

PHILCO
Factory-Supervised
Service

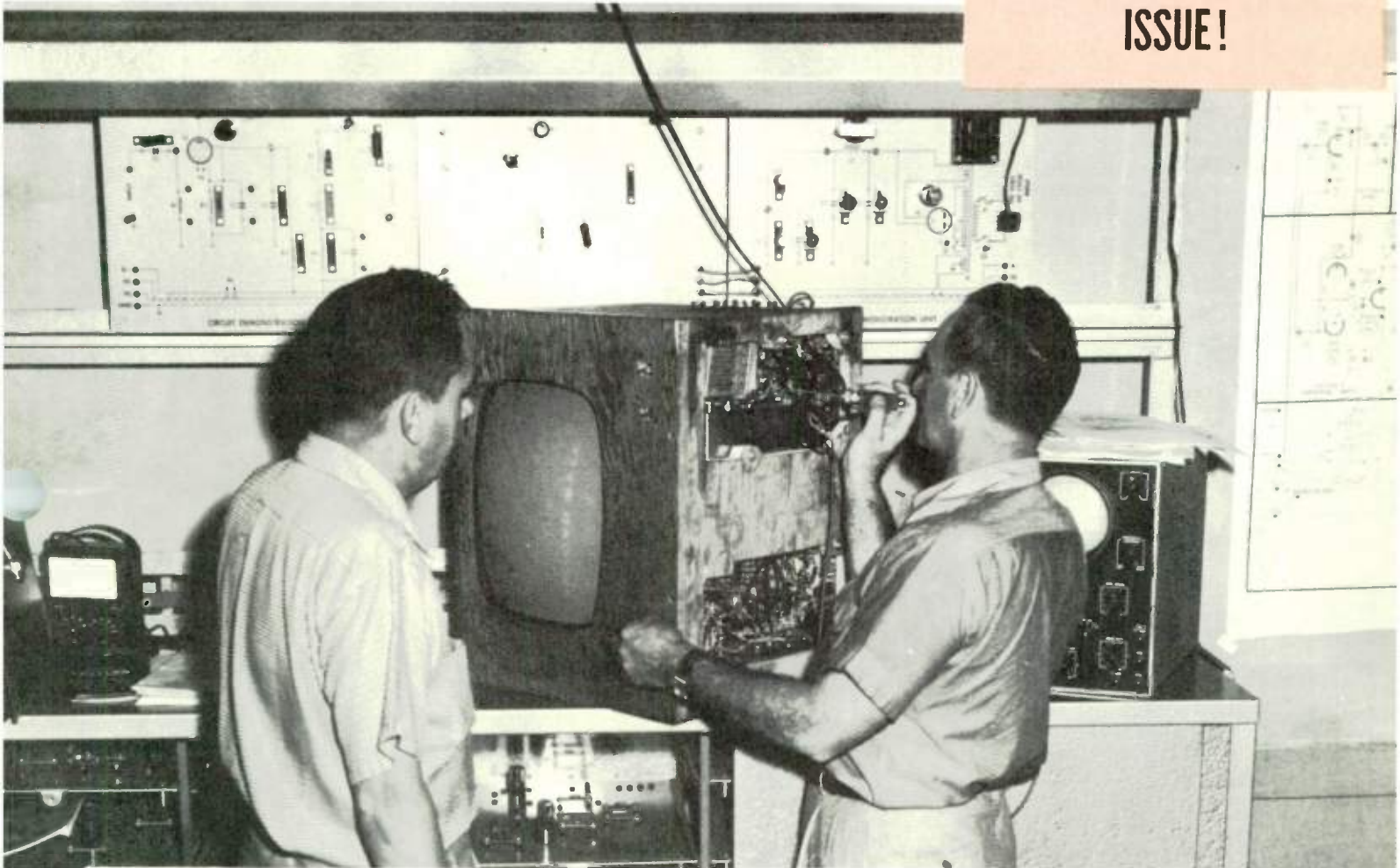


the **PHILCO SERVICEMAN**

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**ALL CONVENTION
ISSUE!**



BIG SERVICE PROGRAM PART OF PHILCO'S GREATEST CONVENTION!

Over 8,000 Philco Dealers, Distributors, and headquarters personnel jammed Atlantic City's massive convention hall recently and participated in what was probably the largest convention ever held by a single company.

