellent pictures, but if the installation is made in a haphazard manner, and the customer is left with mediocre reception, he will never be satisfied with the set, and the reputations of the manufacturer, the distributor, the dealer and the service company will suffer. Many service calls and complaints which are received daily could have been avoided, if a little more time had been devoted to making the initial installation a satisfactory one.

Servicemen in answering a service call should not only repair or replace the particular part responsible for the trouble, but should avail themselves of the opportunity thus presented to check the entire set for other mechanical or electrical weaknesses. Such a check will eliminate many unnecessary future calls, will reduce service expenses, and will in turn increase profits.

Television servicemen should be carefully chosen and specially trained. Every distributor, dealer and service organization must have at least one key man in the service organization who has been trained in the Du Mont Service School, and has been certified as a Du Mont repair man. Distributors should encourage all dealers and service organizations from time to time to send additional men to the Du Mont School for instruction and certification.

The service manager of each dealer's shop or service organization's shop, should be in complete charge of service operations. He should plan the day's work and schedule for the trouble-shooters, answer calls from the field, solve the serviceman's problems by telephone, assist the trouble-shooters in repairing and testing Telesets in the shop and insure that prompt and efficient service is rendered to all customers.

#### RECORDS

Complete records should be maintained of all service calls, individual case histories maintained on each set, and periodical reports made to Du Mont concerning failure of parts, recommended changes and reports of unexpected service troubles. Whenever a field serviceman goes to repair an individual set, he should have with him a copy of the case history of that particular set in order to assist him in his diagnosis and repair. Each case history should contain full information as to parts which have been replaced, changes or alterations made, and other pertinent facts regarding its operation.

In reporting difficulties encountered in the field, particularly when the trouble is other than of a routine nature, Teleset Service Control form No. 876 "Teleset Failure Report" should be used. All requests for information or assistance in connection with service problems should be addressed to the Manager, Teleset Service Control Department, Allen B. Du Mont Laboratories, Inc., Market Street, East Paterson, New Jersey.

TELESET SERVICE POLICY LETTER #3

SUBJECT: RESPONSIBILITY FOR PROPER INSTALLATION AND SERVICE

1. In order to eliminate confusion in the minds of distributors, dealers and service organizations, regarding their responsibility in connection with the sales, installation and servicing of Du Mont Telesets, the following pertinent extracts from the indicated documents are quoted for the information and guidance of all concerned:

2. The current Du Mont Teleset and Teletron Warranty reads as follows: "Allen B. Du Mont Laboratories, Inc., herein referred to as "Du Mont", warrants to the first purchaser for use of this Teleset that for a period of ninety (90) days from the date of its purchase from an authorized Du Mont dealer, this Teleset is free from defects in material or workmanship. If service is required within such ninety (90) days, it should be requested of the authorized Du Mont dealer from whom this Teleset was purchased. Du Mont has agreed with its authorized dealers that it will repair or replace, F.O.B. Du Mont's factory, any part which, under normal use and service, proves to be defective in material or workmanship within ninety (90) days after purchase date. This warranty does not apply if such purchaser of this Teleset has neglected, misused, improperly operated or damaged it, accidentally or otherwise, or if it has in any way been tampered with, altered or repaired by any person other than an authorized Du Mont dealer or authorized Du Mont service organization, or if its serial number has been altered, defaced or removed.

Du Mont also warrants the Teletron (direct view cathode-ray tube) originally installed in this Teleset to be free from defects in material or workmanship under normal use and service for one year from the date of the purchase of the Teleset from an authorized Du Mont dealer. If said Teletron does not render satisfactory service during the period of such warranty, the authorized Du Mont dealer from whom this Teleset was purchased should be requested to examine the same. No Teletron claimed to be defective in material or workmanship is to be returned to Du Mont unless authorization in writing for such return is received from Du Mont. The obligation of Du Mont under this warranty of said Teletron is limited to its repair and return or replacement, in either case F.O.B. Du Mont's factory, if it is found upon inspection by Du Mont at its factory to be defective in material or workmanship. This warranty does not apply if the purchaser of said Teletron has neglected, misused, improperly operated or damaged it, accidentally or otherwise, or if it has in any way been tampered with, altered or repaired by any person other than an authorized Du Mont dealer or authorized Du Mont service organization, or if its serial number has been altered, defaced or removed. This warranty applies solely and exclusively to the Teletron installed within the Teleset at the time of its original purchase, and does not apply to subsequent Teletron installation, which will carry the standard Du Mont warranty applying to such cathode-ray tubes.

No warranty, express, implied or statutory, is made by Du Mont with respect to this Teleset or Teletron, other than as stated above. No person, firm or representative is authorized to assume any obligation or make any guarantee on behalf of Du Mont other than as stated above.

This warranty has been registered at the Teleset Service Control Department, East Paterson, New Jersey."

3. Paragraph 4 of the Distributor's Franchise Agreement reads as follows: "The distributor shall maintain an adequate sales organization, shall maintain or provide for the maintenance of an adequate service organization qualified to install, service and repair Telesets, and, without limiting the generality of the foregoing, shall, directly or otherwise, provide without charge such labor or other services as may be required properly to service and repair each Teleset sold by distributor's dealers in the hands of the first purchaser thereof for use, in accordance with and during the periods covered by Du Mont's standard published Teleset and Teletron (cathode-ray tube) warranty in the form then current, such labor or other services to include the installation of repaired or replacement parts furnished by Du Mont under such warranty."

