

INCORPORATING THE PHILCO SERVICEMAN



post

PHILCO SERVICE TECHNICIAN

VOL. 2 No. 9 OCTOBER, 1958

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Philco Service Streamlined

At Philco Corp., Henry T. Paiste Jr. (l.), Director of Service, congratulates Howard Tomlin who has been appointed to the new position of General Mgr. of Philco Service and Product Acceptance. A streamlining of Philco Service has been made to create greater efficiency and provide maximum assistance in the field. Key members of Tomlin's team are (l. to r.) John Bennett, Mgr. of PFSS; Jack Lewis, Mgr. of Warranty Administration; Frank Whitten, Mgr. of Television, Home & Auto Radio Service; and Al Tagnon (not shown in photo), Mgr. of Appliance Service.

See story on page 2

Reorganization of Philco Service Headquarters Marked by Promotions and Creation of New Posts

PROMOTED



HOWARD TOMLIN



AL TAGNON



JACK LEWIS

Philco Service Headquarters reorganizes! In order to create the best service possible and to offer the most efficient service program and assistance in the field, a "new look" has been added at headquarters.

As part of the reorganization, Howard Tomlin has been given control of all service operations as General Mgr. of Philco Service and Product Acceptance. Previously, separate divisions of electronics and appliance service were in effect. Under the new program, all efforts will be concentrated toward a common goal. Tomlin has had extensive experience as mgr. of appliance service for a number of years, plus a tenure of 15 years in appliance engineering.

Filling the position previously held by Tomlin is Al Tagnon, Mgr. of Appliance Service. Among positions formerly held by Tagnon are those of field service mgr. and product service mgr. of air conditioning and electric kitchens. He has been with Philco Corp. for 11 years.

Another phase of the service reorganization is the combining of electronics and appliance warranty groups. Heading up this newly combined department is Jack Lewis, Mgr. of Warranty Administration. He has been with Philco Corp. for 13 years. He was mgr. of electronics warranty for several years and also held positions of service district representative and accessory district representative.

A mobile laboratory and a staff of senior product performance technicians form another new phase of service improvement. It will be the job of this unit, known as Product Acceptance, to work with service district representatives, distributors, and dealers throughout the country. They will check performance of Philco products in various areas to assure dependability.

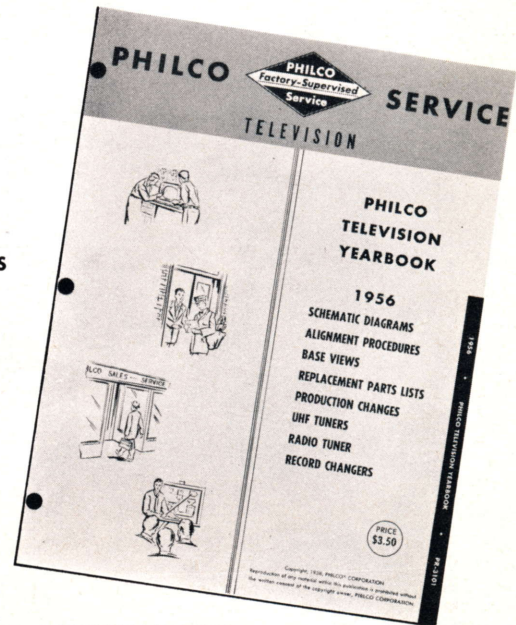
The unified service group headed by Howard Tomlin has set goals of providing service technicians with the best possible technical data and training, simplified warranty handling, and serviceability in all Philco products.

