

A workshop scene with several people working on a project. In the foreground, a man in a plaid shirt is looking towards a woman in a striped shirt who is working on a white object. An older woman in a blue shirt is also working on the same object. The background shows other people and workshop equipment.

**restart** 

**Don't despair, just repair**



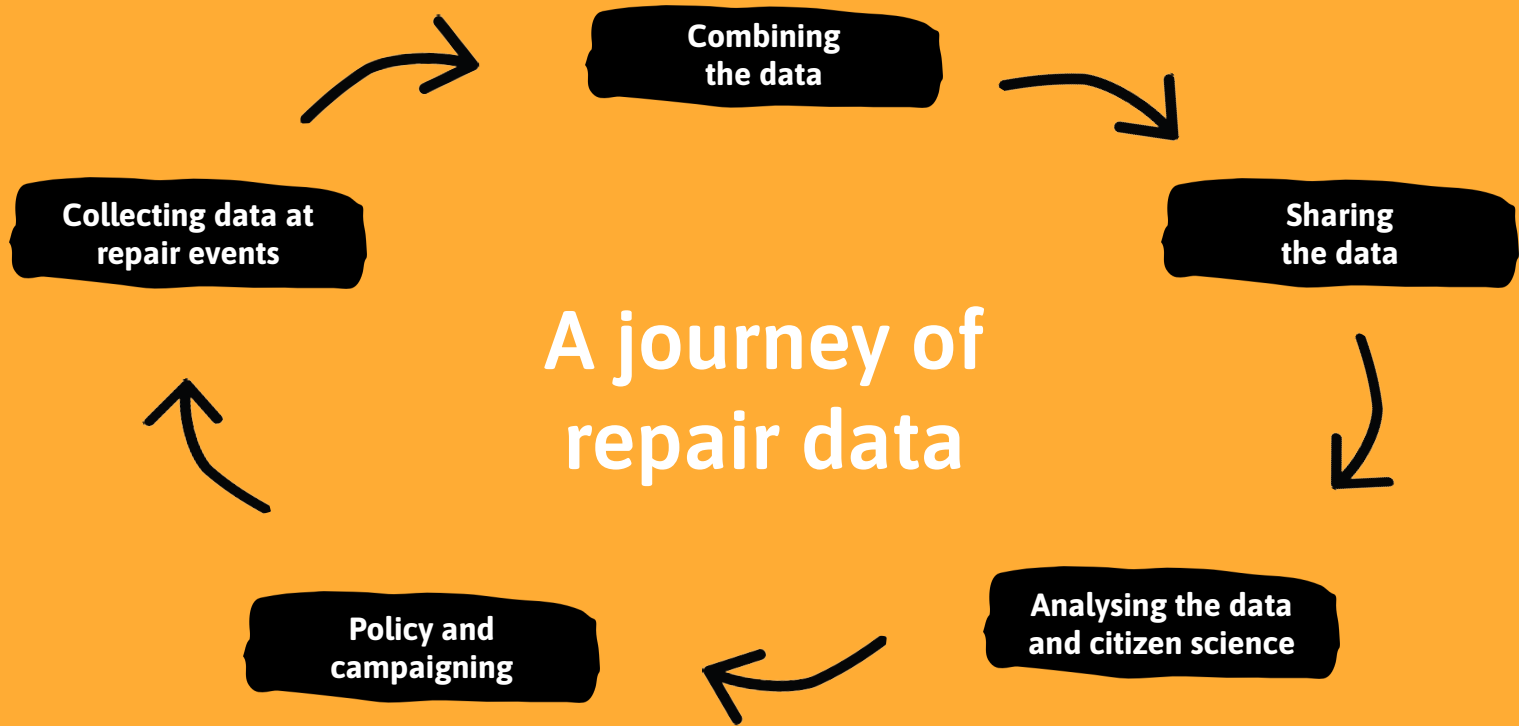




## Why did we start collecting repair data?

- To measure our impact to motivate our volunteers and support funding applications
- Impact means different things to different people, hence impacting what data is collected
- For us the environmental impact was the driving force: waste prevented, CO2 emissions prevented
- Repairability and Right to Repair are now key aspects





# How does data get collected?

We run community repair events



Collecting  
repair data

Combining  
the data

Sharing  
the data

Analysing  
the data

Policy &  
campaigning

# How does data get collected?

## We log repair attempts

### What are you having repaired today? \*

- Aircon / Dehumidifier
- Food Processor
- Decorative or Safety Lights
- Digital Compact Camera

Date of repair\*  
17/07/2019

Ref. number\*  
0149\_2019\_0717\_1

About the product  
Kind of product  
Electric hot water bottle

\*the list? Try another description or choose 'Other'

Electric

Welcome to the Crystal Palace Fixers Restart Party!