But of primary interest to the independent service technicians of America was the activity taking place off the convention floor. For four days Philco Distributor Service Managers and Service Representatives were undergoing an intensive program of technical training unequalled anywhere in the industry.

While Philco unveiled for the first time its fabulous 1954 radio and television models, the Service Division was laying the groundwork for a 1954 program of technical support to all Philco Factory-Supervised Service members.

On the following pages you'll read about the tremendous events that took place in Atlantic City for you. The concrete results of all this effort will be on the way to you in the form of local service meetings and instruction, and an up-to-date technical package that's worth its weight in gold to you!

PHILCO DISTRIBUTOR SERVICE MANAGERS GO TO A SERVICE CONVENTION...



They probably hated us for it, because we rolled them out at 6:15 a.m.!



But they woke up fast in lecture sessions that laid the groundwork for some meaty new information on radio and TV servicing.



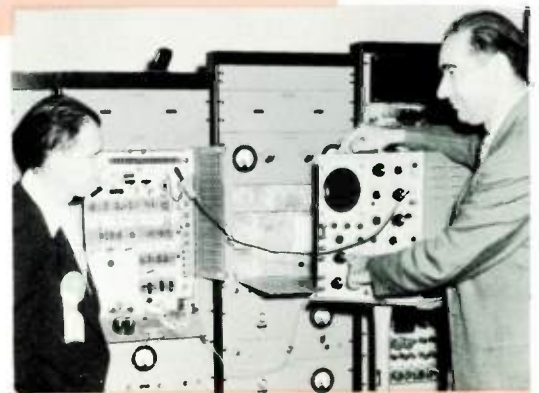
The whistle blew and everyone hustled to change classes. They didn't want to miss a trick!



These service managers could hardly wait to get their hands on the lab equipment.



Nothing like a hassle with a tough TVI problem to work up an appetite.



Back to the lab and more do-it-yourself on some startling new techniques!



A special treat—they saw the showing of Philco's 1954 radio and TV line . . . on ice!



Between labs, lectures, and forums they didn't have much leisure time, but the "Playground of the World" sure looked good.



"Whew! It sure was a tough grind, but now we've got plenty of solid know-how to pass on to our PFSS boys!"

PHILCO TAKES OVER ATLANTIC CITY LOCK, STOCK, AND BARREL!



William Balderston (right), President of Philco Corporation, accepts the "key to Atlantic City" from Senator Frank S. Farley of New Jersey.

They even started to call it "Philco City" a few days after 8000 Philco Dealers invaded this world famous New Jersey shore resort!

After attending to business for the first few days, Philco-ites were treated to a real Atlantic City blow-out—an 18 act Rodeo, featuring the country's leading cowboys, cow-girls, horses and steers; a 21 act championship ice show during which the 1954 radio and television line was presented; a full seven bout boxing card; a "Day of Thrills" which featured daredevil auto drivers and circus acts; and to top it all off, "A Night of Stars" with a cast of over 100 of the top names in television, stage and screen.

With the hospitality of Atlantic City's population going full blast, Philco Dealers will remember Philco's 1953 Convention for a long time to come!