4. Paragraph 8 of the Dealer Franchise Agreement is quoted herewith: "The dealer agrees: (A) To maintain a representative adequate sales organization; to maintain or provide for the maintenance of an adequate service organization qualified to install and service Telesets and appurtenances; to maintain a representative and adequate stock of Telesets and appurtenances (including Du Mont replacement parts); to use its best efforts to sell and promote the sale of Telesets and appurtenances; to display prominently Telesets at dealer's place of business. The dealer agrees that it will discontinue immediately upon receipt of written notice from Du Mont any of the dealer's advertising in connection with Telesets which in Du Mont's sole judgment Du Mont may find objectionable in any respect; (B) To provide service in connection with the sale, installation, maintenance and operation of Telesets and of appurtenances which shall have been sold by it as follows:

(1) The dealer shall take or cause to be taken such steps and make such surveys as shall be necessary to ascertain the practicability of proper operation and signal reception by Telesets at the homes of such of its prospective customers who place orders with the dealer for the purchase of Telesets.

(2) In the event that such surveys indicate that Telesets will operate properly and their signal reception will be satisfactory at the home of such prospective customer and the customer purchases the Teleset, the dealer shall install or cause to be installed the Teleset at the customer's home and put the same in operation, including the erection and connection of the antenna.

(3) After such installation the dealer shall, directly or otherwise, provide free of charge such labor or other services as may be required to fulfill Du Mont's printed ninety-day warranty running to the original customer on such Teleset, such labor or other services to include the installation of repaired or replacement parts furnished by Du Mont under the said warranty.

(4) The dealer shall also install, or cause to be installed, such cathode-ray tubes of Telesets sold by the dealer which Du Mont is required to replace or repair in accordance with Du Mont's printed cathode-ray tube warranty on such Teleset running to the original purchaser thereof.

(5) The dealer shall directly or otherwise, furnish or provide at reasonable charges to its customers of Telesets any and all services not provided for in the foregoing provisions which are necessary for the proper operation of Telesets installed by the dealer.

(6) The dealer agrees to cooperate with authorized representatives of Du Mont in enabling such representatives to inspect from time to time all installations of Telesets made by the dealer, and the dealer agrees that in the event such inspections indicate improper installation or failure on the part of the dealer to comply with its obligation to service as hereinabove provided, the dealer shall upon receipt from Du Mont of reports of improper installation or servicing promptly take such steps or cause such steps to be taken as shall be required or designated by Du Mont to correct such installations and provide proper servicing, it being understood that nothing contained in the foregoing provisions of this sub-paragraph '(6)' shall be deemed to impose any obligation whatsoever on Du Mont either to inspect or make any reports of such inspections to the dealer or to repair or to furnish any services whatsoever on any Telesets or appurtenances installed or serviced by or for the dealer, and it is further understood that nothing contained in the foregoing provisions of this sub-paragraph '(6)' shall be construed as a limitation upon the obligations of the dealer as set forth in the next preceding sub-paragraphs '(1)' to '(5)' inclusive.

(7) The dealer shall render such additional services as may be necessary to conform to the policies and standards relating to the servicing of Telesets which Du Mont may establish from time to time for its Teleset dealers."

5. Paragraphs 2, 4, 5 and 7 of the Teleset Servicing Agreement are also quoted herewith: "Du Mont agrees that, as between Du Mont and authorized retail Teleset dealers, it will consider that any such dealer has performed its obligations in connection with the installation and servicing of Telesets if such obligations be performed by the service company while this designation is in effect; provided, however, that no charge shall be made to any customer of any such dealer for such labor or other services as may be required to fulfill Du Mont's ninety-day warranty running to the original purchaser of each Teleset, such labor or other services to include the installation of repair or replacement parts furnished by Du Mont under the said warranty, but all such charges shall be billed direct to and paid by such dealer.

As between Du Mont and the service company, the service company shall be considered to be acting for the authorized retail Teleset dealer involved in each instance. The service company is not authorized to act or hold itself out as an agent of Du Mont nor to use the name "Du Mont" in any way except to indicate that the service company has been approved as a service company by Du Mont.

The service company agrees: (a) To maintain an adequate service organization qualified to install and service Telesets and appurtenances thereto, to maintain a representative adequate stock of spare parts for Telesets and such appurtenances sufficient to enable it to offer rapid and efficient installation and repair service to Teleset owners; to abide by all instructions and rulings issued from time to time by Du Mont relative to the installation and servicing of Telesets; to maintain at all times the standards of quality set by Du Mont for the installation and servicing of Telesets; to the extent that they

are available, to use only Du Mont parts in servicing Telesets.

(b) To furnish or provide at reasonable charges to authorized retail Teleset dealers and to Teleset owners such services and parts as may be necessary or desirable for the proper operation of Telesets.

