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Licensing and Regulations of the T.V. Service Business

Sec. 20-344-1. Definition

As used in sections 20-344-2 to 20-344-20, inclusive, ''television receiving equipment maintenance and general servicing and repair'' means responsible service which may include consulting, maintenance, general service and repair of any make of television receiving systems and their associated components as used by the public, including but not limited to second-hand television sets, monitors and closed circuit systems.

(Effective July 9, 1968)

Sec. 20-344-2. Types of licenses

The following licenses shall be issued by the board to qualified applicants:

(a) A service dealer certified electronics technician owner unrestricted license shall be issued to a person having passed black and white, color, and practical and oral examinations conducted by the board and having an established place of business who offers his services to the public, i.e., any person who for another and for a fee or other valuable consideration or with the intention, or expectation, or upon the promise, of receiving a fee or other valuable consideration, engages in the business of maintaining, repairing and servicing television receiving equipment;

(b) A certified electronics technician unrestricted license shall be issued to a person having passed black and white, color, and practical and oral examinations conducted by the board and who is in the employ of another in the business of repairing, maintaining and servicing television receiving equipment for a fee or other valuable consideration and whose services may be rendered directly or indirectly to the public;

(c) The aforesaid licensees may service, repair, or maintain all television systems provided for in chapter 394 of the general statutes, as amended, and these regulations as long as his license is current and in effect;

(d) Repealed, February 9, 1976;

(e) Repealed, February 9, 1976;

(f) An apprentice electronics technician license may be issued to a person who has had no technical education in television repair, or has completed courses in basic electronics, or has started but not completed a course in television repair, and who has obtained employment in the trade of television repair, provided the applicant and his employer have enrolled in the apprentice program prepared and offered by the state board of television examiners, the state board of education and the Connecticut state apprenticeship council. Such program shall consist of three years of on-the-job training of which the first two years shall be under supervision of a licensed certified electronics technician, including home study and classroom related instruction and one year of practical experience, under limited supervision of a certified electronics technician, following successful completion of the prescribed two year on-the-job training and course of instruction. Upon notice from the apprenticeship council that the applicant and his employer have been approved and the applicant enrolled in the state apprenticeship program, the board shall issue an apprentice license to the applicant which shall be effective for a period of three years, subject to annual review by the board. Upon completion of the one year of practical experience under limited supervision, the apprentice shall apply to the board to be tested for a certified electronics technician license. Any apprentice who, at any time during his apprenticeship, changes employers shall notify the board in writing within fifteen days giving the name of his new employer. During the limited supervision

period, the employer shall be responsible for all work performed by the apprentice. (1) If the applicant should fail three consecutive examinations, his status shall revert back to that of an apprentice under supervision of a certified electronics technician for a period of not less than six months after which time he may again apply to the board to be tested for a certified electronics technician license. The above conditions shall prevail for an apprentice licensed under this paragraph until he passes the state requirements for a certified electronics technician license. (2) Applicants with prior experience in electronics may be enrolled in the apprentice program at the level of their past experience. Temporary permission to work may be granted pending approval of the applicant and his employer by the state apprenticeship council. (3) An apprentice license may be issued to an applicant enrolled in a program other than that offered by the state board of education and the state apprenticeship council provided such program is at least equal in content and requirements to the state program and such program is approved by said board and council. (4) A part time apprentice license may be issued to an applicant who submits proof of successful completion of a television repair course approved by the state board of education and the state apprenticeship council, or who has the training and experience to qualify for a license but has not worked in the television repair field for one year or longer prior to the time of his application, and who wishes to complete the required one year of practical experience on a part time basis. For purposes of a part time license, one year shall be computed on the basis of two thousand hours of work. Such work shall be subject to the provisions of paragraph (g) with respect to limited supervision. (5) All apprentice licenses issued by the board prior to July 1, 1970, shall continue in effect provided the requirements of the board in effect at the time the license was issued are met.

(g) An apprentice electronics technician license shall be issued to a person who has completed his technical school education in television repair, and has obtained employment in a licensed shop. After having practical shop experience of four hundred hours or six months under the direct supervision of a licensed certified electronics technician who is in the employ of a service dealer certified electronics technician owner, the apprentice may perform television service repairs for his employer for the last six months of his apprenticeship under limited supervision of his employer. At the end of his one year of practical experience, the apprentice shall apply to the board for a change in category to a certified electronics technician license. Any apprentice who terminates his employment any time during the apprenticeship shall immediately notify the board in writing within fifteen days giving the name of his new employer. Before an apprentice starts training under the limited supervision of a certified electronics technician, his employer shall notify the board in writing that the apprentice has reached the stage in his training when limited supervision only is required. During the limited supervision period, the employer shall be responsible for all work performed by the apprentice. When an apprentice has completed his time as set forth in subdivisions (f) and (g) of section 20-344-2, he must apply to the board for a certified electronics technician license. If he should fail three consecutive examinations, his status shall revert back to apprentice under direct supervision of a certified electronics technician for a period of not less than six months after which time he may again apply to the board to be tested for a certified electronics technician license. The above conditions shall prevail for an apprentice until he passes the state requirements for a certified electronics technician license;

