



the **PHILCO SERVICEMAN**

VOL. 22 NO. 3

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**Vital Color TV
Service Information
On This Page!**



COLOR TV HERE AT LAST!

**PHILCO Readies Training Facilities to Bring Service on
Color TV to All Philco Factory-Supervised Service Members**

Since Philco Factory-Supervised Service was founded in 1951, the Electronic Service Industry of America has become the best trained, best equipped group of servicemen found in any industry in the world. Letters and comments received from service people throughout America and many other nations report that this organization has made one of the greatest contributions to the training of not only the independent servicing members of Philco Factory-Supervised Service, but the entire industry!

Philco Factory-Supervised Service has supplied, and continues to supply, vast quantities of pertinent, up-to-the-minute technical information concerning all phases of the servicing field. Monthly mailings such as the Product Service Manuals, the SERVICE SUPERVISOR, and the SERVICEMAN are filled with the latest and most complete servicing data. Visual training materials are also available from your Philco Distributor's Service Clinics for even more intensive study of installation, repair, and servicing techniques. As an important part in the training program a complete 80-hour, 2-week television course for the professional serviceman and a 12-hour training course on UHF was included in the materials supplied from Headquarters. Those taking

advantage of this training are fully aware of the tremendous value received.

But electronics just doesn't stand still! In the next few years the industry will make even more gigantic strides. You as a service technician will necessarily have to be better trained, highly specialized and better equipped to keep pace with this progress.

The next big challenge to be faced by the Electronics service industry is color television—the development of more perfect transmission facilities and the training of service technicians as versatile in color television repair as black and white. Distributor Service Managers *even now* are attending a course of study in Philadelphia to receive complete and thorough knowledge of all phases of color reception. This knowledge will be passed on to Philco Factory-Supervised Service members through Distributor service clinics and service meetings.

Philco Factory-Supervised Service Headquarters is now in the process of preparing another 80-hour, 2-week course of study in color television—a course as only Philco can prepare it. This course, to be offered through your local Distributor, will present the highly technical problems of color television from the serviceman's point of view. 40 hours of lecture will

cover the detailed descriptions of transmission methods and standards, receivers, circuit descriptions, etc. The remaining 40 hours will be spent in actual shop practice—a practical study of service techniques and trouble-shooting procedures working with color television sets and the newly designed test equipment necessary to do a complete, competent and thorough service job. We feel sure that this will be the only course of its kind that you will have the opportunity to attend.

There are some manufacturers who still feel that a factory-owned service operation can do a better job than the dealer and independent serviceman of America. We still think not. On this, the threshold of a vastly expanding, highly technical electronic era, this is Philco's reassurance to you, the Service Industry of America, that we stand firmly behind you and will work with you and help you to do the job that lies ahead to both our best advantage.

Your Distributor Service Manager will be scheduling your TV color classes well in advance of Philco color television receivers being distributed in your territory. Start making your preparations now to attend one of the first classes. Be in on the ground floor of one of the greatest electronic advancements—color television!

Airborne Pony Express Adds New Distributors to National Service Award Winners



An old time Wild West race against time was brought up to date recently with Mr. Henry T. Paiste, Philco Vice President, Product Performance and Service, playing the major role.

On a junket out West, Mr. Paiste had two Distributor National Service Award presentations scheduled for Texas, one at Fort Worth and one at Houston. To complicate the picture, these awards were to be made during the same time a closed circuit telecast was being aired to Philco Distributors around the country. This was carried over one of the largest network set-ups ever to accommodate a telecast of this type. Over 100 stations participated in the program that originated from NBC, New York, and which lasted one and one-half hours.

Before a distributor and dealer group gathered in Houston to view the telecast, Mr. Paiste made the first presentation to the Crumpacker Distributing Co. of Houston. Ernest L. Crumpacker, General Manager, and H. L. (Pat) Murphree, General Service Manager, accepted the award on behalf of their principals. This ceremony took place prior to the telecast.

Just as the telecast was beginning, Mr. Paiste left Crumpacker, rushed to a waiting plane, and took off for Fort Worth.

He arrived in Fort Worth in time to speak to the Philco Dealers who had gathered there to see the telecast. An award plaque was then presented to the West Texas Appliance Company. It was accepted by Carl Scharfenberg, General Manager; Jim Palmer and

George Hartley, Service Managers.

In presenting these awards Mr. Paiste paid tribute to the servicing Philco Dealer. . . .

. . . "Philco believes that the best service is provided by the man who sells the product—that's you, the dealer. You've proven time and time again that properly trained, properly equipped dealer service completes the best merchandising team in the industry!"