(c) To maintain complete records of the installation and servicing of each Teleset that it may install or service, including the name and address of the owner and the place of installation, the serial number of the Teleset and the dates of such installation and servicing, as well as the nature of the servicing required in each instance, and to furnish such data to Du Mont upon request, together with all other data pertaining to Teleset installations and servicing and to relations with authorized retail Teleset dealers; (d) To furnish Du Mont, in such form and detail as Du Mont may request, with complete and detailed field reports on Teleset performance, breakdowns and repairs weekly and at such other times as Du Mont may request; (e) To cooperate with authorized representatives of Du Mont in enabling such representatives to inspect, from time to time, its service facilities, all installations of Telesets that it may make, any and all of its books and records pertaining to the installation and/or servicing of Telesets and any other matters properly of interest to Du Mont. The service company agrees that, in the event that such inspections indicate improper installation or servicing, the service company shall, upon receipt from Du Mont of any report of such improper installation or servicing, promptly take such steps or cause such steps to be taken as shall be required or designated by Du Mont to correct such installation to Du Mont's uncontrolled satisfaction and to provide proper servicing, it being understood that nothing contained in the foregoing provisions of this sub-paragraph '(e)' shall be deemed to impose any obligation whatsoever on Du Mont either to inspect or to make any reports of such inspection to the service company or to repair or to furnish any service whatsoever on any Telesets installed or serviced by the service company, and it is further understood that nothing contained in the foregoing provisions of this sub-paragraph '(e)' shall be construed as a limitation upon the obligations of the service company as set forth in the next preceding sub-paragraphs '(a)' to '(d)', inclusive. (f) In the event that the service company is located in an area in which Teleset distribution is handled by an exclusive distributor now or hereafter franchised by Du Mont, the service company agrees that (I) all spare parts will be purchased by the service company from such distributor and that (II) the service company will be guided by and adhere to all policies, not inconsistent with Du Mont's policies on such matters, established by the distributor in regard to dealer and customer relations.

The service company further agrees to submit to Du Mont for its approval all forms of agreements with Teleset purchasers for Teleset installation or servicing before such forms are used and to submit to Du Mont for its approval a copy of each agreement, whether written or oral, with an authorized retail Teleset dealer before such agreement is entered into. No such form shall be used or agreement entered into that has not been approved in writing by Du Mont in advance."

6. The question has been raised by some dealers as to whether or not they may charge for labor involved in the replacement of parts during the warranty period. Since it specifically states in their franchise

that the dealer will provide free of charge such labor or other services as may be required, the answer is obvious.

7. Particular attention is invited to the fact that the use by a dealer of an outside service company does not relieve him of his responsibility under the warranty for the proper installation and maintenance of every set sold by him. The service company is definitely not a free agent and the responsibility for poor performance of the service company cannot be shifted to him by the dealer. Every complaint from a purchaser of a Du Mont set received by a dealer should be followed up by him. If reports of unsatisfactory service are received concerning the operation of a certain installation by an outside service company, the dealer should investigate each case and if he is convinced that the service company is not performing satisfactorily, the balance of contracts given to him should be transferred to another service company. Before such action is taken, the facts in the matter should be reported to the Teleset Service Control Department and recommendations requested concerning another suitable and more competent authorized service company in the area. Whenever an excessive number of complaints have been received against a specific service company, Du Mont may exercise its privilege of cancellation of the servicing agreement.

8. In a few cases complaints have been received from set owners indicating that dealers have advised customers who have brought complaints to them that they have no responsibility in the matter and that the complaint should be referred directly to the service company or to Du Mont.

9. Since the Du Mont Sales Organization has now become of nationwide scope, it is not possible for Du Mont to send or provide representatives in every city and town to handle complaints received from dissatisfied owners regarding operation of Du Mont sets. The distributor in each territory must assume the responsibility for handling such complaints and should make every effort to insure that their organization is self-supporting so far as service is concerned. The importance of prompt handling of complaint matters by dealers and service companies should be stressed and every effort made to take care of problems promptly as they arise.

10. The great majority of service difficulties are due to poor installation or to inexperienced service personnel. By prompt and efficient corrective action, the customer may still be made satisfied with his Du Mont. By dilatory or inefficient action, a dissatisfied owner is bound to result and in the long run the reputation of the individual, distributor, dealer and Du Mont will suffer.

11. SALES AND SERVICE MUST GO HAND IN HAND. WITHOUT EFFICIENT SERVICE, A SALES ORGANIZATION CANNOT EXPECT TO MAINTAIN SUCCESSFUL OPERATION.

TELESET SERVICE POLICY LETTER #4

SUBJECT: INSTALLATION STANDARDS

For some time the Radio Manufacturers' Association has, through its Safety Committee, and the Service Committee of its Commercial Branch, been attempting to establish standards for the guidance of dealers and service organizations concerned with the installation of television receivers.

As a result of these efforts, the National Electrical Code has been revised (1949) and certain installation requirements have been established. A copy of the pertinent articles is appended hereto. It is desired that they be adhered to by all persons concerned in installing Du Mont television receivers.

Particular attention should be devoted to the mounting of antenna support poles or masts. Every effort should be made to avoid drilling holes in roofs, damaging shingles or perforating tarred coating of flat roofs. The most desirable method of mounting ordinary short antenna poles is to clamp same to a chimney, utilizing metal straps and "U" shaped wooden blocks. Straps should be sufficiently tight to prevent rotation of the mast.

