Film-Tech

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These manual s are designed to facil itate the exchange of information rel ated to cinema projection and film handling, with no warranties nor obligations from the authors, for qualified field service engineers.

If you are not a qual ified technician, pl ease make no adjustments to anything you may read about in these Adobe manual downloads.

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Troubleshooting for the Projectionist

Projection-related problems are infrequent, but on occasion-generally at the worst possible time---a projectionist's private fears are realized.

Most problems can be prevented by checking equipment and inspecting film regularly. But, avoidable or otherwise, when your show comes to an unexpected and embarrassing halt, you must act quickly to right what is wrong. There is always a possibility your role will suddenly

There is always a possibility your role will suddenly change from projectionist to troubleshooter. The troubleshooting guide inside this issue of *REEL PEOPLE* was prepared for those times, when a quick reference is needed in order to diagnose and correct the problem.

The guide lists almost everything that could go wrong, with straightforward remedies. In the event none of these suggestions work, we've arranged for "last-resort" emergency phone numbers to connect you with a troubleshooting expert.

We suggest you look over this information chart now, before you actually need it. "Be prepared" is still a timely maxim.

> IN THIS SPECIAL ISSUE: Projection Booth

Emergency Call Guide Projectionist's TROUBLESHOOTING Guide

Youngest Acting Award Winner—Tatum O'Neal—Supporting Actress in Paper Moon (1973)

Oldest Acting Award Winner-George Burns-Supporting Actor in The Sunshine Boys (1975)

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Problem Probable Cause		Remedy	
SCREEN IMAGE			
Vertical unsteadiness.	Perforation damage. Inadequate or otherwise incorrectly formed loops. Gate tension.	Get replacement print (footage). Rethread projector. Increase tension until intermittent sprocket is heard; then back off until noise disappears. If no setting helps, the problem lies elsewhere. Check spring tension—replace springs if necessary	
	Lack of proper lubrication.	Lightly moisten thumb and forefinger with oil and apply alternately to film edges before it enters gate. CAUTION: This is an emergency measure. If possible, films treated this way should be cleaned and relubricated by a motion picture laboratory before further showings are booked because oily edges collect dirt.	
	Deposits on trap rails.	Remove deposits with plastic scraper. Clean rails with 50/50 water and alcohol solution. Wipe dry!	
	Intermittent sprocket.	Check for worn or hooked teeth. If present, replace sprocket or reverse present sprocket. Obtain "loaner" from your service representative while	
	Intermittent movement.	your unit is being repaired or overhauled.	
Horizontal weave.	Lateral guide rollers in trap. Film guide rails in trap.	Check spring-loaded guide roller for free operation. Adjust outside trap rail (sound-track side) to be flush with fixed flange of lateral guide roller. Spring loaded inner flange should bear against film edge. Inner rail should allow slight clearance for splices.	
Loss of detail in shadows and dark scenes. Low light output (See lamphouses).		See lamphouse sections for causes and remedies.	
Constant flicker.	Excessive light output (See lamphouses).	See lamphouse sections for causes and remedies.	
Random flicker.	Lamp burning characteristics. Voltage or current fluctu- ations. Cracked positive car- bon.	See lamphouse sections for causes and remedies.	
Dark corners or dark center screen.	Incorrect mirror-to-light source distance and/or mirror- to-projector distance.	Check lamphouse manual and readjust. Corner luminance should be about 75 percent but never less than 62.5 percent of center luminance. See SMPTE Screen Brightness Standards.	
Dark on one edge, top, or bot- tom of screen.	Mirror and/or lamphouse misalignment.	Adjust mirror first. If not successful, check lamphouse alignment. If neither adjustment helps, check for vignetting by lens and/or port opening.	
Soft image, cannot be focused (flutter).	Excessive heat from lamp (especially on new black-and- white prints in drive-ins).	Reduce current and change carbon sizes or xenon-bulb wattage if necessary. Check mirror-to-light-source distance and mirror-to-projector distance. Reduce "hot spot."	
Soft image, lack of contrast (halos around bright areas). Oily deposit on rear el of projection lens. Dirty port glass. Dirty and/or cloudy in surfaces. Separation of cement elements.		Clean lens surface with an approved lens cleaner, such as KODAK Lens Cleaner. Clean as above. Interior lens elements should be thoroughly cleaned, but only by a professional optical technician who has the nec- essary lens assembly and alignment tools. Inspect lens for irregular patterns in the open areas.	
In-and-out of focus. (rubber screen)	Excessive heat from lamp (especially on new black-and- white prints in drive-ins.)	Same as for flutter. Usually recovers after a sufficient num ber of runs. (Image edges will remain out of focus.)	
Image soft at top or bottom of screen, horizontal lines curved. Bad keystoning.	Large projection angle.	In some instances, screen can be tilted to compensate. If not, maintain best focus at or around the center of the screen.	

