

Chapter 702

1985 REPLACEMENT PART

Consumer Electronic Entertainment Equipment Service

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OCCUPATIONS AND PROFESSIONS

GENERAL PROVISIONS

702.010 Definitions. As used in ORS 702.010 to 702.230, unless the context requires otherwise:

(1) "Board" means the State Television and Radio Service Advisory Board appointed under ORS 702.210.

(2) "Consumer electronic entertainment equipment" means equipment normally used for the reception, production, reproduction and processing of audio, video and other electronic data for the consumer, but not including coin-operated consumer electronic entertainment equipment.

(3) "Director" means the Director of Commerce.

(4) "Pickup point" means an office that accepts consumer electronic entertainment equipment, at which no servicing of the equipment is performed, and from which the equipment is transferred elsewhere for service.

(5) "Service" means the installation, testing, repair, maintenance and modification of consumer electronic entertainment equipment but does not include testing of television and radio tubes by owners or sellers of such tubes in retail establishments.

(6) "Service dealer" means any person who provides service and makes a charge therefor.

(7) "Technician" means a person certified under ORS 702.100 to service consumer electronic entertainment equipment.

(8) "Trainee" means a person who is not a certified technician but who has been certified as a trainee under ORS 702.120. [1971 c.771 §1; 1973 c.832 §§61, 61a; 1979 c.352 §4; 1983 c.411 §1]

702.020 Application. Nothing in ORS 702.010 to 702.230 shall prohibit:

(1) Any person from servicing the person's own or regular employer's consumer electronic entertainment equipment;

(2) Any person from performing service or work for public utilities operating under regulations of the Public Utility Commissioner of Oregon or a federal regulatory commission, or a corporate affiliate of such utility;

(3) Any student enrolled in an elementary or secondary public school from servicing consumer electronic entertainment equipment belonging to the school, when such servicing is a part of the regular instructional program of the public school and is under the direct supervision of a properly licensed or certificated instructor;

(4) Any person from performing service or work for a cable television system operating under a franchise or permit; or

(5) Any person from servicing only consumer electronic entertainment equipment manufactured prior to 1957. [1971 c.771 §21; 1973 c.576 §1; 1983 c.411 §2]

REGULATION

702.050 Service dealer license required; representation by unlicensed person prohibited. (1) No service dealer shall service any type of consumer electronic entertainment equipment unless the service dealer has obtained a license provided for by ORS 702.090 (1) for that type of consumer electronic entertainment equipment.

(2) No service dealer shall permit a person in the employ of the service dealer to perform service on any type of consumer electronic entertainment equipment unless the person has a valid license to service that type of consumer electronic entertainment equipment.

(3) Unless a person is licensed under the provisions of ORS 702.090 or is exempt under ORS 702.020, a person may not indicate or tend to indicate in any manner or represent that the person is in the business of repairing consumer electronic entertainment equipment. [1971 c.771 §2; 1979 c.352 §5; 1983 c.411 §3]

702.060 Service dealer billing procedure; contents of billing; estimates; return of replaced parts; exceptions. (1) All charges made by a service dealer for service work shall be made out on duplicate bill form and shall not misrepresent the value of services performed.

(2) The billing shall:

(a) Indicate the nature and extent of the service for which the charge is made to include date the set is received for repair, date repair is completed and date customer received repaired set;

(b) Be itemized to show the charges for technical work, parts and material;

(c) Show the firm name and business address of the service dealer;

(d) Contain a notation sufficient to identify the technician or technicians responsible for the service;

(e) Show the customer's name and address;

(f) Show the make, model and serial number, if any, of the consumer electronic entertainment equipment upon which the service was performed; and

(g) Show the grade of picture tube that was installed; that is, new, rebuilt, commercial, reject or used.

(3) One copy of the bill shall be given to the customer and one copy shall be retained by the service dealer.

(4) The service dealer shall return replaced parts to the customer excepting such parts as may be exempted from this requirement by the director and exempting picture tubes and such parts as the service dealer needs for return to the manufacturer or distributor under a warranty or rebuild exchange.

(5)(a) If a customer so requests, the service dealer shall tender a written or oral estimate of the cost of the repairs, including the charge for making the estimate, if any. The date and time of the estimate and the name of the customer or customer's agent shall be entered on, or attached to, the invoice.