RADIO and TELEVISION SERVICE YEARBOOKS



1956

Schematic Diagrams
Alignment Procedures
Replacement Parts Lists
Production Changes
and Other Specific
Technical Information



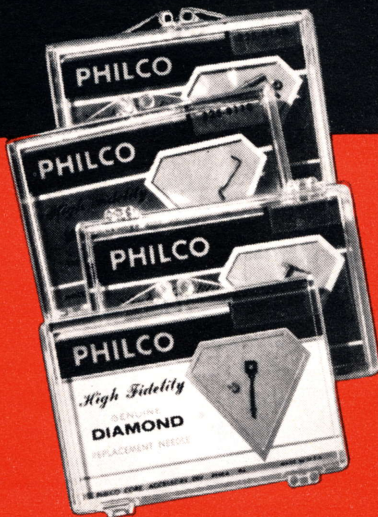
AVAILABLE NOW AT YOUR PHILCO DISTRIBUTOR'S

Mr. Dealer
PHILCO

offers you a Complete and Universal line of
FULL FIDELITY NEEDLES

- DIAMOND
- SAPPHIRE
- OSMIUM

Now, one complete line of precision-engineered and custom-designed needles to fit every make and model phonograph and High Fidelity receiver. Every Philco needle measures up to the highest quality and life test standards. All Philco needles are individually packaged for absolute protection.



FREE! NEEDLE COUNTER DISPLAY!

Ask your Philco Distributor how you can get this sparkling, jewel case needle dispenser free. It's a sales-maker for you right on your counter at the point of sale.

COMPLETE PHILCO NEEDLE CATALOG

The most accurate, up-to-date, easy-to-read needle catalog in the industry. Cross references are complete . . . Illustrations are big . . . Makes selling easy.



PHILCO FIDELITAPE

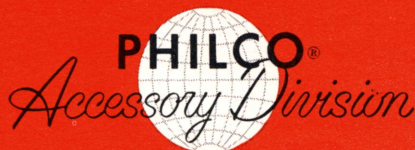
will bring new customers into your store. Unequaled in uniformity of output. Guaranteed splice free. Extra strength and extra length.

See Your Philco Distributor Today!



World-Wide Distribution

- Service Parts • Power-Packed Batteries • Universal Components • Long-Life Tubes
- Heavy-Duty Rotors • Star-Bright 20/20 Picture Tubes • Long-Distance Antennas • Appliance Parts • Laundry Parts • Universal Parts and Accessories



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RICHARD A. PHILLIPS Editor

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Philadelphia 40, Pa.

POLICY . . .

Philco Service Technician will strive to "mirror" the activities of the thousands of PFSS members and to provide them with useful and helpful information.

GOING THE ROUNDS WITH UNCLE PHIL



" . . . and then, in an intercarrier sound system, the receiver becomes, in effect, a double superheterodyne, beating the transmitted sound carrier signal down to two lower intermediate frequencies!"

Field News

NEWS ABOUT
PEOPLE AND EVENTS
IN THE SERVICE WORLD



PHOENIX, ARIZ.

Hawkins and Sweeney Co. held a series of electronics service training meetings in July, as reported by factory rep. Ted Roberson. Following are the dates, places and attendance:

July 22—Phoenix; 16 attended.

July 23—Odessa, Tex.; 13 attended.

July 24—El Paso, Tex.; 8 attended.

At the July 22 meeting, Neil Anderson, of City Radio, Phoenix, won a door prize. Refreshments were served.

WILMINGTON, DEL.

Garrett-Miller Co. held an electronics service training meeting on July 24, as reported by factory rep. Al Feeney. Attendance was 25.

HARLAN, KY.

McComb Supply Co. held an electronics service training meeting on July 31, as reported by factory rep. Roy A. Gumm Jr. 14 service technicians attended. Door prizes were awarded to two servicemen, and refreshments were served afterwards.

HAZARD, KY.

Sterling Hardware Co. held an electronics service training meeting on July 29, as reported by factory rep. Roy A. Gumm Jr. 18 service technicians attended. Door prizes were awarded and refreshments served.

PORTLAND, ME.

C. B. Cole Co. held an electronics service training meeting on July 17, as reported by factory rep. Ed Burke. 40 service technicians attended.

RICHMOND, VA.

Graybar Electric Co. held two electronics service training meetings in

July, as reported by factory rep. Al Feeney. George Nuckols, distributor service mgr., conducted the meetings. Following are the dates, places and attendance at each:

July 29—Richmond; attendance 17.

July 31—Petersburg; attendance 15.

BOSTON, MASS.

Philco Distributors Inc. held an electronics service training meeting on July 14, as reported by factory rep. Ed Burke. 68 service technicians attended.