Problem	Probable Causes	Remedy
OPTICAL SOUND		
No sound.	Amplifier malfunction. Speaker failure. Exciter lamp burned out or faulty diode. Wrong switches thrown. Improperly threaded projector. Individual circuit fuses blown.	Service check.* Service check.* Replace. Check your operating procedures. Rethread. Replace (spares should always be on hand.)
Loss of high frequency sound or poor quality sound.	Amplifier system malfunction. Speaker defect. Scanning beam not properly focused on film sound track. Dirt or oil on scanning beam optics.	Service check.* Service check.* Adjust until best sound is heard. Use SMPTE sound test films if possible. Clean with approved lens cleaner.
Garbled sound.	Film not being held securely at scanning point. Lateral guide- roller pressure on sound drum insufficient. Misthreaded. Inadequate loop size film pulls on lateral guide roller.	Check roller tension spring and adjust if necessary. Increase to recommended loop size (19–21 frames— aperture to scanning point).
Sprocket hole noise (motor- boating).	Misalignment at scanning posi- tion.	Adjust lateral guide roller in sound head.
Crackling sound (frying eggs).	Loose elements in photocell or other components. Corroded socket connections, loose wiring, or loose terminal connections. Cracked diaphragm in one or more speakers either high or low frequency.	Check and replace if necessary. Time for a service call and thorough checkup. Replace.
Hissing sound (rain).	Scratches on sound track.	Exchange print.
Extraneous noises.	Seasonal noise from vibrations transmitted by air conditioners, electric heaters, fans, etc. Extraneous light on photo cell.	Isolate source, if possible, and use vibration-absorbing mounts for fans, motors, etc. Shield from light.

MAGNETIC SOUND		
No sound.	Amplifier malfunction. Speaker failure. Wrong switches thrown. Improperly threaded. Individual circuit fuses blown.	Service check.* Service check.* Check your operating procedures. Rethread Replace (keep spares on hand always).
Loss of high-frequency sound or poor quality sound.	Amplifier system. Defective speakers. Oxide buildup on heads. Worn pole pieces on heads.	Service check.* Service check.* Clean heads as specified in manual. Service check.*
Garbled sound.	Insufficient film tension on magnetic heads. Misthreaded. Insufficient loop size film pulls on stabilizing rollers.	Rethread to adjust tension as indicated in manual. Increase loop size (21–23 frames aperture to scanning point).

*Service check, as mentioned here, means inspection, adjustment, repair, or replacement by qualified professional motion picture machine technicians.

Problem	Probable Causes	Remedy		
Crackling sound (frying eggs).	Same as optical sound except for photocell.			
Hissing sound (rain).	Magnetic tracks partially erased or subjected to spuri- ous magnetic sources.	Exchange print.		
Extraneous noise.	Same as optical sound except for photocell.			