(b) If the final cost to the customer exceeds the estimate by more than 20 percent, the service dealer must obtain written or oral consent of the customer or customer's agent to complete the servicing. The date and time of the consent and the name of the person giving consent shall be entered on, or attached to, the invoice. [1971 c.771 §12; 1973 c 832 §62; 1979 c.352 §6; 1983 c.411 §4]

702.070 Technician license required; trainee status. Except as provided in ORS 702.020, no person shall perform or offer to perform service on any type of consumer electronic entertainment equipment unless the person has obtained a license as a technician provided for by ORS 702.100 (1) and (2) to service that type of consumer electronic entertainment equipment and is employed by a service dealer, is a service dealer or is certified as a trainee under ORS 702.120 and the service performed is authorized by and performed under the supervision and control of a technician. [1971 c.771 §3; 1973 c.576 §2; 1983 c.411 §5]

702.080 Display of service dealer license. A service dealer shall display a copy of the license of the dealer prominently in the place of business. [1971 c 771 §13; 1983 c.411 §6]

702.083 Dealer to inform director of names of employed technicians or trainees.

At the time of license issuance or renewal a service dealer shall inform the director of the names of technicians or trainees in the dealer's employ. [1979 c 352 §2; 1983 c.411 §7]

702.087 Unlicensed pickup point prohibited. No person shall operate a pickup point without a license for the pickup point. [1979 c 352 §16]

LICENSING

702.090 Service dealer license; fee; qualifications. (1) Upon application therefor, accompanied by the required fee, the director shall grant a license as a service dealer to an applicant who satisfies the requirements in subsections (2) and (3) of this section.

(2) The applicant must furnish satisfactory evidence that the applicant:

(a) Is a technician or employs a technician full time and is responsible for the quality of the service performed.

(b) Will be engaged in the business of servicing consumer electronic entertainment equipment at a fixed place of business.

(c) Has complied with all applicable provisions of ORS 702.010 to 702.230 and the applicable rules of the director.

(3) The applicant must certify to the director that the applicant maintains and will continue during the licensing period to maintain electronic testing equipment and other equipment necessary to provide the service represented as being within the capability of the applicant or the applicant's business.

(4) If a consumer electronic entertainment equipment business changes ownership, irrespective of the name, the new owner or manager shall make application for a service dealer license accompanied with the required fee.

(5) A new license shall be required if the service dealer relocates. The director shall issue the new license without charge.

(6) A branch office or a pickup point of a service dealer shall be licensed separately. [1971 c 771 §§6, 10; 1973 c 832 §63, 1977 c 873 §24; 1977 c.874 §6a; 1979 c.352 §7, 1983 c.411 §9, 1985 c 269 §1]

702.100 Technician license; fee; qualifications. (1) Upon application therefor, accompanied by the required fee, the director shall grant a technician license to any applicant who performs to the satisfaction of the director in the written or oral examination prescribed by the director and furnishes satisfactory evidence that the applicant:

(a) Has been engaged in the business of servicing consumer electronic entertainment equipment for at least three years; or

(b) Has been engaged in the business of servicing consumer electronic entertainment equipment for at least two years and has satisfactorily completed a course in the servicing of consumer electronic entertainment equipment:

(A) At a post-high school public education agency;

(B) At a school approved by the director;

(C) In a correspondence course approved by the director;

(D) In a program for instruction of apprentices or trainees that meets the requirements of ORS chapter 660; or

(E) In the Armed Forces of the United States.

(2) An applicant for a technician license who has not passed the examination but who otherwise meets the qualifications of subsection (1) of this section and gives such proof of experience as the director may require, may be granted a temporary technician license which shall be valid for a period of 90 days after issuance and shall not be renewable.