(h) A service dealer non-technician owner license shall be issued to a person, firm, corporation or partnership which guarantees television or radio service to the

public whether it employs certified electronic technicians or lets out its work to other service organizations;

(i) A certified master antenna service dealer license restricted to antenna installation and repair shall be issued to a person restricted to contracting to install, repair or maintain all types of television antenna systems for the public and other dealers in the trade, who has passed an examination conducted by the board and whose employees are licensed as certified antenna technicians restricted to antenna installation and repair only and who performs no work on television sets;

(j) A certified antenna technician license restricted to antenna installation and repair shall be issued to a person who has passed an examination by the board and who is in the employ of another in the business of the installation, repair and maintenance of television antenna systems and who performs installations, repairs and maintenance for his employer only and who performs no repairs on television sets.

(k) A certified service dealer license restricted to antenna installation and repair shall be issued to a person restricted to contracting to install, repair or maintain individual antenna systems, primarily used in the home, for the public and dealers in the trade where the only amplification source shall be at the antenna, and who has passed an examination conducted by the board and who performs no work on television sets or master antenna systems;

(*l*) A certified radio electronics served dealer license shall be issued to a person having passed examinations conducted by the board and having an established place of business who engages in the business of maintaining, repairing and servicing radio receiving equipment, phonographs and tape recorders for the public for a fee or other valuable consideration or with the intention, or expectation or upon the promise, of receiving a fee or other valuable consideration

(m) A certified radio electronics technician license restricted to repair of radio receiving equipment, phonographs and tape recorders shall be issued to a person who has passed examinations conducted by the board and who is in the employ of another in the business of repairing, maintaining and servicing radio receiving equipment, phonographs and tape recorders for a fee or other valuable consideration and whose services may be rendered directly or indirectly to the public.

(Effective February 9, 1976)

Sec. 20-344-3. License application

Applications for licenses signed by the applicants shall be made on forms furnished by the board and shall be accompanied by the prescribed fee for examination and for the issuance of a license. Each application shall be completely filled out. The fee for the license shall not be returned if the applicant fails his examination.

(Effective July 9, 1968)

Sec. 20-344-4. Examinations

Applicants for licenses under chapter 394 of the general statutes shall be examined at a time and place fixed by the board. Such examination shall be held not less than three times each year. Applications shall be filed with the board at least ten days before the date set for examination. Examinations shall be confined to the knowledge, practical experience and skill necessary and essential to the proper performance of the service for which the applicant seeks a license, and shall include a practical demonstration of the applicant's skill in connection therewith.

(Effective July 9, 1968)

Sec. 20-344-5. License to be carried

The name of the licensee shall appear on his license and such license shall be carried by the licensee at all times when he is working.
(Effective July 9, 1968)

Sec. 20-344-6. Licensee accountable for employees

In disciplinary proceedings, it shall be no defense that an employee or agent of the licensee acted contrary to order or that the licensee did not participate in the violating action or actions. A licensee will be held strictly accountable for the conduct of his employees and agents.
(Effective July 9, 1968)

Sec. 20-344-7. Motion for reconsideration of action on license

No motion or petition for reconsideration of a denial, revocation or suspension of a license for any reason shall be considered unless it is filed in writing with the board not later than ten days from the date of the order of such denial, revocation or suspension, and unless it sets forth therein in full detail such facts and evidence not previously presented as are pertinent to the issue in question.
(Effective July 9, 1968)

Sec. 20-344-8. Grounds for license revocation or suspension

The board may revoke or suspend any license upon proof (1) that the licensee is not competent or qualified, or (2) for refusal of the licensee or his employee or agent to cooperate with the board or its employees in any matter concerning the conduct of the licensee or his agent or employee.
(Effective July 9, 1968)

Sec. 20-344-9. Notice of change of ownership; change of address. Surrender of license and reinstatement

Each service dealer shall notify the board in writing of a change of ownership or discontinuance of business for any reason. A service dealer may voluntarily surrender his license and may be reinstated at a later date within the license year upon approval of the board. Any person licensed by the board shall notify the board in writing within thirty days of any change of address.
(Effective July 9, 1968)