CARBON ARC LAMPH	OUSE			
No light (carbons do not strike).	Generator or rectifier not operating.	Check power supply to unit, fuses, ballast, etc.		
	Carbons do not contact.	Replace short carbon, or both carbons.		
Low light output.	Incorrect carbon trim and/or voltage and current.	Check lamphouse manual and make necessary adjustments.		
	Internal lamphouse adjust- ments. Light source to mirror distance. Mirror to projector distance.	Check lamphouse manual and make necessary adjustments.		
	Dirty or clouded optical components.	Make sure mirror, projection lenses, and port glass are clean.		
	Dirty screen.	Clean or replace. Increase light output to conform with SMPTE standards of 16 ± 2 footlamberts (55 ± 7 candelas/m ²).		
	Oversized screen image.	Increase focal length of lens. Bring in screen masking if necessary.		
	Stray light hitting the screen.	Remove or shield sources of stray light.		
Sputtering carbon (erratic light output, cracked positive carbon tip.)	Excessive pressure on the clamping arm.	Adjust clamp to reduce pressure.		
	Dropping carbon on hard sur- faced floor causing a fine break.	Carbons are very brittle; be careful.		
	Current overload.	Reduce current.		
Random flicker.	Lamp burning characteristics. Fluctuating voltage and current.	Check carbon trim voltage regulation. Check rectifier for deteriorating diodes.		
	Cracked positive carbon tip.	Burn-in or replace.		
Gradual decrease in output accompanied by a change in the color of light.	Widening gap between car- bons. Usually positive carbon drive too fast or too slow.	Readjust carbon feed according to lamphouse manual.		
Excessive light output (con- stant flicker)	Incorrect carbon trim and/or voltage and current.	Check lamphouse manual and make necessary adjustments.		
,	Internal lamphouse adjust- ments. Light source to mirror distance. Mirror to projector distance.	Check lamphouse manual and make necessary adjustments.		
	Undersized screen image.	Decrease focal length of lens. Open up masking if neces- sary.		
	Directional or high-gain screen.	Change to matte screen or install stainless steel screen wire between lamp and projector. Reduce to SMPTE standard of 16 ± 2 footlamberts (55 ± 7 candelas/m ²).		

XENON ARC LA	MPHOUSE	
No light.	Power supply.	Check circuit breakers and interlock safety system. Check lamphouse fan (must be operating before interlock will function). Check fuses and manual switches.

Problem	Probable Causes	Remedy		
	Igniter. Xenon bulb.	Check manual button, fuse, or breaker. Make sure all cables are not grounding on lamphouse frame. Change bulb.		
Light flicker.	Xenon bulb. Power supply.	Change bulb. Service diodes.		
Low light output.	Internal lamphouse adjust- ments; light source to mirror distance; mirror to projector distance.	Adjust according to lamphouse manual.		
	Operating lamp below recom- mended current.	Increase current to recommended level.		
	Dirty or clouded optical com- ponents.	Make sure mirror, projection lenses, and port glass are clean.		
	Dirty screen.	Clean or replace. Increase light output to conform with SMPTE standards of 16 ± 2 footlamberts (55 ± 7 candelas/m ²).		
	Oversized screen image.	Increase focal length of lens. Bring in screen masking if necessary.		
	Stray light hitting the screen.	Remove or shield sources of stray light.		
Excessive light output (constant flicker).	Internal lamphouse adjust- ments. Light source to mirror distance. Mirror to projector distance.	Adjust according to lamphouse manual (see other).		
	Operating lamp above recom- mended current.	Decrease current to recommended level.		
	Lamp wattage too high.	Replace with lower rating xenon bulb.		
	Undersized screen image.	Decrease focal length of lens. Open up masking if necessary.		
	Directional or high-gain screen.	Change to matte screen or install stainless steel screen wire between lamp and projector. Reduce to SMPTE standard of 16 ± 2 footlamberts (55 ± 7 candelas/m ²).		
PROJECTOR				
Travel ghost (bleeding of bright image areas into adjacent dark image areas, or vice versa).	Incorrectly timed shutter.	Adjust according to projector manual.		
Film loop slippage. Loss of loops.	Incorrectly seated pad roller. Too wide a gap between roller and sprocket.	Adjust to allow no more than double thickness of film to pass without lifting pad roller from sprocket.		
Film clatter at gate.	Excessive gate tension.	Reduce tension until noise disappears or until vertical unsteadiness is apparent. If no setting helps, the problem lies elsewhere.		

