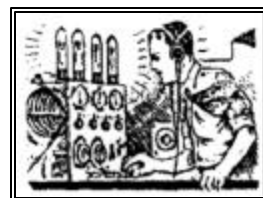


American Radio Revival

"New Life for Old Boxes"



WHILE YOUR SET IS IN THE HOSPITAL

There are a few things you should keep in mind while your set is being estimated or restored at American Radio Revival. These few points will make the wait less anxious while your old friend is being rejuvenated:

1. We only do restoration, not repair. A repair takes care only of those parts that are out-and-out malfunctioning. In the past, we used to perform spot repairs, but found out that the sets came back quickly with the other old components burned out. You're dealing with components that are 40, 50 60 and in some cases 70 years old. Piecemeal replacement usually results in the remaining weaker and older parts being put under higher electrical demands, and that means a failure; sometimes a catastrophic one that can damage very hard-to-get components and raise the cost of a restoration higher than it might have been if the job had been properly done in the first place. We like our clients, but we don't want to see them in here more often than is necessary! Three slap-dash repair jobs cost more than one well-done chassis electrical restoration!

2. Please realize that your estimate is just that; an estimate. While we make every effort to accurately ascertain the exact nature of work necessary in the most accurate fashion possible, surprises can happen. It is very difficult, for instance, to locate certain problems on a set that is completely non-functional; some faults only reveal themselves after the set is up and, to some degree, running. Of course, should your original estimate look like it's going to be exceeded, your approval is needed before additional work is done or additional parts ordered. There are ceilings on this sort of troubleshooting labor; these ceilings are indicated by the complexity of the set, which can usually be ascertained by how many tubes it has:

1-5 tubes: 1 hr.	6-9 tubes: 3 hrs.	10-15 tubes: 5 hrs.
16-20 tubes: 6 hrs.	21-30 tubes: 8 hrs.	31+ tubes: 15 hrs.

Should a very difficult problem take a long time to troubleshoot, these ceilings make sure that you're not going to throw \$200.00 in troubleshooting labor charges into a simple five tube set! These are, of course, worst case scenarios. 80% of all vintage radio & TV set problems resolve themselves in considerably shorter time. Still, if it takes, for example, four hours to get your five-tube set

going, you will only be charged for the first one.

3. If your set is in for refinishing as well as restoration, please be patient. Restoring your set's appearance is not an easy job, considering that many of the old stains, dyes and colors are now outlawed by the EPA, as they are harmful to Earth's atmosphere, animals, humans, and nearly everything else biological. Selecting contemporary substances to match the original appearance can be time consuming, especially since everything here is done by hand, not by a machine in a spray booth! Good hand refinishing, now coming back into vogue, is an art that takes years to learn how to do properly. It cannot be executed in a hurry.

4. About 5% of all sets attempted fail to respond to restoration; there are many reasons for this: Concealed, non-reversible damage of non-generic parts are one, corrosive deterioration of delicate parts another, and previous substandard "hatchet jobs" performed by servicing personnel barely qualified to hold a soldering iron the third, and most prevalent, reason.

If your set fails to respond, you will only be charged the wholesale cost of any non-returnable special order electronic parts that were needed to attempt restoration plus a one-hour labor charge. But remember: 95% of all sets attempted make it!

5. The bill must be paid in full at the time you pick up the set. If it is to be delivered to you by courier, payment must be mailed and received by us before we can ship. If the set is to be installed as part of a service call, payment is due at that time.

6. Once the set is completed, you will be notified by email, fax or phone. Please arrange to have your set picked up or shipped promptly. Sets that are not paid for within 30 days after customer notification will be sold to pay for the amount of repairs.

7. All sets come with a **100% parts and labor guarantee** on everything we do. The guarantee period is **three months**, and starts the day the client picks up the set.

We thank you for your patronage of old-time communications! Without you, future generations would not know the magic and joy of radio's Golden Age. You, the client, make it all possible. The generations of the 21st Century and beyond will thank you for being interested enough to restore your fine old friend!
