

Consumer behaviour survey on repairability

Technical Report | Belgium

Portable computers | Printers | Washing machines | Combined fridge and freezers | Vacuum cleaners | Coffee machines

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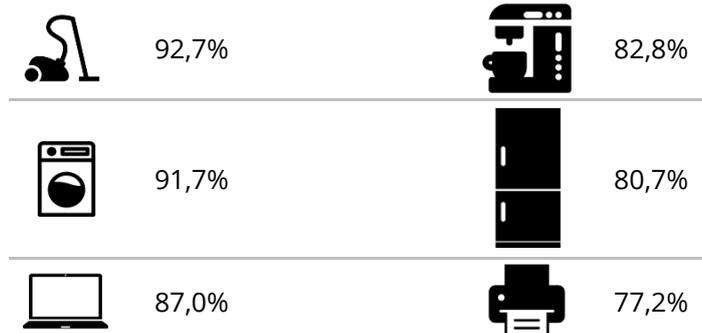
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EXECUTIVE SUMMARY

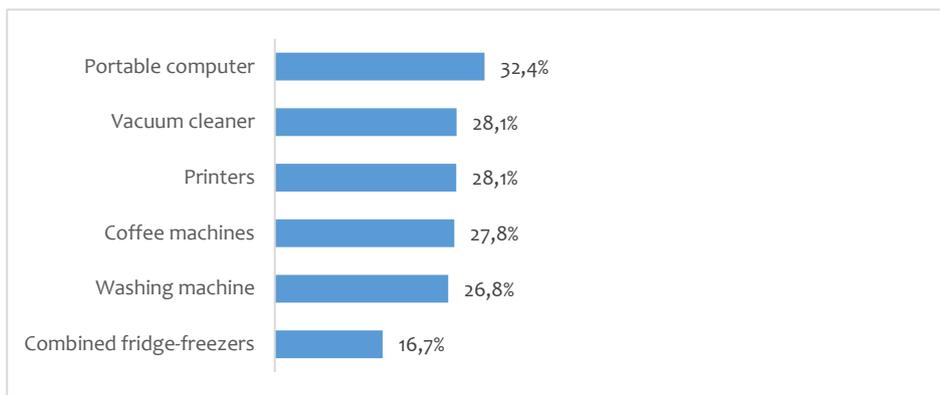
Belgium

% of respondents having the appliance (Table 1.3, p. 11)



% of respondents experiencing a problem/breakdown in the last 2 years, either with the appliance they have or a previous one (

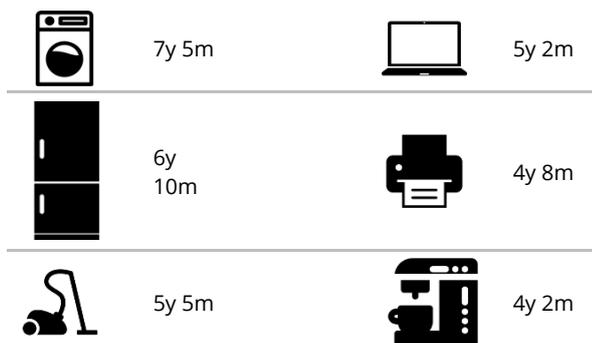
Table 1.4, p. 12)



Base: respondents having the device

Until what age of this device would you still consider repairing it?

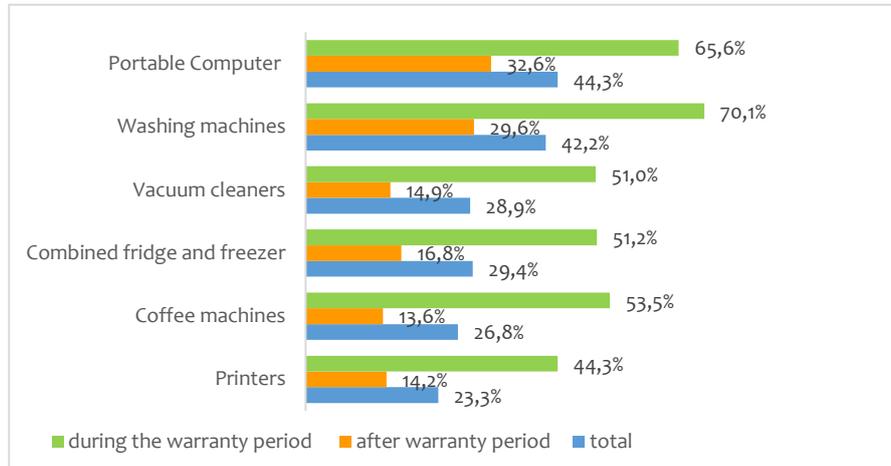
(Table 2.6, p.15; Table 2.26, p.23; Table 2.44, p.31; Table 2.64, p.40; Table 2.80, p.46; Table 2.98, p.56)



For new devices, respondents who already had a problem in the previous 2 years, are significantly more willing to pay for repairing the appliance than those who didn't experience any problem.

