

PRESS RELEASE

Climate protection: check frequency and cost of repairs before purchasing smartphone

Hanover, 20 December 2019 – Electronic devices need to become more durable again and their users given more opportunities to repair them in the case of damage. This is envisaged by the EU Commission in their current Green Deal. To this end, in the coming year the Commission intends to examine the need for a right to repair. To support users even now, Clickrepair, Wertgarantie’s repair marketplace, advises people to compare the vulnerability of individual smartphone models and take this into consideration when making a purchase decision.

Incorporating the right to repair into the EU's circular economy plan is to be one of many measures to make Europe climate neutral by 2050. With electronic devices, that above all means counteracting their premature obsolescence and improving their reparability. The new repair standards would also have a positive effect on the supply of spare parts for smartphones, thus significantly expanding the repair services for users. Until now, manufacturers are still making it difficult for users to repair a defect themselves or have it repaired by the expert of their choice.

Users should actively make decisions and compare products

Besides the right to repair, an electronic product passport is being discussed to help consumers make an active choice when purchasing a device. This is to inform them, among other things, about the reparability and disposal of the product. Clickrepair advises people to look carefully even now when choosing the right device. “With smartphones we have noticed that there are sometimes huge differences in quality between the various models of a single manufacturer. It is therefore important that consumers make use of the possibility to compare,” says Marco Brandt, division manager at Wertgarantie. For this purpose, Clickrepair’s Repair Check, with statistics updated on a monthly basis, offers assistance relating to smartphones and laptops currently



on the market as regards how likely they are to need repairs and how high the average repair costs are if the device has a fault. In this way consumers can, at least in part, avoid a nasty surprise before it happens.

Fewer people have their smartphone repaired

But the focus is not only on making a device last a long time, but also turning users' awareness towards "repairing instead of discarding". If their smartphone breaks, for most people taking it for repair is not an option. The recent [Smartphone Repair Study 2019](#) by Clickrepair, in cooperation with Statista, shows that merely 15 per cent of those concerned have their smartphone repaired in the case of damage. "The figures suggest that when there is a fault, users decide more quickly to purchase a new device rather than having the faulty one repaired. Implementing the right to repair could bring about a change of thinking here, as well as creating practical incentives to restore the device rather than spending money on a new one," says Brandt.

Note to the editors

The basis of the Smartphone Repair Study is a representative survey of 5,126 participants aged 18 years and over conducted in cooperation with Statista. The survey period was from 18 April to 14 May 2019. The results of the survey and the smartphones insured by Wertgarantie provided the data on which the Repair Check is based.

About clickrepair.de

clickrepair.de is Wertgarantie's repair marketplace for mobile phones and smartphones. With more than 1000 mobile phone repair shops across Germany, clickrepair is the leading repair marketplace in the field of mobiles and smartphones. The marketplace offers users the greatest comparability and transparency in processing orders. From display damage and defective batteries to connection problems, mobile phone owners will find an optimum range of repair options, either locally or as a mail-order repair. Smartphone owners looking for a repair service can conveniently place their order via the clickrepair portal and are thus given additional security. Smartphone users who have their defective device repaired through clickrepair.de can, at the same time, insure themselves against future defects with Premium Repair Protection. Since the merger with the former operator Valuecare24 GmbH on 1 January 2018, clickrepair.de is operated by Wertgarantie Beteiligungen GmbH.

