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Thread Tools

03-08-09, 10:47 PM

#1 | Link

Mark Petersen

Talk to the Hand

**AVS GOLD CLUB MEMBER**Join Date: Dec 2000
Posts: 4,670**My two day visit to Stewart Filmscreen**

I thought I'd post about a 2 day training visit that I attended at the Stewart Filmscreen facility in Torrance a few weeks ago. The purpose of the visit is to familiarize dealers with Stewart products and about 25 of us had an opportunity to tour the complete facility. Usually these training days happen once a month and include dealers from all over the world. The highlights are below. But one thing I'll mention before I go on: I've

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always been impressed with Stewart Screens, the QC and attention to detail have always been first rate and it's the reason why I've only used Stewart screens in my home theater over the years.

- We toured the manufacturing areas which are normally off-limits to most people including the press.
- Stewart manufactures the largest seamless screens in the world. I don't recall the exact dimension but the maximum seamless size is something like 50' wide.
- The screens are made by spraying many coats of vinyl (9 IIRC plus a few for the surface gain material) applied over about a day period.
- The screens are then allowed to cure while the temperature is raised.
- I've always admired the uniformity of Stewart screens and the fact that they have less texture than most screens and the reason for this is because they are sprayed rather than rolled.
- 40% of all Stewart product is shipped overseas. If all companies were able to export the same percentage of products, the U.S. would run a trade surplus.
- Don Stewart himself conducted the tour of the facility and the first day of training. In fact Don told an interesting story that the first greyscreen (the Greyhawk) was inspired by a post that he read here on AVS.
- The facility is in a compound that resembles a film studio with the compound expanding over time and spilling into adjacent blocks and

buildings.

- The whole operation reminded me of how American corporations used to be run - Companies run by management with a vision and focus and understanding of their niche rather than financial MBA bean counter types.
- About 60% of Stewart product is used for commercial applications and 40% for residential home theaters. Don said that they were amazed that the residential market has become that large.

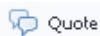
I learned a ton of stuff about Stewart products and if I were going to boil it down to just a few key things to tell AVS'ers. I'd say that we as DIY'ers tend to focus on typical setups with a standard screen. Usually a 16x9 or 2.35:1 hung on a wall. I saw some other products like a RPTV setup using a Stewart StarGlas that was breathtaking. When people think of RPTV they immediately think of dim displays with a narrow viewing angle, noticeable hot spotting and viewing artifacts from the lenticular lens. The Stewart setup has none of those issues and instead it looks very similar to the best front projection setup except that it's better as far as contrast and performance with ambient light.

Another unique setup that Stewart demo'ed is the "StarLift" which looks like a thin panel like a plasma but relies on a front projector (can also be illuminated from behind). It also works well with some ambient light and when lit up by a Sim2 C3x1080 was truly stunning and something very unique.

So I'd recommend DIY'ers to think outside the box and think about some of these other non-traditional ways of

enjoying big screen video.
They look every bit as good
as front projection, but have
many advantages and a
unique "wow" factor.