Did you repair it?

(Table 2.15, p.20; Table 2.35, , p.36; Table 2.71, p.43;
 Table 2.89, p.51;
 Table 2.107, p.61)

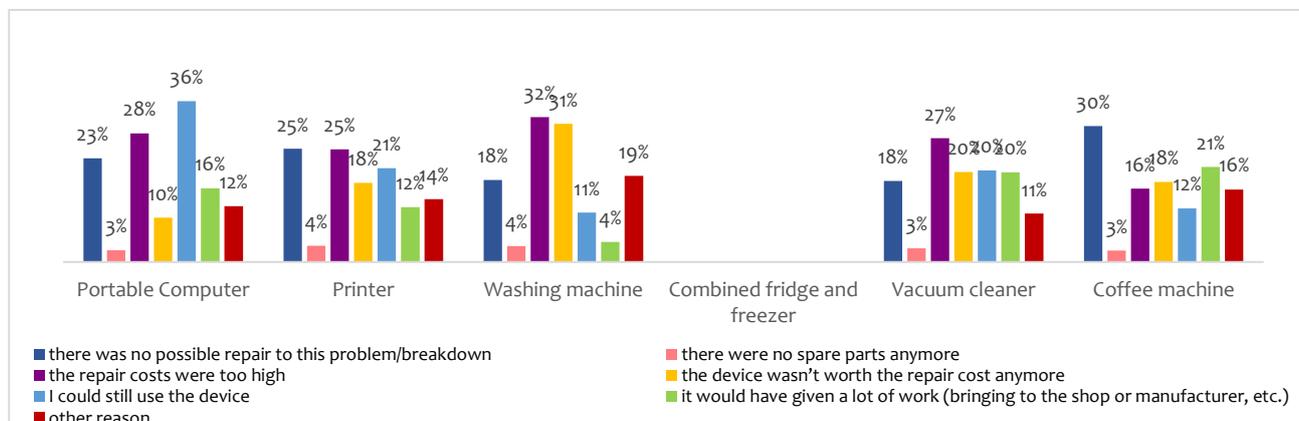


Base: respondents who had problems and bought their device new

When considering the purchase year, the purchase cost and the fact that the device/appliance is still in the warranty period or not, only this last aspect appear to play a significant role on the decision to repair, for all of the devices/appliances considered in this report.

Reasons for not repairing | DURING the warranty period

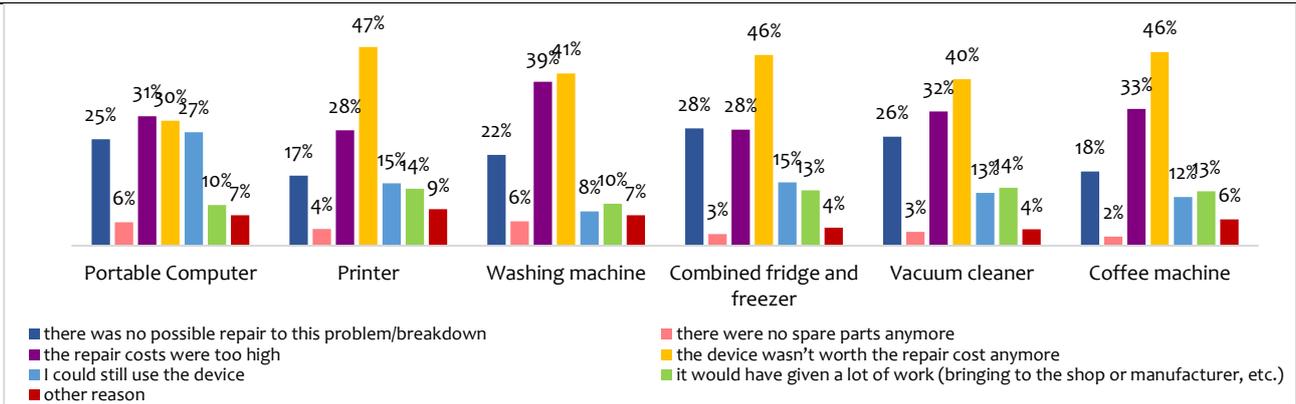
(Table 2.16, p.20; Table 2.36, p.28; Table 2.54, p.36; Table 2.72, p.43; Table 2.90, p.52; Table 2.108, p.61)



