



May 20, 1954

No. 9

## SADDLE SOAP FOR TOOL BAG

The condition and appearance of tool bags should be maintained to the usual IBM standards of appearance. Frequent conditioning of bags with Saddle Soap will clean, polish and condition the bag, as well as maintain a good appearance. Clean bags will also save clothing.



Two simple steps are suggested for cleaning and conditioning a bag with Saddle Soap.

1. Use a shoe polish applicator brush and apply in sidewise strokes, leaving streaks or lines of Saddle Soap all over the bag.
2. Use a cloth such as cheese cloth, and rub in circular motion. If a bag is kept clean, the same cloth can be used over and over and will work better after it has absorbed some Saddle Soap.

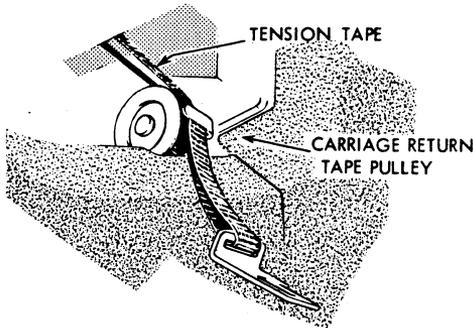
Neither applicator brushes nor Saddle Soap will be available from Poughkeepsie. Branch offices should purchase them locally.

\* \* \* \*

(over)

### TENSION TAPE REMOVAL

A simple method for removing a carriage tension tape and still maintain carriage tension is to insert the tape in the carriage return tape. With the return tape unhooked, the carriage can then be checked for possible binds.



\* \* \* \*

### SUGGESTIONS

It has come to our attention that field personnel are sometimes reluctant to request reinvestigation of their suggestions.

We want to assure you that the Suggestion Department is not only willing but wants to reinvestigate any file that is not answered to the complete satisfaction of the person submitting the idea. At any time that a question arises concerning any of your suggestions, please contact the Suggestion Department immediately indicating why the reinvestigation is being requested or pointing out just what information is desired. This action will benefit both yourself and the company.

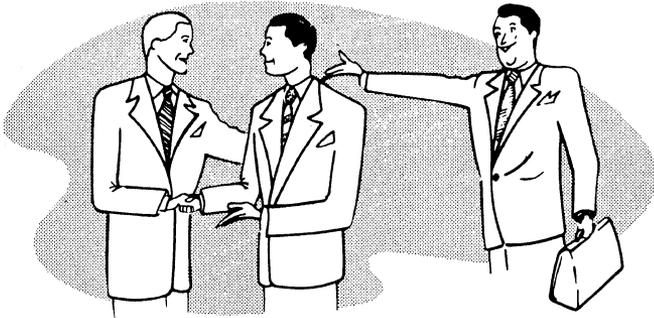
Please use the regular suggestion form for such correspondence whenever it is possible for it supplies all of the necessary copies to process your request and does expedite handling of the file by the Suggestion Department.

\* \* \* \*

## GOOD SALESMAN - CUSTOMER RELATIONS AIDED BY CUSTOMER ENGINEERS

The subject article appeared in IBM Field Letter #63 and is reprinted in part since it exemplifies what ET Customer Engineers are doing along the lines of Preventive Maintenance.

"For many years, the word 'inspection' was a familiar expression in the Customer Engineering Department. Today, a new phrase, 'Preventive Maintenance', with a broad, comprehensive approach, is being carried out by the Customer Engineering Department in our customers' installations. Preventive Maintenance has proved itself to be one of the most important factors in good salesman-customer relations.



To understand Maintenance better it should be divided into two categories - corrective and preventive.

Corrective Maintenance is the finding and correcting of trouble after it has caused dissatisfaction and inconvenience to our customers.

Preventive Maintenance, on the other hand, is correcting potential trouble before it effects our machine service; it insures maximum machine availability to our customer while maintaining service costs on an economical basis and maintains good customer relations.

(over)

Just as we apply preventive maintenance to our own automobile to prevent costly repairs and inconvenience, Customer Engineers apply preventive maintenance to IBM Equipment.

