



California Repair Shop Survey Shows Importance of SB983

As California lawmakers consider Right to Repair reforms (SB 983, Eggman), we have reached out to repair shops around the state to get a sense of what impact these reforms will have, and what local repair shops think about Right to Repair. A total of 63 repair shops answered our survey, circulated by CALPIRG and iFixit.

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

Consumer devices (smartphones, laptops & tablets)	63	100%
Video game consoles	28	44%
Enterprise or IT equipment	26	41%
Home appliances	11	17%

In addition there were four "Other" responses: "Anything Tech related," "anything with a motherboard," "locks and smart lock systems," and "all electric or battery devices."

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	62	98%
No	1	2%



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

Yes	63
No	0



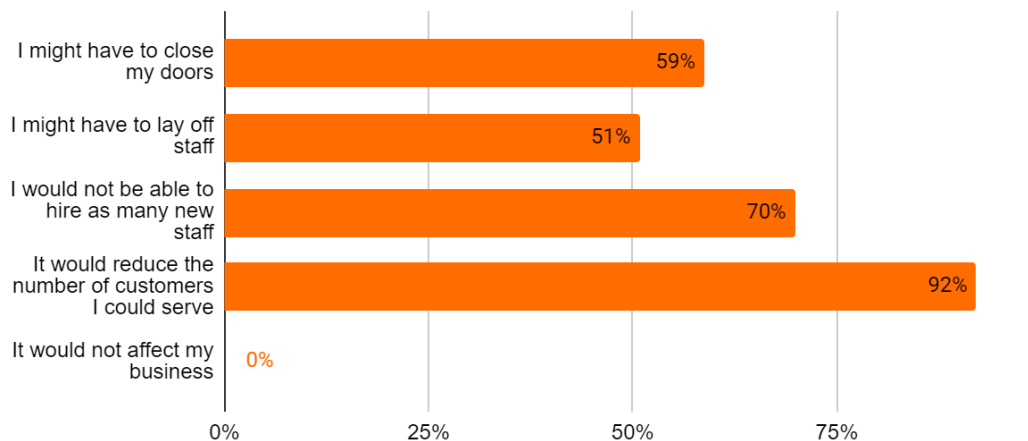
Q4. How often do you have to turn away potential customers because of restricted access to repair parts, materials, software or information?

Frequently	42	67%
Occasionally	20	32%
Never	1	2%



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	37	59%
I might have to lay off staff	32	51%
I would not be able to hire as many new staff	44	70%
It would reduce the number of customers I could serve	58	92%
It would not affect my business	0	0%



Q6. A California Right to Repair bill, SB 983, 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	60	95%
Support	3	5%
Neither support nor oppose	0	0%
Oppose	0	0%
Strongly oppose	0	0%

