

LABOR RATE PRICING MENU

This Pricing menu covers **Labor rates only**, all parts are charged for extra! Service warranty varies with service/labor rate chosen. The typical total cost listed below are only to give you a rough idea of what a typical testers total cost may be. The actual price depends on the problems with the tester and parts required to repair it. This typical cost does not cover meters, meter repair, or transformers. **All pricing is subject to change without notice!** The labor applied is the labor rate quoted you or in effect at the time a tester is received. If you notify me by email that a tester is on its way the rate applied is what was in effect on the day I was notified. **I am quite reasonable and flexible on this issue, within reason!**

Estimate fees on tube tester evaluations when repairs are declined is \$50.00 All customers will get an estimate of total costs before any repair is performed, so no customer will get an unexpected surprise when the bill is presented. Small variations in final cost of \$5.00 to \$10.00 may occur due to small parts not seen at the first inspection, but over \$10.00 or 10% in additional parts cost you will receive a revised estimate before the final invoice is issued. All Labor rates are for labor only with all parts being at a separate/extra charge! All **typical/average totals** for pricing in this document is based on typical average historical dollar amounts for these models and not on a full physical evaluation of every part! Meters, transformers, high cost parts which are not typically found defective in the majority of repairs are not reflected in the estimates presented in this document.

IMPORTANT PLEASE READ THE FOLLOWING INFORMATION:

I provide a lot of factual information on tube testers as to their accuracy, usefulness, and imitations. In addition I also provide information within PDF's on my web-site **and in email's regarding an estimate/evaluation** as a result of their condition based on age and usage, and information on key parts used in testers like power transformers, meters, switches, and special wire wound potentiometers. **It is up to you the customer to review this material and make an appropriate decision for you with regard to spending your money (and how much) on repairing, calibrating and/or upgrading your specific tester.** There are limitation as to what can be expected from equipment 30 to 70 years old or more! Parts go bad and change values. When this can happen it is not possible to know. Thus you need to understand that there are risks involved as to costs and final usefulness of any make, or model tester after service has been completed. Be informed, read the material I provide, ask questions, its your money not mine.

Please read the repair vs refurbishment services at the end of this document!

Repair type services provided summary:

- Basic repair / calibration: **Only available to previous customers who have had any level of prior service work performed by me to the tester being sent in for repair.** This level of service only provides repair of defect and any repair activity required to bring the tester into calibration. No preventative service activity or detailed parts testing will be performed! This service level comes with a 90 day limited service warranty. See warranty at end of this document
- Refurbishing / calibration repair jobs: Fully detailed repair and testing, checking of all key parts. Preventative repair activity is performed. This service level comes with a 270 day limited service warranty including calibration. See warranty at end of this document.
- Calibration only: This is a calibration job only and requires that the tester is in other wise correct working order normal correct operating circuits and voltages no troubleshooting required, with no defects and only requires full calibration.
- Please read the description of the difference between basic repair and refurbishing service later on in this document. If you have any concerns or questions about anything in this document or any of the documents I provide or in my emails. Please ask questions or for any clarifications you may need!

Group One:

Hickok Models: 530, 531, 532, 533 series, 534 series, 536, 538 & 538A, 539, 539A, 539B, 539C, 540, 545, 546, 547 & 547A, 548, 560, 600 series, 800 series, 6000 series, and 820, 750, 752 series, 799, and RD-1575

Western Electric all model series: KS-13588, KS-15750, KS-15559, KS-15560, KS-9233, KS-5727,

Stark - all models, Philco 9100, & 7052

Military models: I-117 series,, TV-3 series, TV-7 series, and TV-10 series.

Other popular Makes and Models in group one:

B&K Models: 500, 550, 650, 667, 675, 700, 707, 747, 747B only!

Refurbishing and calibration labor rates: **\$180.00**

Refurbishing and calibration comes with a **270 day (9 months) limited warranty** on all work performed!

Typical total costs (parts & labor) for these models usually run **between \$230.00 to about \$275.00**

This pricing does not include testers that have problems or require replacement or repairs to power transformers, meters, switches, or wire wound potentiometers/rheostats like bias pots, English pots, shunt pots, meter sensitivity pots, power - line set pots.