RENO, NEV.

Osborne-Dermody Inc. held an electronics service training meeting on July 31, as reported by factory rep. Ted Roberson. The meeting was held in Las Vegas, and was attended by 11 service technicians.

CINCINNATI, O.

Tri-State Distributing Co. held two electronics service training meetings in July, as reported by factory rep. Roy A. Gumm Jr. Ed Konnersman, distributor service mgr., helped to arrange the meetings. Also taking part was Ed Barnett, of the factory Accessories Division. Following are the dates and attendance:

July 23—23 service technicians.

July 24—50 service technicians.

Door prizes were awarded and technical booklets were distributed.

* * *

A Philco Service Achievement Award was made to Russ Wilson, of Aurora Tire Co., Aurora, Ind., at the July 24 meeting held at Tri-State Distributing Corp. reported above.

LONG ISLAND CITY, N. Y.

Philco Distributors Inc. held an

electronics service training meeting on June 25, as reported by factory rep. William Kuyken. 33 service technicians attended.

SYRACUSE, N. Y.

Broome Distributing Co. held two refrigeration service training meetings in July, as reported by factory rep. Bill Fore. Subject covered was the new field unit repair program. C. Pontius, distributor appliance service mgr., assisted in conducting training.

The first meeting was held in Syracuse on July 15, with an attendance of 10 service technicians. The second meeting was held in Binghamton on July 16, with an attendance of 18. Door prizes were awarded and refreshments were served at both meetings.

OGDEN, UTAH

Strevell-Paterson Hardware Co. held an electronics service training meeting on May 13, as reported by factory rep. Walter Kembel. 15 service technicians attended.

BALTIMORE, MD.

Legum Distributing Co. held an electronics service training meeting on July 16, as reported by factory rep. Al Feeney. The service meeting was held for the service dealers outside of the city of Baltimore. There were 15 service technicians in attendance.



J. H. Ewinger & Son, Burlington, Iowa, held an electronics service training meeting on July 22, as reported by Andrew Murnick Jr. General view of attendance, which numbered 47 servicemen, is shown above. Meeting was arranged and conducted by John Stiefel, distributor general service mgr.; Bill Brookheiser, electronics service mgr.; and Murnick.

YOUNGSTOWN, O.

Appliance Wholesalers held an electronics service training meeting on July 17, as reported by factory rep. Glen Cummins. Training was conducted by Cummins and Sal Ricci, factory rep. from Accessories Division. A total of 71 service technicians attended.

DETROIT, MICH.

Graybar Electric Co. held an electronics service training meeting on July 16, as reported by factory rep. Roy A. Gumm Jr. The meeting was opened by William J. May, distributor TV and radio sales mgr. Bob Browning, distributor electronics service mgr., worked with Gumm in conducting training. Also on hand to present information on parts and tubes was Ed Barnett, of the factory Accessories Division.

Three door prizes were awarded to the following: James Toney, of Toney's TV (silverware set); Charles March, of Vu Tronic TV (tube caddy); and W. Yialun, of American Antenna & Receiver (salt and pepper set).

Each serviceman in attendance was given a booklet containing technical information. Total attendance at the meeting was 75.

BEAUMONT, TEX.

Reed Co. held an electronics service training meeting on July 17, as reported by factory rep. George Saylor. Attendance was 54.

QUINCY, ILL.

Merkel Bros. Hardware Co. held an electronics service training meeting on July 24, as reported by factory rep. Andrew Murnick Jr. Training was conducted by Milton Recker, distributor electronics service mgr., and Murnick. 24 service technicians attended.

SAN DIEGO, CAL.

R. E. Harris Inc. held an electronics service training meeting on July 10, as reported by Ted Roberson, factory rep. A total of 35 service technicians attended.

SHREVEPORT, LA.

Ark-La-Tex Wholesale Co. held an electronics service training meeting on July 14, as reported by George Saylor, factory rep. A total of 29 service technicians attended.

FARGO, N. D.

