



ETG State News

Official Publication of the

Electronic Technicians Guild of Massachusetts, Inc.

An Associate member of the National Electronic Service Dealers Association

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MEETING NOTICE

Date: Wednesday, May 21, 2008
Place: Waltham Elks
 101 School Street
 (Corner of Lexington St.)
 Waltham, MA
Time: 7:00 P. M. Registration & Conversation
 7:30 P. M. Special Business Meeting: Nominations for 2008-9 program year.
 7:45 P. M. Program: Howard Shoudy will present a seminar on Philips products.

Special Business Meeting

There will be a special meeting of the members of the Electronic Technicians Guild of Massachusetts, Inc. on Wednesday, May 21, 2008 at the Waltham Lodge of Elks, 101 School Street, Waltham, MA at about 7:30 P. M. The is to make nominations for the offices of president, vice president, clerk, treasurer, and directors for the year starting in June 2008. Since no nominating committee was appointed, all nominations will have to be made from the floor of the meeting. The annual meeting will be on June 18.

Henry Hamelin, clerk

The Changing Service Business

By Lane Norman, CET/CSM, Norman's Electronics
 Atlanta GA

Doing business in multiple markets, we have seen each market migrate away from conventional TV. In Atlanta, 70% of our field service is "flat" [screen]. In the more rural markets we still change a few STKs, but not nearly as many as we used to.

The bulk of our business has become on-site, and we are actually repairing them in the home 99% of the time. That is a drastic change from even three years ago for us. Six years ago we had four people on the counter at our main location full time. Today we have one, and have for the past 4 years or so. Carry-in audio came to a screeching halt as people upgraded to surround sound, THX, 5.1, and any other new technology that came out.

However, we are now beginning to see a slight trend with some of that "walk in" coming back; we see a little more audio now that the market has somewhat stabilized; and also more TV. More precisely, FLAT TV's. More customers will carry-in their flat panel than they will a projection TV, or even a 32" CRT TV. In home service warranties don't always cover 32" flat panels, and that is a trend that will continue. Some manufacturers are not covering 37s in-home, and that will likely continue too. Our once "stale" carry-in business is coming back, and field service is growing.

We have our techs in Scion XBs, and have

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Consumer Protection GOING UP IN SMOKE!

By Eloy Fierro, The Repair Group, Inc.

[It appears that Mr. Fierro is from California, which has one of the stronger, though not well enforced, consumer protection laws for electronics.]

America is being duped! Many brands of PLASMA, LCD, and DLP TVs and other electronic and appliance products are on sales floors and the consumer is not being advised on the lack of support for the product that they purchased.

No doubt some consumers believe they are benefiting from the low price, but are they aware of the trouble that looms on the horizon?

Service dealers across the state who repair consumer products have been struggling to make cost effective repairs, and obtain parts and service literature to keep consumer products working. More and more service dealers are being told by manufacturers that parts are not available or support is non-existent. California law protects consumers of consumer electronic and appliance products by requiring manufacturers to ensure that parts and service is available for up to 7 years from the date of purchase of the product. This vital law, called Song Beverly Consumer Warranty Act (SBCWA), makes the retailer and manufacturer responsible to ensure consumers who purchase these products can get their products repaired, if needed, in the State of California.

SBCWA (see Civil Code Section – 1793.3) protects consumers by requiring the manufacturer provide service and repair facilities within the state and replacements parts and service literature to effect repairs for products with express warranties. This is where the independent servicer is important to the consumer and manufacturer for those repairs. Manufacturers who don't provide a means for consumers to have their products repaired leave the consumer with a product that is destined for the landfill. SBCWA states that a consumer can return the product to the retailer for repair, refund or exchange if repairs are not available. If a consumer is unable to get their products repaired the

(Consumer Protection, Continued on page 4)

ETG Meeting, April 23, 2008

Minutes of ETG meeting held on April 23, 2008 at the Waltham Lodge of Elks.

