

SEP 13 1972

#7

9/12-The 3M service man was here. One of the nicer. The basic trouble was that they had again sold me old paper! (He said "They've stopped that now!!" But he also encouraged me to buy smaller packages, which cost the same \$2.00 for delivery and more per sheet. There was a fault in heat adjustment. And when he left, while the copies were better, they are not good. I can accept his word it is now the paper. He also told me what the instructions do not and no service man ever did. This machine and I presume any using the same process, like yours', have self-cleaning lamps that require frequent use in multiple copying. If a period of time passes without the machine being used long enough for it to reach maximum temperature, then it should be set at the highest (palest) setting and run three times, or with my machine, the button that activates the lamps being pushed three times. One of the clues that the tubes are not burning themselves clean (700°) is paleness at the ends of the paper after processing. Making single copies infrequently decreases the life of the tubes and may have with mine. And their charges are up: \$19.50 first hour and \$15.00 each additional or fraction. This took only 45 minutes plus a couple to look at the Thermofax. One of the parts warped. He recommends against repair. I'll see when I can about making a deal with 3M DC for one that works they are about to junk for non-permanent copies. I can get that paper for 2¢ per sheet. So, I guess my waterbug did it. If so, it is the least of what he has done. Your copies are too brown, by the way, so I don't know if you are headed for trouble on your machine. He commented on the Ramparts page. I knew he'd be testing with copies so I save a few pennies by using it for Gary and Howard, to whom I'm sending copies. However, he has eliminated the dark background until I make the first copy with a cold machine, I won't know. Again, thanks. HW