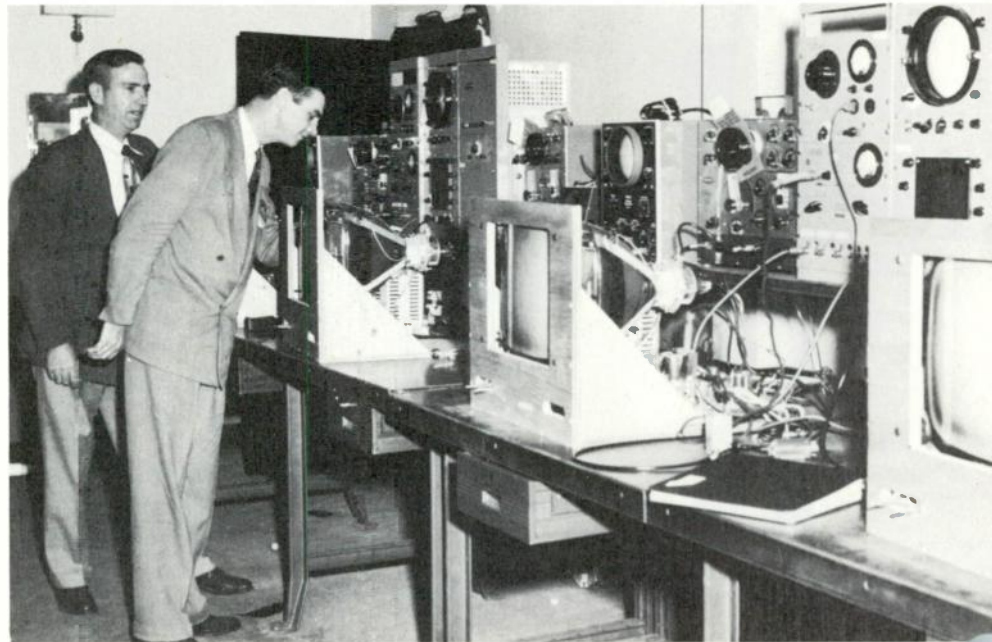


NEWEST TECHNIQUES, INFORMATION

While the Philco Sales Convention was the biggest and best ever put on by any company, the same can be said for the part that featured Philco Factory-Supervised Service. Thousands of Philco Dealers, guests, and the public saw the amazing story of Philco Service that was featured prominently at "Philcorama," the all products Philco exhibit.

But it was behind the scenes of the general convention that service was doling out the ammunition for another great year, probably the greatest yet! Distributor Service Managers from all over the country, those fellows that have been so helpful to you, were exposed to the most impressive array of technical information and equipment ever assembled for this purpose.

Approximately \$750,000 worth of the latest test equipment facilities for TV and radio servicing was used to carry through this vital program. A highly skilled crew of Philco Instructors, from headquarters and the field, were on hand to supervise



On these test benches, featuring latest model chassis and test equipment, your Distributor Service Manager learned the newest and most practical methods of servicing.



Bill Satterfield, Manager, Electronics Division, Philco Service, conducts an up-to-the-minute forum discussion on electronics service. The forum panel consisted of service experts, accessory representatives, and members of Philco's engineering staff.

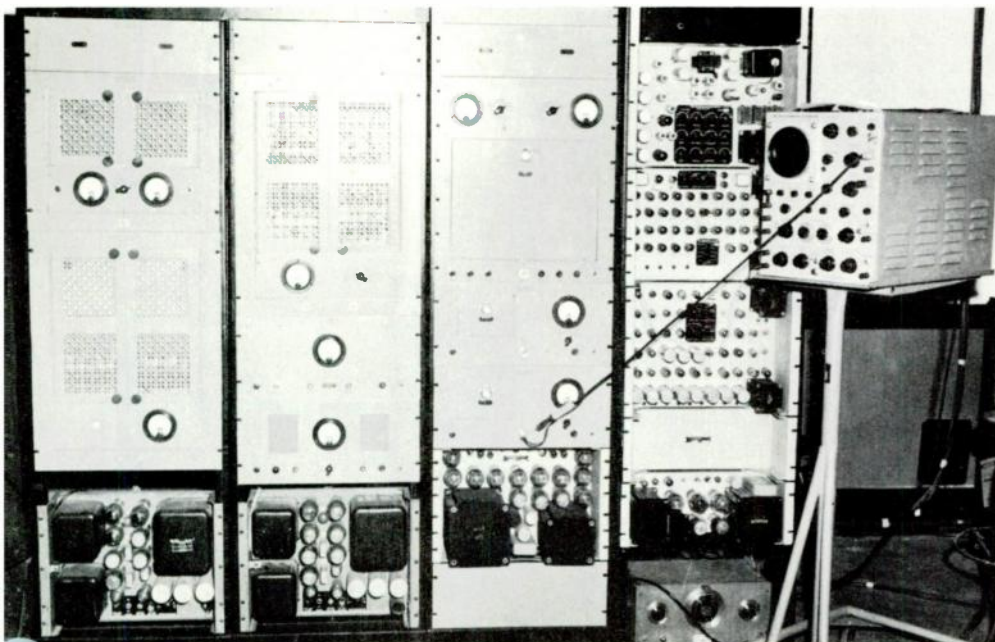
the lectures, lab sessions, and forum discussions.

And what subjects were covered! In the home radio section, for example, a comprehensive lab and lecture program was completely devoted to printed circuits. In the lecture rooms these managers were shown how printed circuits are produced, repair procedures to follow, and how to replace and repair them without damage. Through visual aid slides they learned the step-by-step servicing techniques as applied to printed circuits.

In the labs each man actually worked on printed circuits, performing installation and repair. With a representative of Philco's engineering labs present, they thoroughly covered the new Philco High Fidelity "Phonorama" reviewing AM and FM alignment on this revolutionary new radio-phonograph.