The meeting got under way at 7:30 PM. Mark Lussier did a power point presentation on "Digital TV" Mark, being the talented individual that he is, put a twist on this seminar. Those that know Marc can testify to what I'm writing about. Those that don't, well lets just say you missed a good meeting.

We spent a fair amount of time discussing the Lip Sync problems associated with digital TV and HDTV in particular. Most manufacturrs state that a delay between picture and voice of -15 ms to +45 ms is acceptable. Marc mentioned a few products available online that will correct this phenomenon. A few available are manufactured by Felston which sell for around \$200.00 and another called Alchany and Primare available for around \$400.00 (please excuse the spelling on these products if they are incorrect)

Steve Thomas mentioned that he had good luck curing the problem by simply re-auto programming the TV. Another member suggested that he shuts down the "system" (cable converter and TV) then powers them back on. This, he says, will also re-sync everything. Perhaps we'll see more suggestions in the future on NES-DAnet ?

Marc mentioned that HDMI 1.3 was supposed to solve this lip sync problem but that notion seems to be incorrect.

We all broke for coffee then resumed the meeting with clerk Hank Hamelin showing members how to disassemble a Sharp LC37D6U to repair the infamous no/intermittent audio problem. I just happened to have one of these late model Sharp LCD sets that I picked up for service in the truck. We all gathered around while Gino Orsagna, Lou LaBonte and Hank took the set apart to get at that famous AV board. Under the board in location IC2005, foil side, lies a gob of heat transfer compound. This compound drips all over the foil side of that board and contaminates the circuit. causing

some sort of current path where current shouldn't flow!

Thoroughly cleaning this board and replacing the pad with a new one will, in most cases, solve the problem. It did in this case but for lack of a new heat transfer pad we reshaped the old one, cleaned up the board and put everything back together. Plugged the set in and lo and behold, audio was restored. [I must be truthful and say that I brought the set back to the shop just to play it for a few days. When I plugged it in the next morning, guess what happens: Yup, NO AUDIO! So, I took everything apart again, re-cleaned the board and installed a NEW pad. Back together and let it run for two days. Sound seems OK now. Hope it stays that way.] All in all I think we had a very productive meeting. Many of us are one and two man shops so the information and tricks we learn from each other are invaluable.

Treasurer John White spoke briefly saying that at our May meeting we will accept officer and director nominations from the floor. We are short a nominating committee this year so nominations need to be done this way.

The cash drawing was won by Jim Spicuzza.

Respectfully submitted:
Hank Hamelin Clerk

Congratulations!

We congratulate Steve Thomas on his appointment to the Massachusetts Board of Registration of Radio and Television Technicians. He joins ETG members George Chalikis and Frank Serra and former member Robert Ayan on that Board. The state website indicates there are also vacancies on that Board.

Unfortunately, Steve has had to resign as a member of our Board of Directors because of the Conflict of Interest law.

(Changing Service Business, continued from page 1)

no trouble fitting each days' route of parts (we average 8 calls a day per tech.) On occasions where a panel may be too big, we send a separate vehicle and a helper. It's a rare occurrence. In addition to the 34MPG benefit, the size of the vehicle prevents techs from "pigeon holing" duds, and other un-used parts and allows us to manage the duds, parts, and warranty credits more effectively. **NO MORE ROLLING BONE YARDS WEIGHING DOWN THOSE GAS GUZZLING VANS!**

Service will never be "what it used to be." It will become what we individually choose to make of it. *[From NESDAnet]*

(Consumer Protection, Continued from page 2)

consumer can return the product to the retailer or manufacturer for a refund or replacement.

