

SERVICE PARTS *By E. M. Nanni*

DID YOU KNOW that Sylvania supplies parts for seven (7) years on color television and console stereo, and five (5) years for black and white television and compact and component stereos?

DID YOU KNOW that there are seventy two (72) people in the Sylvania Parts Department?

DID YOU KNOW that Sylvania maintains six (6) Parts Depots, forty one (41) Parts Distributors, and fifty two (52) Set Distributors, all strategically located to supply parts all over the nation?

DID YOU KNOW that Sylvania stocks at the Depots, over 24,000 different parts?

DID YOU KNOW that should you be unable to get a part locally at either the Parts Distributor or Set Distributor, you can call one of the Parts Depots nearest you and they will ship you the part needed?

I DIDN'T KNOW THAT - So I took a trip to one of the Parts Depots (Melrose Park, Illinois) and watched a typical day's operation. With me was Cliff Waldrop - Sylvania's National Parts Manager, who makes frequent visits to each depot to ascertain the speedy delivery of all required parts. Shown with Mr. Waldrop is Mr. Walczak - Melrose Park Depot Manager.

A call to the depot for a part brought about a friendly voice saying, "Sylvania Parts Depot, may I help you?"



She immediately took down the customer's name and address, and the part required.

This information then went to the Information Center (Visi-records) where location and quantity of every part is recorded.



MR. WALDROP MR. WALCZAK



AVOID MISTAKES - ORDER PARTS BY PART NUMBERS

A search through the records located the part.

A label and shipping instructions was then cut.

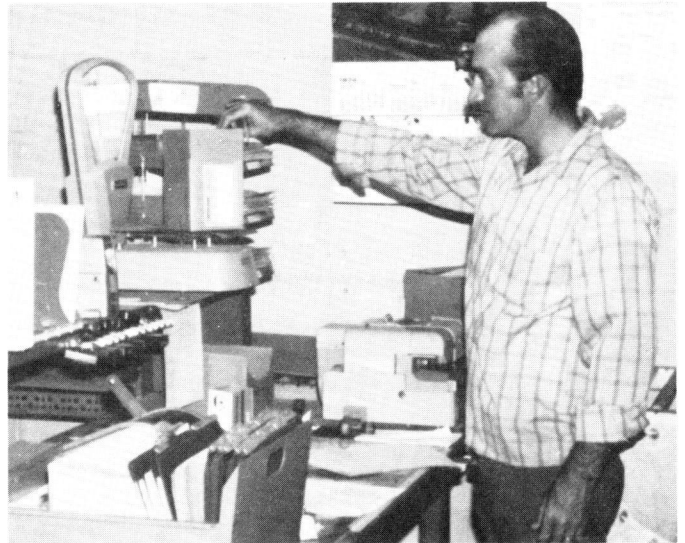


Packaged in durable shipping cartons, and shipping label applied.



The actual part was then located with a press of the button on the order pick machine - capable of storing 1500 different items.

Weighed for postal shipment.



The part, or parts, are then wrapped for safe shipment.

Then loaded on truck for shipment.



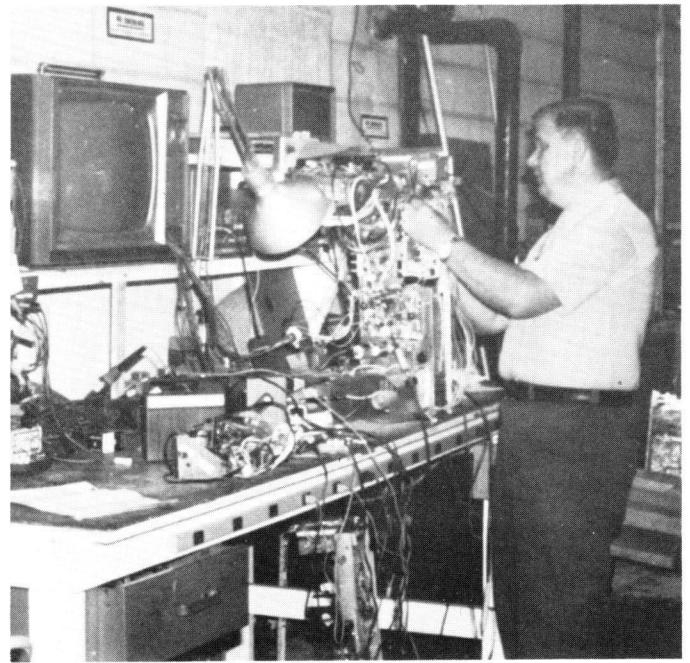
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A copy of the original order is then sent to the Billing Department, where an Invoice for the part, or parts, is cut and sent to the customer.



