

Submitter: Romain Godin

On Behalf Of:

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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.

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. Those tools aren't available to the public or to independent repair shops, and used parts are not an option for consumers.

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 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.

The parts pairing practice stifles fair competition. When I tell somebody that they might face this or that inconvenience by having me do the repair instead of the manufacturer, they're likely to take the more certain route through the manufacturer. I've gone through the expense of marketing to reach someone with a device for me to fix only for the work to fall through over an arbitrary restriction.

This legislation levels the playing field so that Oregonians can choose who will fix

their electronics - whether that's themselves, their friendly neighborhood repair shop, or the manufacturer's authorized service provider.