



RADIO MANUFACTURERS SERVICE

CENTRAL HEADQUARTERS

TIOGA & C STREETS

PHILADELPHIA, PA.



September, 1941

TO RMS MEMBERS:

For the past 8 years, Philco has been referring millions of radio owners to RMS Members for expert service at reasonable, standard rates. During this time, RMS Members have established a reputation for fair and uniform charges as well as their technical ability. Using the RMS chart of Standard Service Charges, has helped RMS Members to justify sufficient service charges and to prove to the customer that their charges are not figured on any "arbitrary" basis.

Because of increased public attention to service charges at this time, it is more necessary than ever before to let every customer know that your business is based upon standard, and reasonable charges for the professional service you render. You would naturally expect RMS -- the world's largest service organization to be first with some practical means of making it easy for you to do this.

The schedule of RMS service charges, which has recently been revised to fit present day conditions, is now available in two new forms designed to impress your customers with your standardized policy on every visit to your store and with every bill you present. These charges, which are reproduced on the following pages, were compiled for average conditions with an attempt at sufficient flexibility to adapt them to the many variations in the intricate work of repairing radio receivers.

Some members may wish to enlarge upon this system of charges or to make changes or substitutions in its various features and prices. Whether you use the standard charges in their suggested form or not, it is very important that you have some definite system of charges to offer your customers. Only in this way can you offset questions that are bound to arise in the minds of some customers resulting from widespread publicity on the subject of service charges in general.

On the back page of this folder, you will find illustrated, additional RMS business builders which will prove of great help to you in locating new customers and in keeping in contact with those you already have.

Yours truly,
RADIO MANUFACTURERS SERVICE



To be imprinted with

RMS MEMBER'S NAME
TELEPHONE NUMBER
STREET ADDRESS
CITY AND STATE



Order No. _____

Date _____

Sold to _____

This is a full size reproduction of THE NEW RMS BILL FORM PR 890. The new RMS Standard Service Charges are printed on the reverse side of this form (illustrated below).

STANDARD RMS SERVICE CHARGES

OFFICIALLY RECOMMENDED BY RADIO MANUFACTURERS' SERVICE

The standard RMS service charges listed below include only the work done on a radio in the shop or in the home. On outside service calls an additional charge is made for traveling time and for transportation, depending upon distance and the number of trips required to complete the work. On automobile radios brought to shop in cars an additional charge of \$1.00 will be made for removal and reinstallation.

REPLACEMENTS AND REPAIRS

These standard charges cover service only and include all testing required to locate trouble. Prices for materials used are extra and are listed in the Philco Catalog of Parts, Accessories, Tubes and Batteries.

Aerial (Built-in Loop)—replacement or repair	3.00
Audio Amplifier—resistor or condenser replacement, wiring repairs	2.50
Audio Transformer—replacement	3.00
Automatic Frequency Control System—resistor or condenser replacement, wiring repairs	3.00
Automatic Record Changer—cleaning, adjustment and lubrication	3.00
Automatic Volume Control System—resistor or condenser replacement, wiring repairs	3.50
Batteries (Portable Radio)—replacement	2.75
Batteries (Main Filter)—replacement	1.00
Condenser (Compensator)—replacement	2.50
Condenser (Tuning Gang)—adjustment	3.00
Condenser (Tuning Gang)—replacement	2.50
Detector Circuit (First)—resistor or condenser replacement, wiring repairs	3.50
Detector Circuit (Second)—resistor or condenser replacement, wiring repairs	2.50
Dial Drive Cable—replacement	2.75
Dial Drive Mechanism—replacement or repair	1.75
Dial Lamp—replacement	1.50
Dial Pointer—replacement	1.50
Dial Scale—replacement	.50
Discriminator Circuit—resistor or condenser replacement, wiring repairs	1.00
Discriminator Transformer—replacement	3.00
Filter Choke—replacement	3.00
Intermediate Frequency Amplifier—resistor or condenser replacement, wiring repairs	3.50
Intermediate Frequency Transformer—replacement	2.25
Limiter Circuit—resistor or condenser replacement	2.00
Oscillator Circuit—resistor or condenser replacement, wiring repairs	2.50
Oscillator Coil—replacement	2.00
Phonograph Motor—cleaning and lubrication	2.25
Phonograph Motor—replacement	2.75
Phonograph Pickup—replacement or adjustment	2.75
Power Supply Circuit—resistor replacement	2.00
Power Transformer—replacement	1.75
Radio Frequency Amplifier—resistor or condenser replacement, wiring repairs	3.50
Radio Frequency Transformer—replacement	2.50
Resistor (Voltage Divider)—replacement	3.00
Shadow Tuning Meter—replacement or repair	2.50
	2.00