Calibration only: **\$75.00**

This service is available only for those testers that have been serviced and/or professionally calibrated within the last three years. This requires prior copy of the repair & calibration from an independent professional service provider. This is required due to the age of this equipment and the technical issues related to age and accumulated hours of operation over its life in operation.

Basic repair services are only available if requested up front!

Basic repair and calibration labor rates: **\$120.00**

Basic repair and calibration comes with a **90 day limited warranty** on all work performed including calibration

Typical total costs (parts & labor) for these models usually run **between \$165.00 to about \$185.00**

This pricing/estimate does not include testers that require replacement or repairs to power transformers, meters, switches, or wire wound potentiometers/rheostats like bias pots, English pots, shunt pots, meter sensitivity pots. This service is only available to customers who have had a prior service by me which was either basic repair/calibration or a referb/calibration. I do not offer this service as a first time customer service job any longer. All m first time customer jobs must now be refurbishment jobs. This is due to the age of the equipment and as I only do detailed repair work. See description of this VS referb., work

End group one

Please read the information on the description of the difference between basic repair and refurbishing at the end of the pricing section of this document. It has important information you need to know!

Group Two:

Triplett: 3423, 3444 and 3444A, only!

Westmore 501 same as Triplett 3444

Hickok: 580 & 580A

Heath / HeathKit TT-1 and TT-1A, only!

Weston 981 type -1, 981 type -2, 981 type -3, 981 type -3A

TV-2 series, CBS: VT T-1 (same as military TV-2 series).

Refurbishing and calibration labor rates: **\$190.00**

Refurbishing and calibration comes with a **270 day (9 months) limited warranty** on all work performed!

Typical total costs (parts & labor) for these models usually run **between \$240.00 to about \$295.00**

This pricing / estimate does not include testers that have problems or require replacement or repairs to power transformers, meters, switches, or wire wound potentiometers/rheostats like bias pots, English pots, shunt pots, meter sensitivity pots, power - line set pots.

Calibration only: **\$100.00**

This service is available only for those testers that have been services and/or professionally calibrated within the last three years. Documentation required to show prior calibration.

End group two.

ADDITIONAL LABOR AMOUNTS THAT MAY BE REQUIRED

Due to the lack of new original parts or NOS parts availability or even adequate substitute parts for many of the special parts used in vintage tube testers like switches, wire wound special potentiometers, power transformers, meters, and other special non standard parts including precision 1% resistors of larger than ½ watt or in the actual values based on today's standard parts values. In such cases it may require additional labor to be applied to cover the additional time required to repair a part, re-build, modify a part, or even make a new part where necessary to complete a satisfactory repair. In these situations the part(s) were never designed or intended to be repaired but only simply replaced. But due to the lack of these parts it may only be possible to complete an acceptable repair by disassembling the old part and repair and/or had or special clean the part and reassemble the part, or make or modify another similar part to make it usable.

Additional service labor which may be required based on a parts problem(s).

1. Meter repair Labor - **\$130.00** to try to repair a meter if requested to try to do so.
2. Push button repair labor - **\$30.00** to disassemble, repair clean and reassemble.
3. Rotary switch repair Labor when it is possible to accomplish - **\$35.00 to \$45.00**
4. Wire wound potentiometer repair Labor - **\$35.00** to disassemble, repair/clean and reassemble.
5. Replace a resistor, capacitor, which is no longer available with appropriate replacements of **more than two items** to obtain and accomplish the replacement of the one original part - **\$2.50** on resistors and capacitors per assembly. This includes a mounting circuit board to combined required parts of 3 or more parts.
6. If you have a part that is not available and the cost is not contained on this list I will contact you about the issue and cost to perform the repair to the part. If such repair activity exceeds the estimate given you will get a revised estimate that you will have to approve before I can go forward with the repair.

