ProService Magazine

A Journal of NESDA and ISCET • October 2003

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"TERMINATED" CALIFORNIA GOVERNOR SIGNS MAJOR ELECTRONIC WASTE RECYCLING BILL

PLUS:

- A Glance From the Polish Perspective
- NESDA & ISCET President's Reports

www.nesda.com
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An official journal of NESDA (National Electronics Service Dealers Association), and ISCET (International Society of Certified Electronics Technicians).

Purpose

ProService Magazine, a publication for members of NESDA and ISCET, is produced by NESDA, the National Electronics Service Dealers Association, 3608 Pershing Ave., Fort Worth, TX 76107. It is intended for the enlightenment, education and entertainment of the members of NESDA and ISCET.

With the exception of official announcements, the statements and opinions expressed herein are those of the authors and not necessarily those of the associations.

Unless otherwise clearly indicated, neither NESDA nor ISCET endorses any company, product or service appearing in any article in this publication.

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What's Inside: Table of Contents

Governor Davis Signs Major E-Waste Bill 4
A Glance From the Polish Perspective 6
New NESDA Members from 8/1/2003 to 9/18/2003 7
NESDA President's Article 8
ISCET President's Article 8
ICSET — The Accent is on INTERNATIONAL 9
Viewing the Passing Parade — ISCET News & Views 10
Tech Talk 10
Welcome New CA's 10
Welcome New Associates & CET's 11

Index of Advertisers

NESDA/FieldPower 3
MCM, an InOne Company 5
PTS Electronics 6
Classified Advertisement 7
AYS Software 9
Electronix Corp. 11
Tritronics . . . . . .Back Cover

Upcoming Events

CEA Industry Forum & Fall Conference
October 13-15, 2003
Carlsbad, CA
www.ce.org

COMDEX 2003
November 15-20, 2003
Las Vegas, NV
www.key3media.com

2004 International CES
January 8-11, 2004
Las Vegas, NV
www.ce.org

Tri-States Convention
March 11-14, 2004
Hood River, OR
www.xprt.net/~gambo/opea

Electronic Distribution Show & Conference (EDS 2004)
May 4-6, 2004
Las Vegas, NV
www.edsc.org

2004 Mid-Atlantic Electronics Conference
June 10-13, 2004
Virginia Beach, VA
http://vpea.exis.net

National Professional Service Convention and Professional Service Trade Show (NPSC) 2004
July 27-31, 2004
Renaissance Hotel
Nashville, TN
www.nesda.com

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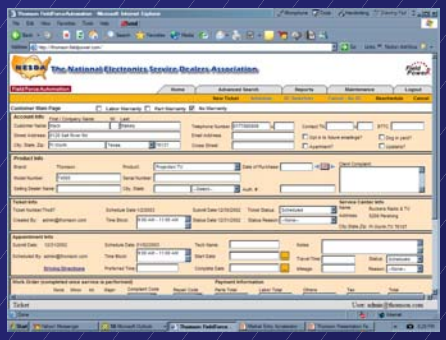

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Governor Davis Signs Major E-Waste Bill

GOVERNOR DAVIS SIGNS MAJOR "E-WASTE" BILL CREATING NATIONS' FIRST ELECTRONIC WASTE RECYCLING PROGRAM

Sacramento, 9/25/2003

Governor Gray Davis has signed the electronics waste recycling act of 2003, the nation's first comprehensive electronics recycling law. The legislation creates a system for the safe and convenient collection and recycling of hazardous electronic products with the elimination of existing electronic waste stockpiles by the end of 2007.

"California has led the technology revolution and we will lead the way to safely managing computers and other electronic devices at the end of their life," said Governor Davis. "This is a low-cost, consumer-friendly solution to the expensive electronic product recycling options currently available."

In California, more than 10,000 computers and TVs become obsolete daily. Recycling programs run by some electronics manufacturers and local governments typically charge consumers from $10 to $35 to take back an obsolete computer monitor or television. A study by the California Integrated Waste Management Board (IWMB) estimates that Californians have some six million of these products stored at home.

SB 20 by Senator Byron Sher (D-Palo Alto) creates the Electronic Waste Recycling Act of 2003, which establishes a comprehensive program to safely manage cathode ray tubes (CRTs, or picture tubes). CRTs are used in computer monitors and TVs, flat panel screens and other video displays that contain hazardous components.

"The 'e-waste' problem has been created by rapid changes in the electronics industry, consumer demand for more powerful personal computers and a lack of convenient recycling opportunities," Senator Sher said. "SB 20 will put California at the front of national efforts to solve this burgeoning problem."

The act covers specific electronic products that use CRTs, flat panel screens, or any other video display device larger than four inches, if the California Environmental Protection Agency's (Cal/EPA) Department of Toxic Substances Control (DTSC) determines that they are hazardous. DTSC has determined that CRTs, which typically contain five to seven pounds of lead that protects users from radiation emitted by the products during their operation, is hazardous.

Starting July 1, 2004, California retailers will begin collecting an electronic waste recycling fee on covered products. The fee will be:

- $6 on products with video display screens of at least four inches but less than 15 inches;
- $8 for screens 15 inches to smaller than 35 inches; and
- $10 for those with screens 35 inches or larger.

The fees also apply to mail order and Internet purchases. The IWMB can impose administrative civil penalties of up to $2,500 per violation and seek penalties of up to $5,000 per violation of each sale of a specific electronic device for which a recycling fee has not been paid.

Revenues will be deposited in a new Electronic Waste Recovery and Recycling Account and fund payments by the IWMB to authorized electronic waste collectors and recyclers, to cover the net costs for operating free and convenient collections programs for the public. The Board, in collaboration with DTSC, is required to adjust the fees every two years to ensure that sufficient revenues are available to fund the collection, consolidation and recycling and to administer the program. Similarly, the recycling payment schedule will be adjusted every two years to adequately cover the net costs of recycling.

After July 1, 2004, electronic product manufacturers must demonstrate compliance with provisions of the Electronic Waste Recycling Act. Starting July 1, 2005, electronic product manufacturers must report annually to the Board their approximate sales of covered products for the preceding year, the amount of hazardous materials used in manufacturing their products, what they have done to reduce this and efforts undertaken to design more recyclable electronic products.

Overseas export of electronic wastes has created problems, notably in China, where environmental controls and worker health and safety protections have been weak. Under the new law, anyone proposing to export covered electronic wastes to a foreign country will have to notify DTSC, at least 60 days in advance, of the destination, contents and volumes of covered electronic waste to be shipped. They will also be responsible for demonstrating that the importation is legal in the destination country, will meet all applicable laws of the importing country and that the waste will be handled at its destination in accordance with rules, standards, and requirements adopted by the Organization of Economic Co-operation and Development for the environmentally sound management of electronic waste.

Under current hazardous waste law, DTSC can enforce the new electronics waste recycling statute and seek fines of up to $25,000 a day for violations.

"I look forward to working with industry leaders such as IBM, Hewlett Packard, Sony and others to halt the increasing 'e-waste' problem," Governor Davis concluded.

Are you stuck in a dead-end electronics technician job?

Are you prepared for a better position if one should be offered?

Spend some time at this point in your life to prepare yourself for that "Dream Job" when it finally comes around. Convert your Associate Level certification to a full CET by electing a Journeyman test that is in the field that you enjoy best. Take control of your future and select a field offered by ISCET. Select the study material from amongst the many offerings on the ISCET website.

INTERNATIONAL SOCIETY OF ISCET CERTIFIED ELECTRONICS TECHNICIANS

If you're already a CET, think about becoming "registered". This is offered to those CETs who keep their abilities up-to-date. Contact ISCET for details.

www.mcminone.com

A Glance From the Polish Perspective

By Bohdan Edward Borowik, ISCET Director

A rough analysis of the electronic field shows that the market rests upon the fundamental principles of competition. As the old, known principle says, the paper money displaces the gold money. In other words, better things are being displaced by worse. One can make the assertion that flimsy products, which are difficult for servicing, are going to displace the solid products that are easier to service.

The perspective for the electronic serviceman in Poland is not idyllic today. One cannot expect that oncoming days will bring in equipment that is easier to repair. Presently companies give warranties of a year or more when advertising their products, but what companies will do next is a secret.

Electronic technicians in Eastern Europe need a platform where they can discuss common problems, fight with them and find solutions. It is ISCET and NESDA's privilege to play such a role.

Here, in Poland, the electronic market is full of products from several countries and from a great deal of producers. The solid, easy-to-repair equipment from Russia, with diagrams and descriptions, disappeared and was replaced with cheap products from Asia.

Servicing in Poland is less competitive than in the USA. We experience a lack of big parts distributors, which raises repair costs. Ordering SAMS technical information costs more and takes longer time to receive than in the US. Another problem we cope with here is with accessing new technology and being ready to respond to the customer demand in the field of service.

