To: Sean Maddox, Instructor

From: Raymond Phu, Student

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Subject: Information From Interview With Geoff

I interviewed Geoff Wacker about the significance of the electronics repair industry. He had experience with repairing many electronic devices and writing guides about them. I had an email interview with him in order to learn more about the repair industry and what kinds of problems he faces in his industry.

**The Repair Industry**

Electronics make up a large part of the modern world. Geoff explains the importance of electronics repair is increasing as the world becomes more technological. Electronics are becoming more commonplace, which means that there are more chances for users to end up with malfunctioning devices. This means that users either buy a replacement device for a high price or attempt to get it repaired. Geoff’s industry, iFixit, focuses its efforts on providing guides for users to repair their devices on their own, which could save users money and help prevent electronic waste.

Geoff works as a technical writer for iFixit. He gets opportunities to take apart and repair devices. He also is responsible for writing technical documents that explain the process required to reproduce these repair processes. He is also expected to try to understand what components make up these devices, because most of these devices are tougher to disassemble. This allows him to also be a part of the larger computing industry in helping inform others about products that they can open up.

**Issues**

One of iFixit’s main goals is to reduce wasted electronics by repairing broken devices instead of throwing them away. This is the purpose of the repair guides that are written by workers of the company. A problem that they face is the image of electronics that is conveyed by the technology industry. People are conditioned to believe that most electronic devices are not repairable, which means that they must throw their old, broken devices away and buy replacement ones. Geoff’s company is trying to find a way to liberate the public from this mindset and lower the learning curve for electronic repair.

One of the solutions they are trying to put in place is to open up their guides to more than just simple electronics. They are trying to create guides for commonly-used items like phones, laptops, and game consoles. They are also trying to expand to a larger set of devices, including home appliances, televisions, cars, and many more things. This was done to try to attract many different types of people to help contribute to their cause.

**Interview Reflection**

Overall, the interview was successful in providing more information on the technology repair industry. Some of the basic questions that were asked provided a good palette for Geoff to expand on the subject. The interview could have been improved if it was easier to ask a few questions back and forth to further the description of various parts of the industry. However, Geoff provided detailed answers to each question which helped to fill in some of the holes that may have come up.