

## Study highlights

# Working Towards Repairable Appliances and Electronics in Canada. 🌍 🔄

Diagnosis, issues and solutions

### + HIGH CONSUMPTION OF HOUSEHOLD APPLIANCES AND ELECTRONICS

**91%** of Canadians surveyed have purchased one or more in the past 2 years

Most purchased devices:

- 1 Smartphone
- 2 Vacuum cleaner
- 3 Television

### - A LOW REPAIR RATE

**19%** of respondents who had a broken appliance in the last 2 years repaired it

- Motivations to repair are mainly environmental then financial
- Repair satisfaction fairly high
- Selected repair method mostly professional
- Mixed perception of the repair sector among the population
- Moderate public confidence in the repair sector



## Obstacles to repairing

### According to surveyed repairers

- 1 Product design
- 2 Spare parts
- 3 Access to tools and information
- 4 Repair cost for customers and profitability of repair

### According to surveyed consumers

- 1 Product design
- 2 Repair cost
- 3 Access to parts and tools
- 4 Lack of information
- 5 Time and logistics
- 6 Concerns about repair



## Incentives for repairing

### According to surveyed repairers

- 1 Government measures (right to repair and financial incentives)
- 2 Profitability of repair
- 3 Customer relations

### According to surveyed consumers

- Solutions to be implemented by manufacturers/retailers
  - 1 Lower repair prices
  - 2 Higher product quality and reliability
  - 3 Accessibility of spare parts over time
- Solutions to be implemented by governments
  - 1 Law to make manufacturers responsible for their products
  - 2 Incentive for manufacturers to design more durable appliances
  - 3 Tax credit on repair expenses

A stronger support for industry solutions

## 🔧 Legislation: a barrier that could act as a lever.

Currently, federal and provincial laws do not guarantee a right to repair for consumers.

Here are a few ways in which our laws could provide Canadians with the right to repair:

- Access to repair at a reasonable price.
- Access to parts, tools, information, software, etc. that allow repair for a certain minimum number of years.
- Limits on repair delays (e.g. spare parts delivery).
- Possibility of having the repair done by a third party without affecting the warranty.
- Possibility of using generic parts.
- Easier access to repair by manufacturers and retailers.
- Possible access to previous software versions.
- Terms and conditions allowing DIY repair.

## 🌟 Some inspiring solutions that have been implemented around the world.

### Access to information for consumers

- Directories of certified repairers in Europe
- Repairability and durability indexes in France
- Online resources on maintenance, repairability and durability

### Logistics, delays and consumer concerns

- Warranty extension after a repair in France and for Le Groupe SEB products
- Limits on delivery time for spare parts in Europe and some U.S. states

### Repair costs

- Repair subsidies for consumers in Europe and a national repair fund in France
- The company *Le Groupe SEB*: fixed-priced repair package

### Product design

- The companies *Le Groupe SEB*, Fairphone and Framework offer repairable and durable devices
- Laws requiring the availability of parts and certain information (some U.S. states, France and the European Union)



## Équiterre's recommendations

### Governments

- Implement ecofiscal measures and create a directory of certified repairers to encourage repair
- Define and regulate the right to repair at the federal level and reform provincial consumer protection laws
- Implement a durability index
- Raise public awareness about repair and equip consumers to do DIY repair
- Demonstrate government leadership on repair

### Manufacturers and retailers

- Prioritize ecodesign
- Facilitate repair for their products

### Citizens

- Prioritize reuse and buy long-lasting products
- Proper maintenance of appliances and electronics
- Reintroduce the repair reflex
- Help mobilize to support access to and the right to repair

With funding from

Équiterre

Canada