(3) Except as provided in ORS 702.135 (3), no examination shall be required for the renewal of a technician license unless the competency of the technician is questioned. If the competency is so questioned by written complaint to the director, the director shall investigate the complaint to determine if the technician shall be required to complete the examination with a passing score before the license shall be renewed. [1971 c.771 §§5, 9; 1973 c.832 §§64, 64a; 1977 c.873 §25; 1977 c.874 §7a; 1979 c.352 §8; 1983 c.411 §10]

702.105 Examination for technician license; reexamination. The director shall provide for the examination and reexamination of persons desiring to obtain a technician license. Examinations and reexaminations shall be in such written or oral form as the director considers appropriate. In addition to the fee required to be submitted with an application for a technician license, the director may require the payment of a fee in an amount to cover the costs of administration for each examination or reexamination of an applicant. [1973 c.799 §6; 1979 c.352 §9; 1983 c.411 §11]

702.110 [1971 c.771 §7; 1973 c.799 §3; 1973 c.832 §65; 1974 s.s. c.69 §1; 1975 c.787 §1; 1979 c.352 §10; repealed by 1983 c.411 §21]

702.120 Trainee license; renewal.

(1) Upon application therefor, the director shall grant a trainee license to any applicant who furnishes satisfactory evidence that the applicant is employed to service consumer electronic entertainment equipment and works under the supervision of a technician, is taking, or has completed, a course in electronics and the servicing of consumer electronic entertainment equipment and furnishes proof of enrollment in or completion of:

(a) A post-high school public education agency;

(b) A school approved by the director;

(c) A correspondence course approved by the director;

(d) A program for the instruction of apprentices or trainees that meets the requirements of ORS chapter 660; or

(e) A course in the Armed Forces of the United States.

(2) For those trainees who meet the requirements of ORS chapter 660, the Department of Commerce shall request notices of registrations, completions and cancellations from the Bureau of Labor and Industries for apprentices in the electronics technician training program.

(3) Either a completion certificate or a transcript of grades for all trainees shall be reviewed prior to annual renewal of a trainee license.

(4) Within 60 days prior to the end of the third year or upon completion of the requirements of ORS 702.100 (1) a trainee who holds a license under this section must apply and pay the fees for and take the technician examination. If the trainee fails to pass the examination, the trainee may renew the trainee license by paying the appropriate fee. Annually thereafter, the trainee must apply and pay the fee for and take the technician examination before the trainee license can be renewed. [1971 c.771 §4; 1973 c.832 §66; 1979 c.352 §11; 1983 c.411 §12]

702.130 Limited licenses. (1) If an applicant for a license under ORS 702.090 to 702.120 requests in the application that the license be limited to the servicing of a certain type or types of consumer electronic entertainment equipment, the director may grant such a limited license by indorsing thereon the limitation.

(2) In the case of applications for limited licenses, the director shall prescribe by rule experience and training requirements and shall require only those license qualifications that are directly related to the particular type of license requested. [1971 c.771 §7a; 1973 c.799 §4; 1979 c.352 §12; 1983 c.411 §13]

702.135 Renewal of licenses. (1) A licensee may renew the license annually by payment of the renewal fee on or before the expiration date of the license. If payment is transmitted by postal service, the envelope must be postmarked on or before the expiration date of the license.

(2) A license which has expired for two years or less may be renewed upon payment of the renewal fee and late penalty fee.

(3) A person whose license has expired for more than two years must apply for a new license,

pay the applicable fees and pass the required examination. [1979 c.352 §3; 1983 c.411 §14]

702.140 License denial; grounds; procedure. (1) The director may refuse to issue a license or may suspend or revoke the license of any person who:

(a) Has violated any provision of ORS 702.010 to 702.230 or any rule adopted under ORS 702.010 to 702.230.

(b) Has obtained or attempted to obtain a license under ORS 702.010 to 702.230 by fraud or misrepresentation.

(c) Has serviced any type of consumer electronic entertainment equipment without being licensed to service that type of consumer electronic entertainment equipment.

(d) Has practiced dishonesty or fraud in servicing consumer electronic entertainment equipment.

(e) Is guilty of gross negligence or gross incompetence in servicing consumer electronic entertainment equipment.

(f) As a service dealer, has employed an unlicensed person as a technician or trainee.

