

# THE STRONG CARLISLE & HAMMOND CO.

1392 WEST 3<sup>RD</sup> ST.

CLEVELAND, OHIO.

## NEWS FLASH

February 8, 1946

### PHILCO DEALER SERVICE POLICY

At the outset, we would like to say that the following Service Policy is not new with us. However, we do feel that changes are necessary at this time so that we may co-ordinate our Service operation for better efficiency.

These changes affect only a small percentage of the Philco dealers in this territory, as most of the Philco dealers maintain Service Departments. However, there have been abuses of our facilities which seriously handicap the operation of our Service Department as a whole. It is with this in mind that the following changes have been made. Your strict adherence to these changes will be greatly appreciated.

Our position as a Philco distributor is to assist you in obtaining replacement parts — adjustment on defective merchandise in general and to supply assistance to your Service Department in the form of technical information and advice wherever and whenever it is necessary.

This we will continue to do to the best of our ability but we cannot service all Philco radios delivered to our Service Department on a no-charge basis. While we feel that you are entitled to perfect merchandise, we do not feel that we are in a position to assume the entire service obligation so necessary for the good performance of these radios in the field. This is the obligation of retail dealers' Service Departments and in the future we will have to insist on rigid adherence to this policy.

Particularly at this time, due to cramped conditions and limited manpower, we ask your full co-operation on this policy.

### REPLACEMENTS ON PARTS

Full particulars must accompany all parts returned. That is, the serial number in full of the radio from which the part was removed and date of sale. If the part is damaged, defaced or tampered with no replacement can be made.

Yours very truly,  
STRONG, CARLISLE & HAMMOND COMPANY

F.G. Green,  
Service Manager

*"Joe" Greene*



# THE STRONG CARLISLE & HAMMOND CO.

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CLEVELAND, OHIO.

## NEWS FLASH

First a word of welcome to you from our new address 2801 St. Clair. Come and see our spacious parts and service departments if you haven't already done so.

### Warranty Replacements of Philco Accessories.

#### TUBES

Little need be said concerning tube replacement, it follows the same system as before using the quarterly coding OPUS and the year. If this system is not clear to you ask about it next time you are here. Obviously we must have the defective tube before any replacement can be made.

#### PARTS OTHER THAN TUBES

Effective with this bulletin, we are now requiring the following information when replacing accessories other than tubes. As in the past model and serial number, in addition Philco now desires the Conveyer-Run number which is to be found as a series of numbers stamped on the rear wall of the chassis sub-base. For example, 8A33902, which breaks down as follows: 8A, the Conveyer number, 339, the 339th. day of that year. 02, the run number. The run number is the most important as it enables the factory to establish the starting point of any major change. In a combination, the radio section will be stamped as outlined above while the phono section will be stamped either with the word "RUN" or "R" followed by a number. Run numbers of sets still in cartons will be found by looking for a stamping of a "C" followed by a number on the small serial stub cemented to the packing box. Secure a number of the new warranty material tags when you pay us your next visit. It would facilitate handling if you would send us the defective merchandise immediately, we can then send you the new parts on a no-charge basis. Issuing a charge for the new part and then a credit when we receive the defective item involves a great deal of extra paper work which we would like to avoid.

#### PARTS AVAILABILITY FOR NEW MERCHANDISE

Philco has placed a number one priority for parts to keep our new products operational. Advise us immediately when you need any parts falling under this classification and we will order them on a special order. Philco will in turn expedite this type of an order. Rest assured we will do our utmost to keep new owners of Philco products satisfied.

*"Joe" Green*

F.G. Green  
PHILCO SERVICE MANAGER



# THE STRONG CARLISLE & HAMMOND CO.

1392 WEST 3<sup>RD</sup> ST.

CLEVELAND, OHIO.

## NEWS FLASH

September 17, 1946

TO ALL DEALERS AND SERVICEMEN:

SUBJECT: Tonette Service Bulletin

This bulletin is for use only by servicemen and is to help in cases where mis-adjustments have been caused in shipping.

1. RECORDS NOT DROPPING PROPERLY- With turn table off the changer, place a record on the spindle so that the hole completely covers the shoulder and touches the neck. In this position the shelf should conform to the edge of the record. If it does not, back off the set screw in the post directly under the back of the shelf, turn the shelf to its proper position, and tighten the screw. The shelf should now be  $1/64$  to  $1/32$  of an inch from the edge of the record. To adjust this turn the 3 screws holding the spindle assembly, back about  $1/4$ th turn each and move the spindle backward or forward as needed. Tighten the 3 screws.

