



Repair Shop Survey Shows Importance of Right to Repair Reforms

As lawmakers consider Right to Repair reforms across the country, we have reached out to US repair shops to get a sense of what impact these reforms will have, and what local repair shops think about Right to Repair. A total of 253 repair shops answered our survey, circulated by US PIRG and iFixit.

Q1. What type of devices do you fix? Select all that apply.

Consumer devices (smartphones, laptops & tablets)	241	95%
Video game consoles	100	40%
Enterprise or IT equipment	101	40%
Home appliances	42	17%

In addition there were 19 "Other" responses: "TVs, drones, cameras and vintage electronics", "Just about anything with a circuit board we repair", "Electronics test equipment", "Data recovery from hard drives, flash devices, and SSDs", "cars/motors/compressors", "anything electric and cars", "commercial equipment", "Stereo gear", "Anything mechanical", "If it is broken, I try to fix it!!", "Pianos", "Oreck Vacuum Cleaners", "Apple products only", "Commercial audio, video, and control devices", and "Small town - whatever folks bring in, really."

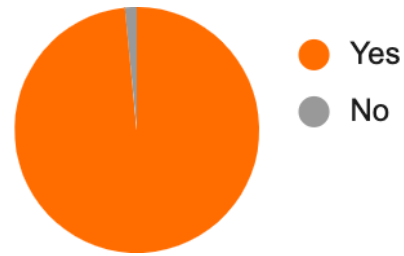
Q2. In the last year, have you been able to fix a device that a customer told you the manufacturer was unable to fix?

Yes	233	92%
No	20	8%



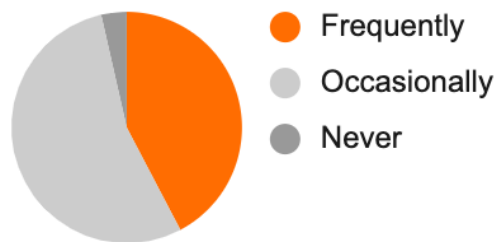
Q3. In the last year, have you been able to fix a customer's device for a lower price than the manufacturer?

Yes	247	98%
No	6	2%



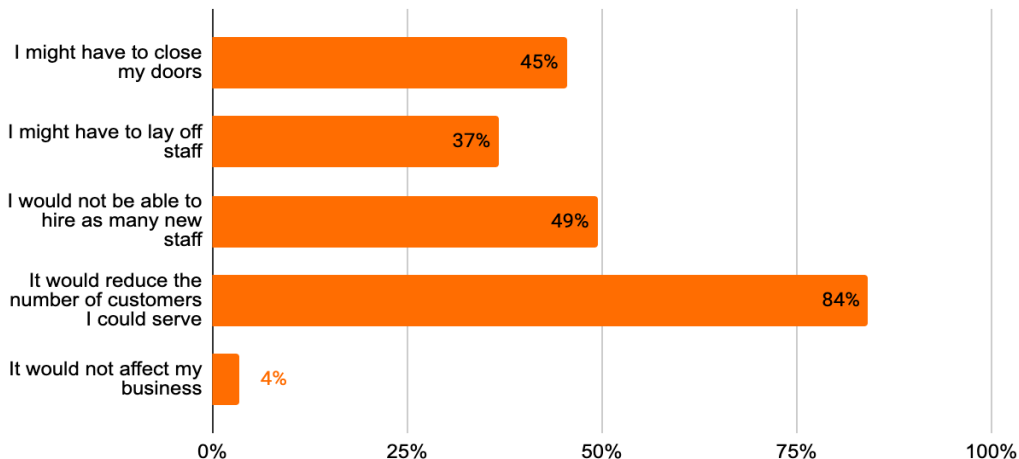
Q4. How often do you have to turn away potential customers because of restricted access to repair parts, materials, software or information?

Frequently	107	42%
Occasionally	137	54%
Never	9	4%



Q5. If Right to Repair does not become law and manufacturers could continue to restrict access to repair materials, how might it affect your business? Select all that apply.

I might have to close my doors	115	45%
I might have to lay off staff	93	37%
I would not be able to hire as many new staff	125	49%
It would reduce the number of customers I could serve	213	84%
It would not affect my business	9	4%



Q6. Right to Repair reforms would require manufacturers of electronic devices and appliances to make repair information, parts, tools and software available to consumers and independent fixers. Based on what you know or your first impression, do you support Right to Repair?

Strongly support	240	95%
Support	10	4%
Neither support nor oppose	3	1%
Oppose	0	0%
Strongly oppose	0	0%