Speaker Cone—recentering	1.00
Speaker Cone—replacement	2.00
Speaker Field Coil Assembly—replacement	3.00
Station Selector System (Mechanical)—adjustment and lubrication	1.50
Switch (Off-On)—replacement	1.50
Switch (Push Button)—cleaning and lubrication	1.50
Switch (Push Button)—replacement	2.00
Switch (Radio Phone)—replacement	2.75
Switch (Wave Band—Single Section)—cleaning and lubrication	1.75
Switch (Wave Band—Single Section)—replacement	2.00
Switch (Wave Band—Multiple Section)—cleaning and lubrication	2.75
Switch (Wave Band—Multiple Section)—replacement	2.50
Tone Control—replacement	4.00
Tube—replacement	2.25
Tube Socket—replacement	1.00
Vibrator—repair contacts	3.00
Vibrator—replacement	2.00
Volume Control—replacement	1.50
Volume Expansion Amplifier—resistor or condenser replacement, wiring repairs	2.25
Wireless Remote Control Amplifier—resistor or condenser replacement, wiring repairs	3.00
Wireless Remote Control Transformer—replacement	3.50
Wireless Remote Control Stepper—replacement	4.00
	4.50

ALIGNMENT OF TUNED CIRCUITS

Including Dial Calibration

Intermediate Frequency Stages	.50
Standard Broadcast Stages (High Fidelity)	1.50
Short Wave Band (each)	1.00
Automatic Frequency Control	1.00
Wireless Remote Control Amplifier	1.75
Frequency Modulation System	2.50
	3.00

AUTOMATIC TUNING ADJUSTMENTS

Push Button Type	1.50
Motor Operated Type	2.00

The above prices are based on the correction of trouble that appears continuously and without interruption. For correcting trouble which occurs infrequently, requiring additional testing over a period of time, prices will be higher than those listed, depending upon the amount of additional time required.

All parts, tubes and batteries replaced are returned to customer—be sure to ask for them.

MINIMUM CHARGES

\$1.00 ON ALL RADIOS BROUGHT TO SHOP
 \$1.50 PLUS TRANSPORTATION ON OUTSIDE CALLS

PHILCO HOME RECORDING BLANKS AND NEEDLES
 PHILCO REFRIGERATOR POLISH
 PHILCO AIR CONDITIONER FILTERS



As members of RMS, a nation-wide organization of radio servicemen under the sponsorship of Philco, we endorse the policy of insuring to the public proper and uniform charges for thorough and reliable radio service work.

RMS has compiled this standard schedule of radio service charges, based upon a careful estimate of the work and time involved in each process as performed by a competent radio service engineer.

90 DAY GUARANTEE
 covers our service and all Philco Parts and Tubes used.

BUILD CUSTOMER CONFIDENCE AND INCREASE YOUR EARNINGS THROUGH THE USE OF THE NEW RMS STANDARD SERVICE CHARGES

Here is a system of charges that takes into account the skill required to locate trouble in a radio and shows the customer that the actual labor involved in replacing a part is the least expensive part of radio service work. This one feature alone will make the new RMS standard service charges the greatest help you have ever had in getting the consumer to fully appreciate the value of your professional services.

The portion of the chart covering "Intermittents" will be especially valuable to servicemen in accounting for additional time required to locate the causes of intermittent conditions that are usually so annoying and troublesome.

