



Code of Ethics

1. Employ qualified personnel to assure proper service.
No student shall be passed off as a journeyman technician.
2. Make proper arrangements for the protection of reserve funds on contracts.
3. Carry adequate insurance coverage.
4. Avoid trick advertising that offers to service or deliver materials under conditions that are questionable or unfair to the set owner or your fellow members.
5. Employ approved methods of doing installations and maintenance.
6. Issue standard guarantees.
7. Have available sufficient and proper test equipment to assure a good job.
8. Maintain an adequate service data library.
9. Install only such parts as are necessary.
10. Leave with or return to customer upon completion of repairs all parts replaced, if requested (except when impractical).
11. Issue itemized bill.
12. Provide estimates according to posted company policy.
13. Service sets in home whenever practical to do so.
14. Be honest, courteous, and treat each client in a professional manner.
15. Observe the golden rule.

Associate Membership Categories

Associate Membership: May be granted in the categories listed below to an individual or business entity not otherwise eligible for affiliate or At-Large membership. Dues, if any, shall be set by the Board of Directors for each category. Associate membership shall be non-voting. All Associate Members must abide by all applicable EPEA rules of personal or professional conduct, ethics and professionalism.

1. **Associate Business:** Available to any duly licensed business in or outside of Virginia which does not meet the criteria for other forms of active membership in EPEA, or which chooses to participate as a sustaining but non-voting member.
2. **Associate Industry:** Available to any person or firm engaged in a field related to, or of interest to electronics or electronics servicing including broadcasting, distributing, manufacturing, etc.
3. **Associate Industry Employee:** Available to any employee of an industry category company, whether or not the employer is an industry member.
4. **Associate Partner:** Available to a partner or other business associate of a EPEA affiliated, AT-Large, or Associate Business member who chooses to participate as a sustaining but non-voting member.
5. **Associate Student:** Available to any person currently enrolled in an accredited school or other institution for instruction in the servicing of electronic equipment, electronic service management or other subjects as may be considered beneficial to the electronics industry.
6. **Associate Retired:** Available to a former owner or manager of a professional service company who has retired from the active business.
7. **Associate Teacher:** Available to any professor, instructor or teacher of electronics or other subjects deemed by the Board of Directors to be beneficial to the electronics service industry.
8. **Associate Technician:** Available to any person of good moral character and reputation who is or has been employed for more than two years as a professional electronics technician or who has passed one or more approved test as a journeymen Certified Electronics Technician.