TV activities centered around the operation and use of Transient Video Analysis, the most accurate method known for checking align-

RESULT OF PHILCO SERVICE CONVENTION!



Here you see a bank of equipment that was used to demonstrate Transient Video Analysis. This is a part of the \$750,000 in equipment Philco Service had especially transported to Atlantic City for its informative Service Convention.

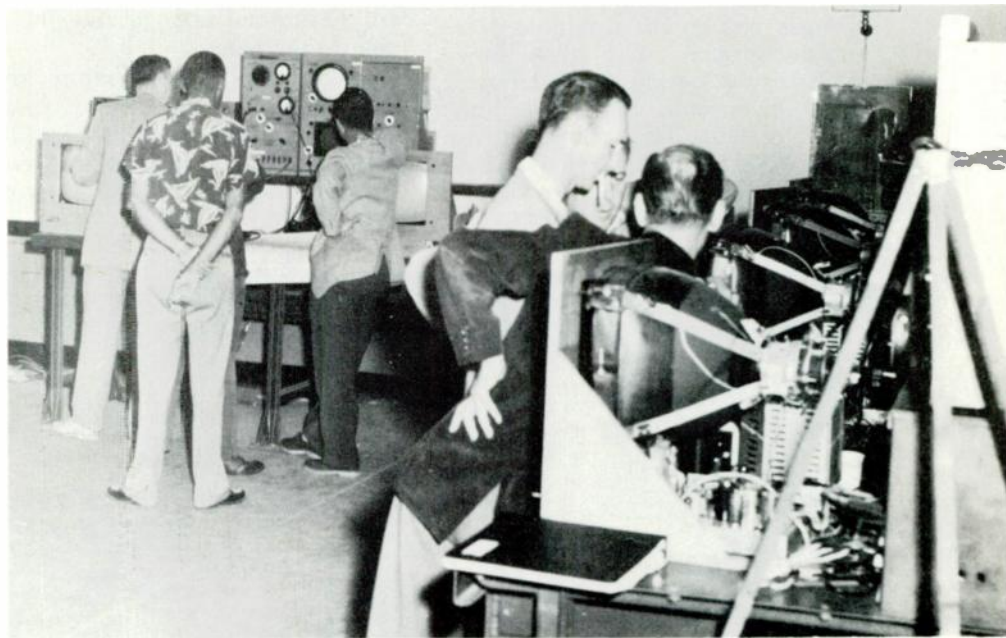
aid the individual PFSS member with his servicing problems. With UHF in popular use, color not too far off, and the perfection of circuit design reaching higher points, the service technician must, by necessity, be kept abreast of the rapid advances in television and radio development and production as they apply to service.

You, Mr. Philco Factory-Supervised Service member are a part of the historic events that took place in Atlantic City! For, in the near future, through Visual Training Forums, lectures, Supervisor articles, and many other mediums, you will receive this whole story—exactly as it was told to the managers who attended! And that story is vitally important to your continued success. Get your Distributor Service Manager to give you his views on it. He'll be glad to pass that information on and it will make a whale of a difference to you in the really hot competitive market that service has become.

ment of receivers. So much interest was expressed in TVA that a previously announced project was dropped to allow even more time on the important techniques of TVA. Tuner repair, VHF and particularly UHF, came in for extremely heavy emphasis. To most efficiently accomplish this project the managers worked on special applications using the sensational new Philco HF-200 chassis, another exclusive high fidelity development.

The use of Philco's G8000 VHF-to-UHF Signal Generator Adapter played a big part in the tuner repair phase of this program. Enthusiastic reports predict that this test equipment is the most adaptable on the market for the whole range of tuner servicing. And that's not all! Other subjects stressed included TVI, new receiver production, basic production changes, new circuitry, and the reasons for production changes.

The whole purpose of this gigantic and costly program was based on building up the technical level of distributor service personnel to



Another scene showing the elaborate test equipment and facilities made available for study and actual practice by your Distributor Service Manager.

HENRY PAISTE HONORED ON **25TH** PHILCO ANNIVERSARY

At Philco's Atlantic City Convention, "the best friend Service ever had" received a token of appreciation and a vote of thanks for his 25 year fight for recognition of service and the service technician.