Meyers-Taube Co. held a series of electronics service training meetings in its area in July, as reported by fac-

tory rep. Jack Mattingly. The meetings were held on July 22 through 25. Following are the places and attendance at each:

Grand Forks—5	Mandan—13
Minot—9	Fargo—20
Williston—17	

OKLAHOMA CITY, OKLA.

Southwest Radio & Equipment Co. held two electronics service training meetings in July, as reported by factory rep. George Saylor. The first was held on July 22 in Oklahoma City with an attendance of 53 service technicians. Another meeting was held in Tulsa on July 24, attended by 48 technicians.

INDIANAPOLIS, IND.

Radio Equipment Co. Inc. held an electronics service training meeting on July 10, as reported by factory rep. Roy A. Gumm Jr. A total of 237 service technicians attended the meeting. Training was conducted by Gumm and Donal Smith, distributor electronics service mgr. A "script" was prepared with copies for stage hands, lights operators, speakers and prop men. A rehearsal was held before the meeting. Door prizes were awarded and food and refreshments served afterwards.

(Continued next page)



Benarr Distributors Inc. held an air conditioning service training meeting on July 21 at their headquarters in Toledo, O. The entire line of Philco air conditioners was discussed, as well as the new procedure on replacing compressors. Dan Pawlowski, distributor parts mgr., presented a parts program. The meeting was reported by factory rep. W. H. Fensch.

TOP LEFT. General view of the attendance, which totaled 19.

TOP RIGHT. Dan Pawlowski (left) congratulates door prize winners (2nd and 3rd from left) L. W. Link, of Bellevue Implement; and John Bishop, of Bishop's Home Store, Kenton. Donald Ormsby (2nd from right), Efficient Refrig., won a "special prize" for his work at the meeting. Ed Knipper, distributor service mgr., is at the extreme right.

BOTTOM RIGHT. Ben Rubin, president of Benarr Distributors Inc., opened the meeting.



Field News

(CONTINUED)



PITTSBURGH, PA.

J. F. Miller Co. held two electronics service training meetings in June as reported by H. G. Clark, factory rep. On June 24, attendance was 75, and on June 26, attendance was 85. Refreshments were served at both meetings.

HOUSTON, TEX.

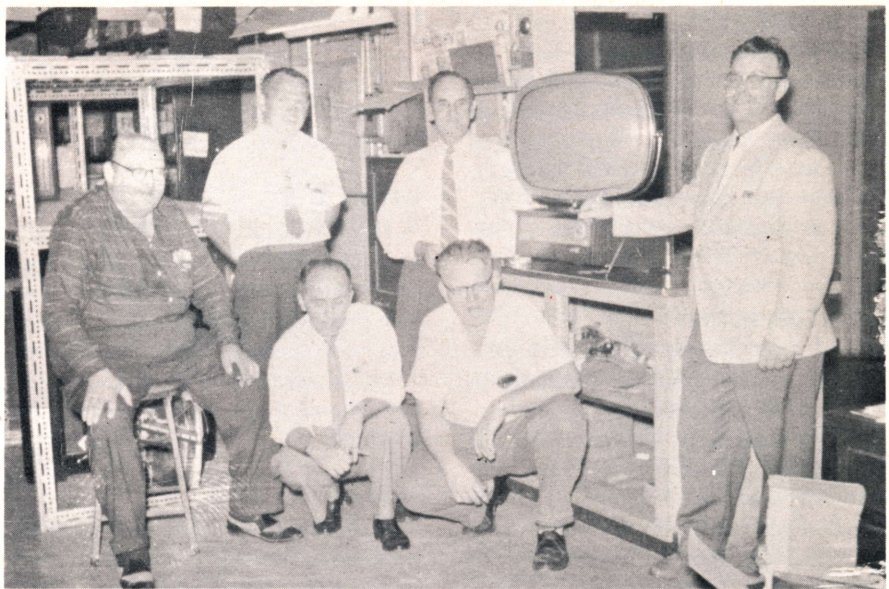
Crumpacker Distributing Corp. held an electronics service training meeting on July 9, as reported by factory rep. George W. Saylor. 146 service technicians attended.

ROCHESTER, N. Y.