The service industry has a responsibility to provide the best possible service in an expedient manner for the consumer. It is becoming a nightmare when parts are not available under warranty let alone within the 7 year period. Consumers are left holding the bag and the independent service industry often takes the blame for the failure to service the product. In San Diego, California a reputable service dealer recently received fifty newer plasma and LCD televisions (various manufacturers) for service in his service center. The sets are about 2 years old and no longer covered under the manufacture warranty (usually 1 year). Thirty seven of the TV's cannot be repaired due to the unavailability of the parts or the cost of the part far exceeding the purchase price of the TV. Multiply that figure by 9000 registered service companies and we can start getting an idea how bad the situation is. For the owners of those products, most of them will need to purchase a new set at

(Consumer Protection, Continued on page 9)

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Tech Notes

Dear Members,

In our ongoing effort to help our service technicians, we have recently added over 25,000 data sheets to our Prelco website. These data sheets are mostly for consumer and industrial type semiconductors. We will update our site periodically as newer types become available.

No registration is required and past order sales history is not necessary. Together, we can make a difference !

Michael Bisk, Prelco Electronics

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I'm going out to mount a 22 LCD to an office building with metal studs. I've never hung one on metal before. Can anyone give me some tips. Should I use self tapping screws or expander type bolts?

Pat, Pat's T.V. Sales & Service
 Riverside, Ca. 92506

I've mounted several LCD units to metal studs. What I do is cut out a piece of 3/4 plywood slightly smaller than the panel but wide enough to overlap 2 studs. I then mount the plywood to the studs using 6 toggle bolts.

After the plywood is installed, I go ahead and install the mount to the plywood in the usual fashion and then hang the TV.

Never had a problem yet.

It would be good to hear from other members to see what they do.

Good luck.

Hank Hamelin, Electronics Assoc. Inc.
 Chelmsford, Ma. 01824

I have done several installs with hollow metal studs of which you are speaking. I would recommend 1/4" x 3" toggle bolts. You will have to use a 5/8" drill bit to get that toggle thru the hole. Make sure you use a pilot bit to start in the center of the stud and work your way up to 5/8" drill bit with several different sized bits.

You don't have a lot of forgiveness with the width of the studs (because the stud is narrow).

Find the stud and cut out the drywall in front of it so you can see where you are starting to drill that 1st pilot hole. Good luck!

Joe Scimia, Amherst TV
 Williamsville, N.Y

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Hi folks,

I have a customer who got drunk and fell into his Toshiba Projo TV. I love guys like this.

Anyway the lenticular sheet is cracked and no longer available. I have a new sheet for the next size screen and I'm wondering if any of you have cut these sheets with success and how. Scissors, knife etc?

Thanks,

Stephen H Phillips, Ed's TV
 South Yarmouth, MA

Steve,

I have had good success scoring it with new blade and snapping it.....just be sure to get the corners good.

Kevin

I would be afraid of the force of the scissors might possibly crack the lenticular lens. The old Weller 8200 guns had a flat tip that would be ideal for cutting. The process will be slow and is suggested to be performed outdoors.

Michael Bisk
 Prelco Electronics

I would look for a place that sells plastic or Plexiglas products. They cut this material all the time. A friend of mine used a plastics distributor and he said, believe it or not, they used a radial arm saw with a special blade for plastic. I do not think I would attempt that myself. HTH.

Charles Betzler
 Best Electronics

Stanley 99 utility knife and a metal straight edge. Cut a little, bend a little, cut a little ...

(Tech Notes, Continued on page 6)

(Tech Note Continued from page 5)

Works every time.

Chris Gilchrist, Alpha Electronics, Inc.
South Bend, Indiana

Stephen, I have cut literally dozens of outer Lenticular lenses. Actually they cut very easy. The inner Fresnel lens must be centered (all four sides cut) but the outer Lenticular lens is a snap. It doesn't need to be centered, so pick a corner and measure from there. Frankly, I "do" use scissors, the large ones that Harbor Freight Tools sells. They are comparable to utility scissors. You can cut the length easily because you're going with the groove and usually just bending until it snaps is all it takes (but use scissors if you're unsure). Then, the width cuts easily with scissors without cracking. The inner Fresnel will crack and run, but because of the grooves in the Lenticular, it won't run.

After cutting the length, use the scrap piece and see just how easily it cuts across the grooves. Tin snips work, too. I tried scoring and bending the width and got into trouble because it is hard to score across the grooves. Try a scrap edge and you'll see it's a no big deal.

