

# GATES INTERCOM

PUBLISHED BY AND FOR THE EMPLOYEES OF GATES RADIO COMPANY  
A DIVISION OF HARRIS-INTERTYPE CORPORATION

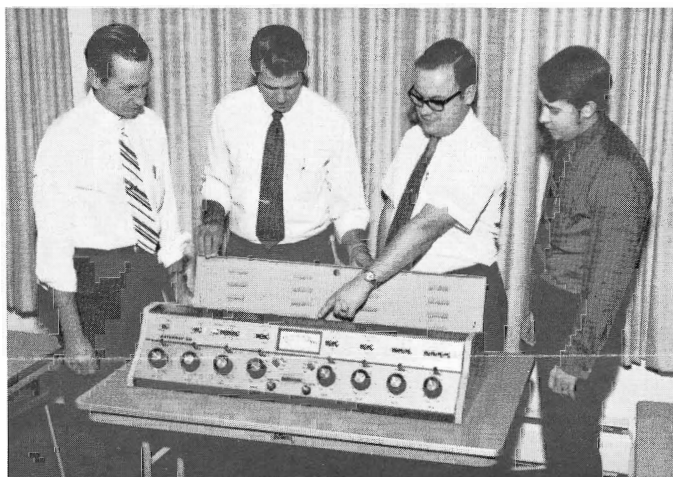
VOLUME 9

QUINCY, ILLINOIS

OCTOBER, 1971

## NEW GATESWAY 80 CONSOLE AND NEW 1kW AM TRANSMITTER INTRODUCED

Two sparkling new products which should have wide appeal to radio broadcasters in the USA and overseas were introduced in October, 1971. The third console to carry the famous "Gatesway" name has been added to our product line. At about the same time, a new 1000 watt AM transmitter, Model BC-1H made its appearance too.



Some of the personnel who contributed to this new product are (from left to right) Dick Walz, Jack Moulder, Bob McDonough all from Engineering, and Steve Hemming from Manufacturing.

### THE GATESWAY 80 CONSOLE

The audio design and the mechanical engineering sections are to be congratulated for their part in developing this Gatesway 80. Congratulations also go to Jim Briscoe of the Advertising Department for the attractive color brochure that he prepared for the introduction of this new product.

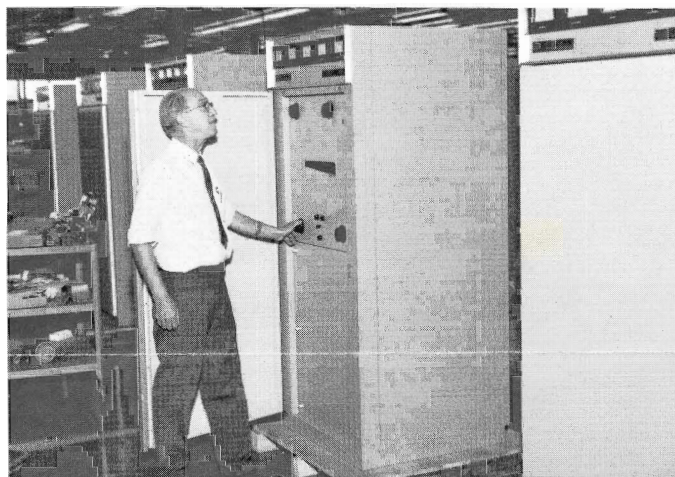
Much thought, value analysis and teamwork between the Engineering, Manufacturing and Sales Departments took place before we could bring this superior console to the industry at a more competitive selling price than the console that it replaces.

This new solid state monaural Gatesway 80 console is extremely flexible and provides broadcasters with a choice of 18 inputs into 8 mixing channels. The inputs include: five microphones, four turntables, five tapes, three remotes and network.

The Gatesway 80 boasts silicon transistors, plug-in printed circuit modules and a very attractive cabinet.

The first 25 Gatesway 80 consoles were manufactured in Department 22 in late September. These 25 consoles are currently being put through final testing, and will soon be ready for shipment to both AM and FM stations. The first shipment is scheduled for KPRC, Houston, Texas.

Based on customer reaction already shown to this new product, it should be a popular item for years to come.



Les Petery inspects one of the BC-1H transmitters from the first production lot in Department 23. Les was assisted in the mechanical design aspect of the BC-1H by Dave Carlson.

### THE BC-1H TRANSMITTER

Our BC-1G was a great transmitter but it was time to introduce something even better. The new BC-1H, completely restyled 1kW transmitter combines the many outstanding features of its predecessor plus several advanced design features and improvements. High positive modulation capability is retained in the BC-1H through the use of the 833A power amplifier and modulator tubes which have been so successful in the BC-1G and other Gates' kilowatt transmitters.

