



August 31, 2020

The Honorable Edward Butler  
Chairman, House Committee on Commerce and Consumer Affairs  
New Hampshire House of Representatives  
107 North Main Street  
Concord, NH 03301  
Phone: (603) 271-3661

**Re: Electronics Manufacturers Opposition to HB 462 (The Fair Repair Act)**

Dear Chairman Butler:

On behalf of the hundreds of manufacturers and businesses our organizations represent, we oppose any legislation that would mandate original equipment manufacturers (OEMs) of digital electronic equipment or a part of the equipment sold in New Hampshire to provide independent repair providers with diagnostic and repair information, software, tools and parts.

Our organizations represent a broad spectrum of manufacturers of consumer electronics, home appliances, HVACR, security equipment, toys, lithium ion batteries, and other connected electronic products as well as companies that rely on the secure operation of these devices, such as entertainment software publishers. All of these companies stand behind the quality of their products.

Our members develop products and services for a wide range of commercial, government, and consumer users that are often highly regulated. Their customers depend on these products to operate safely, securely, and accurately, whether they are being used to support banking and commercial transactions, transmit and store sensitive personal data, support industrial operations, medical applications, or

securely deliver entertainment and other services. As businesses, government agencies, and consumers continue to increase their reliance on connected devices to help deliver efficiency, convenience and services, it is important to remain vigilant and focused on mitigating the risks associated with the safe and secure operation of those products.

More than 90 repair bills have been introduced across more than 25 states across the country over the past four years and none have been enacted. In fact, only one has even passed through committee.

The reason?

The current repair programs in place provide consumers with significant cybersecurity and safety protections. In addition, today product manufacturers can protect proprietary information and be held accountable for their sustainability and recycling programs. Further, manufacturers have significantly expanded their repair networks, enabling independent repair shops access to OEM parts and repair manuals.

Consumers have a multitude of repair choices. There is no need for a “legislative solution” for what has become a business to business conflict. The market will determine whether consumers trust authorized repair networks or independent repair providers.

Thank you for considering our perspective on this complicated issue. Our members bear a significant responsibility to the businesses, governments, and individual consumers that depend on us to protect the safety and security of their electronic products, as well as the sensitive data that they contain.

We are committed to working with you to promote digital privacy and security, while resisting unwarranted state intervention in the marketplace with one-sized-fits-all mandates that compromise consumer safety and protection.

Sincerely,

Air Conditioning, Heating and Refrigeration Institute (AHRI)

Association of Home Appliance Manufacturers (AHAM)

Consumer Technology Association (CTA)

CTIA – The Wireless Association

Entertainment Software Association (ESA)

Information Technology Industry Council (ITI)

Internet Coalition

National Electronic Manufacturers Association

NetChoice

PRBA – The Rechargeable Battery Association

Security Industry Association (SIA)

State Privacy and Security Coalition, Inc.  
TechNet  
Telecommunications Industry Association (TIA)  
The Toy Association

CC: Members, House Committee on Commerce and Consumer Affairs