The new RMS standard service charges are available to members in two forms:

COMBINATION BILL FORM PR-890

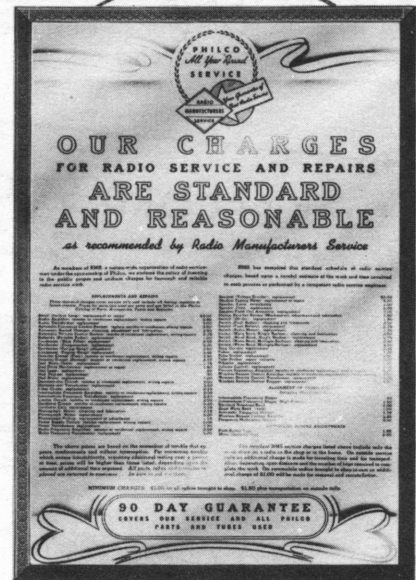
This new bill form, both sides of which are reproduced on the opposite page, can be used for estimating purposes as well as billing. One of these forms left with the customer when a chassis is taken to the shop for diagnosis of trouble will avoid any question regarding charges after an estimate is submitted.

Net Price to RMS Members } Per 500 \$2.75
Including Imprinting } Per 1000 4.50

METAL PLAQUE PR-891

Displayed in your store or shop, this permanent metal plaque will help impress your customers with the business-like manner in which your service work is handled. It is 12 by 16 inches in size, with beveled edges, and is beautifully lithographed in ivory, blue, and gold.

Net price to RMS Members \$.28



HOW TO USE THE RMS STANDARD SERVICE CHARGES

Like any other system of professional charges, the suggested RMS standard service charges will be no more perfect than the manner in which they are used. They were intended for average conditions, but can be adapted to extreme cases requiring a minimum or a maximum amount of time.

For example, the suggested charge for replacing a volume control, while satisfactory for the average case in which the faulty control is detected immediately through noisy or erratic operation, might be insufficient for locating trouble in a volume control involving considerable testing. In receivers using the volume control as part of the AVC network, an open circuit or excessive resistance in the control causes other effects than noisy operation. For the additional time used in tracing trouble to the control, the service charge covering "Automatic Volume Control System—resistor or condenser replacement, wiring repairs" might be used in addition to the charge for "Volume Control—replacement."

On the other hand, the usual charge for replacing the volume control may prove excessive for a set requiring a new volume control in addition to several other repairs or general tune-up charges for alignment, etc. In such cases, a serviceman may wish to reduce or eliminate the separate charge for the replacement of the volume control. Other similar exceptions to the general rule will be found by servicemen in the course of adapting the RMS standard service charges to their business.

In looking over these service charges, you will note that the lowest priced items are those requiring no testing to locate the faulty part such as "Dial Drive Cable—replacement," "Dial Scale—replacement," etc. Furthermore, a charge for minor repairs such as replacing a resistor or condenser, or repairing a short or open circuit in wiring is priced according to the amount of testing required to locate such faults. Thus a repair of this kind in the power supply circuit is listed at \$2.00, in the audio amplifier at \$2.50 and in the discriminator circuit at \$3.00.

The minimum charge will be useful in many ways to cover minor operations, depending upon the service policy of individual servicemen. For example, the minimum charge on outside service calls would be justified in the case of a simple single operation such as replacing a pilot lamp, whereas a similar replacement performed in the shop where no additional time would be required, might be covered by the standard charge for this operation.

Aligning charges have been broken down into separate operations, some of which are never performed separately. This has been done to enable the serviceman to make up a composite charge according to the type of radio and the number of aligning operations required. Thus, it is possible with this arrangement to make up a total aligning charge for sets with different numbers of short wave bands, or sets with additional features such as F.M., AFC, etc.

Here are two examples of bills made up from the RMS standard service charges from which it can be seen that a customer could readily check the various items on the opposite side of the invoice and thereby become better satisfied than if a lump sum charge were made.

