

Repair practices of Electronic and Electric Equipment, an opportunity for Critical Raw Materials ?

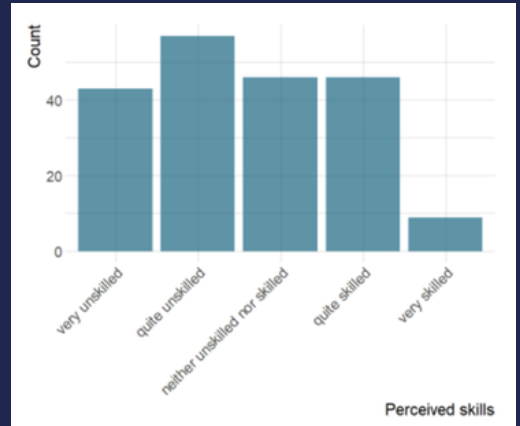
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Critical Raw Materials (CRM) are materials with a high economic importance and a high risk of supply disruption in the EU. Repair of electric/electronic products can improve retention of CRMs. Despite CRM importance related to EEE repair, there is a lack of information to consumers, leading to the research question: "How to communicate to consumers the relevance of Critical Raw Materials (CRM) to the repair of Electric and Electronic Equipments (EEE)?"

The factors influencing repair habits, the extent of the influence of CRM information on repair habits and the ways to communicate CRM information to consumers are assessed to answer this question.



Perceived skills of the respondents for EEE repair

Findings & Recommendations

71% of respondents knew about CRM, **63%** interested in CRM in the context of repair



Repair habits have a positive association with higher perceived skills, possessing tools, self-efficacy and a negative association with concerns about injuries during repair for EEE



Displaying **environmental information** about CRM performed better to increase willingness to repair compared to information about scarcity of material, dependence on other countries and social issues of CRM



New repair experiences to increase perceived skills, with communication about CRM to increase repair motivation, especially focused on environmental impacts of CRM



Education to repair from a young age, as well as emotional design to help change the relationship to products



Making repair the **affordable** option (e.g. through economic incentive) and **easy** option (e.g. through Repair-oriented design, Repair Cafés, Tool library)