

From Roger Kennedy

www.alltubetesters.com

Please read this entire document!

Simple and to the point information on my services, as of January 1, 2014

Key points:

1. I have a \$50.00 estimate fee! This will be charged if you reject the estimate given to you, it is to cover the cost of evaluating the testers and giving an estimate.
2. I am not easy to get in touch with by phone. Please use email if possible. alltubetesters@gmail.com
3. **Turnaround time** is a function of parts availability, repair difficulty, work load, and quality control process.
4. Do not expect fast replies in communications, I have little time and focus it on repairs and finding parts.
5. I provide written limited service warranties please review these warranty policies at the end of this document.
6. I only provide priority service to customers who use their tube testers in a business to make their income. This priority service is only available at an additional labor rate and the customer must provide proof of business use/activity.
7. Each customer is responsible to review all communications and documents especially evaluation reports and estimates and ask any and all questions they want answers to. I will honestly reply to all questions asked. The final decision customers make must be their own! I will not push anyone into any service or upgrade they must request what they want to spend their money on. The emails I send and any attached PDF's and my website provided other information on my services, and technical papers to help customers understand issues with tube testers, tubes, and testing of tubes.

More information in greater detail is covered below:

Please read and understand my position regarding all the following issues. I am committed to provide the best repairs & services I can to all customers! My name and reputation are important to me, I stand behind my work and warranties as documented. I would rather not do a job than to have problems with my customers, or to rush a job, ending up not doing the job properly. I focus on the details and on quality in the repairs and over the entire repair process!

- I have a **minimum labor charge of \$50.00 which is also my estimate fee!** I always provide all customers with a detailed evaluation and estimate before any repair work is started. If you decide not to have the tester repaired you will be obligated to pay the evaluation/estimate fee of \$50.00
- Communications with me will not be easy! I am a one man operation and spend the majority of my available work hours doing the actual repairs, and trying to locate parts required to keep repairing these units. My communications issues are described in greater detail later in this document. Do not expect fast replies to email, and its slower with phone calls. It cant be helped, it is simply the reality of my workload and the lack of original new parts and materials.
- Vintage tube testers are 30 to 70 years old or more and the original parts are no longer being manufactured and no replacement parts have been designed and made either. Repairs and estimate producing times are directly effected by this issue. I can't make an estimate if the parts are not available in a normal parts distribution system nor can I know what the price will be for parts I have to go find and possibly have to modify/change to make them work, until I locate the part. Repairs can not be properly completed until any part needed is obtained. Vintage testers also have technical issues resulting from their age and the total operational hours any tester has on it in addition to how it was stored and the conditions it was exposed to in storage like water, humidity, heat, dirt, mice/rats and other animals in it around it. How it was treated when it was in service and any repairs or work done to or not done to it over the years.
- Tube testers **are not consumer electronics products**, they are electronic test equipment designed to be used in the servicing of both consumer electronic products and commercial products. They were made for electronic technicians and engineers. This equipment requires **periodical checking and calibration** to insure correct operation and testing results.

This equipment require sufficient knowledge to correctly use the tester and to interrupt the test results they provide. A lack of knowledge and/or proper operation can result in damage to the tester and/or the tube being tested. It can also result in keeping bad tubes, and/or tossing out good tubes as bad ones. To obtain **the best test results** you need to have a tester that has the features and test capabilities required for your testing needs. Many of these testers have high voltages and if the operator is not careful he/she could receive a sever electrical shock, or even death could occure. **The equipment is not UL certified!** Be careful in setting it up for each tube and operating it safely. Learn how to use it and how to evaluate the test results for the make and model you are using. Tube tester designs changed over the years as tube designs changed through development requirements.

A. IMPORTANT COMMUNICATIONS ISSUES: I am the only one here to do all the work, repairs, calibrations, upgrades, develop new or custom designs, emails, answer the phones, order parts, receive and stock incoming parts, go looking for parts, repair parts, make parts, answer customers questions on testing tubes, or using tube testers. So as you read the information within this document please remember this, and when trying to get in touch with me please understand **I have purposely decided to focus my limited time on repairs, calibrations, upgrades, all the actual physical work and locating the required parts and materials to perform proper repairs, so communications are often slower as a result.** It cant be helped, I am only one person. I can talk and email, or get the work done. I need a 48 Hour day! Like you I live in the real world too, so family things happen, as well as illnesses, both of witch can take time away from the 12 hours per day or 60 hours per week. Please if at all possible communicate with me by email. **In the subject line of your email, use your assigned work order number_ tester model number, then your first name.** (Example: E13000_539C_Roger) This makes it easier and quicker for me to find all your information and reply faster.

