

Testimony
Dustin Brighton, Director, Repair Done Right
Coalition
Ohio Senate Committee on Financial Institutions and
Technology

Tuesday, March 28, 2023

Chair Wilson and members of the Committee.

My name is Dusty Brighton, and I represent the Repair Done Right Coalition.

Thank you for allowing me to submit testimony in opposition of SB 73.

The Repair Done Right coalition is made up of companies, organizations, and people who care about ensuring that innovative products are repaired and maintained in an authorized manner.

These companies assisted in connecting consumers, businesses, and governments through products designed to assist in improving the lives of those who use them. During this pandemic products and services manufactured by these companies and organizations have been essential in ensuring commerce and personal relationships remain intact.

The Repair Done Right Coalition is opposed to the referenced language which would mandate original equipment manufacturers (OEMs) of digital electronic equipment, or a part of the equipment sold in Ohio to provide independent repair providers with diagnostic and repair information, software, tools, and parts - increases safety and cybersecurity risks for consumers and businesses -- while threatening the Ohio innovation economy.

- OEM's currently offer consumers a wide range of safe and secure repair options through their authorized repair networks. This enables manufacturers of consumer electronics, home appliances, HVACR, security equipment, toys, lithium-ion batteries, and other connected electronic products to stand behind the quality of their products.
- Most consumer technology products are comprised of complex electronics which require specialized training and sophisticated test instruments to repair safely. Some types of repairs can be extremely detailed, complicated, and dangerous to anyone without proper training. It is particularly important that products containing high energy lithium-ion batteries are repaired only by trained professionals who understand and mitigate the hazards associated with installing, removing, or replacing these batteries.

- Manufacturers want to ensure that their products are serviced by professionals who understand the intricacies of their products and have spent time procuring the knowledge necessary to safely repair them and return them to consumers without compromising those standards or undermining the safety and security of their products.
- Consumers, businesses of all sizes, public schools, hospitals, banks, and industrial manufacturers all need reasonable assurance that those they trust to repair their connected products will do so safely, securely, and correctly. State law should not mandate that all manufacturers must provide a “how to” manual for any product and provide it to anyone who asks.
- Forcing OEMs to provide unauthorized repair facilities with information on how to bypass consumers’ safety locks presents unacceptable risks to consumers’ data privacy. [A recent study](#) found that privacy violations already occur when consumers seek computer or phone repairs, with technicians accessing female customers’ personal data at a higher rate than males. Without the contractual safeguards

Our members are committed to working with you to promote digital privacy and security, while resisting unwarranted intervention in the marketplace with mandates

that compromise consumer safety and protection. However, SB 73 does not help the citizens of Ohio. In fact, it could harm them.

Again, thank you for allowing me to submit this testimony to you today.