2. INDEXING- With 6 records on the turntable, let the changer run through cycle until the needle is over the record but has not come all the way down. Turn back the 2 set screws in the tone arm post 3 or 4 turns. Push tone arm to where the needle is over the leading groove of the record and hold it there while firmly tightening the screws.

3. CHANGER GOING PART WAY THROUGH CYCLE AND STICKING- Turn shelf to 12" position and tie the tone arm to the rest at the right front corner of the platform. Remove the 4 copper plated screws and turn changer on it's back edge. (it may be necessary to break the ground wire to do this). Remove the left-hand threaded stud holding the drums and take out the friction spring from the narrow part of this stud. Re-assemble without this spring.

4. BEFORE PUTTING TURN TABLE ON THE SPINDLE, MAKE SURE THE MOTOR PLATE IS NOT BENT SO THAT THE IDLING WHEEL SLANTS TOWARD THE PLATFORM: IF IT DOES PRY IT UP WITH A SCREW DRIVER.

Yours very truly,

*Paul O. Lonneke*

P. O. Lonneke  
Service Manager



ESTABLISHED 1887

# STRONG, CARLISLE & HAMMOND COMPANY

*Wholesale Distributor of Philco Products*

2801 ST. CLAIR AVENUE  
CLEVELAND 14, OHIO  
MAIN 9165

October 17, 1946

SPECIAL BULLETIN TO ALL DEALERS AND SERVICEMEN:

Subject: Reducing 7F8 Tube Failures

Failures of 7F8 Tubes in Models 46-480, 46-1209 and 46-1226 can be reduced considerably by changing the resistor in series to B<sup>+</sup> in the plate circuit of the converter section. Replace the 4700 ohm resistor (reference number R300 in the 480, 1209 and 1226 manuals) with a 50,000 ohm resistor (tentative value). This change will improve sensitivity and prevent frequency drift which is due to the 7F8 Tube. It will also make an improvement in the ratio of sensitivity on push-button operation compared to the dial. Many 7F8 Tubes will operate with this change when they are inoperative otherwise, also remove the 100,000 ohm resistor (R402 in 480 and 1226 manuals, R404 in 1209 manual) between converter cathode and B<sup>+</sup>.

When sending in radio parts or tubes in warranty for credit or replacement they must be accompanied by a "Warranty Material Return Tag", Form PR1126, completely filled out. Failure to comply will mean unnecessary delay in your receipt of parts or credit.

Requests for tubes or parts for 1946 Philco Radios must be accompanied by the Model Number, Serial Number (on silver sticker on chassis) and Run Number (Rubber stamped on rear of chassis).

Yours very truly,

STRONG, CARLISLE & HAMMOND COMPANY

*Paul O. Lonneke*

Paul O. Lonneke  
Service Manager  
Appliance Division

The failure of a television set requires more immediate attention than the failure of a radio set. You can well imagine how the owner of a television set feels if the set quits just before an important football game or boxing match. Speed in handling service means that you must learn television trouble-shooting even better than you mastered radio trouble-shooting. It would never do to use the hunt-and-peck system in repairing a television set. It would be a days work to attempt to find trouble by just measuring voltages and resistances. In other words, you must know what is going on in a television receiver if you are to service it efficiently.

The purpose of this letter, so there will be no doubt, is to suggest that if you want to service television receivers you should start now to study the subject. It is too late to start studying when the customer calls you on the phone.

You will find a number of PHILCO SERVICE publications which give valuable training for television service available through your Philco distributor. We do not want you to think this is an attempt to sell this information but at the same time we feel that it represents valuable information which is not available elsewhere.

Start to study television now!

Very truly yours,  
PHILCO CORPORATION

  
Manager

RADIO & TELEVISION SERVICE

J. Pell/cg

The following are a list of PHILCO SERVICE Television Publications available now. They include vital new service information on the Philco Micro-Lens Projection Television System used in the Model 48-2500.

<u>PART NUMBER</u>	<u>DESCRIPTION</u>
PR 1103	48-1000 Television Manual
PR 1103-1	Production Changes Bulletin on Model 48-1000
PR 1445	Installation Instructions on the Model 48-1000
PR 1446	Installation Instructions on the Model 48-2500
PR 1444	Service Bulletin on Model 48-2500
PR 1451-A	Television Trouble Shooting by Philco - Lessons 1 & 2
PR 1451-B	Television Trouble Shooting by Philco - Lessons 3 & 4
PR 1451-C	Television Trouble Shooting by Philco - Lessons 5 & 6
PR 1451-D	Television Trouble Shooting by Philco - Lessons 7 & 8
PR 1285	Servicing Television Receivers (Blue Book)

All PHILCO SERVICE Publications are available through your nearest Philco distributor.