

H.B.2698, Right to Repair

Problem: Manufacturers are not required to stand behind their products. They sell cheaply made products and then prevent repair if the problem occurs after the warranty period ends.

- This has resulted in planned obsolescence.
- This has resulted in consumers having to repeatedly buy the same thing because products don't hold up and aren't logistically repairable.
- This has resulted in manufacturers making a lot of profit at the consumer's expense.
- This has resulted in a decline in manufacturer ethical behavior, with profit outweighing integrity.
- This has resulted in "[Human-Made Stuff Now Outweighs All Life on Earth](#)," (Scientific American, December 9, 2020). **This has far reaching implications for every living thing on earth; Severe pollution of the land, sea and air!**

Changing from planned obsolescence to repairable goods would be good for the economy and the environment, not to mention the quality of goods and ethics of companies. This is not only an environmental issue, it is an issue that reflects a frightening downside of companies into a norm of corporate greed; an anything to increase profits framework, despite how it affects the consumer, the environment or the economy.

A local TV, stereo, radio, and other home electronics repair person stated 1/20/21 that 60% of the products that come into his shop for repair are rejected, due to the inability to repair or the inflated prices charged for parts by manufacturers to discourage repairing them. He said that manufacturers are only required to have parts available through their warranty period, which is usually 90 days to 1 year. (He no longer even tries to repair modern TVs.)

I went to buy an electronic kitchen appliance a year ago (food processor?) and an \$80 appliance had no warranty. I had the option of buying 1 or 3 year warranties at a cost of 10%-30% of the sales price, or taking my chances.

I, personally, have 4 printers, 4 VCRs, 2 cassette players and a steam cleaner in my basement with hopes that somehow, someone will know how to repair them. Even if that occurs, it is unlikely I will be able to buy ink cartridges for the VCRs, because models are constantly changing to encourage people to update by buying new ones. It also makes it more difficult to get parts.

Every 4 in 1 printer I have ever bought (4-5, mostly HP) the FAX mode stopped working within the first year. Not repairable. The only other current problem with 2 of them is that they won't accept a black ink cartridge, which disables the entire printer. On another the print roller is out of alignment due to a paper misfeed. Paper misfeeds occurred at least every other time I loaded paper and no more than a few sheets could be loaded at any one time, or it wouldn't feed right and the paper would jam (planned obsolescence). The 4th one just stopped printing for no apparent reason, except cheap components/planned obsolescence. One of the cassette decks died within 1 month of purchase and the warranty declared it unrepairable.

Last June I purchased a new pair of Stanley Pruning shears. I chose Stanley because I believed they were a good brand. They were also the most expensive, hopefully indicating quality. Within 2 days of using them the spring between the handles started popping off. I almost lost it several times. Within a month they began sticking, so I would have to use both hands to pull them apart after each cut. Within 2 months the blades became completely stuck for no apparent reason. I could not move them. Thinking it was a fluke I repeatedly tried to exchange them for a new pair, but the store didn't restock them. I was able to exchange them on 2/21/21.

On 2/25/21 I was going to use them. It was hard to move the release to open the pruning shears, but they finally came open. I tried to reset the release to keep the pruning shears in the closed position, but there was nothing to catch the release to hold them closed. Sometimes you can "vote" by not buying things you have issues with. I have a big yard and I need pruning shears. I don't really have the option of not buying them because the company is not required to stand behind its products. There are a lot of things like that and these are but a very few of the products that have broken prematurely.

Allowing companies to have no liability for the quality of their products has contributed to the financial abuse of consumers, the deterioration of corporate ethics and the deterioration of the environment, at the very least. Until the early 1970s, there was a law requiring companies to back up their products. That law was repealed. It's time to bring it back.

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