Example of Charge for Repairing Home Radio with Open oscillator coil:

Testing set and replacing oscillator coil.....	\$2.75
Aligning intermediate frequency stages50
Aligning broadcast band	1.00
Philco Part No. oscillator coil.....	2.50
Total Charge \$6.75	

Example of Charge for Repairing Auto Radio with Worn out vibrator:

Removing set from car and reinstalling	\$1.00
Testing set and replacing vibrator	1.50
Philco Part No. vibrator	2.50
Total Charge \$5.00	

SEE NEXT PAGE FOR ADDITIONAL PROMOTIONAL ITEMS AND COMPLETE ORDERING INFORMATION

TWO BRAND NEW PROMOTIONAL IDEAS—To bring in new customers and obtain more repeat business from your present customers!

The new RMS Local Radio Log will provide a real inducement to the radio owner if offered free with each repair job. After it has been applied to the radio, this new and different radio log will maintain the customer's favorable impression of your services.

The new RMS service record sticker containing your name and address and complete, concise information on the service work last performed, will permanently remind the customer of the RMS Member who supplied the valuable radio log.

Both of these items are printed on rubberized fabric with a patented adhesive backing which adheres instantly and firmly to any surface without moistening.

RMS SERVICE RECORD STICKER

This is the first sticker of its type that provides space for a complete record of the various items adjusted or replaced on each service call. This information is extremely useful on subsequent calls. The sticker can be applied either to the rear of the cabinet or the chassis so that the customer can refer to it at any time, for your name, address and phone number and complete information on the nature of the service work performed previously.

Spaces provide for the following, or similar notations:

PHILCO
All Year 'Round
SERVICE

DATE _____

ALIGNMENT _____

PUSH BUTTONS _____

SPEAKER _____

PHONOGRAPH _____

AERIAL _____

TUBES & PARTS REPLACED _____

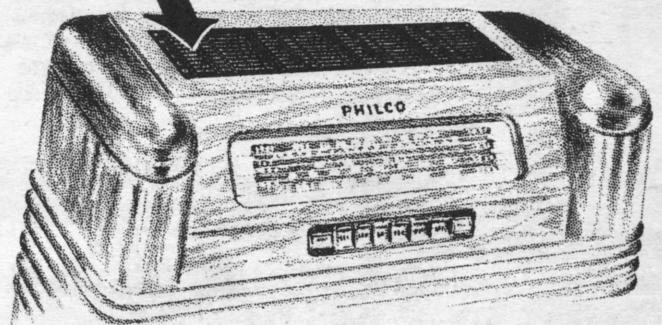
YOUR NAME } To be
Address } be
Phone No. } imprinted

- ← { "OK" or "Adjusted R. F. and I. F." }
- ← { "OK" or "Reset." }
- ← { "OK" or "Adjusted." }
- ← { "OK" or "Oiled Motor." }
- ← { "OK" or "Repaired Lead-in." }
- ← { "None" or "6F6G Tube and #30-2424 Condenser." }

RMS service record stickers are furnished imprinted with your name, address and phone number. Printing is in blue, on a special white rubberized fabric.

PR-880 Net Price (including imprinting).. \$3.75 per 500

RMS LOCAL RADIO LOG



A brand new kind of radio log that every customer will be anxious to have. It lists only your local and nearby stations! Call letters are arranged alphabetically in listing, which includes geographical locations and dial positions in kilocycles. The log can be moved several times, leaving no mark on cabinet finish when removed.

Lettering is in white on brown background, which matches coloring of walnut cabinets so that the radio log is not too conspicuous. Size 1½" x 7", adapts the RMS radio log for use on all radio cabinets, large and small.

There is a special RMS local radio log for each section of the country. Your Philco Distributor now has a supply of the one designed especially for your locality.

PR-893 Net Price \$1.90 per 100

Tear off and mail this order blank to your Philco Distributor

Philco Distributor Name Address

Please ship me the following items offered in September RMS Mailing:

Imprinting to be as follows:

.....

Name

.....

Address

.....

Phone Number

Quantity	Form No.	Description	Net Price
.....	PR-891	RMS Standard Service Charge Plaque	\$.28
.....	PR-890	RMS Standard Service Charge Bill Form	{ 2.75 per 500 4.50 per 1000
.....	PR-880	RMS Service Record Chassis Sticker	
.....	PR-893	RMS Local Radio Log for this locality	1.90 per 100

Signed

Address