

SEA:Hackathon Circular Cities

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Challenge 7: AWM

District-Related Solutions for Waste Prevention and Reuse Activities

FAQs

Customer FAQs

What is 'fixit'?

'fixit' is an app that empowers the user in transitioning to a circular lifestyle, while enabling him/her to repair and extend the life of used items through education, community involvement and upcycling. 'fixit' provides you with all you need to become a true master repairer. Get a toolbox-on-demand, watch tutorials, chat with our repair doctor, connect to your local community or visit us at our marketplace to shop upcycled items.

What makes 'fixit' unique?

'fixit' is the first service of this kind as it provides you a packed toolbox fitted to your needs, individual help and the possibility to connect to other repairers in your local community. The toolbox is either brought to you by one of our AWM trucks or you collect it at one of our local AWM collection places. Find your closest local collection place [here](#).

What features does 'fixit' provide me?

The features consist of repair tutorial videos, a chat option to the Upcycling Doctor, toolbox delivery to the user's home and a marketplace for upscaled items. It also includes a social currency system that enables the user to collect points for donations and DIY repairs. These points can be accumulated to buy items in the 'fixit' marketplace or offline at Halle 2 in Pasing.

How does the toolbox work?

'fixit' provides an easy hands-on toolbox that is delivered to the user by the AWM or can be collected at a local waste point to help fixing broken things. No special skills or knowledge is needed to repair some items on your own. Useful hands-on tips, videos and experiences can be found in our app.

How much does the toolbox cost?

It depends on the tools you need to borrow. In case you borrow single tools, prices range from 1€ to 10€ per day depending on the tool's size.

How long can I use the toolbox?

It depends on the item you use, but the usual range is between two to seven days. After finishing a repair, you have to return the toolbox. The tools will then get cleaned and made ready to be used by the next repairer. In case toolboxes are not returned in time, the AWM charges a fine of 50€ per day.

What if I destroy a tool during my repair?

Please let us know if a tool breaks so that we can replace it for the next user. You won't be charged a fine.

I cannot repair my broken item. What can I do now?

Not everything can be repaired, that is okay. But instead of immediately thinking of buying a new item, why not have a look at the '*fixit*' marketplace or Halle 2 in Pasing. There you can find finest upcycled second-hand items that might fit your needs.

How does the marketplace of '*fixit*' work?

Our marketplace gives you the opportunity to either buy finest upcycled second-hand items or sell your own things that are looking for a new owner. You can purchase items with your debit card, credit card, paypal, paydirekt or social currency that you earn during repair projects and donations. Beside our online marketplace feel free to visit us offline at Halle 2.

Can I return articles I bought at the marketplace?

Yes. In case you decide against the article that you bought at our marketplace, we offer you a free return within two weeks.

What service can I get from the community?

Sharing is caring! From the community you can not only access tutorial videos on how to repair broken things, but also exchange skills and engage within your local community for events or upcoming repair café sessions.

How will you use the information that you are asking me to provide?

We will use the data for our internal use only.

Where can I learn more about your vision?

You are really thrilled about repairing your own broken stuff and want to learn more about AWM's strategy to reduce waste and make Munich an even more liveable city? No problem, just join one of our community repair events or visit us in Halle 2.

Stakeholder FAQs

What is the vision of '*fixit*'?

In our vision '*fixit*' empowers the user in transitioning to a circular lifestyle, while enabling him/her to repair and extend the life of used items through education, community involvement and upcycling. Through the '*fixit*' project, the AWM aims to teach the magic of repairing old items through online tutorials and even provides a toolbox on-demand service that delivers everything needed for a repair and upcycling project to a user's door. Additionally, an online marketplace helps to bring the Halle 2 second-hand market to a wider user base. Through these initiatives, the AWM wants to create a more sustainable future for all, improves circular waste management in the city of Munich and supports the goal of community-based empowerment.

What kind of customer problems do we solve?

Customers are often willing to repair broken items, but they either lack the skills, the tools or both. '*fixit*' provides both, tools and skills for a successful repair experience at home. Furthermore, it gives customers the ability to connect within their local repair community and to learn more about the culture of repair, waste reduction and circular economy.

How can could we launch the app quickly?

We could launch the app quickly with a strategic marketing strategy to the targeted market audience like the guerilla marketing strategy, social media campaigns and classical advertisement (e.g., at train stations). Furthermore, Halle 2 needs to get an own freshly designed webpage that is linked in the app.

Why should customers care about this product? How is it better than what already exists?

'*fixit*' is an easy entry to the world of repair and reuse. Since many cities are facing increasing amounts of waste that lower the quality of life of their inhabitants, there is an urging need to head towards circular waste management. Repairing, reusing and upcycling are important parts of this trend. '*fixit*' gives customers the possibility to repair their items at home providing an individual tool kit that is delivered to their home or that can be collected at a AWM collection point in their neighbourhood. The barrier to going to a repair café is often too high. Approaching the topic at home and learning from the local community can motivate customers on the long run.

How does this support our goals?

By providing customers utensils to repair their goods by themselves with less mobility and clear instruction as well as by providing a marketplace and educating them through events/community, they will get used to keeping their items longer instead of throwing them away. In addition, the preference to purchase upcycled items could rise. All this drives our long-term goal of making Munich an even more liveable city with less waste and circular structures.