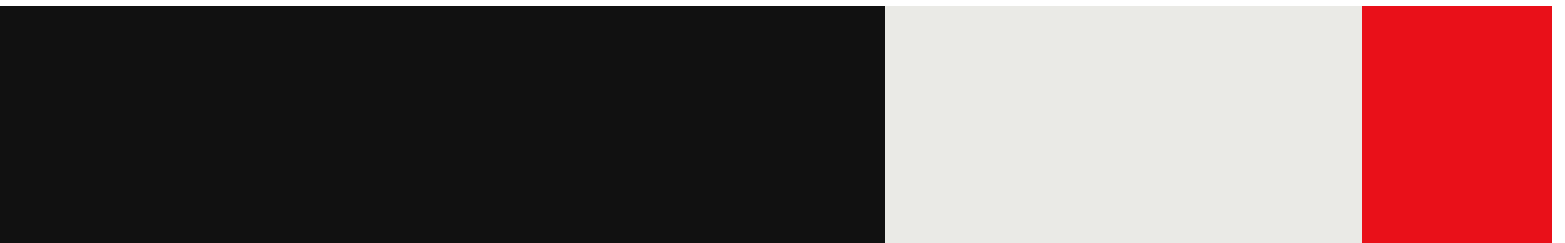


# Apple, Google, and Microsoft devices flunk repairability scores

Article



**The news:** Products made by **Apple, Google, and Microsoft** are less repair friendly than those made by competitors, according to a report from the **US Research Interest Group's Education Fund**.

**What this means:** The difficulty and expense involved in repairing devices from Apple, Google, and Microsoft undermines these companies' wider environmental aspirations and

challenges global [right-to-repair](#) legislation, [per](#) The Verge.

- [Apple](#), [Google](#), and [Microsoft](#) constantly highlight goals like achieving net-zero emissions or carbon neutrality.
- But the smartphones, tablets, laptops, desktops, and accessories they make are notoriously difficult to repair and often need to be replaced instead of fixed.
- The **US PIRG**, which grades companies on how easy it is to repair their devices, dinged the three Big Tech companies for poor repairability scores. Apple received the worst grades: MacBook models averaged 3.16 out of 10 points, and iPhones got 2.75 out of 10.
- In contrast, products from **Dell**, **Asus**, and **Motorola** averaged 7.81 points out of 10 for laptops, and 18 of Motorola's smartphones averaged 7.77 out of 10, proving that it is possible to design and build repairable devices.

**The problem:** Thinner, lighter devices make it impossible to easily swap out batteries, keyboards, or faulty components, which leads to higher repair costs and more e-waste in landfills.

- The technology industry produces various devices like smartphones, laptops, and wireless headphones that are designed to be disposable.
- While Big Tech companies race to net-zero in their offices and production facilities, the burden and cost of their products' poor repairability are passed on to consumers and third-party repair technicians.
- Governments are pushing back as right-to-repair becomes a consumer rights issue: France grades products in a "repairability index," and [half of all US states](#) have introduced right-to-repair bills. The Federal Trade Commission is preparing to enforce [right-to-repair](#) policies.

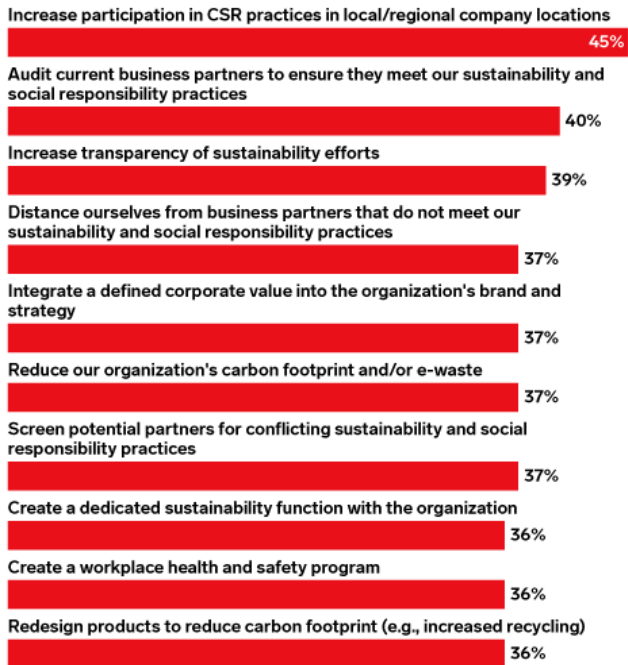
**What's the catch?** Big Tech companies in highly competitive segments like premium smartphones, tablets, and laptops differentiate themselves through design, materials, and premium build quality.

- Thinner and lighter devices are incompatible with modular construction and easy-to-repair devices, so these companies likely won't change the way they design and make products in the near future.
- But some companies have tried to respond. Apple recently said it would allow customers to fix their own devices and would make available the [manuals and tools](#) to do so—once more

putting the reparability onus on consumers.

**Key Actions to Achieve Corporate Social Responsibility Objectives According to Business Decision-Makers\* Worldwide, Aug 2021**

% of respondents



Note: n=467; \*finance/procurement/supply chain  
Source: Forrester Consulting "Seize the CSR Opportunity: The State of Corporate CSR and How to Propel it Forward" commissioned by Ivalua, Sep 1, 2021  
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