	Lack of proper lubrication.	unsteadiness is apparent. If no setting helps, the problem lies elsewhere. See Screen Image section (Vertical unsteadiness.)
Noisy sprockets.	Excessive feed or holdback tension.	Reduce reel tension to reduce noise.
	Hooked or burred sprocket teeth.	Replace sprocket.
Transverse (hashmark) scratches on film.	Film rubbing against badly mis- aligned roller flanges.	Align incoming and outgoing rollers on projector when using platter systems.
Longitudinal scratches.	Protruding component in projector gate.	Check for burred edges on aperture plate.
	Upper and lower fire rollers.	Check for nonrotating rollers due to flat spots. Clean out clogged rollers and lubricate sparingly.
	Sound drum drag.	Check lubrication. If surface is highly polished, check with your service representative. Replacement may be necessary.

Eastman Kodak is pleased to offer you this list of manufacturers and service technicians who have been kind enough to volunteer to assist projectionists by phone in case of emergency. However, out of courtesy to these individuals and their companies, we request that you be guided by the following suggestions:

- 1. Call only in case of a genuine emergency when you have nowhere else to turn.
- 2. Make no collect calls; all calls must be prepaid.
- 3. Write down the specifics of your problem before calling; the type of equipment, approximate age, model and serial number, and be as precise as possible as to the nature of the problem.
- 4. Always bear in mind that these kind-hearted souls are employed full time and do not have the time to simply "rap" or help you in routine situations. Be brief, be specific, and listen to their advice.

AISLE LIGHTS		8:00-5:00 F
AMERICAN THEATRE PRODUCTS 8:30-5:30 PM Pacific Time	(213) 462-7750 Ed Burke	L. P. ASSO 8:30-5:30
CHRISTIE ELECTRIC CORP. 7:00-6:30 PM Pacific Time	(213) 320-0808	CHRISTIE
Lynn Shubert, Jack	k Kline, Stan Larsen	7:00-6:30
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AUTOMATION EQUIP		DIMM
BALLANTYNE OF OMAHA (Wholly-owned subsidiary of Canrad	(402) 342-4444 Hanovia Inc.)	L. P. ASSO
8:00–5:00 PM Central Time John Wilmers, Gene Po		8:30-5:30
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Lynn Shubert, Jac	k Kline, Stan Larsen	DOLBY LA
CINEMECCANICA N.A. INC. 8:30-5:00 PM Eastern Time	(813) 577-3211 Rante Hindian	8:30-5:00
KELMAR SYSTEMS, INC.	(516) 421-1230	DRIV
9:00-5:30 PM Eastern Time	Andrew Marglin	DRIVE-IN
KINOTONE (Norelco) 9:00-5:00 PM Eastern Time Jim E	(201) 279-9700 Eaves, Andy Jantzen	8:00-3:00
L. P. ASSOCIATES, INC. 8:30-5:30 PM Pacific Time	(213) 462-4714 Leonard Pincus	ELEC
OPTICAL RADIATION CORP. 8:00–5:00 PM Pacific time	(213) 969-3344 John Carter	XETRON (8:30-5:00
BOOTH EQUIPMENT		EXC
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8:00-3:00 PM Central Time	Jacque Dhooge

DRIVE-IN THEATRE MFG. CO. 8:00-3:00 PM Central Time

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(402) 342-4444 BALLANTYNE OF OMAHA (wholly-owned subsidiary of Canrad-Hanovia, Inc.) 8:00–5:00 PM Central Time John Wilmers, Gene Poole, Verne Sydlaske

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(415) 392-0300 Clyde McKinney

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8:30-5:30 PM Pacific Time	

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KINOTONE (Norelco) 9:00–5:00 PM Eastern Time	(201) 279-9700 Jim Eaves, Andy Jantzen
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8:00-5:00 PM Pacific Time	Juergen Wahl, Mark Gander

(714) 385-1433 Howard Straight	
(213) 320-0808 Stan Larsen	0
(213) 963-6049	ļ
loyes, Dick Niccum	
(213) 462-4714 Leonard Pincus	9

(615) 227-7772 Bill Alexander

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(415) 451-0394 Jack Craig

Timothy Joel

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9:00–5:00 PM Eastern Time	Jim Townsend
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OSRAM	(914) 564-6300
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