What is refurbishing, & basic repair and calibration:

Introduction:

Electronic equipment has many parts all of which perform specific functions. Tube testers like most equipment have critical/precision parts and supporting parts. Some parts have higher accuracy values like 1% to 5% while others have general accuracy tolerances of 10% to 20%. Many of these type parts are ancillary parts in that they perform indirect but required operations which only require wide tolerances. All parts can at some point cause a operation failure, or calibration error. The issue is at what point in the use of the equipment will the parts fail, or drift to a specification value that will cause a defect, or operation error, or cause a error in calibration and test results. This will greatly depend on the type of part, the materials used in their construction, (some parts tend to be problematic due to materials/construction methods) and their original tolerance value, and their age and current condition. Parts will drift over time and use. Some parts can be out of tolerance value, but have not reached a value that will cause a tester to fail and in many situations it may stay in calibration, or be just at the edge of calibration. It is easy then for parts to drift to a point where the part causes a situation where some ranges may go out of calibration while the unit will stay in calibration on other ranges. However, these parts will drift, or just fail at some point. Such parts will **often not be identified** in any basic service. This is because the tester can still be calibrated and its operating values are still within the appropriate tolerance range. So parts that may be at the edge, or just out of specifications, and/or have not failed yet will not be noticed.

The man hours required to test all key and relevant parts is too high to perform for most basic type service at the lower labor rates. Throughout the years and still to this day most all service companies did/do not offer refurbishing. They only perform basic repairs and calibration. They know the chances are that it will go out of their warranty before the next part fails. It's a numbers game! Both the customer (who wants a lower labor cost) and the service firm (who want more customers and to do more units per day) are willing to take a chance! This is often fine for new equipment as parts will not have aged much from date of actual manufacture! However, this is not the case for equipment that is 30 to 70 years old or more! The risk here is very high for everyone! Think about it few things improve with age! Do you know the total accumulated hours of operation on your tester, are you aware of its actual age and how it was treated during its heyday of operation, or how it was stored over the years when it was out of service. Water damage inside, high heat/humidity, insects, rodents and how much smoke and nicotine was it subjected to over its life time as these air born items attach themselves to the parts in the tester reducing their heat dissipation and clog up electrical contacts on all switches causing poor to no electrical contact and/or intermittent contacts.

My Refurbishing/calibration:

At the start, let be clear that this process is my **definition of refurbishing as it applies to the work level I will preform!** First, all **operational values** are checked, values out of range are corrected. If a resistor/capacitor, cable, lamp, fuse, or other small part needs to be replaced to bring the values into proper range, it is replaced. **All key and relevant circuit parts are checked as to actual values and the voltage/currents within the circuits.** Controls are adjusted (calibrated) as required to bring the unit into proper calibration, and if the range of the control is too limited, all related circuit parts are checked and appropriate parts are changed to allow for a better/proper adjustment range. Calibration parts (designed for actual calibration adjustments) are checked to insure their within correct tolerance values and replaced if necessary to keep them well within their tolerance values. **All key, and relevant calibration parts are checked. Out of tolerance parts are replaced. Problematic (known problem parts) are automatically replaced. All electrolytic capacitors and paper type capacitors are replaced.**

Ancillary parts (not calibration, or parts directly related to a test accuracy) that hinder, or cause a calibration, or operation problem/error will be replaced. These Ancillary parts are not tested unless a problem related to them is noticed in calibration, or during any tube testing process where the testing results are negatively impacted.

Any work required including parts replacement to make the unit test tubes correctly is performed as required. Meter parameters are evaluated and the customer is informed if there is a problem, Transformer(s) are evaluated as best as they can be as stated in the earlier section “ **Important note on calibration**”.

This is my refurbishing service/calibration and comes with a 270 day limited service warranty except for **group Six** makes and models which is 160 Days

My refurbishing definition does not mean, nor is it intended to infer that all parts within the tester will be replaced, or that they are all operating like new, or even within original design specifications. **It does not ensure that any transformer in the tester will not effect the accuracy of some or all test measurements of some types of tubes under test.**

Important note on calibration:

All my calibrations are performed based on the **original manufacturers procedures!**

Calibration accuracy will be equal to, or better than the factory standards, to the degree possible dependent on the condition of the power transformer(s) and any meters used in the tester itself. It must be understood that the proper calibration of each of the operational circuits may not necessarily insure that all tubes to be tested will result in the correct test reading. Why? The manufactures procedures were established based on a new tester in which the power transformer(s), and all internal meters, and other parts were performing within their design specifications correctly.