A beautiful sterling silver bowl was presented to Mr. Paiste at a gathering which included representatives of the service profession from all over America. Engraved on the bowl is this inscription: "To Uncle Henry, Mr. Service himself on his 25th Philco Anniversary . . . our heartfelt thanks for making service a profession." The ceremony included presentation of a scroll containing 178 names of Distributor Service Managers and Service Representatives from all of the 48 states.

We're sure these men spoke for the entire membership of Philco Factory-Supervised Service and the independent service technicians of America when they emphasized that Henry Paiste's understanding of the serviceman's problems, his remarkable qualities of leadership and constant drive for service recognition has done more to upgrade the profession and its members than any other single individual.

When Henry Paiste came to Philco in 1928 the infant radio business was on the threshold of a glorious future. You know how radio revolutionized the entertainment field and how the big, bouncing baby that is television has done the same. Henry Paiste has been linked to this rapid progress from the beginning.

Twenty-five years of steady activity toward a single goal—service as a major contributing division of the appliance industry—has made Henry Paiste a nationally known personality. Thousands of service technicians from all over the country have become his personal friends throughout the years. And thousands more are acquainted with him and the policies he has created for service's lasting benefit.

As Vice-President of Philco's Product Performance and Service Division, Henry Paiste is a vital cog in this giant organization. Throughout a brilliant Philco career service has occupied a major share of his interest. The results are now a part of history for all to see. RMS, Philco Service and now PFSS have all contributed to the growth of service as an industry and to the individual as a successful, respected businessman.

Of course, 25 years marks no stopping point for Henry Paiste. As Henry himself says, "there's still much to be done to put service across, and keep it there!" As far as his fellow workers and industry friends are concerned, there's no doubt in anyone's mind that service will be on the map to stay for a long, long time.

Congratulations and happy anniversary "Mr. Service"—we're all looking forward to your next 25 years of progressive thinking and devotion to the service industry you helped build!



Henry T. Paiste, Jr., Vice-President, Product Performance and Service, Philco Corporation.

Since 1928, Henry Paiste has devoted his diversified talents in the interest of service for the customer, the service technician, the dealer, the distributor, and the Philco Corporation.

Only in the war years did Mr. Paiste find himself divorced, for a time, from service. At that time he successfully directed the Philco Training and Installation Division which sent thousands of highly trained technicians to the wartime battlefronts to service, maintain, and operate vital military electronics gear. After the war he became General Service Manager of Philco Corporation and headed extremely important special projects dealing with the then new problem of consumer television.

Now the Vice President of Product Performance and Service, Henry Paiste is recognized as one of the foremost authorities in the world on service, and it was largely through his efforts that prompted Philco to work with the independent service technicians of America.

Russell M. Oliver, General Manager, Philco Service Division, makes the presentation of a sterling silver bowl to his "boss," Henry Paiste.



Philco Conventioneers entering Atlantic City were stumped by the banners that covered the famous boardwalk proclaiming . . . "It's Philco's Greatest Year . . . It's A Boy!"

It wasn't until they were filing into Convention Hall for the 1954 line presentation that the secret came out. Seems as though just before convention time the daughter of James H. Carmine, Executive

Vice-President of Philco, gave birth to a son. Since the baby's dad is now on duty with the Armed Forces in Korea, Jimmy Carmine decided to take over a little courtesy usually reserved for the proud pop . . .

. . . he bought some cigars . . .

. . . 8,000 of 'em—one for every dealer, distributor, and guest at-

tending the convention! And from what we can gather, this is probably the grandest observation of any blessed event on record.

So, Jimmy Carmine is a grandfather, everyone had a good smoke on him, and "IT'S PHILCO'S GREATEST YEAR . . . IT'S A BOY!"

PHILCO ANNOUNCES NATIONAL SERVICE AWARDS TO DISTRIBUTORS

In recognition of Philco Distributor efforts in securing nationwide service coverage for Philco owners and providing service facilities second to none in the industry, Philco Service Headquarters has announced the creation of a National Service Award for its distributors.

As illustrated here, the Distributor Award is identified with the famous Philco Factory-Supervised Service diamond and the gleaming laurel wreath that marks Philco quality. Under the inscription plate the reason for this award is found. It states . . . "In recognition of the training, supervision and outstanding cooperation given to servicemen and servicing dealers in securing highest quality service for Philco owners."

The qualifications individual distributors must have for the award are: the effectiveness of service management and supervision; the training of a distributor's PFSS membership; his interest in handling the Philco Service Achievement Award; service promotion and advertising efforts; maintenance of a Distributor Service Clinic; and cooperation extended to the Philco Service District Representative.