B. I am not an independently wealthy person so I am motivated to get your tester repaired and back to you as fast as I can (following all my procedures) so I can pay my bills, and take care of my family. This is my full time job and how I earn my living. So I have no reason, or advantage to not get your tester serviced and back to my customers as quickly as possible. My backlog is what it is and repairs take the time they take! I have little control over this.

C. Work procedure:

When you ship a tester in to me I will acknowledge that it is here, but only when I get to the receiving process which is unpacking and preparing the paperwork. At the time I make the work order it is then you will be emailed with the work order. **Please always reply to me using the last email “thread” so we can keep a full detailed record of our correspondence.** The receiving process can take a few days. If you want to know it was delivered ASAP you should get a confirmation from the shipper that it was signed for when it was received. Do not be concerned with the name on the receiving record as this is my mail drop and shipping service.

All my processes are setup for time saving and the efficient use of time for me. I have from 50 to 100 units each month to work on and hundreds of emails from people asking for information, parts, and general tube and testing questions, so I need to reply to many people. I try to reply to my paying customers first and thus I need to ID them over hundreds of the general how to, or other general questions and request email's.

- I work Monday through Friday and am closed on Saturday and Sunday to spend time with my family!
- My **formal business hours** are 8:00 AM to 5:00 PM. I am in California, the pacific time zone!
- Email is the best way to communicate with me as I do not have time to answer the phone regularly.
- I reply to emails mostly between 9:00 PM and 11:00 PM my time. I can only get to so many in this time frame.
- **I reply to phone messages, but it may take over a 3 week period whenever I can find time to return calls.**
- My typical back log is between 4 to 12 weeks to get to do the evaluation and this is most all year around.
- My labor rates are flat fees based on tester model and the type of service requested. **Please see my rate chart.**
- I am a professional! I do not require any up-front payment for repair services, only for **special order items**.
- I always provide an evaluation & estimate **even if you request** that I just do the repairs required with no estimate.
- I do not do short cuts, I follow a well developed quality control method, detailed and documented processes.
- I always apply a Calibration sticker on all jobs I do. Either Green “basic repair”, or Orange “Refurbishing repair” sticker.
- I provide a final QC data sheet, designed for each specific type tester documenting its performance and key specs.
- I can provide priority service for customers using a tester in a business to produce income, at an additional fee.
- Except for #13 above, all work is done in the date order it was received in, throughout the entire process.
- Quality work takes time. **I make no money until your unit is completed.**

All jobs are processed (throughout the entire process) in the date order received!

More on job processing covered on the next page!

Basic Steps: See flow chart on next page!

1. Testers are received in and a work order is written by hand.
2. The job work order is entered into the computer and placed in date order and in-line for evaluation.
3. Tester is evaluated, problems and specifications noted, estimate notes made then information is entered into the computer and formal estimate is prepared, then sent to customer. 2 day process after initial tester evaluation. Tester is back in-line waiting for approval and then for repair actions if estimate is approved.
4. Estimate approved or refused by customer.
5. Repair activity is started taken from the in-line waiting order, if repair is approved. Repair is performed and completed unless parts are required, major refurbishing was requested, upgrade is requested, or in the event an unusual defect is encountered during the repair process which may require more man hours to correct (like leakage problems).
6. No parts required or special services required see # 8 below
7. Parts ordered or special materials and work required to repair parts or make parts. This is scheduled, or ordered, back in-line again for this activity.
8. All adjustments and calibration performed often same day or next day depending on timing.
9. Unit is then checked for full specifications and first documentation is done.
10. Unit is then put in-line waiting the 4 hour burn in/aging process. Average one per day maximums two for burn in.
11. A minimum of 4 hour ageing/burn-in and operational testing data gathered and then goes in-line again for next step. A failure here requires it immediately be serviced to find the reason for the failure. This can be a time consuming process as it usually relates to time and/or heat.
12. Final calibration and re-test of all specifications and documentation of test results is done after the 4 hours. Unit is completed if it passes all the tests and the results are compared to the results obtained after its earlier repair and calibration are all correct!
13. Tester assembled and a final QC test document is prepared to insure nothing went wrong during the final reassembly.
14. Invoice is completed and customer notified that the tester is ready! After payment products are shipped. All shipping is done on Fridays due to special arrangements with a local firm who picks up and does all the packing for me to my specifications. They then take all the packages and drop off at Fed EX for me.

