

XIV. Ordering Parts and Supplies

THE operator, machinist, business manager, or the proprietor of a machine, or any one who orders parts or supplies is especially asked to read this chapter and carefully note the suggestions given.

The printing art in four hundred years of development has run into an innumerable number of specialties. The development of the Linotype machine is keeping pace with the development of the printing art. This has required an enormous number of special characters such as matrices, matrix slides, special ornaments, etc., to be made. The Mergenthaler Linotype Company is now manufacturing about four hundred thousand different characters in matrices in sizes running from 5 to 60 point. These characters cover something like fifty different languages. Besides these there are borders, rules, dashes, mathematical signs and the like, in endless variety. While most languages use the roman style of type, there is the German or Gothic text, the Semitic text, the Hebrew, Arabic, etc., yet even in the languages using the roman character there are special accented letters belonging to each different language.

It is manifest that if our customers wish some particular one out of four hundred thousand characters, that character must be very carefully designated. If it is not so designated there are many chances to one that a mistake will be made. Carefully prepared printed order blanks are furnished gratis, and the use of these instead of ordinary stationery will greatly help in exact designation of the part or supply needed. If these order blanks are not on hand they should be ordered at once and will be promptly sent. A duplicate order should be retained by the customer. It will help the Company sometimes if the orders are consecutively numbered. The Company sometimes has three or four orders from the same customer and it is not always easy to determine as to which order should be filled first.

The Mergenthaler Linotype Company has in its various storerooms in the factory and at the agencies more than one hundred and twenty-five million matrices. This enormous stock is kept on hand to meet these special needs of the customer. However, if the greatest care be not taken by the customer in ordering from this enormous number of characters the result will be that the wrong character or characters will be sent, making it necessary to return them and having the order explained more at length. The Service Department is so organized that in most cases the parts or supplies ordered are sent the same day.

To facilitate the ordering of parts a catalogue is furnished with every machine, and new catalogues are published from time to time bringing them up to date. Customers should state plainly the letter, number and full name of the parts desired as shown in the catalogues. Where possible, give the Model and serial number of the Linotype for which the parts are required. The Model and serial number appear on the patent plate upon the machine.

If unable to find an illustration in the catalogue of the part desired, or if in doubt between two illustrations, a rough sketch should be made of what is wanted, stating where it is used and its function.

Always state whether goods are to be shipped by freight, express, or parcel post, and give the preferred route of shipment.

ORDERING MATRICES

In ordering matrices use the order blanks which are furnished gratis by the Company. Write the characters wanted clearly and distinctly and the number thereof. Especially make the name of the series and the size of the matrices clear and distinct. Where special characters are required and there is any doubt it is best, if possible, to send a proof of these characters or note the page and line in which these characters are shown in our specimen book. Always give the model of machine in which the matrices are to be used. If matrices are to be used in more than one model, please state this on the order, giving all the models in which they are to be used.

When ordering matrices for a Model 2 or 4 state whether they are to be run in the upper or lower magazine. When ordering matrices for use with Models 9, 16, 17, 24, 25 or 26, give the number of the bridge in use as the matrices must be specially notched.

When ordering matrices for Models 16 or 17 specify whether they are to be used in the upper or lower magazine, as matrices used in the lower magazine of these machines cannot have the ears offset. All matrices will be cut to run according to standard keyboard diagram unless otherwise specified. In ordering sorts, accents especially, or matrices for foreign languages, indicate the channels in which the characters are to run. In ordering cap fonts of head-letter matrices, state keyboard arrangement desired. When head-letter matrices are ordered it is very desirable to send a diagram of the keyboard arrangement. These keyboard diagrams will be furnished on request.

TAG YOUR PACKAGES

If our customers would make it a rule to tag each machine part sent to our factory to be repaired, it would save much correspondence and loss of time. Innumerable parts are received at the factory with no means of identification whatsoever. Guessing takes time. *Help us and yourselves by tagging your packages, even if you also write.* It takes time to identify a package by means of a letter only.