

IMPORTANT INFORMATION & INSTRUCTIONS!

1. The second page of this PDF contains the service request form which can be filled in with a PDF reader like Adobe. If filled in by hand please print clearly. Fill it out and include the form inside your tube testers cover, or inside the packing box. Be sure to provide a **daytime phone number**, and instructions for how much insurance you want when returning the unit! I ship by Fed Ex ground! If you print the form out without a value my standard insurance value applied is only \$800.00 so if you want greater or lesser coverage please state the required value on the form.
2. Please read all the PDF documents attached to the email containing this PDF document. All this information is important to you and me!
3. When communicating with me please use email (vrte@msn.com) and try to keep the thread ongoing when possible if not possible then please include your **work order number**, **model number** and your **first and last name** in the **subject line** of the email header.
Example: E####_Model#_first_last-Name
I do not have a phone in my repair lab. It can take me 4 to 5 weeks to get the time to make phone calls. Even with email it can take three to four days to reply simply due to the large amount of emails I get from all around the world. I do most of my email's after 9:00 PM Monday through Friday. I need as much time I can get each day to focus on the actual repairs and locating parts, or repairing parts (most no longer in production or available) so timely communications is just not a practical option. I do work activity from 6:00 AM to 9:00 PM as much as possible. I generally have upwards of 80 to over a hundred testers in my shop on any given month. This is the negative part of having a strong/good reputation for quality work. Note I said quality work not fast turnaround times or good communications. I can't do both with equipment over 40 to 70 years old and as a one man operation. Do not expect fast communications or being keep up to date regularly. I have tried to do this many times in the past, but it always reduces my repair work activity, efficiency and output, so I have opted for getting the work done as I have so much of it to do. **If this is not except-able with you please re-consider sending your tester to me, and consider someone else to do the repairs/calibration/upgrades.**
4. My limited service warranty is 270 Days for refurbishing/calibration jobs, 90 days for basic repair/calibration jobs. I charge a \$50.00 evaluation fee if you decide not to go forward to repair a unit after I did an evaluation and provided you an estimate of the cost to repair the unit. All shipping cost in both directions are the customers responsibilities. I am not in the shipping business and I do not make money on shipping, in fact I am more likely to lose money in this part of the job.
5. Tube testers are typically 30 to 80 years old or more and most parts for them have not been manufactured in over 30 or more years and it's hard to find any NOS (new old stock) parts and often require a sub-statute part or a similar part to be modified to make it work in the tester. Several part types due to age and total accumulated operating hours are problematic today, like power transformers, meters, special trim and wire wound potentiometers (controls), adjustable resistors, many switches and other special manufactured parts. Additionally the standard electrical parts values for resistors and capacitors are different between tube era equipment and modern solid state equipment. It can take more parts to be combine to get to some vintage resistor or capacitor values to stay true to circuit design/operation and accuracy values. Finally, due to parts drift and the internal condition of parts the overall tube testers accuracy and ability to return it to its original accuracy in some or all operations can be limited by the parts in the tester and availability to obtain correct replacements if available at all. Age related issues and wear of parts may make it impossible to return any particular tester to original specifications in one or more circuit/operation values.
6. Because of the age and wide range of actual conditions this vintage equipment can be in, and because of the fact the typical owner/user is not an electronic technician/engineer of the tube era, I have established a policy to provide a detailed evaluation of each tube tester sent in for evaluation and repair or upgrade. **This in many instances may seem like to much information and often beyond the users understanding, but it is truly critical for the owner of this equipment as it is their money being spent for the actual results they will get.** This is because this equipment was and still is quite technical in its nature. The operating manuals leave out a lot of operating and evaluating information. The manufacturing firms assumed the users were technicians or engineers and understood tube theory/physics, tube circuit operations and how tube testers operated. You need to know the facts of the testers actual condition and likely outcome and usability with any limitations or potential issues for the money you are spending on its service.
7. I am a one man operation with limited time and limited availability of new parts for this vintage equipment. I have to spend a lot of time looking for, repairing and modifying parts, before I can complete the actual repair activity to the tester. I ask all customers to remember that this equipment is old and parts can not just be ordered by a simple phone call anymore. That good quality repair work requires attention to detail and is limited to the parts that are available. That all this also involves time and my work load is determined by the customers that send their testers in to me and the service requirements needed by each of the testers sent in. If a tube tester is critical or curtal to you like mine test equipment is for me you may want to consider a good backup unit so out of service time will not have a big impact on you. In some circumstances it can take as much as a year or more to do some repair activity for some makes and models depending on their needs.

If after all this you still want to send your tester to me for service I thank you for your business! If not I understand!

Best regards,
Roger Kennedy

Customer Service Request

If hand written please print clearly!

Fill out form, print and include with tester!

Date:

Customer Name:

Street Address:

City:

State:

Zip Code:

Foreign Region / Prefecture / County:

Country:

Day time phone number:

This is a: Cell, Land line, Home, Work.

Alternate Phone number:

This is a: Cell, Land line, Home, Work.

IMPORTANT - Primary Email address:

Alternate - Email address:

Return shipping insurance: How much do you want me to insure your unit for upon return shipping? \$ _____
If no amount is listed I will insure it for only \$800.00

Return shipping address if different than above: To Customer home To: Customer work

To other location: _____ **Attn., or In Care of:**

Street number: _____ Street Name: _____

City Name: _____ State: _____ Zip: _____

Foreign County/Region/ Prefecture:

Country:

Product Information:

Make: _____ Model Number: _____ Serial Number: _____

List below any items that you will ship with the unit: Nothing sent with tester.

:

:

Service problem / issues / description:

:

:

Service Requested: Refurbish/Calibration! Basic Repair/Calibration Only! Estimate only!

Calibration Only - You must provide acceptable documentation the unit has been serviced and calibrated within the last 3 years!

For Service Operations Only!

For service receiving activity only: Date: _____ Weight: _____ Width: _____ Length: _____ Height: _____

Box condition: OK to return in! Poor condition new box needed! New and/or more packing required!

If new box is required what size is needed?: Width: _____ Length: _____ Height: _____

Tester condition received in missing or broken items: