

# Image orthicon warranty



English Electric Valve Company Limited

Chelmsford Essex England  
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**The wallet also includes:**

Data sheets for your image orthicon  
Warranty registration card  
Warranty claim form  
Statistical survey postcard



## Statement of warranty

**All image orthicons manufactured by the English Electric Valve Company Limited (herein called the Company) are subject to a warranty against defects in workmanship, materials and construction, and are designed to give satisfactory service when used in standard television applications under normal operating conditions as specified in the published data. The term tube used in this document shall mean image orthicon.**

**The tubes are warranted for a period from the date of dispatch from the Company or for a given length of operational life, whichever expires first, the actual period and operational life being specified by the Company at the time of acceptance of order. For tubes failing within the warranted operational life, the pro-rata credit given is normally based on the difference between the actual hours of service completed and the warranted operational life.**

**No warranty other than that stated above is given or implied with respect to any tube supplied by the Company. In no event will the Company be liable for consequential damage.**

## Conditions of warranty

A claim for a tube failing during the warranty period can only be considered provided that :

**1** The claim is made in accordance with the procedure specified in the section 'To Present a Claim'.

**2** The warranty registration postcard has been completed and returned to the Company as required.

**3** The tube has been operated for at least 5 hours each month since dispatch from the Company ; in no circumstances must a tube be left idle for a period of more than one month.

**4** The tube has not been subjected to any negligence in storage, transportation, handling or use.

**5** The tube has not been operated under conditions outside the limiting ratings published by the Company.

**6** The life of the tube is considered to be the number of hours during which the filament or heater is energised.

**7** The original tube identification markings have not been removed, defaced or altered.

**8** Tests carried out by the Company indicate that the tube fails to meet the requirements of

the Company specification current at the time of original dispatch.

**9** The decision of the Company on the cause of failure and settlement terms is accepted by the customer.

The Company reserves the right to change the terms of warranty at any time without prior notice. No such change however shall affect current or completed contracts.



# Inspection and claim procedure

## Inspection on receipt of tube

On receipt of the packaged tube from the carriers it must be signed for as unexamined, but in the event of any damage to the external packing being apparent the carriers' note must be endorsed accordingly. The tilt indicator on the container must be inspected; if the ball is outside the inner cone then the container has been tilted excessively during transit. In this event the carriers' note must be endorsed and the tube tested immediately. All tubes must be tested within 7 days of receipt. The warranty registration postcard must then be filled in and returned to the Company; no warranty claims can be considered at a later date if the card is not returned. If the tube performance during test is unsatisfactory and it is considered that transit damage has occurred, both the Company and the carriers (or their agent) must be notified immediately. In areas outside the U.K., notice must be given to the nearest Lloyd's agent immediately loss or damage in excess of £100 is apparent; when the Lloyd's agent is not within reasonable distance, a statement of loss or damage must be prepared under the recipient's own signature and sent to the origin of purchase. In the event of loss or damage amounting to less than £100, a qualified engineer's report in lieu of Lloyd's survey report will be accepted.

## To present a claim

A claim can be made under the warranty if

the tube fails to give satisfactory service during its warranted life.

In presenting a claim, the warranty claim form must be completed and returned as detailed below. A detailed description of picture appearance and specific tube behaviour is also required. Claims can only be considered when full information has been supplied.

**U.K. customers** The completed warranty claim form must be returned to the Company together with the tube, a duplicate copy of the form being retained by the customer for reference.

**Customers outside the U.K.** The completed warranty claim form must be sent to the origin of purchase and instructions awaited before returning the tube. Tubes must be returned by air freight.

Any tube returned to the Company or agent of the Company should be sent in its original packing, carriage and insurance paid, and its condition on arrival must be the same as at the time of failure. Carriage and insurance costs will be accepted by the Company if the warranty claim is accepted.

## Settlement of claim

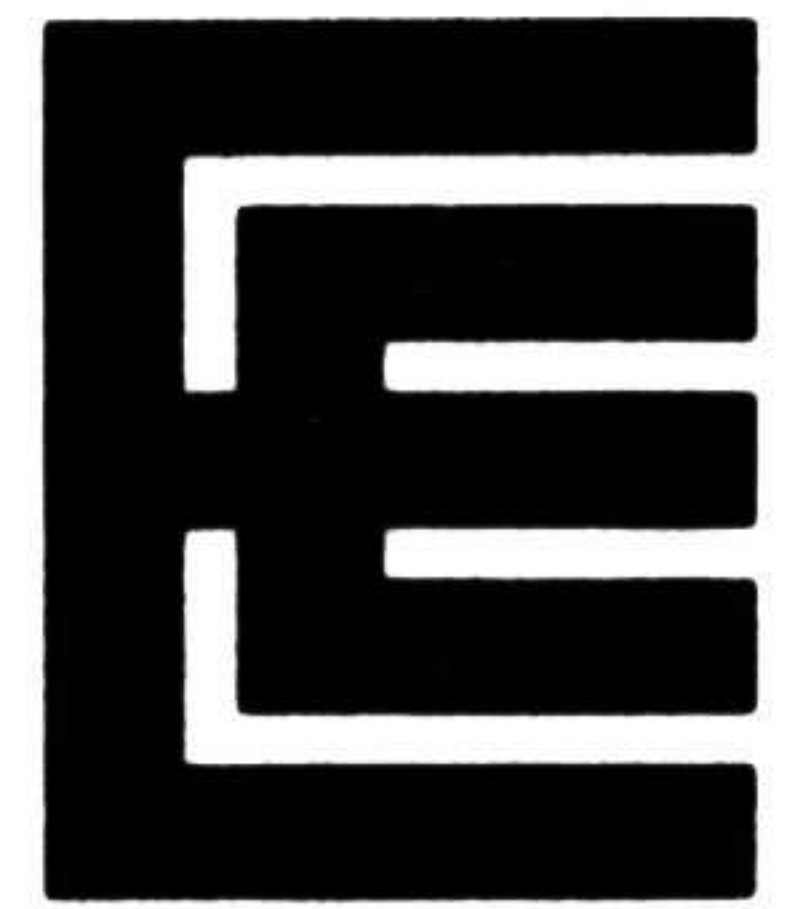
Credit or replacement will be given for defective tubes, subject to the terms set forth in the warranty statement. The Company reserves the right to repair minor defects as a means of settling a claim. Should it be found that a returned tube meets Company specifications and delivers a good picture in a standard

camera, the tube will be reissued to the original recipient at his expense. In this case the Company will endeavour to give as much significant information as possible to assist in obtaining equally good performance.

## Statistical survey postcard

Normally the tube will eventually fail with a life considerably in excess of the warranty period. In this event the Company would appreciate the return of the statistical survey postcard. Analysis of tube failures can significantly assist in the improvement of the product.





CHELMSFORD, ESSEX, ENGLAND, CM1 2QU

## WARRANTY CLAIM FORM FOR CAMERA TUBES

If the tube fails to give satisfactory service during the Warranty Adjustment Period stated in the Company Warranty and Adjustment Policy, a claim for adjustment can be made

### TO PRESENT A CLAIM

Complete this form in duplicate. Send one copy with the returned tube and retain the second copy for reference

Tube type

Tube serial number

Purchased from

Address

Name of customer

Address of customer

Date received

Date first tested

Date placed in service

Date of failure

Total number of hours in service

Make and model number of camera equipment

Outline briefly any unusual occurrence before tube failed

Reason for returning tube

Claim prepared by

Date

**IMPORTANT** Claims can only be considered when this form has been completed in full detail and sent with the returned tube to EEV.

For attention of Chief of Contracts Department