After the Soviet Union collapsed problems emerged, including those with regulations and recognizing of Certified Electronics Technicians (CET's) by the government in Poland as leaders in the field. Our duty is to negotiate with NGO's (Non-Governmental Organizations) and authorities to assume competency in the field of electronics. Relevant regulations would be our great success.

The site of ISCET, www.iscet.org, is where electronic technicians from Poland look for solutions and for help. Making the electronics market tidy would help us make steps toward the future of electronics in Poland and throughout the world.

Editorial Note: Bohdan Edward Borowik (DSc, CET, CA, eng.-NY-331) is currently an ISCET Certification Administrator in his native country of Poland. In 1981, Bohdan came to the United States to study the field of electronics. He studied electronics at the NRI School in Washington, D.C. and obtained a FCC License in 1984. Around the same time, he studied electronics at the Cleveland Institute of Electronics in Cleveland, Ohio. He graduated in 1985 and obtained an Associate Degree in Applied Science in Electronic Engineering Technology. Bohdan decided to bring his experience and knowledge in the field of electronics to his native country. In 1994, Bohdan became a CET and in 2002 he obtained a doctoral degree in the field of Informatics and Robotics. Bohdan is instrumental in the promotion and support of ISCET and electronics education in Poland.

www.ptscorp.com

New NESDA Members from 8/2/2003 to 9/23/2003

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sallen@kih.net

Julio Bagiardi
Curtis Mathes Home Theater
2233 S Tamiami Trail
Venice, FL 34293
(941) 493-7744; Fax : (941) 497-4145
vencurtismathes@aol.com

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6608 Cermak Road
Berwyn, IL 60402
(708) 484-5400; Fax : (708) 484-9560
teletrontv@netzero.net

Gaylen Brotherson
MBA, Inc.
9419 E San Salvador, # 105
Scottsdale, AZ 85258
(480) 860-2288; Fax : (480) 860-0425
gaylenb@mbadirect.com

Paul Brownlee Jr.
Brownlee TV Service
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Chicago, IL 60643
(773) 821-1380; Fax : (773) 821-0484
brownlee1@ameritech.net

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tclapham@mn.rr.com

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dannytvman@yahoo.com

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NESDA President's Article

Profitable Partnerships

By Brian Gibson CET, NESDA President

Partnerships can be a valuable asset to any growing business. Choosing people or companies to partner with is no different than choosing a partner to share your life with. From time to time you must ask yourself if you believe that you are getting what you expected from the relationship. Being honest with yourself and others is crucial for you to succeed.

It seems that too often in life we accept that we can't change the ways things are without a major struggle; however, if we could be honest and forthright with our partners we might be surprised by the results. Many people are afraid to "rock the boat" in fear that their concerns or needs may cause the situation to get even worse. Sometimes there comes a time when no matter how negative you think the outcome may be, you need to address the issues.

Many of us within NESDA need to re-evaluate whom we choose to have relationships with. There are so many posts referring to the lack of technical and financial support for efforts being put forth. Isn't it time to take a good hard look to see if we are receiving a reasonable effort and reward for our hard time spent solving others problems? It's all up to us to make the big decision whether to fish or cut bait. We should reward our partners who meet or exceed our needs with public accolades. We should also attempt to express our dissatisfaction to those who fail to meet our needs as gentlemen. When an impasse is reached, then we need to put an end to that relationship and move on to a more nurturing one. It may be a hard thing to do, but we must if we intend to survive. If we all could only abide by this policy it wouldn't be long before these poor partners had no one left to form relationships with. By the way, it works both ways, we need to meet or exceed our partners' needs for it to work.

Now would be a good time to stretch our minds and attempt to find new and exciting ways to increase the bottom line. I would like to share a few examples of how we have managed to "work smarter not harder". A few years back a large satellite provider decided to drop five thousand of their dealers, including us. In the first few years of the relationship it was a very good situation for both parties. We were making very good profits and they were gaining many new subscribers. Then things started to go downhill in the profit department and the only way to survive in that industry was to sell a large volume of product. We had too many other ventures and we couldn't devote our lives to selling and installing their equipment. At that point we needed to find a way to continue to provide service to the people who had put their faith in us. A partnership was formed with a company that decided that installing and servicing satellites was their only business. It was simple, they needed us and we needed them. They were willing to perform all of our satellite work for a discounted fee allowing both of us to make a profit. To this very day we turn over four to five service calls or installs per week to them. We continue to make a nice profit and we no longer provide the labor or materials.