Bergman-Rochester Inc. of Rochester held an electronics service training meeting in Elmira on July 31, as reported by factory rep. Glen Cummins. Attendance was 24. The meeting was held for the benefit of the service technicians in the southern area of Bergman-Rochester, Inc. territory. Assisting in the training were Henry Forster and Jim Wilson, service mgrs. from Buffalo and Rochester.

BANGOR, ME.

Utterback Corp. held an electronics service training meeting on July 15, as reported by factory rep. Ed Burke. 23 service technicians attended.



Philco Distributors Inc., Chicago, Ill., held an electronics service training meeting on July 30, as reported by factory rep. Jack Mattingly. Shown above (top row l. to r.) are Milton Miller, Commercial TV Service (seated on stool); Neil Fraser, of Philco Distributors, Inc.; Mattingly; and Paul Zimmerman, Consolidated TV. Down in front are (l. to r.) Tee Pacioni and Glenn Gayer, distributor personnel. Total attendance at the meeting was 43 servicemen.

Philco Awarded Government Contract

A contract for installation of two inter-battery microwave communications systems between Nike missile sites and anti-aircraft operation centers (AAOC) in Alaska has been awarded to Philco's Government and Industrial Division.

The \$1,050,000 contract also calls for one year's maintenance of the system.

One microwave system will consist of a four-station hook-up of Nike sites in the Fort Richardson-Elmendorf Air Force Base area and the AAOC on Fire Island near Anchorage.

The other six-station communication system will connect the Nike

batteries guarding the Ladd AFB-Eielson AFB area with the AAOC at Murphy Dome near Fairbanks.

Microwave is "beamed" radio communications as distinguished from standard radio in which the waves are broadcast in all directions.

Thus, communications via microwave is accomplished by beaming the radio waves from one transmitting antenna to another about 30 miles away, on a line of sight path. Repeater stations relay signals over long distances, rugged terrain, water and other physical obstructions. Wind, snow, ice and other weather disturbances do not affect the system's operation.



John A Blessing Co., Harrisburg, Pa., held two electronics service training meetings in July, as reported by factory rep. William Kuyken. At left is a view of the attendance at the meeting held in Chambersburg on July 17.



Attendance at this meeting was 32. At right is view of the meeting held in Harrisburg on July 16, which was attended by 60 service technicians. Training was conducted by Kuyken.

Better Business

... A SERIES ON IDEAS AND METHODS FOR EFFICIENT BUSINESS OPERATION

VI. Parts Inventory Control



Did you ever run out of a regularly-used part just when you needed it most?

Did you ever buy a quantity of parts that are still lying on the shelf?

Do you know how many tubes or timers you'll use next month?

There's an answer to all of these problems, and it's **PARTS INVENTORY CONTROL**. A businessman must keep a firm control of his inventory if he's going to stay in business. Government statistics prove that one of the most common causes of business failure is *lack of inventory control*.

The service businessman can do several things to maintain control of parts. One of the steps to assure that present stock is maintained is to place an order every day for the parts that were used that day. This daily procedure may prove time consuming and costly, however, so it is better to order on a weekly basis if possible. One method of knowing which parts to order is to pick up the information from your copy of the work order for each job completed.

The ordering procedure described is helpful, but it does not go far enough—you have no record of whether inventory is too high or too low . . . and no record of the rate of movement of any particular part.

One way to have this information is to use a parts inventory control form like the one illustrated on this page. Just rule off the columns on a few sheets of paper. In the first column list the part numbers of regularly-used parts, in numerical order—skip a few spaces occasionally in order to be able to fill in new part numbers. The second column is used for a description of each part. (You

may want to add an extra column to show the cost or list price of each part.)

In the third column, list the quantity of each part that you have in stock—or you may want to revise the amount of stock to comply with "the quantity you feel you should carry." This stock figure should represent a one-month supply.

The rest of the columns are used to show movement of each part for each month. This information will help in determining "how many to order" and will show whether you are carrying too large an inventory of that particular part. Such information saves you money! When your capital is tied up in slow-moving parts, you are "burying" the money you should have to work with.

Here's the procedure to follow with the use of this form: Order weekly the parts you have used during that week—make a duplicate copy of the parts order. Then, each month, take the information from the duplicate parts order and enter the figures on

the Parts Inventory Control sheet to show the monthly movement.