Thus, two more Philco Distributors join the exclusive ranks of holders of the Philco National Distributor Service Award. And we'd like to have been around when the audience of Houston and Fort Worth got together to talk about the telecast. Bet they're still wondering how Henry Paiste managed to be in two places almost at the same time.

PROFESSIONALIZE YOUR SERVICE!



You can in many ways! First, of course, by being the top man technically in your trading area. (Philco Factory-Supervised Service training and support can help you attain and hold that type of reputation.) Second, through a professional personal appearance in the customer's home or your own shop. (Philco Factory-Supervised Service uniforms create an unmistakable feeling of crisp efficiency.)

The third factor we'd like to dwell on a bit. That is, putting your best foot forward through the medium of correspondence. Don't neglect your business forms, they can work for you every time they are used! It is just as easy to discourage customers as to attract them—and sloppy, makeshift business forms are a sure way to create a negative customer relation.

Put your business correspondence—all of it—on a professional basis by using the attractive PFSS stationery line offered by your local Philco Distributor. The line is colorful, eye-appealing—outstanding! The famous Philco Factory-Supervised Service diamond is printed in sparkling blue and yellow on every letterhead, envelope and business card, along with your name, address and phone. By using the complete line you will be constantly reminding the customer of your association with Philco and constantly building business.

A distinct and impressive letterhead will go a long way in selling

a customer on your efficiency—and when that letterhead also tells the customer that you are an AUTHORIZED MEMBER of the world's greatest service organization—that's salesmanship plus! It's an extra advantage that can be put to good use in any service business.

How's your business card—dull, drab, or is it colorful—inviting your customers to use your service? The design of the business card offered along with the PFSS stationery corresponds with the letterhead—with the added tie-in value—is printed in the same brilliant blue and yellow.

Make a note of these part numbers:

PR-1957—Envelopes.

PR-1958—Letterheads.

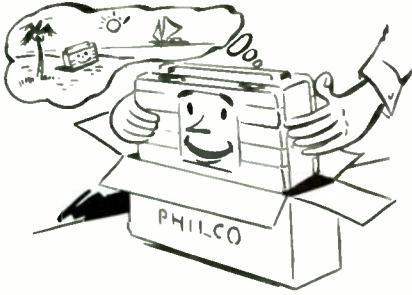
PR-1959—Business Cards.

PR-1980—Invoice Forms.

And place your order for a complete set with your local Philco Distributor soon. The sooner you put your business correspondence on a *professional* level, the sooner it will be paying off.

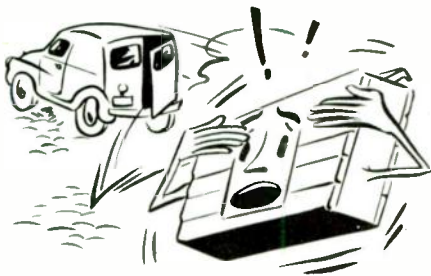
PHILCO PORTABLE FLIRTS WITH DEATH!

How do you do! My name is Peter P. Portable. Up until the day IT Happened, I was a happy Philco '53 Personal Portable Radio with not much of a past, but oh, what a future!



Just like all the other portables in the gang, I'd gone through a mighty rough assembly line routine (I remember the cutest little blond soldered my wires!), passed my inspection and got myself packed into a carton waiting to be shipped. I kept dreaming of the wonderful picnics, ball games, and beach parties I would go to with my happy Philco owner. Was I anxious to get going!

Then came the big moment! They started loading the truck with portable radios. I was afraid for a



while they might miss me, but I made it—one of the very last ones to be loaded—destination . . . Mardick's Distributors in Joplin, Mo.

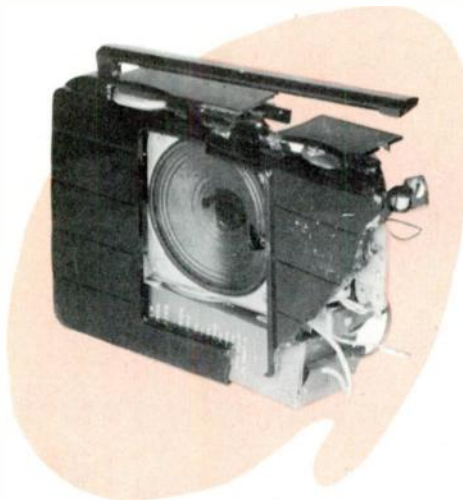
We arrived at Mardick's ahead of schedule, and the first lap of my journey to a customer's home was completed. After a *very* short stay, a rush order came in from one of



the dealers . . . he needed us right away!