We're happy to help you learn how to repair. We are not repair professionals, and Restart Parties are a community self-repair space. Attending means that you take responsibility for your own gadget. Please back up your data.

So that we can calculate the social and environmental impact of community repair events, please help us describe your device:

Computers / Home Office	Home Entertainment	Kitchen / Household	Electronic Gadgets
Desktop computer <input type="checkbox"/>	Flat screen 26-30" <input type="checkbox"/>	Aircon/Dehumidifier <input type="checkbox"/>	Digital Compact Camera <input type="checkbox"/>
Flat screen 15-17" <input type="checkbox"/>	Flat screen 32-37" <input type="checkbox"/>	Vacuum <input type="checkbox"/>	DSLR / Video Camera <input type="checkbox"/>
Flat screen 19-20" <input type="checkbox"/>	Hi-Fi integrated <input type="checkbox"/>	Fan <input type="checkbox"/>	Headphones <input type="checkbox"/>
Laptop large <input type="checkbox"/>	Hi-Fi separates <input type="checkbox"/>	Hair & Beauty item <input type="checkbox"/>	Mobile <input type="checkbox"/>
Laptop medium <input type="checkbox"/>	Musical instrument <input type="checkbox"/>	Kettle <input type="checkbox"/>	Tablet <input type="checkbox"/>
Laptop small <input type="checkbox"/>	Portable radio <input type="checkbox"/>	Lamp <input type="checkbox"/>	Handheld entertainment device <input type="checkbox"/>
Paper shredder <input type="checkbox"/>	Projector <input type="checkbox"/>	Power tool <input type="checkbox"/>	
PC Accessory <input type="checkbox"/>	TV and gaming related accessories <input type="checkbox"/>	Small kitchen item <input type="checkbox"/>	
Printer/scanner <input type="checkbox"/>		Toaster <input type="checkbox"/>	Other <input type="checkbox"/>
		Toy <input type="checkbox"/>	Estimated Weight: <input type="text"/>
		Decorative or safety lights <input type="checkbox"/>	

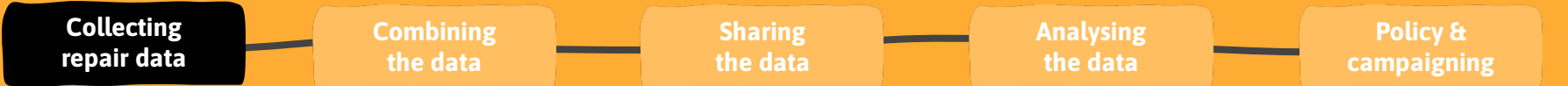
Name	Item	Problem	Resolution	Fix
Catherine	iPad	Digitiser Cracked	Force	Force
Mike	Toshiba Laptop	Screen image problem	System/force	System/force
Patrick	Printer	No lights - nothing		Diag/trim
Anna	Food Processor	Lights work but no sound	Advice given	lan (with log)
Rebecca	Alba TV	Possibly blown capacitors (bass brought photos)	Advice given	lan (with log)
Rebecca	Antique lamp	Plug broken	Advice given	lan
Rebecca	iPhone 7s	Cracked screen		John
Stebanie	Laptop Sony Vaio	Not working	Unlocked it!	Stebanie
Tasha	Vax Vacuum	N. suction		Rebecca
Andy	Vax Vacuum	Turns on/off randomly	Advice given (using lamp used)	Rebecca
Paul	Touch lamp	Turns on/off randomly	Re-start!	John
Paul	Toaster	Bread lift fault		Stebanie
Naoni	Fairy lights	Lights half working after on the table then work	Advice given	lan (with log)
Kit	Touch Lights	not working	Restarted model	John
Mandy	iPad (not set)	System gets out of sync	possibly cracked!	
Ferrah	Food Processor	Temperature!	contact cleaner spray	lan/trim
Rain	Panasonic Lumix Phone	Crackly		
Tim				

POWERED (4) 12 kg 77 kg UNPOWERED (0) 0 kg

A powered item is anything that has or requires a power source.

