**Working Towards Repairable Appliances and Electronics in Canada.**

Diagnosis, issues and solutions

### Study highlights

**HIGH CONSUMPTION OF HOUSEHOLD APPLIANCES AND ELECTRONICS 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 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. Repair cost
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/researchers
  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

### 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

- 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.
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- Help mobilize to support access to and the right to repair.

### Équiterre’s recommendations

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- **Governments**
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- **Manufacturers and retailers**
  - Prioritize eco-design.
  - Facilitate repair for their products.

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

- **Access to information for consumers**
  - Directions of certified repairers in Europe.
  - Reparability and durability indexes in France.
  - Online resources on maintenance, reparability, and durability.

- **Logistics, delays, and consumer concerns**
  - Warranty extension after a repair in France 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).

- **With funding from**

  - **Government**
  - **Manufacturers and retailers**
  - **Citizens**

  - **France**
  - **U.S. states**