Base: : respondents who had a problem in the last 2 years with their current device or the previous one, but didn't repair them

Reasons for not repairing | AFTER the warranty period

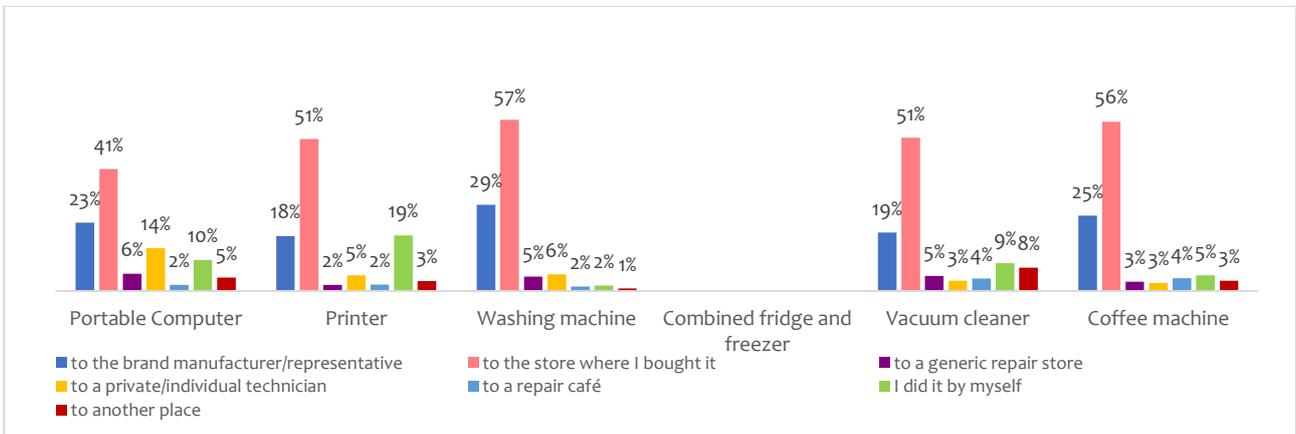
(Table 2.16, p.20; Table 2.36, p.28; Table 2.54, p.36; Table 2.72, p.43; Table 2.90, p.52; Table 2.108, p.61)



Base: respondents who had a problem in the last 2 years with their current device or the previous one, but didn't repair them

Where did you bring it or took contact with to be repaired? | DURING the warranty period

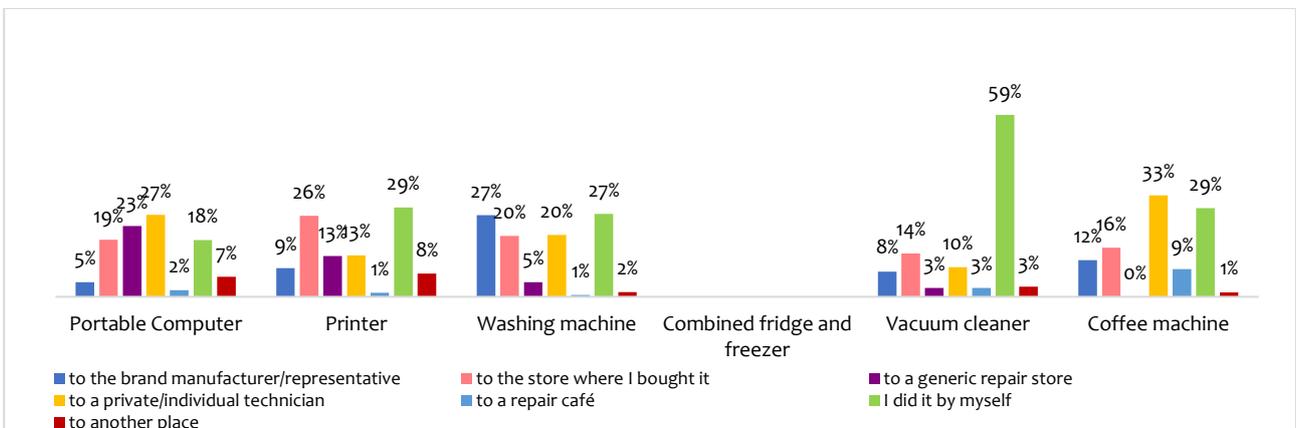
(Table 2.17, p.20; Table 2.37, p.28; Table 2.55, p.36; Table 2.73, p.43; Table 2.91, p.53; Table 2.109, p.61)



Base: respondents who had a problem in the last 2 years with their current device or the previous one, which was repaired

Where did you bring it or took contact with to be repaired? | AFTER the warranty period

(Table 2.17, p.20; Table 2.37, p.28; Table 2.55, p.36; Table 2.73, p.43; Table 2.91, p.53; Table 2.109, p.61)



Base: respondents who had a problem in the last 2 years with their current device or the previous one, which was repaired

1. OBJECTIVES AND METHODOLOGIES

1.1 Objectives

The aim of this survey is to collect information regarding consumers' behavior on repairment of appliances/devices. Both the purchase price and the repair cost are determining factors, but we aim to explore which are the products' characteristics which play a more importante role on the consumers decition to repair a product or not. Information will also be given on the reasons not the repair, or on where the repair was done and its cost.