On the opposite side we are very active in the home integration business. We have partnered with several of the servicers in our area to provide them with the ability to sell products or services that they wouldn't normally provide. We provide a finders fee on every sold job they lead us to. They are using their good reputations to sell their clients on our services and reputation. In return they are rewarded and it turns out to be a win/win for all of us.

I guess what I am trying to say here is that we all have choices in life and they're not always easy to make, but we better start evaluating our relationships with our business partners. I have no intention to work for less just because of someone else's poor business decisions and neither should you. Spend your precious time cultivating your relationships with those who treat you as a true business partner.

ISCET President's Article

Visiting Fort Worth

By Jim Fellows CET/CSM, ISCET President

On September 22nd I had the opportunity to visit our ISCET/NESDA headquarters in Fort Worth, TX. As a new President, I had a lot of items to discuss, and much to learn as well. A lot has been going on with ISCET lately. In another article in this issue, Ed Clingman, our ISCET Administrator brings you up to date on the latest happenings.

Having met the entire staff previously at the National Professional Service Convention (NPSC), I was expecting a very well organized operation, but even my high expectations were exceeded. Upon entering the facility, one is presented with a very professional and well organized reception area. This being my first visit to headquarters, I cannot compare it to the previous location, but having seen photos before, I'm sure this is a great improvement. Our ISCET/NESDA staff numbers are, I believe, at an all time low, but the efficiency appears to be excellent. Everyone has a well defined job to do, and they all appear to function very harmoniously. Every question I had was answered very quickly, and any reference material necessary was very quickly obtained, demonstrating that they all know their responsibilities well.

I look forward to working with the staff during my term in office. Having a great crew like this makes the job much easier.
As always, I welcome any input, suggestions, or questions. I can be reached at: jim.fellows@iscet.org.

ISCET — The Accent is on INTERNATIONAL

In today's fast moving world of ability recognition (certification) and learning it would be very easy to overlook the needs of the offshore electronic technicians. Each country has unique needs as well as needs in common. It is these needs that ISCET is trying to identify and serve.

We're not new to international communities. ISCET has certified over 250 technicians in 42 foreign countries through June 2003. With the advent of the online testing (OLT) and online learning (OLL) programs, ISCET is in a position to serve these needs on a "next day" delivery basis. Prior efforts have depended on a much slower form of test delivery and certificate issuance. Countries all over the world are inquiring and telling us of their needs…and we're striving to meet these needs.

It is in this spirit that at the July 2003 board of directors meeting Dr. Bohdon (Ed) Borowik CET/CA of Zakopane, Poland was elected to the board for the 2003-2004 term. We are proud to have a man of Dr. Borowik's attributes to help direct our international development efforts. We plan to have an increased ISCET presence in Poland very soon. Dr. Borowik's organization, Borowik Laboratories, has already certified 18 individuals.

The Borowik family has been in Poland for over 300 years, and professionalism is the key of the family. All three of Dr. Borowik's sisters, Regina, Barbara and Wanda, are professionals with degrees as Drs. of Psychology, Information Technology and Ecology. His wife, Irena is a medical doctor. The Ed Borowik family consists of Drs. Ed Borowik, his wife Dr. Irena Borowik and their son, Jan (11) and their daughter, Krystina (12).

What we have found to date is that some of the material in use is not based on the latest technology in the field, and there are few if any practitioner based programs for certification available. In many cases little material of any kind is available, especially in the areas of developing nations.

Our presence in Mexico is growing daily. ISCET is the accepted certification by officials in Mexico.

The mission for ISCET is not merely to certify…but to promote learning. Language barriers do exist, but they are more easily overcome today with the use of translation software.

All of our efforts to meet the needs of electronic technicians around the world are augmented by the learning portion of the ISCET appeal. This is of fundamental importance. Because the ISCET approach is through practitioner emphasis, learning material with the same emphasis is required. True, theory has its place and must be taught. The ISCET approach goes much further, and helps the student apply the knowledge in a practical way.

Domestic programs will also be enhanced with our expanded learning efforts. Online testing and online learning will provide just as much boost to them as to the off shore projects.

The accent is on INTERNATIONAL … and the "rest of the story" is about ISCET with its enhanced abilities to serve domestic North American electronic technicians better than ever before.