Category	Brand	Model	Age	Description of problem/solution	Status	Spare parts
ITEM					ASSESSMENT	
Small kitchen item				Blender	Fixed	Didn't turn on anymore - needed a system reset
Blender				Santos	Parts required - from manufacturer	
blender type 62			4 years (approximate if unknown)		Owner brought parts with them	

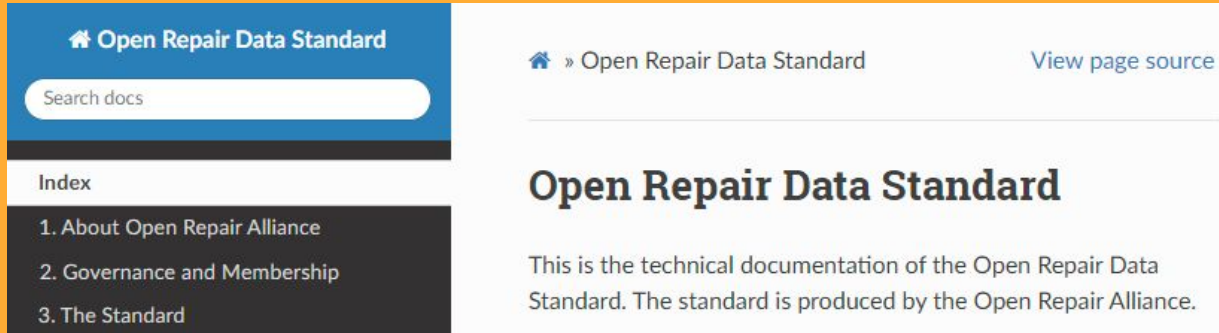
Make (brand)	Model	Age (years)
Description of problem		
Description of solution or outcome		
Fixed <input type="checkbox"/>	Spare parts required?	
	Yes - from manufacturer <input type="checkbox"/>	Yes - 3rd party <input type="checkbox"/> None required <input type="checkbox"/>
Repairable <input type="checkbox"/>	Next steps:	
	More time needed <input type="checkbox"/>	Professional help <input type="checkbox"/> DIY <input type="checkbox"/>
End of life <input type="checkbox"/>	Barriers to repair	
	Spare parts not available <input type="checkbox"/>	Spare parts too expensive <input type="checkbox"/> No way to open the product <input type="checkbox"/> Repair information not available <input type="checkbox"/> Lack of equipment <input type="checkbox"/>



# How do we work together on data?

We pool the data

## OPEN REPAIR ALLIANCE



The screenshot shows the website for the Open Repair Data Standard. It features a blue header with a home icon and the text 'Open Repair Data Standard'. Below the header is a search bar labeled 'Search docs'. A dark sidebar on the left contains an 'Index' section with three items: '1. About Open Repair Alliance', '2. Governance and Membership', and '3. The Standard'. The main content area has a breadcrumb trail '» Open Repair Data Standard' and a 'View page source' link. The title 'Open Repair Data Standard' is prominently displayed, followed by a paragraph: 'This is the technical documentation of the Open Repair Data Standard. The standard is produced by the Open Repair Alliance.'



A collage of logos for various repair organizations. The logos include: 'REPAIR CAFE' in blue and red; 'restart' with a power button icon; 'anstiftung' in green; 'FIXIT CLINIC' with a red cross; 'IFIXIT' with a blue 'X' icon; 'REPAIR CAFE Hauts-de-France' with a green and red logo; 'REPAIR CAFE WALES' with a colorful logo; and 'TOGETHER REPAIR' with a green screwdriver icon.