We have focused on three types of products: big and small household appliances, as well as high tech devices. In particular, we covered the following 6 products:

- Portable computers;
- Printers;
- Washing machines;
- Combined fridges/freezers;
- Vacuum cleaners;
- Coffee machines.

1.2 Methodology

This survey has been carried out in Belgium through an online self-administered questionnaire distributed to a commercial panel from a specialized vendor. The sample was a-priori stratified and a-posteriori weighted in order to represent the distribution of the general Belgian population **in terms of gender, age (between 18 and 74 years old), educational level and geographical regions.**

Quotas of the population were obtained from the National Institute of Statistics

The answers were collected during the month of May 2022.

Note that the total n in the tables can be different from the number of valid responses, caused by the mathematical correction of the weighting procedure. Also in the tables n.a. stands for not applicable, while "--" means that there is not ebouhg data.

All statistical analyses were done in SPSS for Windows (version 28.0).

Table 1.1 shows the number of valid answers.

Table 1.1 – Sample

Population sample	n
Dutch speaking	2950
French speaking	2070
Total	5020

1.3 Sample profile

The following tables show the sample respondents profile.

Table 1.2 – Socio-demographics of the population sample

Socialdemographics		Belgium	
		n	Col Valid N %
Gender	female	2478	49,7%
	male	2504	50,3%
	Total	4982	100,0%
Age categories	18-24	551	11,1%
	25-34	938	18,8%
	35-44	1009	20,3%
	45-54	926	18,6%
	55-64	939	18,9%
	65-74	618	12,4%
	Total	4982	100,0%
	mean	45	
Educational level	Low	1407	28,2%
	Medium	1945	39,0%
	High	1630	32,7%
	Total	4982	100,0%
Regions	Brussels	526	10,6%
	Flanders	2870	57,6%
	Wallonia	1586	31,8%
	Total	4982	100,0%

Base: population sample

Table 1.3 – At this moment, do you own the following appliances? (Q1)

At this moment, do you own the following appliances? (n = 4982)	yes
	%
Portable computer	87,0%
Printers	77,2%
Washing machine	91,7%
Combined fridge-freezers	80,7%
Vacuum cleaner	92,7%
Coffee machines	82,8%

Base: All sample

Table 1.4 – In the last 2 years, did you experience any problem/breakdown with any of following appliances (either the one you have at this moment or a previous one)? (Q2)

In the last 2 years, did you experience any problem/breakdown with any of following appliances (either the one you have at this moment or a previous one)?	yes	
	Total N	%
Portable computer	4465	32,4%
Printers	3954	28,1%
Washing machine	4670	26,8%
Combined fridge-freezers	4149	16,7%
Vacuum cleaner	4700	28,1%
Coffee machines	4211	27,8%

Base: respondents having the corresponding appliance

Table 1.5 – In the last 2 years, did you experience any problem/breakdown with any of following appliances (either the one you have at this moment or a previous one)? - Extra details (Q2)

In the last 2 years, did you experience any problem/breakdown with any of following appliances (either the one you have at this moment or a previous one)?	no		yes, with the present one		yes, with a previous one		Total	
	n	Row Valid N %	n	Row Valid N %	n	Row Valid N %		Row Valid N %
		%		%		%		%
Portable computer	3017	67,6%	786	17,6%	662	14,8%	4465	100,0%
Printers	2844	71,9%	528	13,4%	582	14,7%	3954	100,0%
Washing machine	3417	73,2%	515	11,0%	738	15,8%	4670	100,0%
Combined fridge-freezers	3458	83,3%	303	7,3%	388	9,4%	4149	100,0%
Vacuum cleaner	3379	71,9%	485	10,3%	836	17,8%	4700	100,0%
Coffee machines	3042	72,2%	429	10,2%	740	17,6%	4211	100,0%

Base: respondents having the corresponding appliance

2. RESULTS

2.1 Portable computers

For the following tables, those who don't have a computer at the time of answering the questionnaire were removed.