My estimate/evaluation process will endeavor to identify any defect, or operational issue within the cost effective technology available to me. However, where transformers are concerned, I can only indicate the actual condition of a weak transformer and why it is so based on actual operational testing under load of a wide range of tube that will be tested. And what possible impact it may have on your tube testing activity. **You the customer will make the final decision as to which of any of the high cost parts (transformers, meters, some rheostats or potentiometers) will be replaced, or not if any such items may be needed to be replaced.**

It is not always possible to determine an internal defect within a transformer! Sometimes they are time/temperature related issues, and there are other internal conditions in any particular section of the transformer which can be difficult to identify due to the degree of impact on a function or circuit. There are a few telling signs, but these are limited and often not directly measurable. In such a case only a reasonable assumption can be drawn from some other measurement test results which can be directly measured, and only if such a condition is present at the time of service. A transformer can show some weakness in one area and present no apparent weakness in any other section of the transformer directly. So the assumptions must also taken into account its age, as well as the possibility of other internal issues developing, or being present and undetectable at the time. I will provide you with the best analysis of the transformers performance possible, but I can not say for certain on any tester the transformers actual condition, reliability, capacity for total proper performance, or its continued suitability for full use. More often than not, due to age and other unknown factors these old transformers do have some internal issues that may, or may not readily be seen.

The three most common effects noted are related to internal leakage between various windings within the transformer, are AC signal changes high, or low usually, heater voltage reduction, changes in Gm test results. The effect may in some cases be see indirectly in the measurement of Gm on some, or all high power amplifier tubes. However, even this can slip by if the AC signal is effected by an increased voltage level due to leakage rather than a lower signal level.

Transformer leakage can lower some voltages under high current loads. Leakage to other windings can also cause higher voltages in other windings. In fact the problem of which windings get higher, or lower voltages/currents can be supportive, or opposing to some defects being noticed at all, and make it easier to see others. A shorted, or open transformer is defective, and easy to identify. Internal leakage, current capacity and core loss is much more problematic to confirm.

When you are notified that any transformer, or section of any transformers either has, or is **showing signs of leakage, current capacity issues and issues of weakness under test load** you need to understand that except for installing a new transformer that **some test measurements** within the tester may fall outside of the tube under test (TUT) actual value even though the actual measurement circuit is within its proper calibration values. This could also only be noticed under some specific conditions like several hours of operation, type of tubes being tested, or a combination of both. In such a case the transformer internal condition is at fault and may only be noticed on some limited type of tubes, most often power amplifier tubes, but could impact other tube in rare situations. In such a situation the calibration is not the problem the transformers capacity to support the test requirements at calibration values is at fault. Each test circuit can meet all calibration values as set forth in the manufactures calibration procedures and confirmation procedure., indicating the testers meeting its performance standards.

IMPORTANT AGE RELATED ISSUE:

These testers are 30 to 70 years old or more. I could justify the replacement of power transformers and meters and many other parts in about 70 to 80% or more of the testers I see. This is costly and not necessary in most cases. This is based on the how the customer uses, or what his actual requirements of testing are, or the application the tubes are used in. Yet others should have these parts replaced based on use and application!

Refurbishing is not restoration, re-building, or reconditioning, It will not necessary solve all potential problems, but it will in most cases provide a much more reliable tester over all. In most cases it will provide test result that are accurate and reliable for over 90% of the tube universe still out there available for testing. Only a small number of tubes may in some cases be negatively effected with improper test results as indicated in some of the prior information presented earlier in this document..

It must be understood that a tester that is 30 to 70 years old or older will not have the same performance capabilities as the same tester did when it was new. The power transformer is one of the many reasons for this. In addition the overall tolerance values of all the parts add to the issue. Parts can drift in value, or have levels of leakage within them that will cause a wider range of operational values. **Refurbishing can not always bring a tester back to the same parameters it produced when it was new. Many things will impact how close to original values can be actually achieved in all circuits. If you wanted to replace all the parts with new higher quality parts based on current modern technology, then yes it can be achieved, but at a price!** It only becomes an issue of time and money! All upgrade jobs require refurbishment as the level of service performed to install the upgrades! There are some limited exceptions to this rule.

If you have any specific tubes especially power amplifier tubes that you test the most, or one that is critical to your needs, please send a new one with your tester, so that I can test them with your tester and try to insure the tester can accurately test these tubes. This is the best I can offer to try to be sure your tester will meet your actual needs.