Sec. 20-344-10. Notice of suspension at licensee's premises

Whenever a license is suspended by the board, there shall be placed on the licensee's premises, in such place or places as the board or its agent determines, one or more placards furnished by the board. These placards shall state the length of the suspension and the reasons therefor and shall be maintained in place by the person whose license has been suspended until the period of suspension has terminated. No work shall be permitted during the suspension period.
(Effective July 9, 1968)

Sec. 20 344-11. Employment restrictions

No person who has been found by the board to be unsuitable shall be employed or engaged either for hire or otherwise in the servicing of recieving equipment. No licensee shall hire or engage an unlicensed technician for a period of more than five days prior to the filing with the board of an application for an apprentice permit or a technician's license. Any violation of this section shall subject the licensee to revocation or suspension of his license by the board.
(Effective April 18, 1972)

Sec. 20-344-12. Renewal of license

Repealed, July 22, 1969.

Sec. 20-344-13. Out-of-state businesses

Each person whose place of business is in another state and who services customers in the state of Connecticut and any employee of any such person shall be subject to the provisions of chapter 394 of the general statutes and these regulations.
(Effective July 9, 1968)

Sec. 20-344-14. Change of license category

When a license has been issued to an applicant in the category he has applied for, he cannot exchange it for another category but shall apply on a new application form with the prescribed fee for the new category. Any holder of an unrestricted certified electronics technician license may, at the time for renewal of his license, change categories for the prescribed fee for the category of his choice without examination, and any holder of a restricted antenna installation and repair license, at the time for renewal of his license. may change from a technician license to dealer license or dealer to technician license for the prescribed fee without an examination.
(Effective July 9, 1968)

Sec. 20-344-15. Application for unrestricted license by restricted licensee

A restricted certified electronics technician may apply for an unrestricted certified electronics technician license upon payment of the prescribed fee and shall be given an examination consisting of the color television multiple questions.
(Effective July 9, 1968)

Sec. 20-344-16. Corporate license

Any corporation registered in the state that has more than one store in this state shall require a license for each store. Any corporation that has one store in this state needs only one license.
(Effective February 9, 1976)

Sec. 20344-17. Ownership of more than one store

Owners of more than one store shall require a license issued to each store. Owners of one store shall require a license issued for that store.
(Effective February 9, 1976)

Sec. 20-344-18. Information to customers of deliverer and loan charges

Before any set is removed from a customer's home to the shop for service, the customer shall be fully informed by the technician if there is a charge for pick-up and delivery service. If the dealer loans a set to the customer during the repair of the customer's set, the dealer shall fully inform the customer whether or not there is a charge for this service.
(Effective July 9, 1968)

Sec. 20-344-19. Notice of minimum charge. Estimates

Before a set is removed from the customer's home to the shop for diagnosis, the dealer shall notify the customer if there is a minimum charge to determine the extent of the repair to the chassis or whether or not such determination would be grouped on a flat charge basis with all labor of which the technician removing the chassis can state the price immediately to the customer. Whenever an estimate is requested

by the customer, there must be mutual agreement as to the amount before the dealer proceeds to repair the set.
(Effective July 9, 1968)

Sec. 20-344-20. Disposition of parts removed

When a service call is completed on repairs in the home, all parts not in warranty shall be left with the customer. When work is performed in a dealer's shop, replaced parts not in warranty shall be returned with the set and left with the customer. Tuners and other parts shall be exempted only when there is exchange value for such tuners or parts. This section shall not apply to picture tubes.
(Effective July 22, 1969)

Sec. 20-344-21. Customer information to be posted on premises

Each dealer shall post at his place of business, on a placard at least twelve inches wide and eighteen inches high with letters and numbers not less than one-half inch in height, in such a manner as to be clearly visible and easily read by customers, the following information.

(a) A statement that all parts not covered by warranty are extra;

(b) for items brought into the shop by customers, the flat rates, hourly rates and minimum rates for (1) chassis work, including tuners, and (2) repairs other than chassis work or tuners, such as replacing tubes and making adjustments;

(c) For a service call to the home (1) the charge for the service call and the amount of time allowed in the home, if any, which is included in such charge (2) the hourly rate and (3) a breakdown of labor charges for the first hour and the rate thereafter.
(Effective February 9, 1976)

Sec. 20-344-22. Information by telephone

On telephone calls for home service, upon request the dealer shall fully inform the customer of the charges and rates posted in accordance with subsections (a) and (c) of section 20-344-21.
(Effective July 22, 1969)

Sec. 20-344-23. License numbers to appear on advertisements and invoices. Retention of invoices

Dealer state license numbers shall be included in all types of printed advertisements. On invoices left with or sent to the customer, the license number may be rubber stamped. All such invoices must be kept for at least one year.
(Effective July 22, 1969)