<http://www.videovantage.com>



03-10-09, 07:06
AM

Bremenfx1

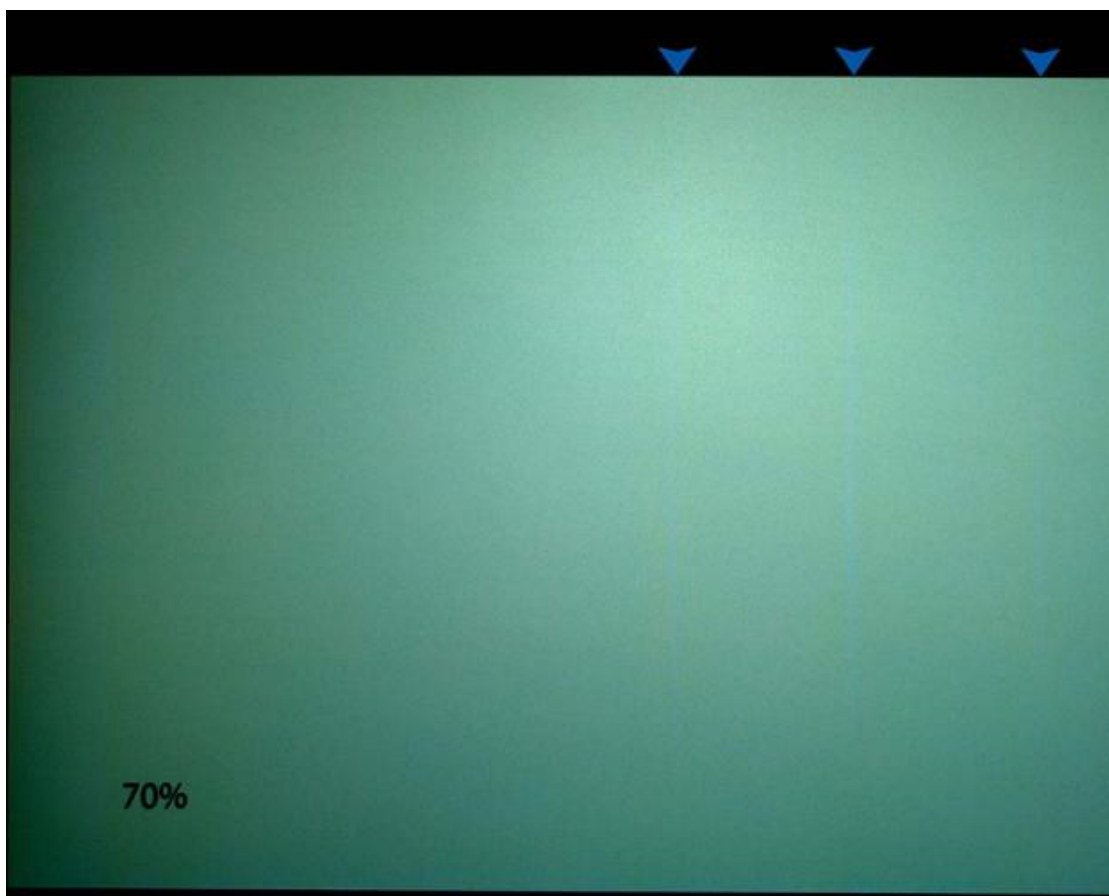
New Member

Join Date: Jan
2006

Posts: 5

My tragedy with Stewart screen after 3 years

When I bought my first full HD projector, which was Sony VPL-VW100, back in 2005, I bought screen, which cost me about 3 grand, through Japanese distributor, Kikuchi. I bought it because Sony said they used this screen as reference in their VW100 development and also I was impressed by clear colour reproduction and dynamic range. I have been satisfied with the screen with its performance for 3 years, I noticed problem on screen surface. There were 3 blue lines appeared on surface.



I thought first it is problem of projector, but in the end, it was screen. I made inquiry as 3 lines thus problem seemed to be in manufacturing process. But Kikuchi, exclusive distributor of Stewart that they had never heard such symptom and all they could do is to sell replacement screen knowing how it happened or how I can avoid it happen again, of course I have no intention to buy screen never again. If you are considering buying Stewart screen, think twice.

Now I'm looking for replacement but I think I never use Stewart screen again.

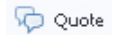
Last edited by Bremenfx1; 03-11-09 at 07:35 AM..

03-10-09, 01:26 PM

#3 | [Link](#)

noah katzAVS Addicted Member
AVS CLUB MEMBERJoin Date: Apr 1999
Location: Mountain View, CA
USA
Posts: 16,613

I suggest you contact Stewart directly and explain the problem.

Noah

03-12-09, 11:31 AM

#4 | Link

Mark PetersenTalk to the Hand
Thread Starter

AVS GOLD CLUB MEMBER

Join Date: Dec 2000
Posts: 4,670

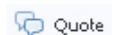
Bremenfx1, Noah is correct. The problem that you are having is with Kikuchi rather than Stewart. Just contact Stewart directly and I'm sure they will replace the screen material for free. If you give them the serial number (located on the back of the frame), they can match the snap pattern exactly and rescreen your frame. For what it's worth, I've never seen this particular type of problem although I have seen banding on other manufacturer screens because every other manufacturer uses a rolled manufacturing process rather than the sprayed process that Stewart uses. I think if you show these photos to Stewart, they will not only replace it but be keenly interested in determining the source of the problem.

In fact I'm so confident that Stewart will rescreen your screen for free that I'll even contact Stewart for you if you want even though it was purchased from someone else. Just e-mail me this photo and give me your contact information and I'll contact my inside rep at Stewart and have him resolve it for you. They also need to know that Kikuchi is not taking care of their customers so you're actually doing Stewart a favor by letting them know.

Also, fwiw I've handled warranty replacements for Stewart in the past. Never an issue with the screen material so far, but usually with the 3rd party motorized components that Stewart buys from other manufacturers. It's always been a simple case of Stewart verifying that the customer is the original buyer and then followed by quick shipment of the defective part. In fact one customer needed a part for a Superbowl party that he was hosting and Stewart pulled out the stops and shipped the part overnight for free.

Speaking of QC, I was able to see Stewart's quality control process firsthand when we toured the facility. We saw an inspector examining some screen material and he had placed a sticky tag next to a defect and flunked the screen. From 4 feet away I couldn't see the defect so I asked if he wouldn't mind if I took a look. In order to see the defect, I had to stand directly where the inspector was and get my head a few feet away from the screen in order to spot it. It was a black speck about the size of a period that looked like someone had taken a mechanical pencil with a 0.5mm lead and had tapped it on the screen. It was really surprising to see Stewart flunk a screen with that minor of a problem.

Definitely a first class company and one that I'm even more impressed with now that I've had a chance to tour their facility and compare their product head to head with other manufacturers.

<http://www.videovantage.com>

03-16-09, 06:24 AM

#5 | Link

Bremenfx1

New Member

Join Date: Jan 2006
Posts: 5

Hello Mark,

It is very kind of you to say that. I looked back of the screen but I couldn't find serial number unfortunately. What I could find is only these fire proof marking.



My screen seems to be being sold only in Japan, as I couldn't find same model name nor spec (Screen gain 1.4 etc..) from Stewart US web site.

<http://www.kikuchi-screen.co.jp/catalog/pro/pdf/p49.pdf>



Quote

03-17-09, 05:53 PM

#6 | Link

Michael W.
Senior Member

Join Date: Nov 2005
Posts: 201

You need to unsnap the screen to see the serial# tag. It is on the bottom edge, so you should be able to unsnap just the bottom area, I think the tag is located close to the bottom center.

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