When mounting brackets are secured to the outer wall of the house, care should be taken to insure that the structure is not damaged so that leakage may result. Where insulating tubes are used at the point of entrance to the building, caulking compound should be spread around the tube at the point of entrance to prevent leakage. Where insulating tubes are placed in window casings, particular precaution must be taken to insure that the window may be opened and closed freely without interference.

Under no circumstances are transmission lines to be secured to the standoff insulators already installed on a house for telephone or power leads.

Du Mont recommends the use, in strong signal areas, of a folded dipole antenna of the Cosgrove or Brach type. These antennas are designed for broad-band reception and are supplied with necessary matching transformers for use with a 72 ohm transmission line. As all Du Mont receivers are designed for a 72 ohm unbalanced input, the use of these antennas and 72 ohm coaxial cable (RG59U or RG11U) lead-in will result in perfect matching. The use of other types of antenna and transmission lines may result in mismatching and poor operation, particularly in noisy areas. In some cases where a particularly long lead is required, and signal strength is low, the loss in the standard coaxial cable may be so great as to affect reception. Where low noise level permits, RG11U should be used for these installations.

In some congested residential districts, hotel and apartment operators do not permit the use of outside antennas. The use of window antennas and various types of indoor antennas is authorized in such cases, but only if clear usable pictures may be obtained in each instance. In indoor installations, antennas should be so located that they will not be affected by movement of persons in the room.



If placed near the ceiling, or in another room, the disturbance of standing wave patterns may be avoided. The use of coaxial cable with these installations will also tend to reduce noise interference.

In some areas it may be found that the recommended standard antennas will not have sufficiently high gain to receive usable signals. In these cases, such antenna installations as may be found best suitable to the location are authorized. Distributors, dealers and service organizations should determine which type of antenna is most satisfactory in their various installation areas. In any case, proper matching transformers should be used to insure best reception.

Many locations in large cities, although in proximity to the transmitting stations, are very poor receiving sites because of noise interference, numerous reflections from surrounding high buildings, lack of suitable power supply and other reasons. This situation should be realized by the dealer and the customer residing in such areas should be definitely informed before making the sale that it is impossible to guarantee reception on all channels in such areas.

Dealers should not place the onus of poor reception on the service company responsible for the installation, as it is entirely possible in many cases, that a sale should never have been consummated. If at the time of installation, it is found by the installation men that good reception is impossible in the particular receiving site, the customer and the dealer should be so informed and instructions requested from the dealer. If the dealer insists that the installation be completed, the service company should, for its own protection, obtain written instructions from the dealer to complete the installation. When this has been done, future dissatisfaction on the part of the customer will then be considered entirely the responsibility of the dealer who made the sale. Service companies completing installations which result in unsatisfactory reception, without having given notice to the dealer, shall be held responsible therefor.

Dealers are urged to caution all of their sales personnel regarding sales of Telesets to persons residing in areas where reception is known to be bad or doubtful. The effect of dissatisfaction on the part of the customer cannot be overestimated. Many of the service complaints which are made by customers are brought about by receiving conditions rather than actual operation of the set. The criticism attendant on one poorly operating set can severely damage the reputation of Du Mont products as well as the dealer and installation company concerned.

Du Mont is making every effort to improve the quality of its receivers but no receiver, regardless of its quality can receive usable pictures where signal strength is low or non-existent.

INSTALLATION OF TELEVISION RECEIVER ANTENNA

Portions of Article 810 of the National Electrical Code which apply to Television Receiver installations are quoted herewith for your information.

ANTENNA SYSTEMS - GENERAL

8111. MATERIAL. Antenna, counter-poise and lead-in conductors shall be of hard-drawn copper, bronze, aluminum alloy, copper-clad steel or other high-strength, corrosion-resistant material. Soft-drawn or medium-drawn copper may be used for lead-in conductors where the maximum span between points of support is less than 35 feet.

8112. SUPPORTS. Outdoor antenna and counter-poise and lead-in conductors shall be securely supported. They shall not be attached to poles or similar structures carrying electric light or power wires or trolley wires of more than 250 volts. Insulators supporting the antenna or counter-poise conductors shall have sufficient mechanical strength to safely support the conductors. Lead-in conductors shall be securely attached to the antenna.

8113. AVOIDANCE OF CONTACTS WITH CONDUCTORS OF OTHER SYSTEMS. Outdoor antenna, counter-poise and lead-in conductors from an antenna to a building shall not cross over electric light or power circuits and shall be kept well away from all such circuit so as to avoid the possibility of accidental contact. Where proximity to electric light and power service conductors of less than 250 volts cannot be avoided, the installation shall be such as to provide a clearance of at least two feet. It is recommended that antenna and counter-poise conductors be so installed as not to cross under electric light or power conductors.

8114. SPLICES. Splices and joints in antenna and counter-poise span shall be made with approved splicing devices or by such other means as will not appreciably weaken the conductors. (Soldering may ordinarily be expected to weaken the conductor. Therefore, when soldering is employed it should be independent of the mechanical support.)