This series of events is what happens throughout the approximately 180 orders that are shipped per day from this one Depot.

Another very important function of the Depot is the repairing of returned chassis.



DID YOU SAY YOU HAD A PARTS PROBLEM?

Sylvania is not going to say that they do not have a backorder problem. But with 24,000 different parts and an average of about 100 parts on backorder, I'd say that's a very small percentage.

Two (2) main reasons account for the backorders - 1) Shortage of material to the parts manufacturers. 2) Delivery time from vendors vary from 5 to 6 weeks to 1 year - the majority of the items fall into the 1 year category.

Some of the problems that plague a parts depot from getting the required parts out:

1. INCORRECT IDENTIFICATION OF PARTS (BOTH VERBAL AND WRITTEN ORDERS). When ordering parts please order by part number. If part number is not available - give the best description possible and always give the model or chassis number the part is to be used on. Use the Sylvania Service Literature to look up part numbers.

2. ILLEGIBLE WRITTEN ORDERS - numbers, unless clearly written, can very often be mistaken for another number. All it takes is for one number to be wrong in the part number and the wrong part is shipped.
3. LENGTHY PARTS ORDERS ARE BEST WRITTEN AND NOT PHONED IN - when making lengthy parts orders over the phone, the chance of error increases. When the order is written, not only does the chance of error diminish, but you have a record of the parts that you ordered.

Now that we all know -

REMEMBER -

ALWAYS USE SYLVANIA

REPLACEMENT PARTS.

NOTES FROM THE FIELD

RQ3748. NOISE INDICATED ON SCOPE, ALL MODES, AHEAD OF VOLUME CONTROL, TONE CONTROLS ALSO AFFECT NOISE.

Check resistor R620 (560K) in that channel, found one over 1 meg, changed it and noise even on all channels.

R53 CHASSIS. NO D. C. VOLTAGE, DIAL LIGHTS ON, FUSE OK. RECTIFIERS ARE ALSO OK.

Check circuit board where SC506 and SC508 are common, (at B+ voltage) found small break between where cathodes are soldered together.

Roy Efferson, McLeod's, Baton Rouge, Louisiana.

E060204 CHASSIS. INTERMITTENT HV.
Intermittent C418.

E060309 CHASSIS. TRIPS BREAKER - INSTANTLY.
Shorted SC448 and Q502.

R635508 CHASSIS. NO BIAS ADJUST.
Shorted AC filter - C904.

A120500 CHASSIS. NO VERTICAL OUTPUT.
Shorted C312.

Empire State Wholesalers, Inc., Latham, New York.

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NOTES FROM THE FIELD (CONTINUED)

D16 CHASSIS. NO HIGH VOLTAGE; KICKS CIRCUIT BREAKER (280 VOLT LINE). LOW RESISTANCE IN B+ 280 LINE.
Pin cushion control shorted to ground (not pin cushion transformer).

D19 CHASSIS. WOULD NOT TURN ON.
C1080 ground return cracked on Remote panel.

E02 CHASSIS. WHITE LINE RUNNING HORIZONTALLY THROUGH PICTURE ABOUT 1/3 FROM TOP OF SCREEN (STATIONARY).
Defective R377.

Cliff Morris, Robertson's Shore Appliance, Salisbury, Md.

D16 CHASSIS. NO HIGH VOLTAGE. LOOKS LIKE A BAD FLYBACK.
Disconnect pin 2 of flyback. If this restores H. V., it is a bad pincushion transformer.

McLain & Son, Columbus, Ohio.

E060201 CHASSIS. DARK PICTURE. NOT ENOUGH BRIGHTNESS. SCREEN CONTROLS WON'T WORK. H. V. IS OK.
Shorted SC450.

Peter Langer, Eastern Service Division Manager, New Hyde Park, New York.

D1805 CHASSIS. NO VERTICAL SWEEP.
Open foil on convergence board between L807 and R848.

E0901 CHASSIS. AGC WASHOUT.
Open L410 in base of AGC gate.

Bob's T. V., Celina, Ohio.

E0602 CHASSIS. TINT SHIFTS WITH WARM-UP.
C640 drifts.

E1101 CHASSIS. INTERMITTENT BLUE CONVERGENCE.
Blue static spring touching R838 case.

D1605 CHASSIS. NO VIDEO, CAN'T CONTROL BRIGHTNESS.
R268 increased in value.