Parts can drift in value, and performance, this includes meters, transformers, resistors, and capacitors. I can only evaluate them at the time they are actually tested. At that time they may test good. It is still possible for them to go bad at anytime after that due to any number of factors, like heat, time, vibration, bouncing, unique defects related to the actual design and materials used in the parts construction as the actual construction process, and/or stress from any of the previous, or combination of these factors. I can not guarantee parts that are checked will not go bad I can not even guarantee that a new part wont fail either. I can only do my best and use due diligence, and a well developed, detailed quality control work process to reduce the number of such parts getting past me.

Payments should be made out to **Roger Kennedy**.

Sent only to:

Roger Kennedy - lock box

18340 Elgar Ave

Torrance CA 90504

Payment Methods Information:

- Published pricing is based on cash payments: Certified Bank check or cashiers check, money order.
- Western Union money transfer, to local Western Union office in Torrance CA. www.westernunion.com
- Personal checks drawn on a Bank in the United States are accepted with a 10 Day holding period to clear bank!

Other payment service available:

PayPal accepted, **with an additional 3.0% to cover transaction/processing cost!**

- PayPal using the email address of vrte@msn.com

Direct Wire transfer to our bank, - must request this option in advance and the wire transfer fee must be included in the payment!

If you wish to pay by Papal, or paypal via. credit card, please include either the 3.0% (Paypal) processing cost to your payment.

My limited service warranty policies start below.

“270 Day LIMITED SERVICE WARRANTY”

This document is part of your invoice and services

1A: LIMITED SERVICE WARRANTY COVERAGE:

For a period of 270 days from the date of pickup, or 7 days from the shipping date. The actual repair(s), calibration and/or any actual upgrade(s) that were performed are covered by this policy and as specified within this limited warranty period as described within this limited service warranty document. I will correct any problem that occurs that is directly related to the prior work I have done in the original repair, calibration, and/or upgrade(s) performed. All coverage is subject to verification and proof that the defect is covered within this limited service warranty. Electrical leakage is not covered under this warranty unless it was one of the **original problems and requested** to be correct in the original repair. Parts not replaced during the original repair, or that were replaced and that were used parts or NOS parts located at a source other than the original manufacturer or tube tester maker, are not covered under this limited service warranty!

1B: What is covered:

All work (**labor**) **performed** in the original repair and any new parts installed are covered. This includes any and all modern **new parts**, and includes, electrical components and, meters, transformers, wafer switches, and controls installed by me as new parts but not NOS (New Old Stock) parts. Calibration is covered. Tube socket policy: Cleaning of, and tightening up of old tube sockets is covered to the extent of re-cleaning or re-tightening of the socket only. All upgrades installed and their related new parts and new material provided by me are covered! NOS electron tubes installed by me will be covered for 60 days only! Used tubes supplied by me will be covered for 30 days only!

1C: Refurbishing service work that is covered:

In the case of Refurbishing service/calibration, the labor to replace any resistor, or capacitor which previously tested good (and have not been damaged due to misuse use or mis-operation) are covered. In addition, any carbon resistor 2 watts and under and with a tolerance value of between 2% to 20% tolerances value will be covered, as will any capacitor who's capacitance range value is between .001 to .6 uF, non electrolytic type, and from .5 uF below 160 volts and being an electrolytic type are covered, **but all other electrical parts not specifically included in this section are not covered.** All new (NOS) electron tubes installed by me have a 30 day warranty only.

1D: What is not covered:

New Old Stock (NOS) parts, have no warranty, except for electron tubes as stated in section 1B. NOS parts are new parts made back in the era of the equipment being serviced and the original manufacturer is no longer in business and/or does not cover these parts under their original parts warranty and the seller, retailer, wholesaler, or distributor does not provide

any warranty on the NOS parts either. Warranty from parts suppliers of NOS parts that carry any warranty from the supplier I purchased the NOS part(s) from will have only that warranty provided by the supplier who sold the parts to me, and no warranty by me. Such warranty is passed through to you if any is provided. Otherwise, Old, used, and rebuilt, and/or refurbished parts have no warranty! Any resistor and/or capacitor previously checking good, but having become bad are not covered, except to the extent as stated in 1C. **“Refurbishing service work that is covered”** above. Tube sockets that have not been replaced with **new sockets** are not covered. This is due to the fact there is no way to know the life, or potential usage left in an old tube socket being a mechanical part. Sockets are subject to normal wear from inserting and removing tubes. There will be a labor charge for installing new socket(s) and no labor charge if the socket was previously replaced and went bad, other wise there is a \$5.00 labor charge to install a new socket plus the price of the socket. Any leakage within the tester not having been in the original complaint/symptom for the repair is not covered. Electrical leakage (tubes tested show leakage, or shorts), or similar such leakage are not covered unless it was in the original complaint/symptom of the service request.