To meet the objectives of a good Preventive Maintenance Program, we are constantly providing various ways to instruct and guide Customer Engineers in doing a thorough, economical, preventive maintenance job:

1. Instructions are provided and a general guide is used in teaching a uniform approach to the subject of preventive maintenance.
2. Students are taught preventive maintenance as an integrated part of the teaching program; as units are taught, the basic items that compose good preventive maintenance are included in the discussion.
3. Students are taught to recognize unsatisfactory conditions. Models are used as a means of providing easily recognized situations.
4. Moving pictures are being developed to demonstrate proper techniques.
5. Detailed instruction on preventive maintenance is outlined in the Reference Manual.

By applying preventive maintenance techniques, we can make more machine time available to the customer.

The Customer Engineering objective is to apply preventive maintenance and thereby reduce customer down time."

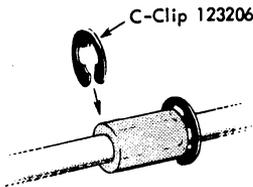
\* \* \* \*

### CEM CHANGE

CEM #363, page 2, item 2 under WARNING should be changed to read "unplug typewriter extension cord". This will eliminate the possibility of accidentally turning the switch on while using inflammable materials.

\* \* \* \*

### SPACE BAR EQUALIZING ROD



One method of holding the vinyl bushings in place on typewriters not equipped with the new equalizing rod (CEM #365) is to install c-clip, part #123206 on each side of the bushings.

\* \* \* \*

### COVER CHANGE

A sufficient quantity of new style top mounted covers are now being reworked to fill field requirements for bottom mounted covers. This is accomplished by removing the dowels and tapping the holes to accept the bottom mounting screws. Since the contour of the new front covers is different from the old style, it is recommended that a new rear cover be installed with the new front cover assembly.

Covers received from the factory will be identical in appearance, therefore, the bottoms should be examined to determine if they are for top or bottom mounting.

\* \* \* \*

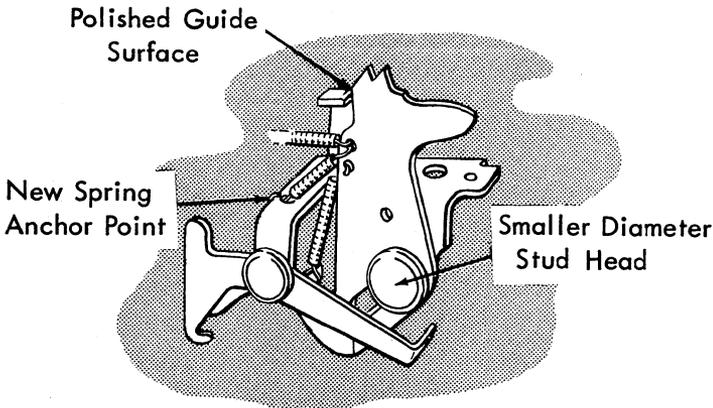


June 21, 1954

No. 10

### STANDARD BACK SPACE

To prevent a possible binding condition in the Model B Standard back Space Assembly, the finish of the pawl guiding surface has been improved and the pawl stud head has been reduced in size. An additional change repositions the angle of pawl spring pull.



\* \* \* \*

### CARBON RIBBON REWIND

When starting a ribbon on the new experimental carbon ribbon rewind mechanism, (B/M #1270613), both flanges should first be assembled, then by taking an adequate leader of the ribbon and wrapping it around the plastic ring and turning on the switch, it will over-lap and secure itself.

\* \* \* \*

(over)



CAMS

The following chart contains the part numbers of all operational cams used in Model A and Model B typewriters. As indicated by asterisks, Model A Space Bar and Carriage Return cams differ in that the Model A cams contain a non-repeat style release arm. It is suggested that the chart be cut out and made a part of your ET Pocket Price List.