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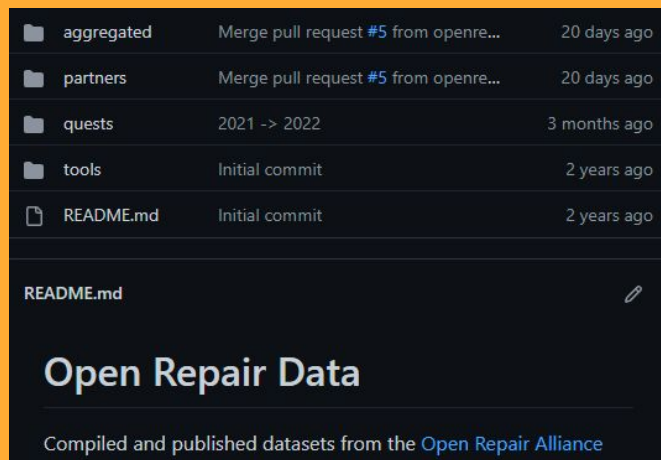
# What happens to the data?

## We share it as open data

OpenRepair



GitHub



aggregated Merge pull request #5 from openre... 20 days ago

partners Merge pull request #5 from openre... 20 days ago

quests 2021 -> 2022 3 months ago

tools Initial commit 2 years ago

README.md Initial commit 2 years ago

README.md

### Open Repair Data

Compiled and published datasets from the [Open Repair Alliance](#)

Publisher	Summary	Record count	Last updated	Structure	License	Download
anstiftung	Community repair data collected in the <a href="#">Reparatur-Initiaven</a> platform from June 2018 onwards. Product categories mapped to working set of ORDS categories – these may be remapped in future.	7,003	23rd August 2022	ORDS v0.3	CC BY-SA 4.0	Zip
Fixit Clinic	Data collected via the <a href="#">Broken Item Report</a> form as part of Fixit Clinic's community repair events. Product categories mapped to working set of ORDS categories – these may be remapped in future.	612	23rd August 2022	ORDS v0.3	CC BY-SA 4.0	Zip
Repair Cafe International	Community repair data gathered using the <a href="#">Repair Monitor</a> platform.	27,402	23rd August 2022	ORDS v0.3	CC BY-SA 4.0	Zip
Repair Cafe Wales	Community repair data gathered via the <a href="#">Repair Cafe Wales repair form</a> .	3,138	23rd August 2022	ORDS v0.3	CC BY-SA 4.0	Zip
The Restart Project	Data gathered at community repair events and recorded in the <a href="#">Fixometer</a> module of <a href="#">Restarters.net</a> .	23,940	23rd August 2022	ORDS v0.3	CC BY-SA 4.0	Zip