8115. STRUCTURES. Metal structures supporting antennas shall be permanently and effectively grounded.

ANTENNA SYSTEMS - RECEIVING STATION

8121. SIZE OF WIRE STRUNG ANTENNA AND COUNTER-POISE.

(a) Outdoor antenna and counter-poise conductors for receiving stations shall be of a size not less than given in the following table:

Material	Minimum Size of Conductors When Maximum Open Span Length Is		
	Less than 35 feet	35 feet to 150 feet	Over 150 feet
Aluminum alloy, hard-drawn copper.....	19	14	12
Copper-clad steel, bronze or other high strength material.....	20	17	14

(a) (cont'd) For very long span lengths larger conductors will be required, depending on the length of the span and the ice and wind loading.

(b) SELF-SUPPORTING ANTENNAS. Outdoor antennas, such as vertical rods or dipole structures, shall be of non-corrodible materials and of strength suitable to withstand ice and loading conditions.

8122. SIZE OF LEAD-IN. Lead-in conductors from outside antenna and counter-poise for receiving stations, shall, for various maximum open span lengths, be of such size as to have a tensile strength at least as great as that of the conductors for antenna as specified in section 8121. When the lead-in consists of two or more conductors which are twisted together or are enclosed in the same covering or are cocentric, the conductor size shall, for various maximum open span lengths, be such that the tensile strength of the combination will be at least as great as that of the conductors for antenna as specified in section 8121.

8123. CLEARANCES.

(a) On Buildings - Outside. Lead-in conductors attached to buildings shall be so installed that they cannot swing closer than two feet to the conductors of circuits of 250 volts or less or ten feet to the conductors of more than 250 volts, except in the case of circuits not exceeding 150 volts, if all conductors involved are supported so as to insure permanent separation, the clearance may be reduced but shall not be less than four inches. The clearance between lead-in conductors and any conductor forming a part of a lightning rod system shall be not less than six feet unless the bonding referred to in section 2586 is accomplished.

(b) Antenna and Lead-Ins - Indoors. Indoor antennas and indoor lead-ins shall not be run nearer than two inches to conductors of other wiring systems in the premises unless

1. Such other conductors are in metal raceways or cable armor, or
2. Unless permanently separated from such other conductors by a continuous and firmly fixed non-conductor such as porcelain tubes or flexible tubing.

PROTECTORS

8141. LIGHTNING ARRESTERS - RECEIVING STATIONS. Each conductor of a lead-in from an outdoor antenna shall be provided with a lightning arrester approved for the purpose, except that if the lead-in conductors are enclosed in a continuous metallic shield the lightning arrester may be installed to protect the shield or may be omitted if the shield is permanently and effectively grounded. Lightning arresters shall be located outside the building, or inside the building between the point of entrance of the lead-in and the radio set or transformers, and as near as practicable to the entrance of the conductors to the building. The lightning arrester shall not be located near combustible material nor in a hazardous location.

## GROUNDING CONDUCTORS - GENERAL

8151. MATERIAL. The grounding conductor shall, unless otherwise specified, be of copper, aluminum, copper-clad steel, bronze, or other corrosion-resistant material.

8155. RUN IN STRAIGHT LINE. The grounding conductor shall be run in as straight a line as possible from the antenna mast and/or lightning arrester to the grounding electrode.

## GROUNDING CONDUCTORS - RECEIVING STATION

8161. INSIDE OR OUTSIDE BUILDING. The grounding conductor may be run either inside or outside the building.

8162. SIZE OF PROTECTIVE GROUND. The protective grounding conductor for receiving stations shall be not smaller than No. 14 copper or No. 12 aluminum or No. 17 copper-clad steel or bronze, provided that where wholly inside the building it shall not be smaller than No. 18.

8163. COMMON GROUND. A single grounding conductor may be used for both protective and operating purposes. If a single conductor is so used, the ground terminal of the equipment should be connected to the ground terminal of the protective device.

## INTERIOR INSTALLATION - GENERAL

8181. RADIO NOISE SUPPRESSORS. Radio interference eliminators, interference capacitors or radio noise suppressors connected to power supply leads shall be of a type approved for the purpose. They shall not be exposed to mechanical injury."

It will be noted that a lightning arrester is not required under paragraph 8141 when the lead-in conductors from antenna to entrance of building are protected by a continuous shield which is permanently and effectively grounded. Such requirement would, therefore, be met by proper grounding of the outer shield of the regular co-ax cable now recommended for use with all Du Mont receiver installations. Installation men should be particularly cautioned to comply with paragraph 8123 and to refrain from the use of insulators or cable clips installed on or in buildings by telephone or lightning companies.

It is suggested that all service organizations obtain a copy of the 1947 National Electrical Code as revised by supplement #70 of November 1, 1949 and insure that all of their installation men are familiar not only with the requirements of Article 810, but with the general requirements for running cable, installing fittings and other requirements which should be complied with in connection with any installation work.

Compliance with the National Electrical Code will insure the service organization or dealers concerned against the possibility of complaint or civil action.