Styled in the new TV transmitter cabinet, the BC-1H is compact and is only 72 inches high. This transmitter features lift-up meter panels for 100% accessibility.

Other new features in the BC-1H include a solid state oscillator, and a new system of overload protection that recycles the unit up to three times, then, if the overload still exists, shuts the transmitter down completely. This transmitter also includes silicon rectifiers, and power reduction to either 250 or 500 watts without rewiring.

The attractive BC-1H is a transmitter which has everything that broadcasters want. It's bound to set sales records worldwide.

The first production of 20 BC-1H's were divided into two lots. The first 10 were built in Bob Strode's department and the remaining 10 will be built on the roller conveyor line.

Within a few days after announcement of the BC-1H, several orders were received. The first transmitter will be shipped to WWGM, Nashville, Tennessee.



# FOCUS FOCUS FOCUS FOCUS

## KEEPING CUSTOMERS SATISFIED

It has been said that a company's employees are its most valuable asset. It has also been argued that the most valuable asset is satisfied customers. Actually, both are extremely important. Here at Gates, without loyal, competent employees, there would be no company to serve the customers; and without satisfied customers to buy and use our equipment there would be no business and no jobs for you or for me.

In our business, as in any other, jobs and future growth are created by doing well those things which best serve our customers. Buyers become satisfied customers only if our products reflect a high quality of design and workmanship, are reliable in use, and are offered at fair prices. Also important to a buyer is the type of experience he has had in dealing with Gates. A pleasant experience can do much toward making him a satisfied customer—and satisfied customers usually become repeat customers.

There are many ways in which we can help the company to keep more satisfied customers, but one way stands out above all others. It is for each of us to excel in what we do. We should never be satisfied with anything less than the best we can do—whether it's answering the phone, designing a circuit, machining a part, making a sales presentation, or whatever. Doing our very best is the only thing that will satisfy the customer, and that must be our main purpose on the job.

By doing our very best—and by keeping the customer foremost in our minds, each of us, at every level, can play a vital part in influencing customers to buy from us again—and again. We must never consider our customers as outsiders, but rather think of them as the very purpose of our business. We must also remember that they are not dependent on us, but we are very definitely dependent on them.

During the course of every business day we are faced with all types of problems in our jobs. Overcoming them is important, but so often we become much more interested in how these problems affect us personally instead of looking at the impact on the customer, who may be waiting for action. If each of us would do one thing each day which specifically helps a customer, the overall result would be terrific. "What have I done to help a customer today" is a good way to evaluate your job performance.

For the Gates division to continue growing, our customers must be so well pleased with our products and our service that they will keep coming back to us for more equipment when they need it. We all have a big share in this, and we all have important roles to play in turning buyers into satisfied customers who will stay with us over the years.

As long as we remember that the customer is our livelihood, treat him accordingly, and work toward making his satisfaction our primary goal, our company will certainly become more and more successful, providing more and better job opportunities for each of us.

*Lawrence J. Cervey*

## BOB BUSH CHECKS OUT VP-100 TRANSMITTER IN SAIGON



**Bomb-Proof Transmitter Building**

Bob Bush recently returned from a field trip to Saigon, Viet Nam, made to check out the VP-100 transmitter which we supplied last year to Page Communications. He reported the trip over took 33½ hours and included necessary stop-overs in Honolulu, Guam and Manila. "Sounds great, but believe me it is a long journey even by 747 Jet," was Bob's comment.

In Saigon Bob's work was at Quan Tre, which is a large broadcast transmitter complex guarded at all times by some 1200 Vietnamese troops.

Page Communications constructed a new, bomb-proof building which houses the new VP-100 medium wave transmitter



**Bob Bush**

as well as three HF-20Bs, one BC-10H, one BC-20H, one HF-10B and one BC-50C. Soon to be installed in this building is another Gates' HF-50C short wave transmitter which was shipped from

Gates shortly after plant vacation.

The Quan Tre station manager, Mr. Nam had visited Quincy and Gates back in 1959 and remembered Bob from this visit.

The trip, made at the request of Page Communications, was a successful and very pleasant experience for Bob.

Sending one of our Engineers half-way around the world on very short notice is positive proof of Gates' ability to provide fast service.

## SINCERE SYMPATHY

We wish to extend to the following employees and their families our sincerest sympathy at the time of their loss. Ed Fahey who lost his mother, Bob Roan who lost his mother, Brian Cox who lost his mother, Frances Olson and Betty Stone who also lost their mother and to Frank Bruening who lost his father.



