



3 February 2025

Dear Members of the Finance Committee,

I'm writing to express strong support for **SB0382**, the Right to Repair Powered Wheelchairs, on behalf of iFixit.

iFixit is an international, open-source, online repair manual for everything. We have over 115,000 repair guides, for everything from toasters to tractors. Our mission is to provide people with the knowledge they need to make their things work for as long as possible.

We believe that if you bought something, you own it, and you should be able to fix it—whether that's by taking it to a repair shop of your choice or fixing it yourself. Too many manufacturers are limiting people's repair options by restricting access to parts, tools, documentation, and software. When it comes to wheelchairs, those restrictions rob people of their mobility.

Wheelchair Users Need More Repair Options

Colorado and California have passed wheelchair repair reforms, but the major powered wheelchair manufacturers are refusing to provide equal access to customers outside of those states. Marylanders in powered wheelchairs deserve the same mobility that people have in other states.

PIRG surveyed wheelchair users and found:

- 93% of wheelchair users needed their chairs serviced in the previous year
- Repairs often took 7 weeks or longer
- 83% of agreed legally protected access to repair materials would “make life better for wheelchair owners.”

PIRG's storybank includes reports from folks who waited months to get a tire's inner tube replaced, whose insurance companies denied claims for button repairs, and who spent frustrating hours on the phone with their wheelchair manufacturer—usually NuMotion, which sardonic users frustrated by repair restrictions like to call “No Motion.”

Wheelchair Consumers Can't Choose Repairable

Ideally, the market would provide a choice, and powered wheelchair users could choose to buy more-repairable mobility devices. However, for many wheelchair users, reliant on the devices covered by their insurance or disability benefits, **there is no choice at all. The three major powered wheelchair companies control 60% of the \$7.3-billion market**, and their refusal to provide parts, tools, documentation, and software means that users have no choice but to accept their terms and timeline.

SB0382 will get Marylanders moving again. By supporting independent repair, it will restore competition in the wheelchair repair market and create local green jobs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Elizabeth Chamberlain', written over a thin horizontal line.

Elizabeth Chamberlain
Director of Sustainability
iFixit