

From Roger Kennedy

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Simple and to the point information on my services.

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, but I need your understanding and help in doing this efficiently and as timely as I can. 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 have a minimum **Labor Rate which is \$50.00 this is also my estimate fee** if you decide that you do not want to repair your tester after I have evaluated it and made a written estimate for you this labor charge will be made. This equipment is 30 to 70 years old, or more and attention to detail is critical to getting everything correct the first time. If you want a fast and/or cheap job I can not help you.

IMPORTANT: 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 below please remember this, and when trying to get in touch with me please understand **I have purposely decided to focus my limited time (15 hours per day) on repairs, calibrations, upgrades, all the actual physical work and 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 15 hours per day or 75 hours per week. Please if at all possible communicate with me by email. **In the subject line use your tester model number first then your name and then any other text you want to include.** If your communication is about an estimate or a unit returned to you please include the **invoice or estimate/work order number as the first item then the model number and then your name.** This makes it easier and quicker for me to find all your information and reply faster.

When you ship a tester in to me I will acknowledge that it is here, but only when I get to do the receiving process and prepare the work order. At the time I make the work order I will then send you an email. **Please always reply to me using the last email "thread" so we can keep a full detailed record of our correspondence.** This process my take several 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. This is an issue of the efficient use of time for me . I have from 80 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 and 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.

1. I work Monday through Friday and am closed on Saturday and Sunday to spend time with my family!
2. My formal business hours are 8:00 AM to 6:00 PM. I am in California, the pacific time zone!
3. Email is the best way to communicate with me as I do not have time to answer the phone regularly.
4. 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.
5. **I reply to phone messages, but it may take over a 3 week period whenever I can find time to return calls.**
6. My typical back log is between 4 to 6 weeks to get to do the evaluation and this is most all year around.
7. My labor rates are flat fees based on tester model and the type of service requested. **Please see my rate chart.**
8. I am a professional! I do not require any up-front payment for repair services, only for **special order items.**
9. I always provide an evaluation & estimate **unless you request** that I just do the repairs required with no estimate.
10. I do not do short cuts, I follow a well developed quality control method, detailed and documented processes.
11. I always apply a Calibration sticker on all jobs I do. Either Green, or Orange sticker.
12. I provide a final QC data sheet, designed for each specific type tester documenting its performance and key specs.
13. I can provide priority service for customers using a tester in a business to produce income, at an additional fee.
14. Except for #13 above, all work is done in the date order it was received in, throughout the entire process.
15. Quality work takes time. **I make no money until your unit is completed,** and 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, eat, 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 a tester serviced and back to my customers as quickly as possible. My backlog is what it is and repairs take the time they take!

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.

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!

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

Basic Steps:

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 is assembled and a final QC test document is performed to insure nothing went wrong during the final assembly.
14. Invoice is completed and customer notified that the tester is ready!

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.**

Thank you for reviewing this material and if you have any questions please ask. Thank you for giving me the opportunity to explain my services and policies to you! I hope you will find this document reasonable and if so I would appreciate your business!

Best regards,

Roger