Table 2.1 – Did you buy/get this portable computer new or second hand? (Q3/Q9)

Portable computer		n	Column Valid N %
Did you buy/get this portable computer new or second hand?	new	3048	87,7%
	second hand	429	12,3%
	Total	3477	100,0%

Base: respondents who have a portable computer

Table 2.2 – When did you buy/get it? (Q4/Q10)

Portable computer		n	Column Valid N %
When did you buy/get it?	2022	181	5,2%
	2021	454	13,2%
	2020	562	16,3%
	2019	494	14,3%
	2018	459	13,3%
	2017	294	8,5%
	before 2017	1008	29,2%
	Total	3451	100,0%

Base: respondents who have a portable computer

Table 2.3 – How much did it (approximately) cost? (Euro)? (Q5/Q11) by bought new or second hand

Portable Computer How much did it (approximately) cost? (Euro)?	Did you buy/get this portable computer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 500€	561	24,2%	151	74,6%
500€ < 1000€	1156	49,9%	36	17,6%
1000€ < 1500€	407	17,6%	11	5,5%
1500€ < 2000€	117	5,1%	3	1,6%
≥ 2000€	77	3,3%	2	0,8%
Total	2318	100,0%	203	100,0%
I don t know / I don t remember (it was a present)	591	20,3%	132	39,4%
mean		779€		406€
median		650€		250€

Base: respondents who have a portable computer

Table 2.4 – How much did it (approximately) cost? (Euro)? (Q5/Q11) by bought new or second hand and year of purchase

Portable Computer How much did it (approximately) cost? (Euro)?		Did you buy/get this portable computer new or second hand?					
		new			second hand		
		Valid N	Mean	Median	Valid N	Mean	Median
When did you buy/get it?	2022	119	872€	700€	-	-	-
	2021	320	832€	700€	34	427€	400€
	2020	377	774€	650€	48	382€	250€
	2019	344	780€	650€	-	-	-
	2018	310	790€	699€	-	-	-
	2017	202	789€	680€	-	-	-
	before 2017	632	728€	600€	35	344€	250€
	Total	2305	779€	650€	202	407€	250€

Base: respondents who have a portable computer

Table 2.5 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q6/Q12) by bought new or second hand

Portable Computer In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (years)		Did you buy/get this portable computer new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
0 years		n.a.	n.a.	206	54,5%
1 years		264	9,6%	69	18,2%
2 years		1882	68,4%	60	15,8%
3 years or more		605	22,0%	44	11,5%
Total		2752	100,0%	378	100,0%
mode		2 years		0 years	

Base: respondents who have a portable computer

2.1.1 Willingness to repair portable computers

Table 2.6 – Until what age of this portable computer would you still consider repairing it? (Q7/Q13) by bought new or second hand

Portable Computer Until what age of this portable computer would you still consider repairing it? (years)	Did you buy/get this portable computer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	234	8,4%	89	23,3%
1 years	127	4,6%	27	7,0%
2 years	333	11,9%	36	9,3%
3 years	245	8,8%	39	10,2%
4 years	239	8,6%	26	6,7%
5 years	727	26,0%	86	22,3%
6 years	126	4,5%	6	1,5%
7 years	96	3,4%	6	1,4%
8 years	111	4,0%	10	2,6%
9 years	10	0,4%	2	0,5%
10 years	432	15,4%	46	12,0%
11 years or higher	113	4,0%	12	3,0%
Total	2793	100,0%	383	100,0%
mean		5y 2m		4 years
median		5 years		4 years

Base: respondents who have a portable computer

Table 2.7 –If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q8/Q14) by bought new or second hand

Portable Computer If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this portable computer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Portable computers without problems in the last 2 years				
would not pay	511	21,8%	104	34,3%
would pay	1834	78,2%	200	65,7%
Total	2345	100,0%	304	100,0%
Portable computers with problems in the last 2 years				
would not pay	70	14,3%	20	23,7%
would pay	418	85,7%	66	76,3%
Total	488	100,0%	86	100,0%

Base: respondents who have a portable computer

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.8 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q8/Q14) by bought new or second hand

Portable Computer		Did you buy/get this portable computer new or second hand?	
		new	second hand
Portable computers <u>without</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	1800	191
	Mean	132€	99€
	Percentile 25	50€	50€
	Median	100€	75€
	Percentile 75	150€	100€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	1438	101
	Mean	20%	28%
	Percentile 25	10%	19%
	Median	17%	25%
	Percentile 75	25%	38%
Portable computers <u>with</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	397	65
	Mean	142€	114€
	Percentile 25	80€	50€
	Median	100€	100€
	Percentile 75	200€	100€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	320	-
	Mean	20€	-
	Percentile 25	11€	-
	Median	18€	-
	Percentile 75	25€	-

Base: respondents who have a portable computer

Table 2.9 – When did you experience the most recent problem/breakdown with this portable computer? (Q15) by bought new or second

Portable Computer	When did you experience the most recent problem/breakdown with this portable computer?	Did you buy/get this portable computer new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current portable computer or the previous one					
	2022	226	31,8%	41	23,8%
	2021	308	43,3%	76	44,2%
	2020	177	24,9%	55	32,0%
	Total	711	100,0%	172	100,0%

Base: respondents who had a problem with their computer in the last 2 years

The following tables refer to respondents who had problems with their portable computers in the last 2 years, either with their current or the with the previous one.

