

# DUMONT

*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.**

Spare Parts

## SPARE PARTS SECTION

### Spare Parts Orders

On all orders requesting parts, we must insist that part numbers be used to identify the items requested. Our service manuals list the part numbers, and it should be comparatively easy to furnish us with them when ordering. Since some of the personnel engaged in expediting the shipment of your orders are non-technical, descriptions of parts or electrical values furnished are inadequate and result in unnecessary delays in filling your orders or may result in misinterpretation of what you are ordering.

### Telephone and Formal Orders For Parts

We prefer to have formal purchase orders for every item ordered from this department. However, we realize that in some cases this would hold up service work on your Telesets. Because of this, we are still willing to take telephone orders, but must insist that they be confirmed immediately by a formal order. This change is being made because in the past few weeks we have had dealers or service organizations advise us that they had ordered parts by telephone and had never received them. If the telephone order had gone astray, it would have been shirred at the time the confirming order was received.

### Twenty Four Hour Service

All parts orders will be filled within twenty four hours after they are received with the exception of unusually large orders which require more time to process.

### Brach and Taco Antennas

The Spare Parts Sales Section stocks two types of antennas for use with Du Mont Telesets. The Brach antenna is very well constructed broad band folded di-pole and reflector for use in stronger signal areas. The Taco antenna is a high gain double di-pole with reflector for use in weaker signal areas.

### Du Mont "Diddler"

A special tool, designed for use in aligning our Telesets is now available. This tool consists of a 3 inch Lucite rod with a piece of metal inserted in one end in such a manner that it is impossible for the tool to slip off the slug during alignment. These tools have been used in our factory for some time and have proven extremely useful.

### Request for Return of Parts and Credit

To obtain authorization to return defective parts for credit, use the Request For Return of Parts and Credit. The instructions on the form are self-explanatory, however, we wish to advise you that in returning parts from sets still in your stock they should be identified on the form with the word "stock", and the serial number following.

If the parts are received without proper authorization, they will immediately be shipped back to you unopened, mail and freight charges collect. All replacement parts for those returned for credit must be purchased separately, as we no longer exchange parts.

In checking the electrical and physical condition of defective parts being returned for credit, we have found that in many instances the parts returned are not defective. For example, some transformers, chokes etc. have been received with the leads cut rather than unsoldered. Upon checking some of these parts we find that they are not defective, but could not be used again because of the way the leads were cut. We have also found many parts damaged through negligence in handling. Many speakers, for example, are received with holes in the cones. We must advise that in the future only defective parts in normal physical condition will be given credit by this department under the terms of our Teleset Warranty. If, after issuing this credit, we find that a part is not defective, it will be returned to you and you will be billed accordingly.

#### Exchange of Inputuners

Inputuners from Telesets out of the 90 day warranty period will be exchanged by this department in the following manner. All motor driven tuners used in our RA-101 models will be exchanged for a flat price of \$16.00. All manual operated tuners such as used in the RA-102, RA-103 and RA-105 models will be exchanged for a flat price of \$9.00 if the shaft is not broken and \$14.00 if the shaft is broken.

In addition to the above charges, we will charge an additional \$5.00 for inputuners received with cut leads. Any inputuners received with broken dials or missing parts such as tube shields or tubes will be subject to additional charges for the missing parts.

#### Replacement of Defective Cathode Ray Tubes

Any tube from a Du Mont Teleset brought into our plant by a dealer, service organization, or distributor representing dealers or service organizations within his territory, will be tested and replaced within one hour in accordance with our Warranty. All tubes shipped to us will be checked and replaced in accordance with our Warranty and shipped out the same day or the following day. This procedure will be carried out providing, of course, that the Warranty Registration is here and the set is still within the guarantee period. Inasmuch as we are speeding up our replacements, we trust that you will be able to give the same fast service in the removal of the tube, bringing or shipping the tube to us, and replacing it in the customer's set.

#### Packing of Cathode Ray Tubes

All dealers, service organizations and distributors must bring or send in cathode-ray tubes for test properly packed in the standard box designed for the size tube involved. Tubes not properly packed or those brought in without boxes will not be accepted.

Effective November 1, 1949, our new policy on replacement of inputuners and record changers will go into effect.

We will no longer accept inputuners or record changers, within guarantee for credit. In lieu of this, a direct replacement will be made for these items. This policy applies only to inputuners and record changers. All other parts returned within guarantee will be given credit in the usual manner.