MODEL	SPACE BAR	TAB	BACK SPACE	SHIFT	CARR. RET.	RIBBON FD.
11	1071323*	1108945	1108815	1071324	1105524**	1105528
15	1071323*	1098271	1108815	1071324	1105524**	1105528
21	1071323*	1108815	1108815	1071324	1100946	1105528
31	1071323*	1105533	1108815	Skip Tab 1107488	1105524**	1105528
41	1105533	1108945	1108815	1071324	1105524**	1073129
61	1071323*	1108945	1108815	1071324	1105524**	1105528
65	1071323*	1098271	1108815	1071324	1105524**	1105528
71	1071323*	1108815	1108815	1071324	1100946	1105528

\* Use 1108945 in Model A Typewriters

\*\* Use 1108815 in Model A Typewriters

\* \* \* \*

TYPAMATIC OPERATION

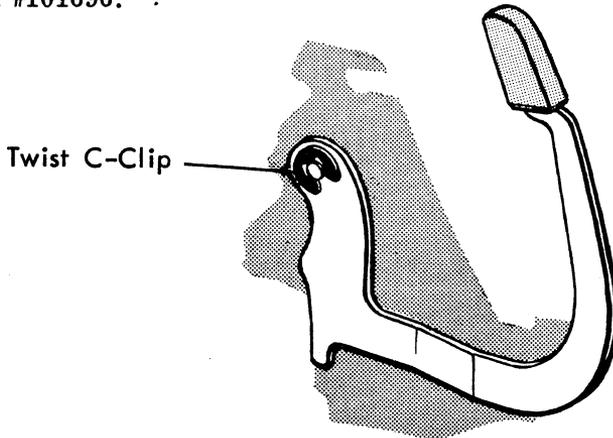
Field installation of the two piece key lever for typamatic operation on Model A Decimal Tab typewriters is limited to the third and fourth row only. When repeat operation is desired in first or second row positions, the former style repeat key lever and cam must be installed.

A modification of the Decimal key plate on Model B Decimal Tabs allows installation of the two piece key lever in position 41 as well as the third and fourth rows. The typamatic operation in other rows may be obtained by installing the one piece key lever as described on page 13, Model 1B section of the Reference Manual.

\* . \* \* \*

### CARRIAGE RELEASE LEVERS

The carriage release lever studs of Model B typewriters have been lengthened to accommodate a spring washer to prevent excessive side play in the levers. This change was effective with all Standard typewriters above approximate serial #307104 and Executive typewriters above approximate serial #101696.



Excessive play of release levers in typewriters prior to this change can be reduced by applying a slight twist to the C-Clip, being careful not to create a bind in the levers.

\* \* \* \*

### CONDENSER CHANGE

When replacing a defective motor or making a current change where the condenser is not changed, it is suggested that the leads which are soldered to the condenser be cut midway. This will enable use of solderless connectors (1024620) when the new motor is installed.

Before installing a new condenser, pigtails may be soldered to the condenser posts which will also permit use of solderless connectors.

\* \* \* \*

(over)

## SUGGESTIONS

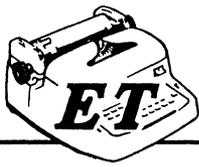
The following information is provided to explain the difference between RESUBMISSION and REINVESTIGATION of a suggestion.

RESUBMISSION is primarily intended to extend the active period of an idea. This action is usually taken when the file is almost two years old. When a file is resubmitted, a new suggestion number is always assigned and the acknowledgment copy stamped "RESUBMISSION".

REINVESTIGATION is your request for further review of a file because of additional information submitted or to clarify one or more of the points originally submitted. This action is taken during the two year period but does not extend the active period. A reinvestigation does not result in the release of a new suggestion number and the acknowledgment copy is only date stamped.

When requesting either reinvestigation or resubmission, the number of the suggestion being referred to should be placed in the "Suggested Improvement" section of the form. Also, either a resubmission or a reinvestigation presents the opportunity for you to give added reasons why the change should be made but please remember that any change in the method of accomplishing the action will require entering the idea as a new suggestion. This action is necessary for basically, the method is the suggestion and it would not be fair to the other suggesters to allow a new method to be entered under an older date.