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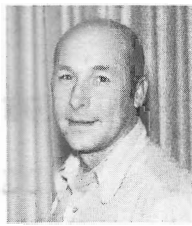
Betty Weber

Lois Butcher

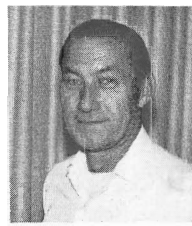
## Service Awards



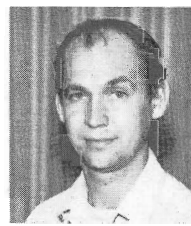
15 years  
Al Emerick  
Static Assy.



10 years  
Leroy Jones  
Static Assy.



10 years  
Bob Hagenbaumer  
Automation Assy.



10 years  
Curtis George  
Static Assy.



5 years  
Dan Dening  
Engineering



15 years  
Areva Hartwig  
Prtd. Bd. Assy.



10 years  
Helen Russell  
Automation



10 years  
Al Pfaffe  
Stock



10 years  
Howard Junk  
Repair & Support



10 years  
Ernest Benway  
Quality Ctrl.



10 years  
Dorothy Hively  
Prtd. Bd. Assy.



10 years  
Kenny Carder  
Audio Assy.



5 years  
Mary Huseman  
Purchasing



5 years  
Sally Bruening  
Test Lab.



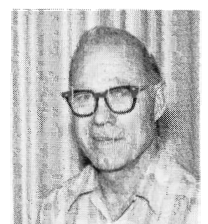
5 years  
Alma Neaterour  
Stock



5 years  
Gloria Baumbach  
Order Entry



5 years  
Russell Sherman  
Material Ctrl.



5 years  
Joe Nichols  
Prtd. Bd. Assy.



5 years  
Ren Scharnhorst  
Ind. Engrg.



1 year  
Cal Wieringa  
Order Entry



1 year  
Phyllis Otten  
Automation Assy.



1 year  
Pearl Little  
Automation Assy.



1 year  
Larry Engle  
Automation Assy.



1 year  
Lester Miller  
Test Lab.



1 year  
Shirley Strosaker  
Pricing Dept.



1 year  
Ellen Broughton  
N. Y. Serv. Center



1 year  
Nidia Arrue  
Int'l Sales Office

### OMER WALTON — 20 YEARS



Pictured above is Omer Walton, third from the left, receiving congratulations from Rog Veach, Jim Eaton, and Larry Cervon on receiving his 20 year Company Service Award. Omer joined the company in 1951 as a technician and since 1954 has been serving as foreman of the Test Lab. There, he and his dept. have been responsible for the testing of thousands of Gates products along with the many special orders produced in all these years. In addition to his good work in the company, Omer has been extremely active in his church and has also served as a leader in the Boy Scouts. Congratulations Omer.

### 1971 REMAINING HOLIDAYS

Thanksgiving will be celebrated with a four day week end this year. Our "floater" holiday will be tied in with our normal Thursday to make both Thursday and Friday paid holidays. Since Christmas falls on Saturday this year, we will receive Friday, December 24th off as our paid holiday. New Years Day will be observed in the same way. "Happy Holidays!!"

## SIX MEN HONORED FOR YEARS OF SERVICE



At a recent Management Dinner Meeting, we took advantage of Dr. Joe Boyd's presence to have him help in honoring six men who were due company service awards. Pictured along with Dr. Boyd and Larry Cervon on the left and Rog Veach on the right are Wally Kabrick-

25 years, Bob Nickerson-15 years, Jim Marwood-1 year, Ed Gagnon-10 years, Jim Ogle-1 year and George VanDeBoe-20 years.

With the 72 years of service represented here, these men have contributed much in the areas of audio and automation en-

gineering, quality control, automation product service, product marketing, systems and data processing and production engineering.

Congratulations to Wally, Bob, Jim, Ed, Jim and Van on their anniversary.

## PRESENTATION OF PATENT INCENTIVE AWARD



This presentation was made to Leon Stanger for a Differential Phase Tracking Circuit. The circuit introduces varying amounts of differential phase correction as required in the transmitter. This control will assure superior performance of our equipment for color TV broadcasting.

Above from left to right, Dr. Boyd, L. J. Cervon, G. T. Whicker and Leon Stanger mark this occasion.

## *New Employees*



Manuel Saavedra  
Int'l Sales



Diana Clampitt  
Stock



John Klecker  
TV Engrg.



Merle Cobb  
Fabrication



Barbara Springett  
Transmitter Assy.



Betty Smith  
Transmitter Assy.

## GATES RADIO COMPANY

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