FYI, on the inner Fresnel, the center must remain in the center. I have used a table saw and that works great, but you have to be very careful to prep the work surface to keep saw table, metal, and plastic flakes from scratching the Fresnel. I keep compressed air running, and lay card board on the saw table surface.

On this RCA DLP HD44LPW62YX1, I got tired of waiting for backordered color wheel 267888 so I fixed it. EASY. Remove color wheel from set. Remove 3 screws holding motor to plastic frame. Snap off wheel by gently prying metal hub from motor with a small flat blade. Clean shaft and hole with alcohol. Add one drop of fine oil to the shaft and 1 drop into the bearing hole. Snap wheel back on shaft. DONE. Index delay timing does not change. No adjustments necessary. The color wheel was frozen and would not spin when I started. It runs as quiet as a new one now.

I am sure this can be done on many other color wheels.

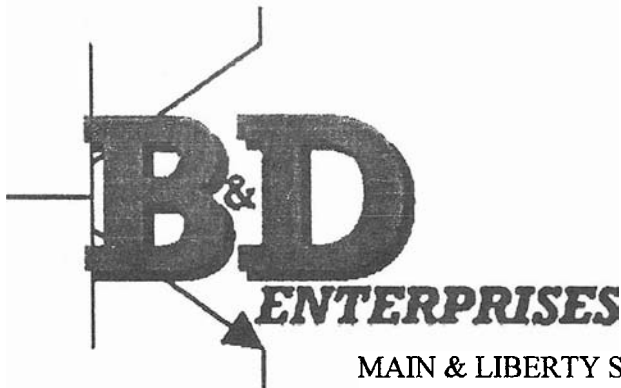
Steve, Steve's TV & Electronics
Somerset, NJ

Steve has a good fix. I have done the same thing but with the Samsung CWs. (BP96-00674A) It only works for the older version which may be the exact same thing as the RCA one that Steve fixed. The shaft pops out and will 'snap' back in just like he said. You will see the dirt caked up. I use denatured alcohol to clean it out. Your success will depend on how badly the unit is worn to begin with. You may not win every time. The other version has a white nylon or Teflon shaft or sleeve that seems to be unrepairable. No luck with that one. Someday I am going to try a Toshiba to see if it can be fixed.

Doug Miner, Chestnut County Electronics
Hooksett, NH 03106

RCA Service Bulletin Available

As a follow up to our March RCA meeting, Tony Carozza, the RCA service representative who conducted that meeting, has furnished us with an RCA Service Bulletin on model P810 that covers PCB Man Board (Digital) Failure. We will have printed copies available at the May meeting. Our thanks to Tony and to Ray Millette for forwarding this to us. If a paid member who is unable to make the May meeting wants it, the editor can forward an electronic copy.



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Funai To Take Over Philips U.S TV Distribution

[Did you hear about the Philips/Funai news? I am including text from a article from Twice. I was shocked. I had talked to Wayne about some Aaron's issues and he told me he had an influx of resumes from Philips people but he didn't know this was in the works. I heard the Philips/IBM Field guys found out the day the article hit the press.

*Tony Carozza, Field Service Manager
Thomson Inc. Phone 866-449-7108
Fax 317-587-9101*

By Greg Tarr -- TWICE, 4/8/2008 9:22:00 AM

Amsterdam, The Netherlands — Royal Philips Electronics and Funai Electric of Japan said Tuesday they have reached a brand-licensing agreement under which Funai will assume responsibility for the sourcing, distribution, marketing and sales of all Philips' consumer television activities in the United States and Canada.

The five-year minimum agreement, which takes effect Sept. 1, 2008, will give Philips royalty payments in exchange for Funai's right to exclusively use the Philips and Magnavox brand names for its consumer television offerings in North America.

Philips said, "The agreement secures continued presence of Philips- and Magnavox-branded TVs in North America in a model that safeguards Philips profitability in this highly competitive market."

Philips also said it will continue to take steps to improve the financial performance of its television operations by further optimizing its existing global supply base and focusing its TV business on its strongest markets, especially in Europe and in key emerging countries.