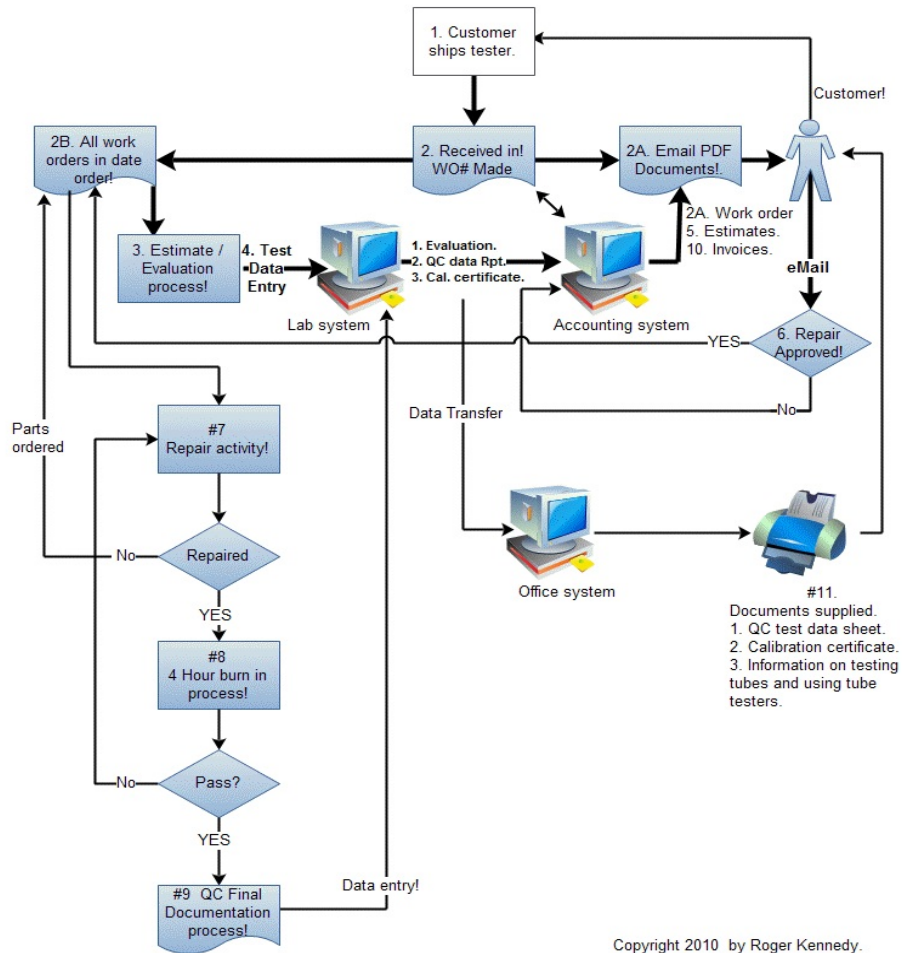
I have a serious problem with both my upper spine and lower back/spine and doctors have told me no packing or unpacking boxes. So I made special arrangements to have this done by a personal friend with a warehousing and packing service, but it is only one day a week on Friday. Most shipments will go out on Friday and a few may go out on the following Monday to Fed Ex depending on the number of units picked up on Friday.

The process of **step 11 above** is a major bottleneck as I can only age two testers at the most, but on average only one at time due to limited space. This step can not be performed at the start of a job as it causes a much larger back log situation as only about 5% or less of serviced testers tend to fail the burn in. The 4 hour time frame was established after years of evaluating different time frames and keeping records of the test results.

This is only a simple description of the work flow process! But it should give you some idea of the detail and steps I go through to get the job done right the first time! My labor rates are fixed, **but I will spend whatever time it takes to repair a tester correctly, and in accordance with the choice you make as to the category of service you request from me as provided in my Labor rate documentation.**

At this point I will briefly describe my basic work flow process to give you some understanding of how I process jobs and why the backlog is a constant reality which is difficult to reduce!

Roger Kennedy Basic Job Work Flow



If you find any, or all this information unacceptable, or unreasonable I can understand, as everyone sees things from different viewpoints. However, in such a case it is probably better we agree not to do business together to avoid either of us being frustrated or upset. I am not being disrespectful, only practical as life is difficult and short enough without additional problems thrown in. I have dedicated my self to be fully honest with my customers and not to push them on anything but to educate them about their tester only to the level they wish to be informed to. I will not even try to explain electrical/electronic engineering only the principle that effects what they may need to know. The customer must make the decisions that are in their own best interests as to which tester to get, the cost to pay for repairs or in any upgrade they may want or think they need.