They hurried us into a waiting truck and we were off—merrily spinning down the highway on our way to the Philco Dealer's store when IT happened!

There was a terrible jolt and I could feel myself hurtling through the air—falling, falling. Then I



landed with a bump. Before I even had time to catch my breath a big monster of a truck ran over me. The visions of wonderful days at the beach and happy hours in the sun vanished. I was sure this was the end of the line—that I was doomed to the trash can.

But lucky for me, somebody came along and picked me up. Good thing, or I might still be lying there. People are sure curious! In

spite of my beat up condition this guy started jiggling my wires, poked and probed around my battery and resistors, banged me and shook me to see if I would play. Would I play—and how! As well as the day I passed my inspection! 'Course, I'm a pretty sad sight now. My case is busted, a few wires here and there are hanging loose, a knob is missing, and the handle is only attached on one side. But I play!

My rescuer took me back to Mardick's hospital for beat-up por-



tables and there Claude, Hinkle and his boys are giving me a good going over. After a few parts, a shiny new case, and a good rest, I'll be on my way again. Maybe this time I'll make it to a customer's home. Sure hope so!

(You will notice the illustration in the center of this page. It is an actual, unretouched photograph of



this same Peter P. Portable! We can assure you that he was certainly a sad looking case, but a typical one of the many Philco products that continue to perform so efficiently in a variety of out of the ordinary circumstances.)

ONE CALL SERVICE

PHILCO
Factory-Supervised
Service



for Philco Refrigerators—Freezers—
Air Conditioners. . . . New servic-
ing techniques for removing and
replacing **ONLY** the motor com-
pressor—**NOT** the complete refrig-
erating unit—**RIGHT IN THE HOME**
. . . on the first call and in one
hour.



**Have you checked your
Distributor for his 1 Call—
1 Hour service
training schedule dates?**



It is interesting to note how, in the past few years, foreign television activity has increased by leaps and bounds. Until very recently England was actually the only country in Europe where even an approach to big time TV could be found. To record the change that is taking place, the facts contained in the following paragraphs will give you some idea of the tremendous strides being taken by some of the larger European countries.

Of course, England has had television for some time, but 1954 seems destined to be the key year on this "tight little island". Re-



ceiver manufacturers are producing at the rate of 800,000 to 900,000 sets a year, and approximately 2,750,000 sets are in use to date—most of the small screen variety. The trend, however, is to the larger 17-inch and 21-inch sets. Picture quality is equal to American standards and the cost of an English 17-inch set is around \$225 including taxes, which compares favorably with American prices.

Across the Channel, French Television, operating under an 819-line system (different from the rest of European television transmission standards) has four transmitting stations at present with four other cities in line for facilities. There are about 15 or 20 French television receiver manufacturers and three CR tube producers in France. Programs follow along the pattern of typical U. S. lines with both live and film shows. The majority of receiver models in France are of

14-inch and 17-inch size with comparatively few 21-inch sets.



Surprisingly enough, West Germany has made the most rapid progress in television on the continent. Some stations are on the air and eventually 22 stations in all have been planned for, with ultra-high frequency to be the mode of transmission. The Germans are already using germanium diodes in their 17-inch and 21-inch television receivers, manufacturing studio and transmitting equipment and keeping pace with the rest of the world in developing transistors.

Sunny Italy boasts a television network by microwave relay between four cities with a planned eventual hookup to the overall



European network through Switzerland and Germany. About 30 television manufacturers are producing receivers which retail generally higher than those in the States. An average 17-inch Italian set costs between \$425 and \$450. Films are used exclusively for pro-

gramming material, but future live shows will be included.

Of the smaller European countries—Belgium, Holland, Switzerland, Sweden, Denmark and Norway are on the air, but only experimentally or limited to a very few hours' transmission each week. It is expected that TV activity in these countries will build up gradually.

At present, there is no television in Spain, Portugal or Ireland. There is an East German station operating in Berlin. Turkey has a low power experimental station in operation with planned television not too far off.

Of particular interest are the two stations reported in Moscow and Leningrad. While very small size picture tubes are being used in the Russian sets, it is understood that picture quality and studio technique are rather good.

Since there are no commercials permitted on European television programs, it is not expected that progress in this medium will follow the rapid growth attained here in but a few short years. An overall European television network,



however, could become a reality this year and would help immeasurably toward stabilizing television rules and regulations while stimulating the entire industry throughout Europe.