Table 2.10 – At the time of this problem/breakdown, was the device still in the warranty period? by bought new or second hand (Q16)

Portable Computer At the time of this problem/breakdown, was the device still in the warranty period?	Did you buy/get this portable computer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
yes	231	35,1%	45	27,5%
no	426	64,9%	118	72,5%
Total	657	100,0%	163	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

Table 2.11 – Which component did the problem involve? (Q17)

Portable Computer: bought new Which component did the problem involve?	% of problems	
	within respondents having had problems (total N = 673)	within respondents having a portable computer (total N = 1448)
Batteries	47,1%	21,9%
Solid State Drive (SSD) / Hard disk drive (HDD)	28,4%	13,2%
Keyboard and touchpad	17,6%	8,1%
Screen	16,6%	7,7%
Power supply	14,9%	6,9%
Loudspeaker and microphone	8,7%	4,1%
Wi-Fi function	7,6%	3,5%
Hinges	6,6%	3,0%
USB ports	6,4%	3,0%
Bluetooth	3,4%	1,6%
Other	16,4%	7,7%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

Table 2.12 –What was the problems' severity? (Q17)

Portable Computer: bought new Components		Problem severity?	
		N	Column Valid N %
Batteries	minor	60	19,7%
	moderate	146	48,2%
	severe	97	32,1%
	total	303	100,0%
Solid State Drive (SSD) / Hard disk drive (HDD)	minor	30	16,6%
	moderate	73	40,2%
	severe	79	43,2%
	total	183	100,0%
Keyboard and touchpad	minor	49	43,3%
	moderate	35	31,1%
	severe	29	25,6%
	total	113	100,0%
Loudspeaker and microphone	minor	19	33,2%
	moderate	27	48,7%
	severe	10	18,1%
	total	56	100,0%
Hinges	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Power supply	minor	32	32,6%
	moderate	23	23,7%
	severe	43	43,7%
	total	98	100,0%
Screen	minor	17	15,8%
	moderate	36	33,4%
	severe	54	50,8%
	total	107	100,0%
USB ports	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Wi-Fi function	minor	22	43,2%
	moderate	16	32,0%
	severe	13	24,8%
	total	50	100,0%
Bluetooth	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Other	minor	16	19,2%
	moderate	26	32,3%
	severe	40	48,6%
	total	81	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

Table 2.13 – Did you repair it? (Q18) by bought new or second hand

Portable Computer Did you repair it?	Did you buy/get this portable computer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
no	372	55,7%	110	66,0%
yes	296	44,3%	57	34,0%
Total	669	100,0%	167	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

Table 2.14 – Did you repair it? (Q18) - only considering portable computers bought new

Portable Computer: bought new		Did you repair it?	
		Total N	yes %
When did you buy/get it?	2022	-	-
	2021	99	51,5%
	2020	97	48,8%
	2019	88	64,2%
	2018	86	40,3%
	2017	55	24,0%
How much did it (approximately) cost? (Euro)?	<500€	95	28,1%
	500€ < 1000€	276	43,3%
	1000€ < 1500€	98	45,4%
	1500€ < 2000€	-	-
	≥ 2000€	-	-
At the time of this problem/breakdown, was the device still in the warranty period?	during the warranty period	227	65,6%
	after the warranty period	425	32,6%
Problem in which components?	Batteries	313	42,7%
	Solid State Drive (SSD) / Hard disk drive (HDD)	191	40,0%
	Keyboard and touchpad	116	44,6%
	Loudspeaker and microphone	57	45,9%
	Hinges	-	-
	Power supply	98	42,5%
	Screen	110	47,0%
	USB ports	-	-
	Wi-Fi function	51	45,8%
	Bluetooth	-	-

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the portable computer is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.15 – Did you repair it? (Q18) by bought new or second hand and being during or after the warranty period

Portable Computer Did you repair it?	During the warranty period				After the warranty period			
	new		second hand		new		second hand	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
no	78	34,4%	-	-	287	67,4%	85	72,3%
yes	149	65,6%	-	-	139	32,6%	33	27,7%
Total	227	100,0%	-	-	425	100,0%	118	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one