IMPORTANT VINTAGE TUBE TESTER ISSUE:

Vintage tube testers range in age from 30 to about 80 years old or so. The oldest are great for their uniqueness, historical value and as display items. The more recent models say from 1939 to the 1970's still play a role in actual tube testing applications and daily use to one degree or another. Purchasing these for actual tube testing use has a level of financial risk to it. The usefulness of any of these will depend on their chronological age and the accumulated number of actual hours of on and test operation time they have on them. Then how they were treated, stored and what condition they were exposed to throughout there life time. All this is important as it has a big impact on the actual working status and the condition of all the parts in it, but most importantly the condition of the power transformers, meters, wire wound pots/controls, switches, and a few other specialize parts made for any particular model tester. This means that you have some financial risks. The risk is in both the purchase cost, and service costs, to get the unit to useful operating condition.

The older the tester the greater the risk and the harder to return the unit close to original operating order including calibration. For more information on this issue **please see my articles** on key parts, transformers, meters, use fullness of tube testers, and calibration issues as well. These can be found on my web-site at www.alltubetesters.com Ask me any questions you may have on this topic!

You need to understand the risk and reality of buying and using vintage tube testers. **I can not perform miracles!** The results I can obtain will depend on the condition of the tester and its parts, the materials needed and their availability and cost as well as your required/expectations of the testers accuracy and performance. It is all a matter of cost and time!

With the exception of full restoration including new transformers, meters and most all electrical parts obtaining fully accurate calibration and operation to original specifications will often have some limitations!

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 yourself 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 even after repair! 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.

If you need a fast repair, or if time is a major issue then I recommend you use another service provide as I do all repair work based on the date order in which the testers are received in throughout the work process and communications are replied to this way as well. Except I do reply to customer email's who have testers in for repair faster if they follow the email addressing method I request customers follow. This helps me locate customer jobs faster but still in data order.

IMPORTANT: Due to the age of any tube tester one must deal with the ongoing deterioration of the materials and parts used in their construction. The most difficult ones and costly ones are power transformers, meters, switches and special potentiometers. In addition to these there are may other smaller parts to deal with like tube sockets, trim pots, precision resistors, and high resistance pots or resistors in the high meg ohm values, which most are special in design, values, size and manufacturing. These items are also critical to the operation, accuracy and reliability of these testers. Attention to detail and establishing the actual condition (as close as possible with available technology in test equipment) and informing the customer of the actual facts as to the testers true condition is not only necessary it should be a requirement of all people providing repairs to tube testers, for customers so they will know the true actual condition and what possible issues they may see in the near future of the tester they need to use and count on.

Final Summary:

I am often pushed as to when a tester will be ready, but few people know or even think of any of the information I have presented above. But I do, as I have to live it. Most tube testers are repaired by one person operations because the market is small, the product technology is very old and of the early age of electronics. The **income opportunity is also quite limited.** So if you have a need for a fast, quick repair you need to give consideration to all this. If your tester is in for service somewhere (especially with me) you may want to give good consideration to the time it can take to do all the required work and in obtaining parts to complete quality repairs with a service warranty. Don't forget to consider that your tester is only one among many other customer units in for service too. And finally we all live in the real world and we are all subject to the impacts of all of what life can toss our way. If you need constant communications, or easily get upset if you don't get regular or fast replies to your email/phone calls then I am not the service person for you. I have a lot of work, I only do high quality work and I won't take short cuts! I pay attention to details and this takes time. In addition I only do jobs in date order to be fare to all customers.

I am a professional and this is my full time job. I do not require any payments for services up front. I don't make any money till I can return the tester to the customer repaired. So I am motivated to fix them and return them ASAP as I put out a lot of money for parts, and in gas in going to find parts, and my labor time (I can't get the time spent back again) and I can only recover these cost after the product is ready to be returned to the customer, there is no advantage to me in holding any customer tester on my limited shelf space for long time periods. I ask you to think about this! I do understand customer needs and wants as I too am a customer. But we all have real limitations to deal with, many of mine are described within this document. This document is not presenting excuses, only the facts and reality as it is which can not just be wished away!

I hope you can appreciate the reason for producing this document. Besides its obvious intention to cause customers to be understanding and patient in waiting for the final repair, slow communications, and to also recognize the current reality and the facts of trying to provide quality repairs to these vintage tube testers. This document did not even cover the time to resolve problems in any given tester as they relate to age, wear related issues, parts problems. If you truly consider all the information contained in this document you should realize that it is by no means simple to do a good quality job servicing this vintage equipment to a level of, making them both useful, reliable and as accurate as possible with all the technical and parts issues considered.

Thank you for putting up with my poor writing skills and getting through all this!

Best regards,

Roger

Roger

My Limited Service Warranty follows, it is also provided on the labor rate PDF as well!

“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 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: 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 to 1000 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 15 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 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.

END OF DOCUMENT.