\* \* \* \*

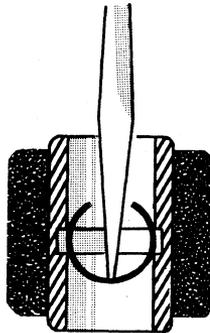


September 30, 1954

No. 11

## PAPER BAIL ROLL

When bail rolls become loose on the bail shafts, the retainer springs can very often be formed to a smaller diameter by using the following method: Place the bail roll on a flat surface, hole end down. Allow the retainer spring to fall vertically in the bail roll slot with the two ends of the spring in an upright position. Insert a small screw driver down past the open ends of the spring so that the blade rests in the spring center. Hold the screw driver firmly and tap gently with a small hammer.



\* \* \* \*

## DC INSTALLATION

A three wire extension cord must be installed in typewriters equipped with DC motors. The Radio Interference Control Filter which is built into the motor will not function properly unless the typewriter is grounded.

\* \* \* \*

(over)

### SUPPLY ORDERS

A large number of Parts and Supplies Requisitions containing orders for IBM Backing Sheets are being received at Poughkeepsie. As indicated in CEM #387, IBM Backing Sheets are available as an ET Supply Sales item and should be ordered on a Supply Order, form 10-4471.

\* \* \* \*

### MOTOR MOUNTING SHAFT

Difficulty in removing or replacing a mounting shaft from ET motors can very often be overcome by applying soap or a similar type of lubricant to the mounting shaft. Care should be exercised to avoid the use of lubricants harmful to rubber.

\* \* \* \*

### SUGGESTIONS

Ideas should be submitted as soon as they are discovered since priority is important. However, in some instances the effort to act quickly sometimes results in the submission of incomplete ideas.

There have been instances where the idea was incomplete to the point where the action being requested could not be determined.

If a clear suggested solution to the problem is presented it will assist the suggestion department, the investigators, and will materially increase the value of the idea both to the suggester and IBM.

\* \* \* \*

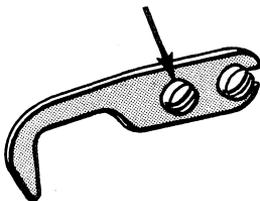
### MODEL B CHANGES

Cover Mounting Grommet material has been improved by adding paraffin. This will allow the mounting screw and washer to turn more freely and eliminate damage to the grommet.

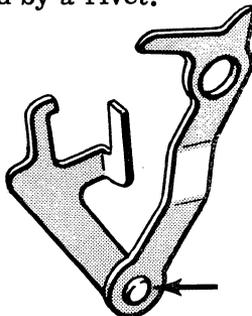
The shift lock key levers and shift lock latch surface finish has been changed from Cadmium to Nickel plating. This provides an improved bearing surface thereby preventing binds in the shift lock.

Several changes recently made in the Model B carriage will reduce service time since eccentric adjustments have been eliminated from the following:

Platen Retaining Plate Eccentric Nut, Part #1090879, replaced by screw.



Intermediate Pawl Release Lever Eccentric Nut, Part #1090037, replaced by a rivet.



Part numbers and prices remain the same.

\* \* \* \*

(over)

## CATALOG CHANGES - CEM 377

It has been brought to our attention that a number of parts requisitions are being received which incorrectly list part numbers which were corrected in CEM #377 and in revised editions of the ET Parts Catalog. In order to expedite the filling of parts orders, it is recommended that the above mentioned publications be checked to be certain that parts are ordered by the proper number.

\* \* \* \*

## MODEL B PAPER FEED

Wrinkling of stencils and thin copy paper can best be eliminated by full feed roll engagement. Reposition the paper guide to move the stencil or paper to a position that full engagement of the feed rolls will be obtained.

\* \* \* \*

## SEGMENT LUBRICATION

Type bar segments are lubricated with IBM #6 oil during manufacture of the typewriter. Relubrication of segments in the field should be made, when necessary, particularly after a thorough cleaning. Guard against excessive oiling or oiling of a dirty segment.

\* \* \* \*