

Global Electronic Product Repair Practices in the High Tech Sector

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Global producers of Electronic and Electrical Equipment (EEE) are aligned with all who fight against illegal shipments of E-Waste.



Producers are committed to **helping governments** solve the problem of illegal waste shipments

The mid-to-long term solution is to develop an appropriate collection & recycling infrastructure for **ALL** countries to ensure proper management of their domestically-generated **end-of-life** electronics.

In SEA, pilots are currently established by leading OEMs (e.g. HP and Apple in Vietnam, IT Producers like Panasonic and HP in Singapore).

We need to collectively work towards a future where -

Repair & Remanufacturing are important tools to protect the environment.

Repair / Remanufacturing costs determine if a product gets repaired or will be discarded

Repair



If repair cost

competes with



> xx% of new

New



new wins !

Without **affordable** repair options, 23,000,000 products might be prematurely scrapped every year

Producers of Electrical and Electronic Equipment (EEE)

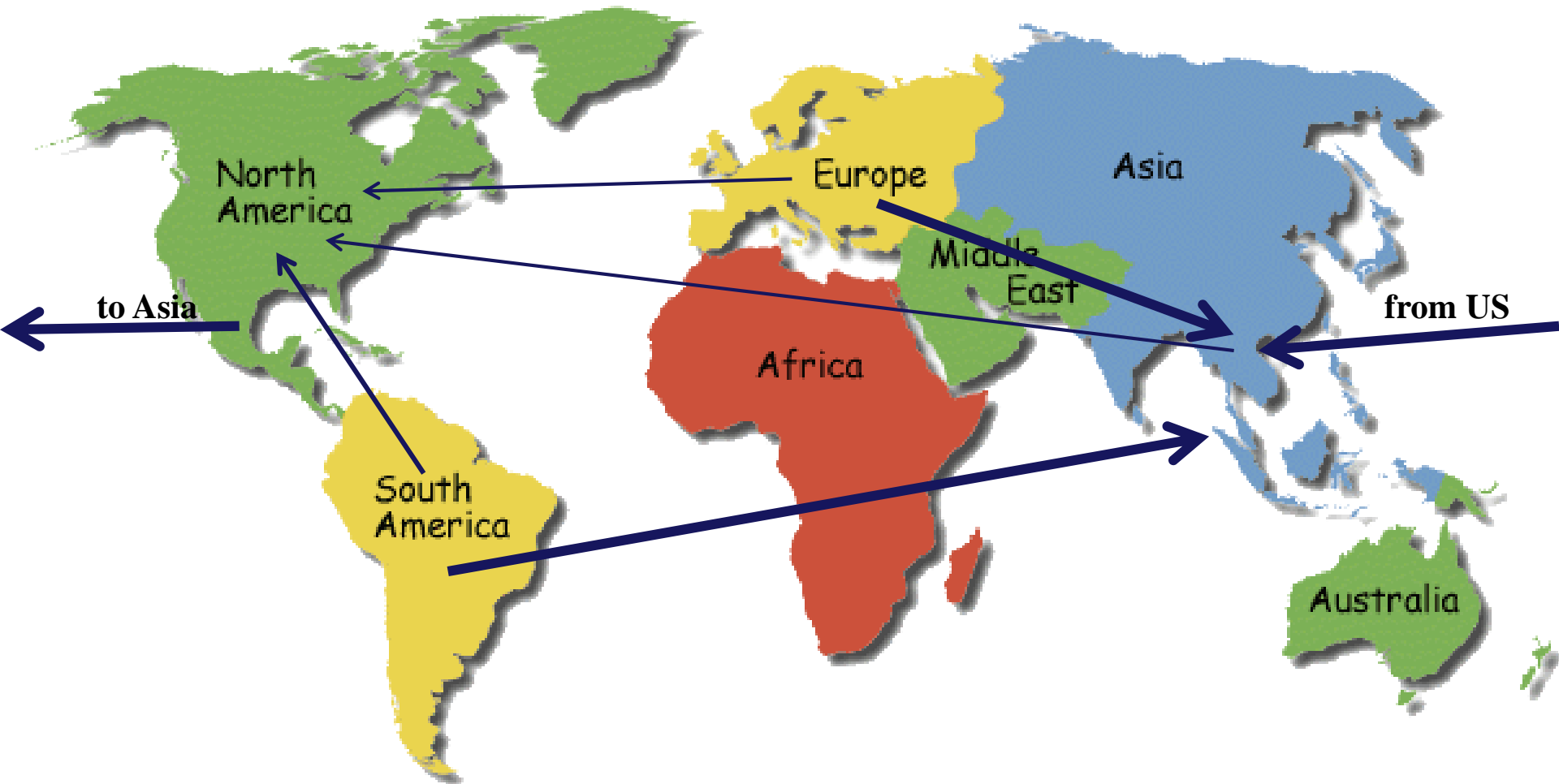
- Strategies to provide affordable repairs/remanufactured equipment
 - Line operation instead of individual repair/remanufacturing
 - Automated testing
 - Similar labour cost as production of new



**Centralized, „manufacturing like“
Repair / Remanufacturing facilities in Asia**

(e.g. Singapore, Malaysia, China)

Major Flows: Spare Parts for Repair



Service parts are shipped for refurbishment from regional and local repair facilities in the Americas, Europe and Asian **states** to Refurbishment Operations in Asia (e.g., Singapore, Malaysia, China, Philippines)

,Manufacturing like' Repair and Remanufacturing



Defective Products Shipping

,Manufacturing like' Repair and Remanufacturing



Defective Parts Receiving

,Manufacturing like' Repair and Remanufacturing



A Repair Center Interior View



Product Diagnosis & Repair

Results of a survey from Digital Europe*

- Every day, the useful life of 100,000 products is prolonged through testing/repair/refurbishment
- 59% are repaired under warranty, 41% are serviced outside of warranty
- Total amount of products / spare parts shipped for service across border / summary of flows for transborder shipments of EEE for testing/repair/refurbishment:
 - 70% are sent to OECD countries
 - 10% are sent between Non-OECD countries
 - 10% are sent from OECD countries to Southeast Asia and China* (Spare Parts)

* Survey was conducted in Feb 2014 amongst the members of the European Industry Association of global producers of IT and Electronic Equipment.

Conclusions

- EEE producers are **supporting the fight** against illegal e-waste shipments
- **Preserving legitimate operations** is necessary to the continued use of sophisticated centralized hubs
- These hubs provide **affordable and high quality service** that extend the life of more than 23,000,000 products annually while **ensuring proper waste management**
- EEE producers are **committed to provide** assurances and details as agreed in the Technical Guidelines in Geneva 2014
- Countries **retain the freedom** under national legislation to classify these shipments as they see fit

What will we see on the tour tomorrow ?

- A recycler of electronic scrap
 - TES-AMM

- A remanufacturer for printers
 - Venture

THANK YOU!