

Findings:

- (1) Consumers may from time to time find it difficult, cumbersome or frustrating to make repairs themselves or locate qualified technicians able fix their consumer electronic products.
- (2) Accessing repair information, identifying and resourcing the correct parts necessary can be a difficult and challenging task for owners of consumer electronics. Particularly for those customers whose electronics are not under warranty, may be older models, or require parts that are difficult to stock or retail at fair and reasonable prices. Consequently, consumers often choose to buy new rather than repair.
- (3) Access to diagnostic tools and information, training and support services is necessary for effective repair of products that may have embedded electronics.
- (4) Access to information and tools necessary to repair and refurbish consumer electronic products should be available to individuals willing to invest in the time and resources necessary to ensure proper functionality and effective repair.
- (5) Many manufacturers have made commitments to sustainability, repair, and reuse, and the innovation economy of Vermont and the United States and have had many positive economic and environmental impacts. Legislation that further promotes extending the lifespan of consumer electronic products can create jobs and benefit the environment.
- (6) Manufacturers and independent repair providers should be encouraged to voluntarily adopt a method for providing diagnostic tools and repair data available by the 2020 model year.