

Samsung Galaxy joins Apple in offering self-repair program for devices

March 31 2022, by Brett Molina



Credit: Unsplash/CC0 Public Domain

Samsung will soon join Apple in allowing owners of its smartphone to make their own repairs.

On Thursday, Samsung announced it will launch a program to support owners of its Galaxy smartphones who want to fix their devices themselves.

Samsung will collaborate with online repair community iFixit on the program, which will apply to the Galaxy S20 and S21 devices as well as the Galaxy Tab S7+.

Device owners will initially be able to replace display assemblies, back glass and charging ports, then return the older parts for recycling.

"At Samsung, we're creating more ways for consumers to extend the lifespan of our products with premium care experiences," Ramon Gregory, senior vice president of customer care at Samsung Electronics America, said in a statement.

Last November, Apple introduced the Self Service Repair program for owners of the iPhone 12 or 13 who want to fix their device. However, Apple noted the program is aimed at consumers with experience repairing electronics.

"For the vast majority of customers, visiting a professional repair provider with certified technicians who use genuine Apple parts is the safest and most reliable way to get a repair," the company said.

Samsung's plan comes amid an increased effort supporting [consumers'](#) right to repair their own devices. In July, the Federal Trade Commission unanimously adopted a [policy statement](#) supporting the right to repair, including increased enforcement and potentially new regulations.

©2022 USA Today
Distributed by Tribune Content Agency, LLC.

Citation: Samsung Galaxy joins Apple in offering self-repair program for devices (2022, March 31) retrieved 10 May 2024 from

<https://techxplore.com/news/2022-03-samsung-galaxy-apple-self-repair-devices.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.