1E: Other Parts not covered:

All original equipment parts, or used parts, i.e.,: meters, transformers, wiring, switches and controls, electrical components, and mechanical parts, **are not covered nor is the labor to replace any of these items covered**, unless they were replaced with **NEW ones** in the original repair by me. NOS tubes not installed by me, or any installed by me that are physically broken, or have been damaged due to mis-operation, handling or improper testing are not covered. Warranty is void if the unit is misused, mis-operated, abused, or has been tampered with/modified after repair by me. Existing modifications by others prior to my repair activity are not covered by me. Modifications after repair by me performed by anyone other than me “Roger Kennedy” are not covered, and will void this limited service warranty or any balance of time in it.

2: This limited warranty may also have additional limitations:

Based on any sales or service contract which may have been entered into by both parties “myself and the customer”. Any contract of sale and/or service shall take priority over this limited warranty based on written agreements only. This limited service warranty may be part of another service or sales contract between Roger Kennedy and the customer.

3: Meter repair and cleaning:

Meter cleaning is covered to the extent that the meter requires additional cleaning. Meter repair is covered only to the extent of correcting any previous meter repair performed by me from the original repair action only. Any other meter defects, or problems are not covered. Meter repair warranty is limited to the actual work I performed to the meter **repaired** by me, or to the replacement of any internal physical resistor(s) replaced by me, and to the electrical connections within the meter housing up to the meter movement coil contacts repaired by me. All other meter movement parts are not covered.

Any new meter(s) sold or installed by me have a 1 year manufacture Limited warranty.

4: Additional limitations:

I have no responsibility for the time it may take to obtain parts, or to provide any service requiring special labor activity due to parts which are no longer manufactured, or which direct replacements are not readily available to obtain. Nor shall I be responsible for the time it takes to locate and obtain close, or close enough equivalent(s) part(s) in the current market place, or any additional time that is required to modify or make non original parts usable for installation in the tester replacing an original part. All such time is based on availability of acceptable parts and where such parts require some modifications to make them usable within this tube tester, any time delay’s including time limitations on me from normal business activity or from having to deal with personal issues may also be incurred. These vintage tube testers have not been made, serviced or supported by the original manufacturer’s, or their parts suppliers either, for over 30 to 60 years now. Parts, and information is thus limited at best!

5: There are no express warranties except as listed under “ limited service warranty coverage” :

I am not liable for incidental or consequential damages resulting from the use of or unavailability for use of this serviced tube tester, or a tester sold by me or arising out of any breach of this limited warranty. (As examples, damages for lost time or time the unit is out of service or out of the owners physical control in my shop waiting on parts or service, cost of having someone remove or re-install the tester or any parts in the tester if applicable, or travel to and from any servicer, or me. The items listed are not exclusive, but are for illustration only). **Any repairs or service required under this limited warranty is/are only available if performed by me (Roger Kennedy). This limited warranty coverage is void if service is performed by the customer, or another service person/firm without the written consent of me**

“Roger Kennedy” the original servicer.

6: Transportation issues:

I am not responsible and will not cover any damage caused due to transportation of the product to or from my addresses/service location(s)! Any such cost are to be claimed from the carrier involved in the actual transportation. I am not responsible, nor will I pay for any inbound or out bound shipping costs under this limited service warranty or as part of any of my service activities. I am not in the shipping business, nor do I use shipping activity to generate income and/or profits. Shipping is only a required and ancillary activity and not a business income generating activity.

7: Parts and service labor which are not covered by this limited service warranty are your/the customers responsibility.

8: This is not a product warranty it is a limited service warranty only!