All in all, it looks like Europe is tooling up for a big effort to supply its citizens with first-class television entertainment. When and if they hook up with the North American continent, don't be too surprised if you start pulling in programs that feature a French Milton Berle, an Italian Ed Sullivan, an English Jerry Lewis, and who knows—even a German Drag-



West Texas Appliance Company, Philco Distributor in Fort Worth, was the scene of these first year Philco Service Achievement Awards. Left to right: J. E. Whitaker, Stripling's Service Department, Fort Worth; E. T. Simonton, Radio & Television Company, Fort Worth; R. G. Elliott, TV Radio Lab, San Angelo; B. P. Stroup, North Side Radio, Fort Worth; and A. W. Anglin, Anglin Radio & TV Service, Fort Worth, Texas. Back row: Jim Palmer, Service Manager for West Texas Appliance, George Saylor and Russ Kanouse, Philco SDR's.

...AWARDS

From left to right in the back row, Jim Palmer, George Saylor and Russ Kanouse look mighty happy as the following six outstanding Philco Factory-Supervised Service members receive second year Philco Service Achievement Awards. Reading from the usual left side: R. L. McDonald and W. Judd of McDonald Radio & Television Service, Fort Worth; J. T. Wood, Mathews Brothers, Wichita Falls; J. R. Proctor, Truett Kimzey Co., Fort Worth; E. T. Schroeder, Schroeder Radio Co., Decatur; and V. Almand, Stripling's, Fort Worth, Texas.



I was just reading the SHOP TALK CORNER and this idea came to me. On page two (November, 1953 SERVICEMAN) you have jackets and so forth for the servicemen. This is a good way of advertising, but there are a lot of independent servicemen like myself who wear a lot of the same clothes, not only for servicing, but for other things, too.

I believe it would be a good thing if Philco had some type of cloth badge or plastic badge we could buy to either pin on or sew to some of our other clothing.

DAVID QUAIL,
Quail's Radio & TV,
Paragould, Ark.

Dave, if you will check with your local Philco Distributor you will find that he carries Philco identification that can be worn on other clothing. The Part Number is PR-2150.

We are renewing our membership for 1954 in the Philco Factory-Supervised Service program. We have enjoyed and greatly benefited by being a member of this service during the year 1953 and we look forward to happy and greater benefits during the coming year.

We have tried to repay you through honest service to the owners of Philco Radios and Television. Some bring in small Philco radios that are years old and we treat them just the same as the customer with a new expensive console model. One man from Cincinnati, Ohio, brought us an old Philco TV Model 48-700 7-inch tube that other servicemen had refused to repair. We tried it, and fixed it up in good shape for his invalid daughter.



The Certificate of Membership has only one name upon it: D. Evans. My partner, B. Evans, is also my wife, and is really better at television and radio than I am. She has a M. S. from Columbia University and a string of other science degrees. She and the customers wonder why her initial is not on the certificate, too.

Our good friend, W. R. Kelly, of the Cincinnati Distributor's office, suggested that I write you and perhaps you can make up a new one.

DONALD EVANS,
Evans TV and Radio Service,
Winchester, Ohio.

Thanks for your many nice comments, Don. It is members like yourselves that make Philco Factory-Supervised Service the warm, friendly organization that it is. We're doing as much as possible to meet your request.

"Keys Lost"—I already have had mine returned much to my surprise. I knew that I had lost them, but when or where I didn't know. Then an Air Mail letter with 3 cents due arrived and when opened what a surprise to find my keys. Thanks so very much—especially since one of the keys was my gas cap key.

I have run across one oddity which might be of interest to some. A set using IN64 Video Detector had a habit of going negative.

When a person walked across the floor or bumped it slightly it would do this. After putting it on the bench I discovered a lead dressed through a metal shield was shorting through two thicknesses of insulation and causing one amplifier not to work.

GROYDON B. MARTIN,
Martin Radio & Television,
Des Moines, Iowa.

I have read the recent letters in SHOP TALK CORNER concerning the use of carbon tetrachloride as a cleaner and offer the following comments and suggestions based upon my experience.

I have found carbon tetrachloride to be an inferior cleaning agent for electronic parts. On volume controls it removes all of the lubricant present that is necessary for smooth operation.

On wafer type tuners a white film remains after cleaning which is the result of corrosion of the metal by carbon tetrachloride. Upon the complete removal of the lubricant contact areas corrode faster and cause excessive trouble.

Cleaners of this type should *never* be sprayed on wafer type tuners as the wafer will absorb the cleaner and possibly cause a drift. A small, thin brush should be used, the tuner will be cleaned and lubricated and last a long time.