To cover for the costs of the additional steps, and the costs associated with the transfer of the company's North American TV activities to Funai, Philips will take total charges of up to \$196 million during 2008.

"The agreement with Funai and the other measures to improve profitability we are planning follow our commitment that we would take

decisive steps in addressing the unacceptable profitability levels in our TV business in 2008," stated Philips president and CEO Gerard Kleisterlee. "We have an 18-year working relationship with Funai and are confident it is an excellent partner to implement this new model for Philips' television business in North America. This agreement will ensure a presence for Philips television in North America and uninterrupted access to innovative products for consumers."

Other Philips consumer business categories in North America are not affected by this agreement and will continue to be manufactured, marketed and sold by Philips. Philips' television position in the rest of the world is also unaffected by this partnership with Funai.

Funai will reportedly have access to Philips' research and design employees to ensure Philips televisions deliver continuous innovation to consumers in both technology and form. These include the recently launched Design Collection and energy-efficient range of televisions dubbed the 'Eco TV'. Funai will be licensed on condition of compliance with Philips requirements on brand use, product quality, product design and provision of consumer care. Philips television sales in North America amounted to \$1.57 billion in 2007. Completion of this intended agreement is subject to any mandatory governmental regulatory approvals.

Tetsuro Funai, Funai Electric founder, president and CEO, said, "Philips and Funai have a long history together, and we are proud to be the trusted partner charged with managing this important and high-profile product category for Philips. As a premium brand, Philips will add luster to our existing portfolio and consumers can continue to count on the Philips quality, design and innovation to which they have become accustomed. We look forward to working together to ensure a seamless transition of the business."

Meanwhile, Funai announced in Osaka, Japan, Tuesday that Tomonori Hayashi, senior executive officer of Funai Electric, will become the company's new president June 19, replacing

(Funai to take over Philips, Continued on page 9)

(Funai to take over Philips, Continued from page 8)

company founder Tetsuro Funai, who will continue to serve as chairman without representative rights.

Hayashi has served as chief of Funai Electric's North American sales and marketing company since 2006, according to a report from the Nikkei News Service. He was described as a strong negotiator with foreign companies, such as Wal-Mart, which carries Funai televisions and DVD players and is considered one of the company's "major business partners."

The move comes after Funai, which had been among the more profitable Japanese electronics companies in recent years, suffered its first operating loss since going public in 1999.

An executive with Funai's U.S. operations said the change is expected to freshen up Funai's business practices. No changes are expected in the North American operations, which remain "very aggressive," an executive told TWICE.

(Consumer Protection, Continued from page 4)

a higher cost than what a repair would have been.

Some name brand companies are complying with the laws in California and supporting their customers. However, they are experiencing profit erosion by having to compete with many other companies that do not. This growing problem is placing responsible manufacturers along with service dealers in an unfair business climate.

Here's an idea!

Let's all take a few moments this week to write our congress-people and encourage them to follow suit with California. There is no reason California has to be the only state with these laws. If we can pull together and push for these same regulations, this will only help our businesses. Recent experience tells me this won't happen over night so we need to do something now, for our futures, for the future of our kids that we want to put through college.

We have written our senators, congress people and other legislators and do get replies back from most of them and with their contact information and what their current proposals are, so it appears these elected people do read the letters they receive. We can refer them to this well-written article.

Jeff Dougherty, MST, Intrepid TV Repair
Steelton PA

Editor's Note: Massachusetts has no consumer protection law for electronics nearly comparable to that in California though our neighbor states have laws stronger than ours. None are as strong as California's. Those of us in the servicing industry are well aware of the problem, but it is ultimately the consumers who end up paying for the lax laws. So also does our environment. As the world seeks to build a sustainable society, the mountain of ewaste (see article in the February issue) is a serious impediment. Were economical repairs generally available, they would help to slow that buildup thus benefiting all of us. Our industry could do them but we need the parts and service data.