Table 2.16 – Why was it not repaired? (Q19) in total and by being during or after the warranty period

Portable Computer: bought new and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes % (n = 76)	no % (n = 285)	Total % (n = 368)
there was no possible repair to this problem/breakdown	22,9%	25,4%	25,1%
there were no spare parts anymore	2,6%	5,6%	4,9%
the repair costs were too high	28,4%	30,9%	30,2%
the device wasn't worth the repair cost anymore	9,8%	29,8%	25,5%
I could still use the device	35,5%	27,1%	28,5%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	16,3%	9,7%	11,1%
other reason	12,3%	7,3%	8,4%

Multiple response question

Base: : respondents who had a problem in the last 2 years with their current portable computer or the previous one, but didn't repair them

Table 2.17 – Where did you bring it or took contact with to be repaired? (Q20) in total and by being during or after the warranty period

Portable Computer: bought new and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
to the brand manufacturer/representative	34	22,7%	6	4,7%	40	13,6%
to the store where I bought it	60	40,5%	26	18,5%	89	29,9%
to a generic repair store	8	5,7%	32	23,0%	41	13,9%
to a private/individual technician	21	14,2%	37	26,6%	59	19,8%
to a repair café	3	2,0%	3	2,2%	6	2,1%
I did it by myself	15	10,3%	26	18,4%	43	14,6%
to another place	7	4,5%	9	6,5%	18	6,1%
Total	149	100,0%	139	100,0%	296	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one, which was repaired

Table 2.18 –Did you pay for that repair? (based Q21) by being during or after the warranty period

		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Portable Computer: bought new and repaired							
How much did you pay for that repair? Nothing (it was still under the warranty period)	did not pay	65	64,2%	20	19,0%	85	41,3%
	paid	36	35,8%	85	81,0%	121	58,7%
	Total	101	100,0%	104	100,0%	206	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one, which was repaired

Table 2.19 – How much did you pay for that repair? (Euro) (Q21) by being during or after the warranty period

		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Portable Computer: bought new and repaired							
How much did you pay for that repair? (Euro)							
< 50€		-	-	10	14,3%	11	11,2%
50€ < 99 €		-	-	28	39,1%	43	42,7%
100€ < 149€		-	-	19	26,6%	25	24,8%
150€ < 199€		-	-	7	10,0%	10	9,6%
200€ < 249€		-	-	4	5,5%	9	8,4%
250€ < 299€		-	-	1	1,0%	1	0,7%
300€ or higher		-	-	3	3,5%	3	2,6%
Total		-	-	73	100,0%	101	100,0%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one, which was repaired

Table 2.20 – Maximum % of the buying cost paid for the repair (based on Q21)

	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes	no	total
Portable Computer: bought new			
Maximum % of the buying cost paid for the repair	Valid N	-	73
	Mean	-	14%
	Median	-	11%

Base: respondents who had a problem in the last 2 years with their current portable computer or the previous one, which was repaired

2.2 Printers

For the following tables, those who don't have a printer at the time of answering the questionnaire were removed.

Table 2.21 – Did you buy/get this printer new or second hand? (Q22/Q28)

Printer		n	Column Valid N %
Did you buy/get this printer new or second hand?	new	2885	93,6%
	second hand	197	6,4%
	Total	3082	100,0%

Base: respondents who have a printer

Table 2.22 – When did you buy/get it? (Q23/Q29)

Printer		n	Column Valid N %
When did you buy/get it?	2022	104	3,4%
	2021	346	11,3%
	2020	485	15,9%
	2019	404	13,2%
	2018	381	12,5%
	2017	256	8,4%
	before 2017	1080	35,3%
	Total	3055	100,0%

Base: respondents who have a printer

Table 2.23 – How much did it (approximately) cost? (Euro)? (Q24/Q30) by bought new or second hand

Printer How much did it (approximately) cost? (Euro)?	Did you buy/get this printer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 50€	100	5,1%	11	11,7%
50€ < 100€	830	42,3%	43	46,2%
100€ < 200€	662	33,7%	17	18,2%
200€ < 300€	210	10,7%	15	16,4%
≥ 300€	160	8,2%	7	7,5%
Total	1963	100,0%	93	100,0%
I don't know / I don't remember (it was a present)	772	28,2%	67	42,0%
mean		132€		119€
median		100€		65€

Base: respondents who have a printer

Table 2.24 – How much did it (approximately) cost? (Euro)? (Q24/Q30) by bought new or second hand and year of purchase

