The letters jutting out of the grid explain what the missing repairman has in common with my broken VCR: HE’S A NO-SHOW.

ACROSS
1 VICARS (anagram)
5 TAR + SAd + L
10 EVER + T
12 G(R)OTTO
13 SLUGABED (anagram)
15 C + A + SHIER
16 CA(LE)B (E.L. reversal)
17 El(F)EL (I feel anagram)
20 DO + G + S
21 FM RADIO (anagram)
23 HA + TRACK
25 SAN + G
29 EX + PELe
30 SIDLE (side’ll homophone)
31 MISCUES (miss Q’s homophone)
33 WAS + TE(L.A.)ND
34 WH(A)Ti + F (with anagram)
35 BUT + TES (set reversal)
36 SEES TO (hidden)
37 A + P(ICE)AL

DOWN
1 S(WEAR)IN
2 P(REF)IX + ED
3 HER + B
4 A + THE + ART
6 AP + ACE
7 SUG + ARRAY (Gus reversal)
8 NAP(LE)S
9 SERAPH (anagram)
11 UDDE + R + S (dude anagram)
14 AB(L)E
18 EPAULETS (anagram)
19 SA(SQUAT)C + H
22 C(RED)OS
23 SHASTA (hidden)
24 AM + OK
25 A + W(N)ING
26 AM + STEL (lets reversal)
27 SH(R)ED
28 GEL + A + T + O (leg reversal)
32 B + AT + H