- John H. White



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Other classified ads selling or asking for goods or services of interest to electronics servicers will be published. The rate is 60 cents a word (common counting) with a minimum charge of \$10 per issue. Readable copy, full payment, name (a human being), street address (no PO boxes) and phone number of the advertiser required even if these latter do not appear in the published ad. Ads will be printed in standard body type, first few words in boldface. The classified ad deadline is about the 28th of the month previous to publication. Submit classified ads to the editor.

E T G WEBSITE UP AND RUNNING

Through the efforts of Director Marc Lussier and consultant William Pommenville, our E T G website is again on the internet. The web address:

<http://www.massetg.com/index.html>

The site includes the ETG/NESDA Code of Ethics; a list of current business members with links to their websites, if any; officers; meeting information and some photos.



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This applies to businesses supplying materials or services to electronic service businesses.	

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MEETING SCHEDULE

This meeting schedule is tentative as it is sometimes necessary to schedule manufacturers' seminars at their convenience.

WEDNESDAY, JUNE 18, 2008

We do not meet in July and August.

WEDNESDAY, SEPTEMBER 17, 2008

DEADLINES FOR JUNE

Classified Ads May 26, 2008 5 P. M.

Display Ads May 28, 2008, 5 P. M.

Editorial Material May 30, 2008, 5 P. M.

ELECTRONIC TECHNICIANS GUILD OF MASSACHUSETTS

Application for Membership

Mail with remittance to: John H. White CET/CSM, treas. 573 Central St., Winchendon, MA 01475



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PART B The business	TECHNICIANS & BUS. ASSOCIATE: <i>List your Employer, STUDENTS List your school or employer, TEACHERS: List your school</i>			
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	NUMBER OF TECHNICIANS		E-MAIL ADDRESS	
	NUMBER OF OTHER EMPLOYEES		SALES TAX NUMBER	FAX PHONE
	TYPES OF ELECTRONIC EQUIPMENT SERVICED			
	AUTHORIZED SERVICER FOR (BRANDS)			
	BUSINESS IS A FULL TIME A PART TIME		IF PART TIME BUSINESS, OTHER OCCUPATION	
	TITLE/POSITION OF OFFICIAL REPRESENTATIVE LISTED ABOVE		DOES THIS BUSINESS HAVE OTHER BRANCHES? _____ <small>If so, list all branches servicing Mass. equipment on a separate sheet</small>	
	IF THE REPRESENTATIVE LISTED ABOVE IS NOT A LICENSED MASTER TECH., NAME & LICENSE NO. OF THE MASTER TECH. UNDER WHOSE LICENSE THIS BUSINESS OPERATES			

STATEMENT

I hereby apply for (renewal) membership in the ELECTRONIC TECHNICIANS GUILD OF MASSACHUSETTS, and agree to abide by its bylaws, standards, and Code of Ethics; support its objectives; and render technical and fraternal assistance to my fellow members. I further agree to pay dues as assessed by E T G as long as I am a member and display E T G identification. I agree to cease display of E T G identification should I cease to be a member.

If I am a retired member, I certify that I have no income from electronics. If I am a student member, I certify that I have no income from electronics beyond any apprentice pay I may receive from the above listed business.

If I/we are NESDA members, the E T G Board of Directors is authorized to appoint a proxy authorized to vote in my/our behalf at any NESDA meeting at which I/we are not otherwise represented. *(Paragraph optional. Strike out if you do not so authorize.)*

I agree to notify E T G of any substantial change in the above information.

SIGNATURE _____ **DATE** _____

Because information may change, a new application is required each year. Member class information is shown of the back.



PHILIPS MEETING, WEDNESDAY MAY 21, WALTHAM ELKS



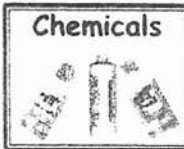
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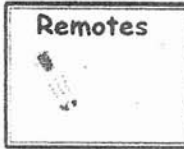
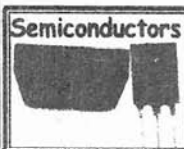
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