Collecting repair data

Combining the data

Sharing the data

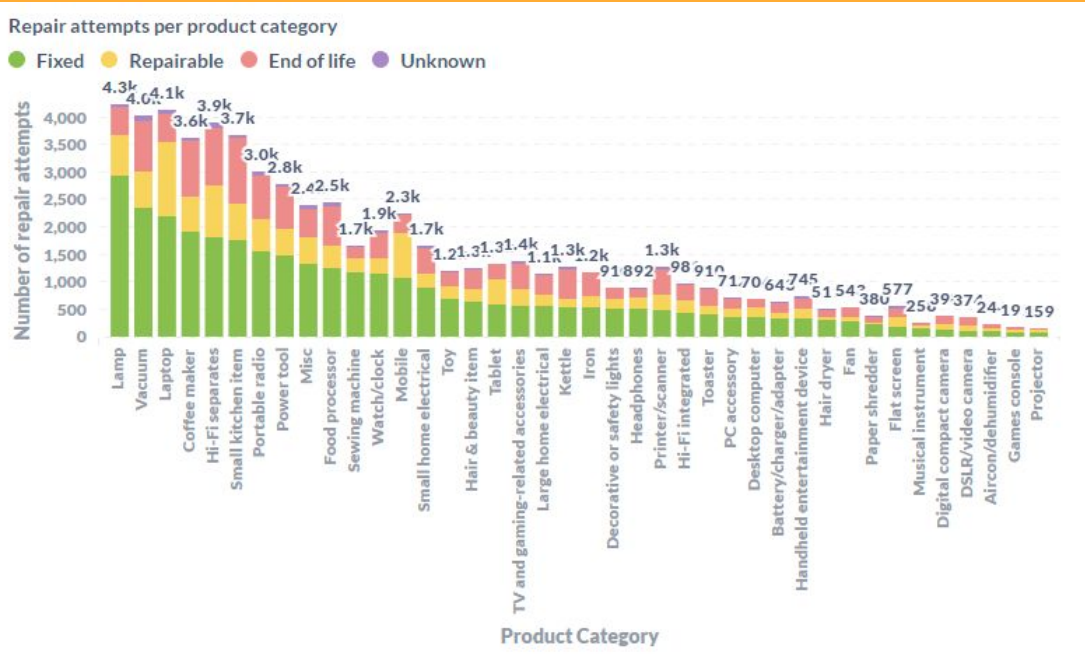
Analysing the data

Policy & campaigning

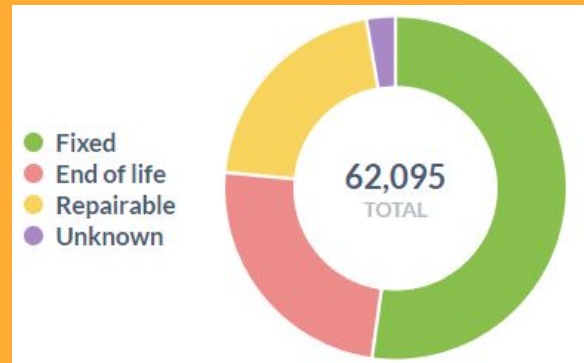
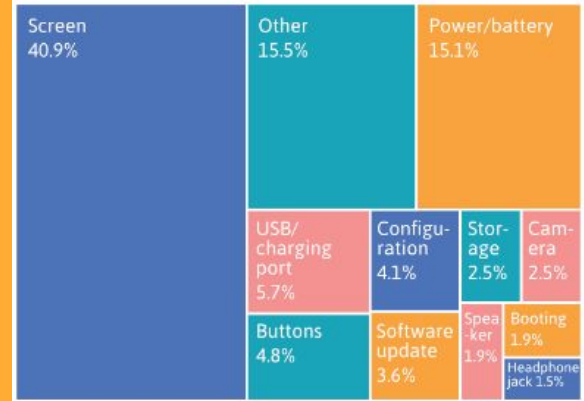


