



# RIGHT TO REPAIR

## Support HB24-1121

(Representatives Titone & Woodrow; Senators Bridges & Hinrichsen)

When something breaks, you fix it. That's just common sense. But when only the manufacturer or their "authorized technician" has the necessary parts, tools or information needed, they can charge whatever they want or push you into buying a new device. These manufacturer-imposed repair restrictions affect a wide variety of products from toasters to tablets, and even tractors. The result is surging repair costs and a massive amount of waste. For example, Coloradans dispose of some [6,600 cell phones](#) every day. Colorado has led the way with Right to Repair for farm equipment and wheelchairs, and now it's time to expand our law to cover everyday electronics, enterprise equipment and appliances in HB24-1121.

### What does HB24-1121 Do?

- Requires Original Equipment Manufacturers (OEM) like Amazon, Apple, Google, and others to provide software and physical tools to consumers so they can fix their broken electronics. OEMs can charge a fee for physical tools but software tools must be free of charge.
- Holds OEMs harmless if the consumer or independent repair provider improperly repairs or breaks the electronic equipment
- Prohibits parts pairing which restricts repair for consumers (see more below)
- Exempts the following industries/equipment:
  - Car dealerships and car equipment
  - Medical devices including diagnostics
  - Industrial, utility, construction compact construction, forestry, mining, or road building equipment
  - EV charging stations and equipment
  - *On behalf of the solar energy industry*, Portable generators, solar panels and related electronics, and other energy storage systems, fuel cell power systems or power tools (Amd. L.002)
  - Marine vessels (Amd. L.002)
  - *On behalf of the telecom industry*: Equipment provider as part of a cable service, like a cable box or modem, if the provider replaces it for free when it breaks (Amd. L.002)
  - *On behalf of ADT, security alarms*, "Intrusion detection equipment" which covers alarm and security systems (Amd. L.002)
  - Emergency radio systems, such those used by police or fire services (Amd. L.002)
  - *On behalf of Garmin*, Remote diagnostic tools used by the manufacturer, if provided at no cost ((Amd. L.003)
- *Finally, we are working with Apple to address some of their concerns (Adding laptops and tablets to reach less far back than other equipment (appliances, servers etc, Removing the data sharing for personal electronics but leaving it in for the current agricultural statute, slightly updating to the Oregon Parts pairing language. We are working to have the amendments ready for 2<sup>nd</sup> reading.*

## **Why we need to stop “parts pairing” from killing repair**

What happens if you take two brand new iPhones, and swap their screens? According to a recent test from iFixit, after the swap, the front-facing camera, face ID unlocking feature, and auto brightness stop working all together. Swapping screens, the battery, or main camera also prompted repeated warning messages saying the screen was not a genuine Apple part (even though it was indeed a genuine Apple part). This is a result of restricting repair using "parts pairing."

Parts pairing isn't inherently hostile to repair, it simply refers to the technology used by manufacturers to tie or pair the various component parts through a unique identifier programmed to be recognized by the main computer in the device. However, when the device notices that a part has been changed, it can reject or restrict the functioning of the new part. This undermines repair, refurbishing and charity tech donation programs and increases costs. This bill narrowly restricts any repair uses of parts pairing.

## **Repair doesn't undermine security**

Manufacturers have claimed that Right to Repair measures undermine security, though [security experts disagree](#). While some manufacturers claim that removing parts pairing undermines security, other manufacturers who also care deeply about security see no real security threat to having a robust repair ecosystem. And right to repair is also about choice; It does not mandate hiring a different repair service. There is no replacement for owner discretion. It should be a consumer's choice who to trust. If they like the OEM's authorized repairer, then they can choose to trust them. But if they don't like their vetting, if they feel that fixing it themselves is safer, cheaper or better, should they be forced to hire them because no one else is permitted do the job?

## **Colorado's bill is in line with other state legislation**

Bills already passed in Minnesota and California contain all the reforms present in this bill, with the exception of the parts-pairing language. Colorado's bill is similar in scope to those two state bills, covering consumer devices (like California) and business electronics (like Minnesota). And many more states are pushing right to repair legislation this year.

## **The FTC reviewed manufacturer objections and found “scant evidence”**

The Federal Trade Commission studied Right Repair for two years and studied evidence from both sides. The result? A [unanimous report](#) confirming that repair restrictions hurt consumers and small businesses, and that manufacturers' arguments against Right to Repair -- such as assertions that repair access undermines safety, privacy, security or intellectual property -- are unfounded, with little or no evidence to support them. This issue has been fully vetted and it's time for action.


## **Repair is essential for the environment**

Electronic waste is the fastest growing waste stream in the [world](#), and the U.S. EPA reports that it is now the fastest growing part of our [domestic municipal waste stream](#). Making a single phone produces the planet-warming equivalent of [122.7 pounds](#) of CO2 and requires 295 pounds of raw material. If we held on to our phones one year longer on average, it would have the climate benefits equivalent to taking [636,000 cars off the road](#).

**Bottom Line:**

Right to Repair is pro-consumer, pro-farmer, pro-competition, helps small businesses, cuts toxic electronic waste, addresses the digital divide and helps fight climate change. It has been fully reviewed by the FTC and this legislature. It is time to expand our protections to the tech we use every day.

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**ADT Security Services' Statement  
House Business Affairs and Labor Committee  
Holly Borgmann  
Vice President, Government Affairs  
ADT Security Services  
February 29, 2024**

Chair Amabile, Vice Chair Ricks, and members of the Committee, thank you for the opportunity to express ADT's support for Right to Repair legislation that allows Colorado residents to repair their own electronic devices, while at the same time, protecting the integrity of life safety devices like fire and burglar alarm systems and devices.

With nearly 150 years of industry experience, ADT is the leading provider of residential and small business security services in the United States. Since our founding, have earned the trust of over six million families and small business customers in North America. On behalf of our more than 19,000 employees who help save lives for a living, I would like to thank you for this opportunity to express our views.

ADT, like most electronic security companies, purchases equipment from manufacturers and assembles it in customer homes and businesses to help protect and connect what matters most – our customers families, homes, and businesses. Our trained, certified, and background checked technicians regularly conduct repairs of customer-owned equipment when customers encounter an issue, and will either visit them in their home, or walk them through basic repairs over the phone or via video call. We handle this work in house, not because it is a profit center, but because we believe that the details surrounding a customer's security system, including the codes and schematics for intrusion detection devices should remain closely held. Burglar alarm