HARRY E. SHULMAN,
Franklin Square, New York.

HELP WANTED!

Your comments on the following:

views	suggestions	letters
comments	fix histories	experiences
opinions	questions	service hints
criticisms	personal information	service oddities

... needed right away to keep SHOP TALK CORNER as the individual PFSS member's spokesman.

It's your chance to air your views and opinions on anything about Service. Help us continue to make the PHILCO SERVICEMAN a bigger, better and more useful publication, won't you?

Many a Christmas wish was fulfilled with a Philco portable radio this year, but some of them may be coming back to you with the same problem found by P. F. Anderson of Anderson Radio Repair, Wilmington, Delaware. He discovered a quick repair that's easy, permanent, and makes for super-satisfied customers. Next time you run across a case like this, try Anderson's "fix" yourself:

"Most of the plastic case portable radios with a back that is held shut by plastic studs which snap into a clip, come to me with the back held shut with adhesive tape because the plastic studs have broken off.

10 DOLLAR AWARD!

"I make a quick and permanent repair as follows:

"Select a short sheet metal screw with a head that will snap into the clip. Drill a hole, not all the way through, smaller than the screw, in the place where the broken off stud was. Heat the screw on the soldering iron and drive it, while hot, into the hole. Close the lid while the plastic is still a little soft, let cool, and there you are."

And a big \$10.00 Award check is on its way to you as you join the ranks of Philco Service technicians who are making their servicing ideas pay off in hard cash!

Don't miss your opportunity to make *your* ideas pay off—get your servicing hints, merchandising suggestions into the:

PHILCO IDEA AWARD,
Post Office Box 6738,
Philadelphia 32, Pa.

QUESTION BOX

QUESTION

I have been having trouble with snow in the picture on a 76-7664 tuner. We are located approximately twenty miles from the station.

All the voltages and resistance checked OK and the condensers seem to be good. However, by bridging a condenser across C517 (15 mmfd) the snow cleared, indicating its being open. When the condenser was cut out, the snow stayed cleared and then I replaced it with a 25 mmfd condenser (15 mmfd not being immediately available). Most of the snow left but there was still some of it.

Antenna coils were both OK.

J. E. KILLINGER,
Randleman, N. C.

ANSWER

The 76-7664 tuner is employed in the TV-80 series models using RF-81 and H-1 power chassis or RF-84 and H-4 power chassis.

The problem to which you refer is snow occurring in a medium signal area. Late production receivers incorporated a change of resistor R619 (15 megohms) the tuner AGC delay resistor. This resistor was replaced with a 10 megohm resistor, Part Number 66-6108346. The receiver in question should be checked to determine the proper value of this resistor.

QUESTION

I have a Philco television set in the shop with vertical trouble that has me and several other repair shops around here stopped.

It has a 71 and G-1 run 10 chassis, 21EP4A tube. The trouble is that when it is first turned on, the picture is down from the top and up from the bottom about 2½ inches.

After about 5 minutes the picture expands about 2 to 3½ inches to give a full picture.

There is plenty of control in the controls on the back of the chassis to give a full picture when the set is first turned on, but then after 5 minutes or so the picture expands and is too big. No one around here has been able to locate the trouble.

Changing tubes doesn't help. I changed the rectifiers and condenser C703 and that didn't help any. Everything checks out all right as per diagram.

J. W. LANDON,
Wayne, W. Va.

ANSWER

The correction of this problem requires that a standard troubleshooting procedure be followed in order to isolate the particular stage or circuit in which the trouble originates. Use an oscilloscope and a voltmeter and check grid and plate voltages throughout the vertical stage while the trouble is oc-

curing, also observe the waveforms on the grid and plate. When receiver begins to function normally, observe whether the voltages change and whether the waveforms increase in size. Before beginning these checks replace both the vertical Oscillator and vertical output tubes to assure that tubes are not the problem.

CLASSIFIED ADS

FOR SALE:

Twenty-five Hospital Bed coin-operated radios with pillow speakers, shock-mount brackets. Some are still new and in the original cartons.

F. H. YONKER,
827½ Boalsburg Road,
State College, Pa.

We'll be glad to print your classified ads when you have equipment, etc., to sell or swap at no charge. Just drop us a line at:

POST OFFICE BOX 6738
Philadelphia 32, Pa.

However, Philco Corporation accepts no responsibility for the contents of the classified advertisements or the goods mentioned therein. No correspondence relative to these advertisements or goods should be directed to the Philco Corporation.