

FIX-IT SHOPS: AN ENDANGERED SPECIES

Time Code	Speaker	Text
0:01	George	I enjoy fixing things. I enjoy the idea that I am helping people keep things running and not just throwing everything away.
0:13	George	Keeping stuff out of landfill.
0:17	Employee 1	Now, there is fewer and fewer of the type of shops that we have here. They're kind of a dying breed because in the grand scope of things...they're not, they're not a big money maker. But it is nice to have the ability to get your small things repaired.
0:37	Employee 2	I love to do lamps...because there is an instant reward. After you've gotten it fixed, you turn the switch and the light comes on. It's done. You know you have done a good job. You don't need anybody to applaud.
0:57	Narrator	When something breaks, the simplest thing to do is throw it away. An alternative is to fix it. In small establishments across the country, skilled workers take pride in the art of repair. Customers who come to a shop like this are part of an exchange that contributes both to the environment and to the spirit of the local community.
1:21	George	Ahh...they don't make the small ones anymore.
1:24	Customer 1	This is what the problem is...Maybe I should just take this one.
1:25	George	...or maybe it is not Eureka.

1:26	Employee 2	Well, that's a style F. The only difference between style F and style...
1:28	George	Okay, we replaced the bellows and put a new belt on it.
1:35	Customer 2	I've got a real good one for you. I have to throw this away or I need, uh, a, a bolt here...
1:45	Employee 2	This is kind of a focal point in the community for folks who really are not into a disposable society.
1:56	George	I may be able to do something with it but..
1:58	Employee 2	This is the first place that they go when they need to have something done and we've got the reputation and I think it's justly earned to be able to fix just about everything but the break of day.
2:10	Employee 2	I know what, what kind of parts we're going to need to hang onto, and, and there's been things that I've been holding onto for twenty years and tomorrow I may need that part. We'll do whatever we can to make it live again.
2:30	George	It's a pretty typical thing on this particular kind of vacuum cleaner that goes wrong. The motor overheats, something gets jammed in here, like a sock, a rock, or a coin and the motor freezes up fast enough, and it freezes solid. What happens is the motor just... (snaps fingers) The fuse just pops because it gets too hot, too quick.
2:47	George	So that's what's wrong with it. And I basically told him it's not worth fixing. However, if I can fix it, using some of the other parts that I have here, the spare parts, I can sort of customize the work as I go along.

3:01	Employee 2	What I tend to do is, I tend to look at a piece of equipment that has failed and try to envision what the, how the equipment had failed, what it's trying to tell me about its failing.
3:16	Employee 2	A craftsman will not just swap out parts and will not say that something is unfixable because we can no longer get parts or because they are too difficult to get. We'll try to use something else. We'll try to improvise.
3:52	George	This place, this store is part of this community. I like the personal one-on-one you get with a small business. You are dealing with somebody that you can build a relationship with. You get to know them and they get to know you.
4:07	George	Oh, thank you!
4:08	George	You get to know them and they get to know you.
4:12	Customer 3	George has been kind enough to drop things off at my house because he lives out my way and we'll swing by and he's helped neighbors out and anybody that needs it. He is real good about it. He's even come out to make a house call.
4:21	George	It feels like it's part of you. It's just not a job, you're making it part of you. So I appreciate that aspect of a small business as well.
4:30	Customer 4	Hi.
4:30	George	What can I do for you?

4:31	Customer 4	I just need some type "S" bags?
4:34	George	Ok, Eureka or Hoover? Eureka?
4:35	Customer 4	Yeah, Eureka.
4:37	George	Okay, here you go. Right here.
4:42	Customer 4	This represents to me something that may disappear from this town and from our little community here in general. It's a value, an ethic, and ethos, and if we lose this, if we lose small shops and if we lose the association of people one to another we've lost something of great significance to ourselves and to our children.
4:55	Customer 4	And if we lose this, if we lose small shops and if we lose the association of people one to another we've lost something of great significance to ourselves and to our children.
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