OTHER GENERAL INFORMATION:

limitations and explanations as to time related issues which impact service time and communications:

I am the only one to do all the work, repairs, calibrations, upgrades, develop new or custom designs, reply to email's, answer the phones, order parts, receive and stock incoming parts, go looking for parts, repair parts, make parts, and have old parts re-developed where possible and answer customers questions on testing tubes, or using tube testers. So when trying to get in touch with me please understand I have purposely decided to focus my limited time to perform repairs, calibrations, upgrades, all the actual physical work and so communications are often slower as a result. It can't be helped. I am only one person. I can talk and email, or get the work done. It can take as much as one week or longer for me to get back to you due to the amount of email's and work load I may have at any particular time. If you have a tester in for service please use the work order number in the subject line of your email followed by the model number and then your first name as shown in this example: **E1000_539C_Roger** This helps me to identify customer units from all the other email's I get each day! Email address is: alltubetesters@gmail.com

WARRANTY TRANSFER POLICY:

This warranty is made to the original customer only, and is not transferable to anyone else **except by the written permission** of Roger Kennedy and payment of a transfer fee to Roger Kennedy only.

“90 Day LIMITED SERVICE WARRANTY”

This document is part of your invoice and services

1A: LIMITED SERVICE WARRANTY COVERAGE:

For a period of 90 days from the date of pickup, or 7 days from the shipping date. The actual repair(s), calibration and/or any actual upgrade(s) that were performed are covered by this policy and as specified within this limited warranty period as described within this limited service warranty document. I will correct any problem that occurs that is directly related to the prior work done in the original repair, calibration, and/or upgrade(s) performed. All coverage is subject to verification and proof that the defect is covered within this limited service warranty. Electrical leakage is not covered under this warranty unless it was one of the original problems and **requested** to be correct in the original repair. Parts not replaced during the original repair, or that were replaced and that were used parts are not covered under this limited service warranty!

1B: What is covered:

All work (**labor**) **performed** in the original repair and any new parts installed are covered. This includes any and all modern **new parts**, and includes, electrical components and, meters, transformers, wafer switches, and controls installed by me as new parts but not NOS (New Old Stock) parts. Calibration is covered. Tube socket policy: Cleaning of, and tightening up of old tube sockets is covered to the extent of re-cleaning or re-tightening of the socket only. All upgrades installed and their related new parts and new material provided by me are covered! NOS electron tubes installed by me will be covered for 15 days only!

1C: What is not covered:

New Old Stock (NOS) parts, have no warranty, except for electron tubes as stated in section 1B. NOS parts are new parts made back in the era of the equipment being serviced and the original manufacturer is no longer in business and/or does not cover these parts under their original parts warranty and the seller, retailer, wholesaler, or distributor does not provide any warranty on the NOS parts either. Warranty from parts suppliers of NOS parts that carry any warranty from the supplier I purchased the NOS part(s) from will have only that warranty provided by the supplier who sold the parts to me, and no warranty by me. Such warranty is passed through to you if any is provided. Otherwise, Old, used, and rebuilt, and/or refurbished parts have no warranty! Any resistor and/or capacitor previously checking good, but having become bad are not covered. Tube sockets that have not been replaced with **new sockets** are not covered. This is due to the fact there is no way to know the life, or potential usage left in an old tube socket being a mechanical part. Sockets are subject to normal wear from inserting and removing tubes. There will be a labor charge for installing new socket(s) and no labor charge if the socket was previously replaced and went bad, other wise there is a \$5.00 labor charge to install a new socket plus the price of the socket. Any leakage within the tester not having been in the original complaint/symptom for the repair is not covered. Electrical leakage (tubes tested show leakage, or shorts), or similar such leakage are not covered unless it was in the original complaint/symptom of the service request.

1D: Other Parts not covered:

All original equipment parts, or used parts, i.e.,: meters, transformers, wiring, switches and controls, electrical components, and mechanical parts, **are not covered nor is the labor to replace any of these items covered**, unless they were replaced with NEW ones in the original repair by me. NOS tubes not installed by me, or any installed by me that are physically broken, or have been damaged due to mis-operation, handling or improper testing are not covered. Warranty is void if the unit is misused, mis-operated, abused, or has been tampered with/modified after repair by me. Existing modifications by others prior to my repair activity are not covered by me. Modifications after repair by me performed by anyone other than me “Roger Kennedy” are not covered, and will void this limited service warranty or any balance of time in it.