In addition to the National Electrical Code, there have been various local ordinances issued by city or state authorities, pertaining to television installations. The requirements set forth in the "Regulations for Television Antenna Systems for Receiving Sets", issued by the Boston Fire Department is an excellent example, and is recommended to all Du Mont installation and service personnel as an additional guide to proper installation work. These Regulations are quoted below:

## BOSTON FIRE DEPARTMENT

### ELECTRICAL INSPECTION DIVISION

#### REGULATIONS FOR TELEVISION ANTENNA SYSTEMS FOR RECEIVING SETS

##### "ANTENNA MAST"

1. The antenna and mast shall be of substantial material and construction and be supported in a rigid manner. It may be of a design with a heavy special base of a dimension to make the mast self-supporting.

If installed on a flat roof, no guy wires shall attach from the mast to the roof or structure in the area used by firemen or other persons having access unless they are at least eight feet above the roof at all points.

In all cases where possible and practical, the antenna mast shall, unless of the self-supporting type, be supported from the vertical wall of the building, structure or chimney.

##### TRANSMISSION LINE

2. The transmission line shall not be attached to the same cross arm or supports for light, power, or communication conductors, and shall not come nearer than 6 feet to a lightning rod.

The wires from the antenna mast on the outside of the building wall and on the roof, shall be supported in a manner to hold the wires taut on both horizontal and vertical runs. \*They shall be protected and insulated where entering building by use of an insulating tube and shall be connected to an approved lightning arrestor located inside or outside the building. Where exposed to mechanical injury, they shall be suitably protected. They shall have a permanent separation of two feet from open wires up to 250 volts potential, and greater separation for higher voltages.

The supports shall consist of substantial brackets and insulators and one such support shall be placed on the transmission line at least every ten feet or at each floor level on the face of the building or structure, and where run on roof surface shall be protected against mechanical injury.

The wires shall be suitably insulated and shall be not smaller than #18 A.W.G., or equivalent. (Du Mont does not consider this practical and it is not believed this section will

be required if and when the R.M.A. standard requirements are issued.)

Transmission line and ground wires where carried above a flat roof, shall be at least eight feet above the roof surface. Each transmission conductor from an outdoor antenna shall be provided with a suitable lightning arrester approved for the purpose, except where the conductor is protected by a continuous metallic sheath (Coaxial Cable) which is permanently and effectively grounded to a cold water pipe.

If a coaxial cable is used it shall be installed and supported in the same manner as prescribed for open transmission lines and shall be grounded to a cold water pipe at an accessible location.

All transmission lines in the building shall be supported at least every  $4\frac{1}{2}$  feet and shall have a permanent clearance of at least four inches from open power wires, unless the transmission line is enclosed in a fixed non-conductor of high insulating value in which case the clearance may be reduced.

#### LIGHTNING ARRESTORS

3. The arrester may be located outside or inside the building; if inside, shall be located at the nearest readily accessible space where the transmission line enters the building, away from combustible materials and not in a hazardous location. If installed outdoors, it shall be connected to an electrode driven not less than four feet in the earth, or by other approved methods of grounding.

#### GROUNDING CONDUCTOR

4. The antenna mast shall be permanently grounded by the use of an approved conductor with a carrying capacity of not less than 15 amperes attached to an electrode driven at least four feet in the earth, or by other approved methods of grounding.

The grounding conductor shall be mechanically and electrically secured to the antenna mast and the grounding electrode by the use of approved fittings, and run in as straight a line as practicable.

The ground electrode for the antenna mast may also serve as the ground electrode for the lightning arrester.

In the case where coaxial cable is used, it is permissible to ground the antenna mast to the metal shield of the cable.

5. No wires, cables or guys, electrical, used for a television antenna system, shall cross under or over any existing light and/or power circuit wires. No such television antenna system wires, run aerial, shall cross any public street or way."

\* May be wire duct or loom.

TELESET SERVICE POLICY LETTER #5

SUBJECT: INSTRUCTION OF TELEVISION SERVICE MEN

In order that the quality of installation and service work rendered by our distributors, authorized dealers and service organizations may be further improved, a service school is maintained at the Teleset Service Control Department offices in East Paterson, New Jersey.

It is the policy of the company to require that, in order to be authorized to install and service Du Mont Telesets, distributors, dealers, and service organizations must agree to have one or more of the men attached to their organization attend this school. Men detailed for the course should be group leaders in order that the knowledge they gain may be available to the other men in their groups. This policy also applies to those of our present authorized dealers who may desire to establish their own service organizations in the future.

Service organizations and dealers who are already performing installation and service work in a satisfactory manner are not required to send their men to this school. However, the facilities of the school are made available to them at any time and they are urged to take advantage of this opportunity for additional training of their employees.

The purpose of the school is to give a short intensive course in the servicing of Du Mont Telesets. The course is not an elementary study of television and is available only to servicemen who have had some basic training in television and are already actively engaged in the trade. The course consumes two weeks, during which time each of the standard Du Mont chassis in use are studied. The study consists of short lectures and practical discussion of troubles which may be encountered in the field, methods of diagnosis and determination of troubles, and their correction both in the field and in the shop.

Particular stress is laid on the necessity for correct installation methods under various conditions. A majority of service complaints can be traced to poor original installation work, and to failure of the installation men to instruct set owners in the proper use of the set. "Nuisance" calls are unnecessary and expensive and it is felt that they can be greatly reduced by proper installation and instruction.

Classes are small, in order that individual discussion may be encouraged and maximum time devoted to each student.

