



THE LOWREY ORGAN COMPANY

DIVISION OF CHICAGO MUSICAL INSTRUMENT CO.

7373 NO. CICERO AVE. • LINCOLNWOOD, CHICAGO 46, ILL. • PHONES: INDEPENDENCE 3-5616 • ORCHARD 5-2000

*ask Al to order
parts*

October 18, 1960

Lowrey Organ Studio
Whitebridge Rt. 28
Salem, New Hampshire

Gentlemen:

The Lowrey Service Department welcomes you as one of our dealers.

The enclosed information should be given to the electronic technician who will handle your Lowrey Organ service. He will automatically receive new publications as they are released, when you return the registration card provided.

Your guide to an efficient service program is the attached General Service Policies and Procedures. Please read through it carefully with your technician. We invite you to contact us if ever you have any particular questions or problems regarding the technical aspects of our products.

Sincerely,

THE LOWREY ORGAN COMPANY

Les Swanson

L. E. Swanson
Service Manager

LES:ds
Enc.

THE LOWREY ORGAN COMPANY

GENERAL SERVICE POLICIES AND PROCEDURES

THE LOWREY GUARANTEE

The manufacturer's guarantee is printed in the owner's manual of all models. (We suggest you read it carefully.) It provides for free replacement of tubes and speakers for ninety days from date of sale to your customer and one full year on all other parts. Naturally, the guarantee is in effect all during the time the instrument is in your new stock.

Parts that fail within the specified time should be returned to us and upon acceptance under terms of guarantee, we will send replacement parts without charge.

In some cases, replacement parts are ordered from us before we receive the defective material. You will be billed for the items sent and the defective parts should be returned to us promptly after replacement. We will either replace the part for your stock, or issue a credit that will effectively off-set the charge. It is preferable to request replacements on smaller items which will be useful for your own stock. On requests for return for credit, always be sure to mention the Lowrey replacement invoice number.

We, as the manufacturer, will provide parts as outlined above and it is expected that you will render service, without charge, to the purchaser of a new Lowrey Organ for the guarantee period. Any service charge to the customer after the guarantee period should be at a fair and reasonable rate.

Attached to each organ is a Guarantee Card that must be filled out and returned to us promptly upon sale of the instrument. Since owners will sometimes overlook this, please mention the importance of registering the organ so the guarantee will be in effect.

SERVICE REPORT FORM

A convenient postal reply card can be used when reporting any service required on Lowrey organs.

If you have a problem that you cannot readily solve, complete the preliminary information on the card, up to and including the description of trouble. Carefully check the entire instrument on every key and every tab and list all areas of difficulty. Return this card to us and we will promptly send you an analysis.

A service report card should be completed and returned whenever an instrument (particularly one of recent production) requires attention other than occasional tube replacement. Such reports are analyzed by our Service Department and Factory Quality Control Department. Bulletins will be distributed, if necessary, and current production will benefit from your service experience.

PACKING LISTS - RETURNED MATERIAL PROCEDURES

All shipments of parts and assemblies returned for repair, replacement, or credit against replacement invoices, must include a completed packing list and care should be taken in packing the material.

No previous authorization is needed to return parts or assemblies, but, authorization from our office is required before any complete instrument may be returned.

REPLACEMENT PARTS ORDER BLANK

A convenient form is provided to order parts for your service needs or stock. It lists most of the items that may occasionally require replacement.

REPLACEMENT PARTS INVENTORY

Attached is a list of the contents of a standard packaged parts kit (cost less than \$20.00) which we recommend you order for your stock. It will give you a minimum quantity of parts which are generally specialized items used in our instruments. As each part is identified within the package, it will serve as a guide for any additional stock you may want to order later.

Resistors, capacitors, etc. can be obtained from local parts suppliers, or we can furnish any you may need. Since individual needs vary, you can consult us regarding other items you may want in your stock.

TUBES

An inventory of the various types of tubes used in Lowrey organs is necessary. They are listed on the Replacement Parts Order Blank and can be purchased from local parts suppliers or directly from us.

Hint: Rather than use a tube tester, make a permanent "kit" of one each of these tubes which are known to be good. Label and mark these tubes in some way and use them as temporary replacements when you suspect tube failure.