

TV SERVICEMAN



GEORGE DUNN

Q: When were you born?
G: September 22, 1929.
Q: What is your occupation?
G: TV Service.
Q: What does TV Service mean?
G: It entails the service of TVs, adjustments and doing all it takes to keep a TV set going—installations, hook-up, whatever.
Q: Do you have a shop?
G: Yes I do. I am self-employed.
Q: When did you decide to become a TV man?
G: Oh, about 1946, the first day TV started. I was interested in radio before television. Then when TV came out I stepped in. I knew it was going to be a great business.
Q: It has been stated that people spend between \$50 and \$150 a year to have their sets fixed.
G: I would say that is right.
Q: And that between 1946 and 1969 three billion dollars was spent on maintenance of sets. What is the most common problem with TV sets?
G: It seems that most people do not know how to adjust the set. Normally people will not maintain a set as they would, for instance, a car. If it fails they

have it serviced. Generally you will find the set in poor operating condition even after you have fixed a failure. If there are kids in the house the life expectancy is much less than it would be if there were just adults.

Q: What kind of hours do you work?

G: Of course, working for myself, I don't start at any particular hour or end at any.

Q: Do you take calls?

G: Yes.

Q: Are there more calls at night?

G: I don't work at night. There was a period when I did work at night. But I felt that if customers insisted on having sets repaired at night they were not the type of customers I wanted. If they couldn't wait until the next day, they weren't going to give you anything but trouble.

Q: It is like being a doctor.

G: Yes.

Q: Do you get any kind of pressures from people about their sets?

G: Yes. Sometimes they are more concerned about their televisions than they are about their relatives. Especially for older people, it is a lifeline for them, their window on the world so to speak. They are lost without it.

Q: Have you had any really crazy experiences with people?

G: Yes. I have known of cases where servicemen had guns drawn on them. I've never had that happen, but pretty close.

Q: When did you see your first TV?

G: It was in 1946.

Q: Do you watch TV a lot?

G: No.

Q: You don't like to watch television?

G: I'm interested in watching specific programs—documentaries and such. I find situation comedies very boring.

Q: So when you are fixing sets you don't think of it as a bit of entertainment?

G: No. I do watch quiz shows in the afternoon though. I love quiz programs.

Q: Do you have a favorite?

G: *Jeopardy* is my favorite.

Q: There were a number of myths I learned about TV when I was a kid. You should not watch TV with all of the lights out. You should not sit too close because of radiation. Are these true? Do you know any more?