

My name is Romain Godin, I am co-owner of Hyperion Computerworks in the Garden Home neighborhood of Southwest Portland. We serve our local community by offering repairs for computers and various other electronics. We interact with an average of 100 individuals and their broken devices every month, helping them navigate the financial and logistical hurdles that accompany the pursuit of repair.

We are here in support of Senate Bill 1586.

One of the challenges we've always faced in our day to day work has been getting access to the parts and documentation we need to execute repairs for the wide variety of devices we see.

Lately, a new trend has emerged that is referred to as parts pairing. Some manufacturers assign a serial number to parts and use software locks so that the part can only be used with that one specific device. If you have one iPhone with a broken screen and another that won't turn on, you would think that you could repurpose the screen from the dead phone but it's not that simple. After replacing the screen, you won't have all the features that you used to have and you'll get a prompt that the system can't tell whether or not the parts are genuine - even when they are.

When you have your device repaired at an authorized service center, they're running a software tool to calibrate or pair the new part. That tool isn't available to the public or to independent repair shops, and used parts are not an option for consumers.

Apple's representatives are going to tell you that this practice is necessary for security. I'm left wondering what disabling automatic brightness after a screen replacement is protecting consumers from.

Industry Lobbyists are going to tell you that consumers need to be protected from exploding counterfeit batteries or aftermarket parts. Safety concerns with lithium batteries are legitimate but blown out of proportion - they're surprisingly durable, you actually have to stab one pretty hard with a blade before it will rupture and thermally react. Remember back when you could take your battery out of your own phone and the battery came tumbling out if you dropped the phone?

I would argue that Apple's policy of restricting access to parts has actually created a broader market for counterfeit or low-quality batteries. I have a much easier time getting genuine OEM batteries from manufacturers who actually offer them without restriction.

Aftermarket parts play a vital role in the repair ecosystem.

"Aftermarket" is often referred to with a negative connotation, but they're not always a bad thing - lots of aftermarket parts meet or exceed the OEM specification.

I recently revived an iPad Pro that a client spent well over \$1,000 on in 2018. The device still receives security and software updates, but Apple and Apple Authorized shops told them that repairs were no longer offered for that device. Thanks to an aftermarket battery, that client was reunited with their data and they now get a few more years of use from the device.

Our standard practice is to provide our clients with a range of options - New and Used, Original and Aftermarket. We also inform them of the potential consequence of their selection. This approach puts choice in the client's hands and increases our chance of being able to meet their budget.

When they're available, the lower cost of used and aftermarket parts can make or break whether or not a repair fits within someone's budget, not to mention the ecological impact of being forced to discard parts that still work.

I am all for transparency in device repair and it's reasonable for manufacturers to want to notify users that a part isn't genuine. The language in SB1596 makes room for this while limiting inappropriate annoyance or loss of function that stifles fair competition in the repair industry. The provision for anti-theft and data privacy related components ensures that consumers' devices will remain secure.

This legislation levels the playing field so that Oregonians can choose who will fix their electronics - whether that's themselves, the manufacturer's authorized service provider, or their friendly neighborhood repair shop.