Certificates are issued to each serviceman on successful completion of the course, indicating that he is qualified to service Du Mont Telesets.

No charge is made for the instruction, and it is expected that the expenses of transportation, housing and subsistence will be borne by the dealers or service organizations concerned. Arrangements for hotel accommodations will be made for out-of-town students by Du Mont on request.

It is considered that this course is of particular value to distributors, dealers and servicemen in new sales territories and it is hoped that by preliminary indoctrination many of the troubles normally encountered in handling unfamiliar sets can be prevented or minimized.

Requests for further information concerning the instruction course, and for enrollment of servicemen therein, should be addressed to The Manager, Teleset Service Control Department, Allen B. Du Mont Laboratories, Inc., 35 Market Street, East Paterson, New Jersey.



TELESET SERVICE POLICY LETTER #6-2

SUBJECT: INSTALLATION AND SERVICE CHARGES

1. In order that uniformity of charges may exist in connection with installation and service contracts in the various areas, the following maximum rates are recommended:

	<u>Installation &amp; 3 Month Service</u>	<u>Installation &amp; 1 Year Service</u>	<u>1 Year Renewal Service</u>
Chatham, Meadowbrook, Rumson, Sheffield, Hastings, Fairfield, Westwood, Canterbury, Putnam, Guilford	\$55.00	\$70.00	\$40.00*
Stratford, Westbury, Whitehall, Sussex, Mansfield, Hanover, Winslow	60.00	80.00	45.00*
Savoy, Colony, Bradford, Club 20, Wellington, Sherbrooke	65.00	85.00	50.00*
Manchu, Westminster, Hampshire	95.00	125.00	90.00*
Sherwood, Plymouth, Devonshire, Revere	75.00	105.00	80.00*
Custom	25.00**	100.00**	100.00**

Notes: \*Does not include CRT. If CRT covered in contract, following additional rates recommended:

12½" - \$10.00  
15 " - \$20.00  
19 " - \$30.00

\*\*Service only. Installation to be made on time and material basis.

2. The above listed prices cover standard installations only and are subject to a \$25.00 increase for commercial installations.

3. Where indoor portable antennas are used which require no installation work other than that of connecting same to set, a sum of \$20.00 should be deducted from any of the above listed charges. Similarly, where multiple antenna systems are already installed and it is not necessary to provide any antenna for an individual set, a sum of \$25.00 should be deducted from the suggested charges listed above.

4. In areas where the labor scale is low, dealers may reduce rates below the suggested limits, provided adequate service is rendered during the course of the service contract.

5. A standard installation should include one broad-band antenna, with or without reflector, mounted on a single short length of pole or pipe support (not over 10'), with the necessary coaxial cable (not over 150'), to connect the antenna to the receiver. Standard installations should be made in accordance with the requirements of Teleset Service Policy Letter #4.

6. Where the receiving location is such that a single broad-band antenna cannot be so oriented as to receive all stations in the area, an additional high frequency unit should be installed. The cost of this extra antenna may be added to the regular installation charge but should not normally exceed \$15.00.

7. In "fringe" area locations, special installations requiring masts, towers, antenna arrays, pre-amplifiers, switching devices, and other non-standard equipment are usually necessary. In some city areas, where reception conditions are unusually poor, attenuators, reflectors, additional antenna and switching devices are sometimes required to obtain usable pictures. Additional costs in either of the above cases should be charged for on a time and material basis.

8. Under no circumstances, should customers be "guaranteed" reception on all channels, but every effort should be made to explain the limitations of television reception under abnormal and adverse conditions, if such reception is not possible.

9. Before proceeding with any installation other than standard, an estimate of additional costs, and the reason therefore should be submitted to the customer. If he is unwilling to pay the additional charges and satisfactory reception is otherwise not obtainable, the dealer should be informed and no installation made.

TELESET SERVICE POLICY LETTER #7

SUBJECT: HANDLING OF SERVICE FUNDS

1. The recommended installation and service charges contained in Teleset Service Policy Letter 6 are considered reasonable for adequate service by competent service companies. Any reduction in these amounts may result in a reduction of the standards of installation and service and will thus be detrimental to the best interests of the set owner, the dealer, Du Mont, and the industry in general. Dealers should not require or expect service organizations to accept less than these amounts. Free installation and service by dealers to their customers is considered an attempt to circumvent restrictions against "price-cutting", and will undoubtedly result in poor service to the customer.
2. The following procedure is recommended to all dealers and service organizations as a method of safe-guarding funds which should be considered in the nature of a trust fund held for the benefit of customers.
3. At the time of the sale to the customer, the dealer shall collect the full amount of the installation and service charge authorized by Du Mont. On completion of the installation by the service organization, the cost of such installation plus one quarter ( $\frac{1}{4}$ ) of the balance shall be paid immediately to the service company. In order to insure uniformity among the various dealers and service companies, the cost of installation shall be considered as one half ( $\frac{1}{2}$ ) of the total amount collected for service and installation. The remainder of the service fund shall be held as a reserve by the dealer and paid to the service company in three quarterly payments.
4. Since the dealer is responsible, in accordance with his franchise to see that proper service is rendered to his customer, and since the service organizations are acting as agents of the dealers, the withholding of these funds as described, constitutes a reserve for the protection of the dealer in the event that the service organization should render unsatisfactory service or discontinue operation.
5. Where this method of payment is used by dealers, it is considered that adequate protection is afforded them, and the necessity for performance bonds as originally recommended by this company is eliminated.
6. Since the service organizations are entitled to some protection as well as the dealers, such reserve funds as are held by the dealers should be deposited in escrow in a separate account to be used only for the purpose of reimbursing the service organizations concerned.
7. In addition to the establishment of reserve funds by non-servicing dealers to cover operations of their service companies, it is considered necessary and desirable that servicing dealers establish a similar fund as a reserve to cover possible requirements