(2) All proceedings conducted by the director to suspend or revoke a license and any hearing requested in relation to the refusal to grant a license shall be conducted under the provisions of ORS 183.310 to 183.550. [1971 c.771 §8; 1979 c.352 §13, 1983 c.411 §15]

702.150 Fees. Fees required to be paid to the director shall be paid in amounts determined by the director and approved by the Executive Department, except that no fee shall exceed the following:

- (1) Service dealer license, \$75.
- (2) Pickup point license, \$25.
- (3) Technician license, \$35.
- (4) Temporary technician license, \$35.
- (5) Trainee license, \$35.
- (6) Technician license examination fee, \$25.
- (7) Technician license reexamination fee, \$25.
- (8) Late renewal fee of service dealer, \$20.
- (9) Late renewal fee of technician, \$10.
- (10) Late renewal fee of trainee, \$5.
- (11) Late renewal fee of pickup point, \$5.
- (12) Duplicate license fee, \$35. [1979 c.352 §14; 1983 c.411 §16]

ADMINISTRATION

702.160 Duties and powers of director. (1) In carrying out functions under ORS 702.010 to 702.230, the director shall:

(a) Develop and adopt, with the consultation of the board, rules as are necessary to carry out and implement the provisions of ORS 702.010 to 702.230 to the fullest extent allowed by law, provided they are consistent with the intent and purpose of ORS 702.010 to 702.230.

(b) Conduct hearings with the board to determine whether new or improved techniques in servicing can be reasonably incorporated into the rules adopted by the director.

(c) Administer ORS 702.010 to 702.230, with the consultation of the board, for the protection of the public.

(d) Request information and written recommendations from the board with respect to establishing policy for the issuance, renewal, suspension or revocation of all licenses provided for by ORS 702.010 to 702.230.

(e) Maintain records of all hearings and meetings of the board.

(f) Maintain as a public record a register of the names and addresses of all licensed service dealers and all licensed technicians and trainees.

(g) Receive from any person, or initiate personally, a complaint charging any person licensed under ORS 702.010 to 702.230 with dishonest or incompetent performance in any service capacity.

(h) Enter the place of business of any service dealer subject to ORS 702.010 to 702.230 at any reasonable time and determine whether persons there engaged in any service capacity are operating in compliance with ORS 702.010 to 702.230 and the rules adopted thereunder.

(i) Require a service dealer to make available any records in possession or control of the dealer that are deemed necessary by the director in investigating charges of dishonest or incompetent performance by anyone presently or formerly engaged in a service capacity at that place of business.

(j) Establish classes of licenses that authorize the servicing of only certain types of consumer electronic entertainment equipment.

(2) The director shall appoint pursuant to the State Personnel Relations Law such personnel as are necessary to carry out ORS 702.010 to 702.230. [1971 c.771 §§11, 18; 1983 c.411 §17]

702.170 [1971 c.771 §14; repealed by 1979 c.31 §1]

ADVISORY BOARD

702.210 State Television and Radio Service Advisory Board; members; terms; vacancy. (1) There hereby is created in the Department of Commerce the State Television and Radio Service Advisory Board consisting of three licensed service dealers, two technicians and two representatives of the public appointed by the director. The term of members of the board shall be three years but the members serve at the pleasure of the director.

(2) A vacancy for any cause shall be filled by the director by appointment for the unexpired term. [1971 c.771 §15; 1983 c.411 §18; 1985 c.269 §2]

702.220 Board officers; meetings; quorum. The board shall elect annually a chairperson and a vice-chairperson from the members of the board and shall meet at least twice each year at the call of the chairperson. The chairperson may call a special meeting at anytime the chairperson considers it necessary and proper to do so after giving 48 hours' notice to all members.

Four members of the board shall constitute a quorum. [1971 c.771 §16; 1979 c.352 §15; 1983 c.411 §20]

702.230 Expenses and compensation of board members; clerical assistance for board. The director shall make provisions for clerical assistance to the board; for the expense of such assistance and for compensation and expenses to members of the board as provided in ORS 292.495. [1971 c.771 §17; 1973 c.832 §67]

PENALTIES

702.990 Penalties. Violation of ORS 702.050 or 702.070 is punishable upon conviction by:

(1) A fine of not more than \$100 for each day the violation continues where the violation is a continuing violation.

(2) A fine of not more than \$500 where the violation is not a continuing violation. [1971 c.771 §22]

OCCUPATIONS AND PROFESSIONS