ISCET has awarded international certifications in the following countries: Algeria, Antilles, Argentina, Australia, Bahamas, Belize, Brazil, Brunei, Canada, Chile, China, Egypt, England, Finland, French West Indies, Germany, Guyana, Hungary, Iceland, Indonesia, Iran, Jamaica, Luxemburg, Mexico, Nigeria, Pakistan, Phillipines, Romania, Saudi Arabia, Slovenia, South Africa, South Korea, South Vietnam, Spain, Switzerland, Taiwan, Thailand, Turkey, Ukraine, Uruguay, Zambia

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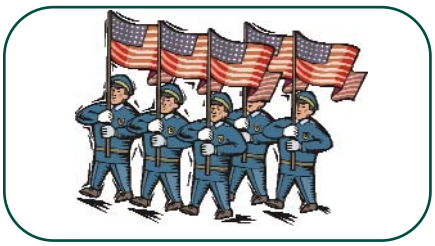

by Ed Clingman, ISCET Administrator

Online Testing & Learning:

In house examination of the online testing and learning program began in September. A beta field test has been delayed until mid-October so that the tests can be validated. Beta testing of the associate level exams should occur in October, with other tests being added as they are approved.

If you are planning associate tests in October, please let us use some of your testing sessions to beta test the system. We are hoping to give some international tests during beta testing. The online learning program will come into effect later. The first material available will be our in-house study guides and practice tests. The book type material will follow this.

Student Chapters:

Back to School! The ISCET Student Chapters are moving back into full swing.

If you teach electronics at any school, public or private, an ISCET Student Chapter will help both you and your students achieve your goals.

Mexico Schedules Tests:

Tests are scheduled by our affiliates in Mexico for a number of associate and journeyman exams which will be given soon.

This program is gaining momentum, and will bloom beautifully in the coming months. A round of tests is scheduled for October. ISCET is the recognized certification in Mexico.

Tech Net:

If you belong to ISCET you can use Tech Net. This is a closed e-mail list. Information concerning Tech Net appears at www.iscet.org. Use it to discuss common problems with others in electronics. Use it to talk about your Student Chapters with other sponsors. If you've got a problem, put it out on Tech Net…you just might find someone that has already dealt with the same problem.

A Texas Welcome —

To our new Director, Dr. Bohdan Borowik of Zakopane, Poland. Dr. Borowik will play a key role in the International Development of ISCET. Read the article on this development in this issue of ProService Magazine.

Certification Administrators:

Many of our CA records do not have current information. In your copy of this edition of ProService Magazine you will find an insert that asks for some information. Please take the time to fill it out and mail it back in the postage paid envelope enclosed.

Manuals for CA use of the online testing system will be available soon. You will be receiving this and any other information necessary before the system is placed in service.

Tech Talk
Toshiba's PJTV N2PSP Wide Power Supply

This is the Tech Talk article for this issue ... but it is too large to reprint in the magazine. If you are interested in this subject, which is currently being presented to Toshiba's ASC techs via their own educational network, just go to www.iscet.org, login to members only, and then click on PJTV N2PSC Power Supply, which you can download as a PDF file. If you do not have internet access write us at: ISCET, Dept PJTV, 3608 Pershing Ave., Fort Worth, TX 76107-4527.

Is there something you would like to see addressed in one of our Tech Talk articles? Let us know and we will do our best to fill your order. Contact ed@iscet.org or write to the address above.

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FEEL THE POWER

ISCET CERTIFIED ELECTRONICS TECHNICIAN

of ISCET Certification & Learning

Welcome New CA's from 5/2/2003 to 9/24/2003: Robert Aston, El Paso, TX; William Burrow, Sweetwater, TX; Darlene Mayatt, Anderson, IN; Inez Perez, Concord, CA; Patricia Ramos, Agujita, Coahuila, Mexico; Lubinda Sawekema, Zambia, Africa; Lisa Schmitt, Columbus, IN

Welcome to the ISCET Family!

Welcome New Associates & CET's

Welcome New New CET's: Passed Journeyman Exam from 8/5/03 to 10/2/03

Certification Administrator:

Name — *City, State*

Edward Reilly Jr. CET/CA:

Charles L. Jason — Henderson, NV

Iutisone Tiliaia CA:

Adrian Aguirre — El Paso, TX
Bradley C. Reed — El Paso, TX
Arturo Torres, Jr. — El Paso, TX
Sergio A. Valencia — El Paso, TX
Jon W. Williams — El Paso, TX

Welcome New New Associates: Passed Associate Exam from 8/5/03 to 10/2/03

Certification Administrator:

Name — *City, State*

Lazergrade:

Richard L. Brainerd — Naples, FL
Thomas R. Cole — Niles, MI
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