D1615 CHASSIS. SET COMES ON WITH NO VERTICAL, THEN H. V. GOES OUT.
Shorted C348 across yoke socket.

Bill Reed, Toledo Appliance, Toledo, Ohio.

EFFECTIVE NOVEMBER 1, 1974 - the UB-100 Catalog Holder will be priced at \$21.95 each.

Price increase due to Vendor price adjustment.

Simple Solutions

YOU CAN CONSERVE

1. Treat everything as if you were paying.
2. Recognize energy demands used in making your conveniences.
3. Follow recommended conservation driving procedures such as speed, tune ups, route efficiencies, ride pools, etc.
4. Make sure all equipment is in good and safe condition and then is operated properly.
5. Make things last where possible.
6. Seek energy efficiencies; train transport uses about one-sixth the energy per ton mile that trucks do.
7. Walk more; drive less.
8. Grow, use, prepare, and home store more of your own food.
9. Insulate structures to cut heat loss and hold down power needs.
10. Use more efficient lighting: one 40-watt fluorescent lamp can give you more light than a 100-watt incandescent bulb.
11. Turn off lights and gadgets when not in use.
12. Use hot water sparingly; stop leaks and drips.
13. Keep heating and air conditioning equipment clean to maintain efficiency.
14. Cooperate where possible for conservation.
15. Look for ways to save; then, do.
16. Be willing to share, especially ideas and efforts.
17. Practice conservation. Then, teach it!



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SYLVANIA SERVICE NOTES

by Bill Borstel

TROUBLESHOOTING GUIDE FOR A12 AND A16

<u>SYMPTOM</u>	<u>CAUSE</u>
1. No Video.	Bad SC200.
2. No Video.	Bad Q210.
3. No Video.	Bad Q214.
4. No Vertical Scan.	Bad Q304.
5. No Vertical Scan.	Bad Q306.
6. No Vertical Scan.	Bad Q308.
7. No Vertical Scan.	Bad Q310.
8. No Vertical Scan.	Bad Q312.
9. No Vertical Scan.	Bad SC306.
10. No Vertical Scan.	Bad C312.
11. Intermittent Vertical Scan.	Bad Q306.
12. Vertical Retrace Lines.	Bad SC204.
13. Vertical Retrace Lines.	Shorted CRT.
14. Vertical Fold-over.	Bad SC204, Q308.
15. Vertical Fold-over.	Bad Q310.
16. No Horizontal Hold.	Bad Q400.
17. No Horizontal Hold or Sync.	Bad Q404.
18. One Way Vertical Hold.	Bad SC200.

TROUBLESHOOTING GUIDE FOR E06 AND E08.

<u>SYMPTOM</u>	<u>CAUSE</u>
1. Pix Tears.	Bad IC200.
2. Poor Convergence.	Cracked core in yoke.
3. No Vertical Scan (or short scan).	Bad IC300.
4. No Vertical Scan (or short scan).	Bad IC302.
5. No Vertical Scan (or short scan).	Bad Q302.
6. Narrow Pix.	Bad SC510.
7. Narrow Pix.	Bad SC514.
8. No Horizontal Sync.	Bad IC400.
9. Red Raster or Red flashing.	Bad Q906.
10. Green Raster or Green flashing.	Bad Q908.
11. Blue Raster or Blue flashing.	Bad Q910.
12. Poor Color Range.	Bad IC600.
13. Clear Raster. No Video or Sound.	Bad Q208.
14. Dead Set.	Bad SC504.

TROUBLESHOOTING GUIDE FOR E10.

<u>SYMPTOM</u>	<u>CAUSE</u>
1. Vertical Stretch, Top, Collapse at Bottom.	Bad SC335.
2. No Vertical.	Bad Q304.
3. No Vertical.	Bad IC300, Q300.
4. Top Hook.	Bad IC400.
5. No Horizontal.	Bad IC400.
6. Narrow Raster.	Bad SC470.
7. Blooming Pix.	Bad IC900.
8. Black Streaks in Pix.	Bad IC900.

TROUBLESHOOTING GUIDE FOR E11.

<u>SYMPTOM</u>	<u>CAUSE</u>
1. No Vertical Scan.	Bad IC300.
2. No Raster.	Bad IC300.
3. No Horizontal Sync.	Bad IC400.

GENERAL NOTES

1. Repeated failures of solid state components such as transistors and IC's can usually be traced to a H. V. arc, particularly inside the CRT.
2. Repeated failures of pincushion transformer on D series chassis can be caused by defective flyback transformer.