under their service contracts. The funds collected from a customer for service should not be considered available for general expenditure until the expiration of the contract period. The funds are paid by the customer to cover installation and service for a specific period and they should be kept entirely separate from other receipts. They should constitute a trust fund which will insure continuance of service even in the event of bankruptcy.

8. In distributor controlled territory, the distributor should handle the withholding of service funds as under his franchise he is responsible for the proper installation and service of all sets sold within his territory. In lieu of this manner of handling these funds, arrangements may be made for bonding or insuring of the dealer so as to insure continued maintenance of these service contracts in cases of an eventuality of one kind or another.

TELESET SERVICE POLICY LETTER #8

SUBJECT: ANTENNA MODIFICATION TO PERMIT RECEPTION OF ADDITIONAL CHANNELS

With the advent of additional transmitter stations throughout the country, the problem of modifying installations to permit set owners to receive newly opened stations is constantly arising.

Du Mont receivers are so designed that they will receive all channels and the various types of antennas which have been recommended for use with Du Mont receivers are usually capable of receiving all channels. However, because of the geographical location of many of the new stations, it is obviously impossible for set owners to receive all stations within range of their receivers without some modifications being made to their existing antenna installations.

While the average set owner feels that Du Mont, the dealer, or the service organization concerned should modify his installation free of charge, it is not considered that the necessary expenditure of time and material without remuneration is justified.

The following policy regarding adjustments for new stations is therefore established.

On existing installations, which are otherwise satisfactory, any installation work such as the addition of special antenna, lead-in or switching devices shall be made on a time and material basis and charged to the set owner.

Where reception of new stations is possible by a simple orientation of the antenna, the customer should be charged only for the time consumed in making such adjustments. Where dealers or service organizations consider that such adjustment can be made without undue expense, as an investment in customer relationship, such action will be optional with the parties concerned.

Before proceeding to modify installations to accommodate newly opened stations, the possibility of further additional stations opening within a short period of time should be given consideration and additional installations should be so oriented as to include future stations if possible. As some cities may eventually have as many as seven television transmitting stations, it is clearly impossible for one antenna to receive all stations. The reasons for installation of additional antenna and switching devices should be carefully explained to the customer in order that they may understand the necessity therefore. Very few television set owners are familiar with the fundamental technical limitations as they now exist, and it is believed that any time given to explaining the theory and practical aspects of television transmission will be well spent from the standpoint of prevention of misunderstandings and complaints.

TELESET SERVICE POLICY LETTER #9

SUBJECT: MODIFICATION OF DU MONT TELESETS

1. It has come to the attention of Du Mont that some distributors and dealers have made unauthorized modifications of Du Mont standard Telesets. These modifications include various circuit changes, installation of different types of record changers and the removal and transfer of chassis to non-standard cabinets or built-in custom installations.
2. The warranty issued by Du Mont covers the Teleset as built and shipped from our factory, and we cannot accept responsibility under the warranty for failure of parts or operation of sets which have been modified or altered without our permission.
3. The stamp of approval issued to our several types and models by the Underwriters' Laboratories likewise applies only to the sets as designed and built by Du Mont and are automatically voided by unauthorized modification.
4. In view of the above, it is desired that all distributors, dealers and service organizations desist from such practices.

TELESET SERVICE POLICY LETTER #10

SUBJECT: RETURNED SETS FOR WHICH NEW WARRANTIES WILL BE ISSUED

Effective immediately, we are changing our warranty policy covering return of new sets to the dealers by customers. In the past, sets had to be returned within a maximum period of three weeks time from the date of installation in order to be covered by new warranties.

In order to give our dealers an opportunity to "sell up", the maximum allowable period for returning a set is being extended to six weeks. This means that in all cases where sets are returned within this maximum period a new Warranty will be issued by this company. It is absolutely necessary, however, that we be advised when a set has been returned within a maximum period of two weeks after the six-week period has elapsed. This notice must be in writing and no requests for a new warranty will be honored unless they are received within the specified period.

Although this extension in time will allow you to secure a second factory warranty for a set, it will not be possible to register a set a third time for a factory warranty.

Many dealers in the past have held back registration of the new type request for warranty until they were certain that the customer would keep the set. Because of these delays, requests for credit on defective parts could not be approved, since there was no registration file with us. Now that the three-week period has been doubled to six weeks, may we ask your prompt cooperation in filing requests for warranty registration immediately upon installation of sets.

We are quite certain that this change in policy will meet with your wholehearted approval and that your cooperation in following the above requested procedure will allow us to give you even better service than in the past.