Awards will be presented only to those Philco Distributors meeting the above requirements. But, as you will notice, practically all of the qualifications are based on conscientious and sympathetic cooperation with the individual Philco Factory-Supervised Service member.

On the basis of reports from the field, the successful supervision of service in the distributor territories is practically universal. Philco's service programs are forging ahead steadily with splendid cooperative effort on the part of each and every

one of you members and the distributor administering each program.

The thinking behind a National Service Award for Philco Distributors is clear. For every distributing organization awarded this handsome plaque, it means that the potent benefits of Philco Factory-Supervised Service are being received by the membership in their territory. It is proof that service

training, facilities, and support through Philco are unmatched by any other manufacturer and its distributors.

With more and more PFSS members receiving the Philco Service Achievement Award, and now a further incentive for Philco Distributors, there's no telling to what extent highest quality service can be carried!



QUESTION CORNER

Question

Could you advise on the following:

A model 51-PT1207 television receiver will have a tendency to lock fairly well on a weak station. All tubes have been checked for shorts. Symptoms would indicate Video entering vertical sync. The oscilloscope shows same, but am unable to limit same without loss of gain. Set is properly aligned.

A. J. TURCOTT,
Newmarket, N. H.

Answer

All symptoms seem to indicate that the sync separator stage is not operating properly or that the Sync Separator Tube is not operating properly on the Eg-Ip curve in order to properly separate the sync pulse components. The oscilloscope check seems to verify this.

It is suggested that the R C Com-

ponents of this stage be carefully checked to determine why the stage is not properly biasing.

Question

I received a call from a customer reporting a rattle in the unit upon starting and stopping. What should I look for?

F. R. LYLE,
Nashville, Tenn.

Answer

Rattles similar to those described can be caused by striking of the suction tube against the condenser plate or the cabinet at the rear of the refrigerator, or vibration of the tubing loop just above the compressor. Check to be sure that the tubing has clearance upon starting or stopping of the unit.

Question

As this district is just opening up with television sales and with re-

ception erratic from 200 miles, we are having trouble from noises and hetrodynes from the horizontal oscillator, being broadcast out on the AC lines and giving AM users a very bad time as well as the television owner.

We would appreciate it if you could give use information, whereby we might be able to clear up this trouble.

E. A. REDMON,
Ellinwood, Kansas

Answer

The particular problem which you are experiencing is 15,750 Horizontal Oscillator Radiation and has been comprehensively covered in the June, 1952 and June, 1953 issues of the Philco Service Supervisor. Harmonics of the Horizontal Frequency can be very strong up to and beyond the 38th harmonic 600 K.C. and fall directly in the A. M. Broadcast Band.

Shielding the specific points of the Horizontal deflection circuits as outlined in the Supervisor will suppress this type radiation.

KEYS LOST? Don't Give Up Hope!

The key chain and identification tag that was included in the Philco Factory-Supervised Service membership has already paid off in extra fast service for a number of technicians.

In the last two weeks, ten sets of keys, lost in different parts of the country, were returned to Philco Philadelphia Headquarters and immediately sent air mail special delivery back to their owners.

The value of your keys is far in excess of the small membership fee for PFSS, and when those keys are lost without any identification attached to them, you're just out in the cold! Your PFSS key chain and tag are another "plus" feature of your membership that protects you from losing valuable keys for home, car, and business.

So make it a point to keep that tag on your keys. We've got the tag's serial number on record with your name and address and will be glad to rush them back to you if they are returned to Philadelphia.

10 DOLLAR AWARD!

This month, Frank T. Kurowski of 20 Allman Place, New Hartford, New York, contributes an improvement on a testing procedure recommended by Philco. His letter goes like this:

"Ever since Philco has recommended that the vibrator operation pattern should be checked with an oscilloscope we have been finding the check useful and informative. To speed up this process we have made the following 'idea.' This helps to save time in removing the bottom cover when that would involve a lot of work.

"We cut off the top of a vibrator and removed the vibrator itself. Then we ran leads through the pins and installed a vibrator socket, with a lead extension out at the top. This serves as an extension and makes the primary points available from the top. In this way we can check the condition of the points, whether the buffer is still in the circuit (sometimes the lead will break and leave the buffer floating) and the condition of the vibrator without testing the voltage.

"Here is an illustration of the idea."