2: This limited warranty may also have additional limitations:

Based on any sales or service contract which may have been entered into by both parties “myself and the customer”. Any contract of sale and/or service shall take priority over this limited warranty based on written agreements only. This limited service warranty may be part of another service or sales contract between Roger Kennedy and the customer.

3: Meter repair and cleaning:

Meter cleaning is covered to the extent that the meter requires additional cleaning. Meter repair is covered only to the extent of correcting any previous meter repair performed by me from the original repair action only. Any other meter defects, or problems are not covered. Meter repair warranty is limited to the actual work I performed to the meter

repaired by me, or to the replacement of any internal physical resistor(s) replaced by me, and to the electrical connections within the meter housing up to the meter movement coil contacts repaired by me. All other meter movement parts are not covered.

Any new meter(s) sold or installed by me have a 1 year manufacture Limited warranty.

4: Additional limitations:

I have no responsibility for the time it may take to obtain parts, or to provide any service requiring special labor activity due to parts which are no longer manufactured, or which direct replacements are not readily available to obtain. Nor shall I be responsible for the time it takes to locate and obtain close, or close enough equivalent(s) part(s) in the current market place, or any additional time that is required to modify or make non original parts usable for installation in the tester replacing an original part. All such time is based on availability of acceptable parts and where such parts require some modifications to make them usable within this tube tester, any time delay's including time limitations on me from normal business activity or from having to deal with personal issues may also be incurred. These vintage tube testers have not been made, serviced or supported by the original manufacturer's, or their parts suppliers either, for over 30 to 60 years now. Parts, and information is thus limited at best!

5: There are no express warranties except as listed under “ limited service warranty coverage” :

I am not liable for incidental or consequential damages resulting from the use of or unavailability for use of this serviced tube tester, or a tester sold by me or arising out of any breach of this limited warranty. (As examples, damages for lost time or time the unit is out of service or out of the owners physical control in my shop waiting on parts or service, cost of having someone remove or re-install the tester or any parts in the tester if applicable, or travel to and from any servicer, or me. The items listed are not exclusive, but are for illustration only). **Any repairs or service required under this limited warranty is/are only available if performed by me (Roger Kennedy). This limited warranty coverage is void if service is performed by the customer, or another service person/firm without the written consent of me “Roger Kennedy” the original servicer.**

6: Transportation issues:

I am not responsible and will not cover any damage caused due to transportation of the product to or from my addresses/service location(s)! Any such cost are to be claimed from the carrier involved in the actual transportation. I am not responsible, nor will I pay for any inbound or out bound shipping costs under this limited service warranty or as part of any of my service activities. I am not in the shipping business, nor do I use shipping activity to generate income and/or profits. Shipping is only a required and ancillary activity and not a business income generating activity.

7: Parts and service labor which are not covered by this limited service warranty are your responsibility.

8: This is not a product warranty it is a limited service warranty only!

GENERAL OTHER INFORMATION:

limitations and explanations as to time related issues which impact service time and communications:

I am the only one here to do all the work, repairs, calibrations, upgrades, develop new or custom designs, reply to email's, answer the phones, order parts, receive and stock incoming parts, go looking for parts, repair parts, make parts, and have old parts re-developed where possible and answer customers questions on testing tubes, or using tube testers. So when trying to get in touch with me please understand I have purposely decided to focus my limited time to perform repairs, calibrations, upgrades, all the actual physical work and so communications are often slower as a result. It can't be helped. I am only one person. I can talk and email, or get the work done. It can take as much as one week or longer for me to get back to you due to the amount of email's and work load I may have at any period of time. If you have a tester in for service please use the work order number in the subject line of your email followed by the model number and then your first name as shown in this example: **E1000_539C_Roger** This helps me to identify customer units from all the other email's I get each day!

WARRANTY TRANSFER POLICY:

This warranty is made to the **original customer only**, and is not transferable to anyone else **except by the written permission** of Roger Kennedy and payment of a transfer fee to Roger Kennedy only.

Thank you for your time and I look forward to serving you in the future if it is your wish too!

Best regards,

Roger Kennedy

Roger Kennedy

[Website: www.alltubetesters.com](http://www.alltubetesters.com)

[Email: alltubetesters@gmail.com](mailto:alltubetesters@gmail.com)

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