Using this record, you can adjust your inventory for a fast turn-over from a small investment.

Some parts have a heavier movement during certain months or seasons. The monthly-movement record will show you which parts these are and what quantities are used. Here again you have a basis for ordering parts without waste and yet you are able to maintain an adequate supply to handle all service calls.

It is not necessary to keep records of such items as nuts and bolts, but one method to prevent "running out" is to put a quantity of each item of this type in a bag, and reorder when you start using the supply in the bag. In your pattern of ordering, tubes may be treated a little differently in order to be able to take advantage of "special buys," premiums, etc. Here again, your rate-of-movement record will save you from over-buying any item that you do not use frequently. You will be able to take full advantage of specials *without getting hurt*.

The parts inventory control method described here will be very helpful to any service business that does not now have a system. Other systems which use card records and visual filing equipment are readily available at nominal cost. Any of the companies which handle this equipment are willing to make recommendations for the best system in your particular business, with no charge for their services.

Help yourself to stay in business by using Parts Inventory Control, and *profit* from the results.

Parts Inventory Control															
Part #	Description	Stock	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Tot.

Suggested Form for Parts Inventory Control Record

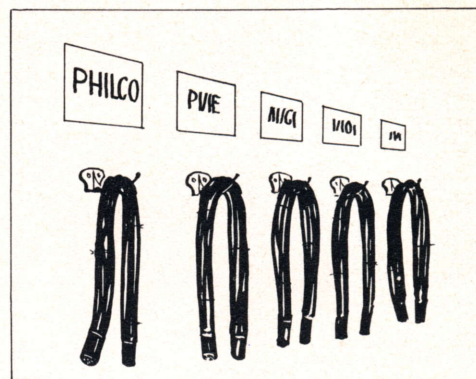
MONTHLY Awards

For promotions, trade tricks, time savers, business ideas

\$10.00 AWARD

"Jigs or a harness to be used to connect a chassis on the bench to its picture tube and yoke in the cabinet are quickly located and positively identified by hanging them on separate hooks for different makes of sets. We label each with an appropriate sign showing the brand name of the set to which the harness belongs."

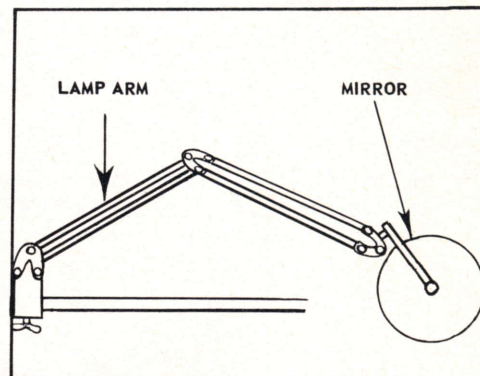
Carl H. Miller
108 E. Second Ave., N. Wildwood, N. J.



\$10.00 AWARD

"A mirror attached to an ordinary extension lamp arm puts it within reach over a wide area and swings out of the way when not in use. We found that we saved money in replacing broken mirrors and saved time in setting up an unattached mirror on the surface of the bench."

Herb Sulkin, Mel-O-Tone TV
816 Lincoln Blvd., Venice, Cal.



\$10.00 AWARD

"Using an old portable typewriter case, I've made a tool carrier which is a time-saver in finding the right tool quickly, and in making sure that none are missing when the job is done. I used spring clips to hold each tool firmly in place. A piece of masonite is cut to fit the inside of the case and holds additional tools. My alignment tool roll, cheater cords, etc., also fit neatly inside. The outside of the case has my name and PFSS decal for good identification."

William H. Borie
1917 San Pasqual St., Santa Barbara, Cal.



Send in your ideas . . . you may be a winner, too. It might be something you do every day . . . but it might help others. Enclose photographs if possible (or even a rough sketch) to illustrate your idea. All such ideas are to be submitted only on the basis that Philco shall have unlimited rights to the use thereof for any purpose whatsoever, free from any obligation to the sender. We will consider all suitable items.