# What happens to the data?

## We look for insights



### Most common smartphone faults



Collecting repair data

Combining the data

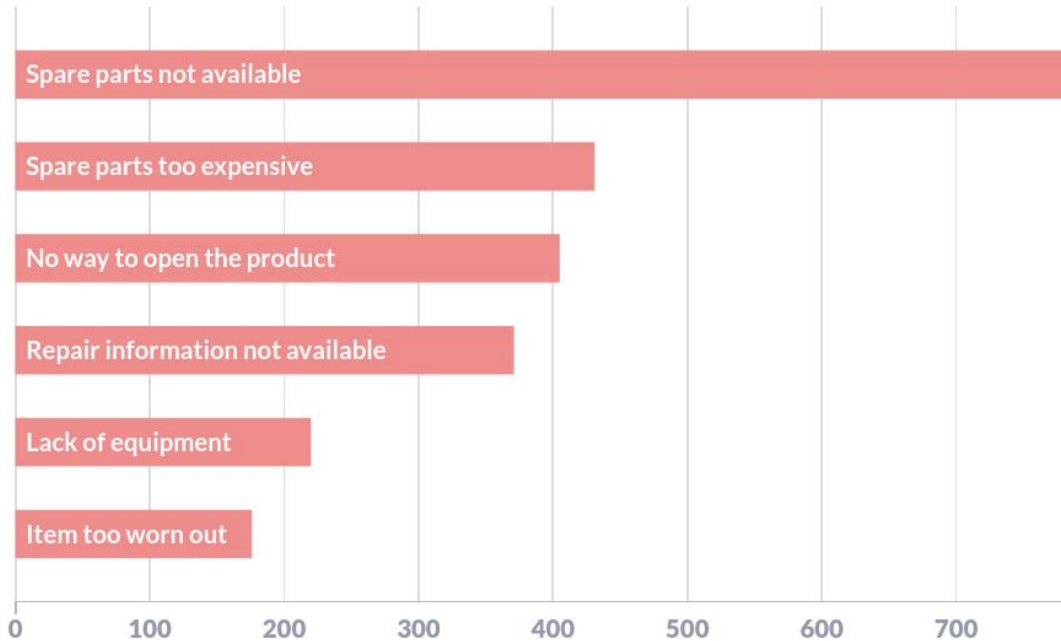
Sharing the data

Analysing the data

Policy & campaigning

# What happens to the data?

Repair barriers for unrepairable devices at community events



Collecting  
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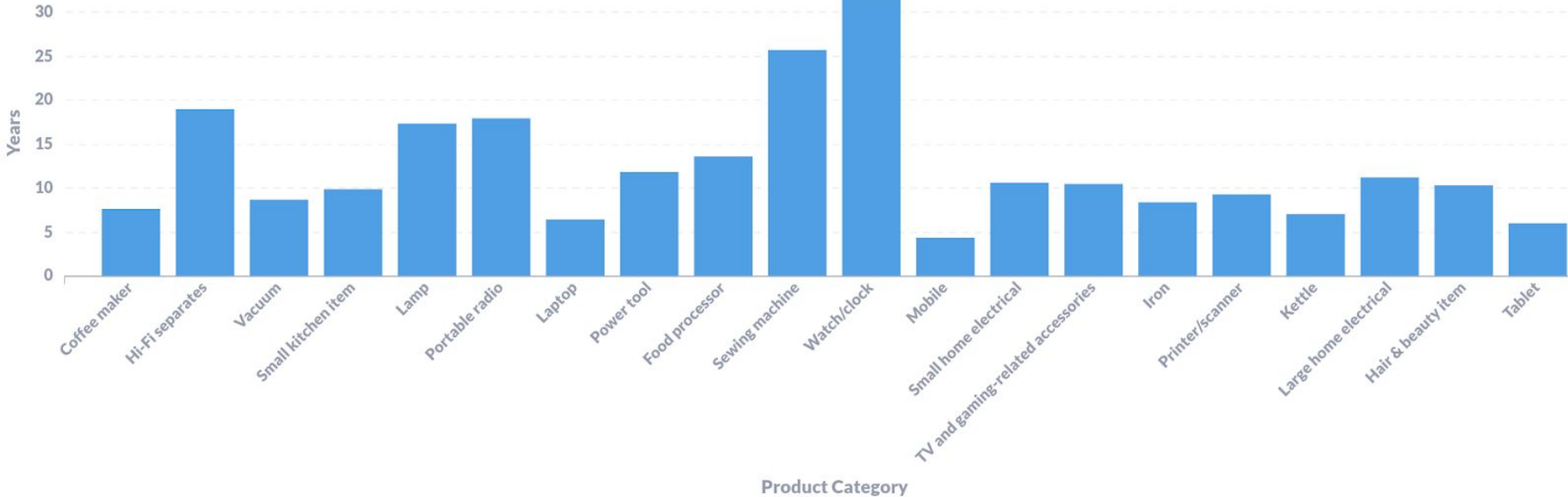
Sharing  
the data

Analysing  
the data

Policy &  
campaigning

# What happens to the data?

Average age of products at community repair events



Collecting  
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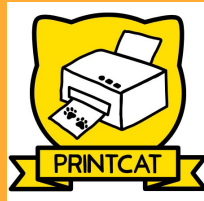
Analysing  
the data

Policy &  
campaigning



# What happens to the data?

## We use it in citizen science



### BattCat: categorise battery problems

STATUS

ABOUT

1

**Read the information about the broken device.**

A volunteer tried to fix this device at a community repair event and wrote this description.

Device: Vacuum

Brand: Dyson

Status: Repairable

Description of problem:  
needs new battery

2

**What are the next steps?**

Select the option that best fits the problem described above.

Go with "Replace with new battery"

Battery is not the main problem

Clean battery contacts

Fix connectors or casing

Fix the charging port

Replace the charger or charging cable

Replace with new battery

Other

Poor data

I don't know

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# What happens to the data?

We use it in campaigns for the Right to Repair

We feed it into policy consultations



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# What happens to the data?

It can be used in other applications

e.g. European Open Repair Data Platform

It can also be downloaded by researchers and...  
by everyone!



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# ...and we fix more things!



Collecting  
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**restart**



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