Printer	How much did it (approximately) cost? (Euro)?	Did you buy/get this printer new or second hand?					
		new			second hand		
		Valid N	Mean	Median	Valid N	Mean	Median
When did you buy/get it?	2022	67	132€	90€	-	-	-
	2021	263	140€	100€	-	-	-
	2020	320	142€	100€	-	-	-
	2019	295	130€	100€	-	-	-
	2018	237	122€	99€	-	-	-
	2017	171	127€	100€	-	-	-
	before 2017	596	127€	99€	-	-	-
	Total	1949	132€	100€	-	-	-

Base: respondents who have a printer

Table 2.25 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q25/Q31) by bought new or second hand

Printer	In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (years)	Did you buy/get this printer new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
	0 years	n.a.	n.a.	88	52,3%
	1 years	523	20,3%	19	11,3%
	2 years	1699	66,1%	41	24,4%
	3 or more	349	13,60%	20	11,90%
	Total	2571	100,0%	167	100,0%
	mode		2 years		0 years

Base: respondents who have a printer

2.2.1 Willingness to repair printers

Table 2.26 – Until what age of this printer would you still consider repairing it? (Q26/Q32) by bought new or second hand

Printer	Until what age of this printer would you still consider repairing it? (years)	Did you buy/get this printer new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
	0 years	393	15,2%	45	27,7%
	1 years	172	6,6%	14	8,9%
	2 years	404	15,6%	16	9,7%
	3 years	234	9,1%	8	4,8%
	4 years	137	5,3%	10	5,9%
	5 years	540	20,8%	25	15,2%
	6 years	86	3,3%	3	1,6%
	7 years	46	1,8%	3	2,1%
	8 years	92	3,6%	2	1,0%
	9 years	13	0,5%	0	0,0%
	10 years	356	13,7%	29	18,1%
	11 years or higher	116	4,5%	8	5,0%
	Total	2591	100,0%	162	100,0%
	mean		4 y 8m		4y 6m
	median		4 years		3 years

Base: respondents who have a printer

Table 2.27 –If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q27/Q33) by bought new or second hand

Printer If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this printer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Printers without problems in the last 2 years				
would not pay	911	39,3%	57	38,9%
would pay	1409	60,7%	90	61,1%
Total	2320	100,0%	147	100,0%
Printers with problems in the last 2 years				
would not pay	84	25,7%	-	-
would pay	245	74,3%	-	-
Total	329	100,0%	-	-

Base: respondents who have a printer

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.28 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q27/Q33) by bought new or second hand

Printer		Did you buy/get this printer new or second hand?	
		new	second hand
Printers without problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	1351	74
	Mean	47€	45€
	Percentile 25	20€	20€
	Median	50€	30€
	Percentile 75	50€	50€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	966	34
	Mean	35%	28%
	Percentile 25	20%	10%
	Median	31%	25%
	Percentile 75	42%	40%
Printers with problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	221	-
	Mean	48€	-
	Percentile 25	20€	-
	Median	50€	-
	Percentile 75	50€	-
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	165	-
	Mean	32%	-
	Percentile 25	20%	-
	Median	30%	-
	Percentile 75	41%	-

Base: respondents who have a printer

Table 2.29 – When did you experience the most recent problem/breakdown with this printer? (Q34) by bought new or second

Printer When did you experience the most recent problem/breakdown with this printer?	Did you buy/get this printer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current printer or the previous one				
2022	194	34,9%	14	26,4%
2021	270	48,6%	26	49,1%
2020	92	16,5%	13	24,5%
Total	556	100,0%	53	100,0%

Base: respondents who had a problem with their printer in the last 2 years

The following tables refer to respondents who had problems with their printer in the last 2 years, either with their current or the with the previous one.

Table 2.30 – At the time of this problem/breakdown, was the device still in the warranty period? by bought new or second hand (Q35)

Printer At the time of this problem/breakdown, was the device still in the warranty period?	Did you buy/get this printer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
yes	163	30,9%	12	23,1%
no	365	69,1%	39	76,9%
Total	528	100,0%	51	100,0%

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

Table 2.31 – Which component did the problem involve? (Q36)

Printer: bought new Which component did the problem involve?	% of problems	
	within respondents having had problems (total N = 536)	within respondents having a portable computer (total N = 1110)
Copy machine	29,7%	14,3%
Print head	29,6%	14,3%
Ink cartridges slot	18,9%	9,1%
Paper feeder	17,2%	8,3%
Wi-fi connection	16,7%	8,1%
Buttons	13,9%	6,7%
Control panel	13,4%	6,5%
Scanner	13,2%	6,4%
Front exit tray	9,5%	4,6%
Power supply	5,1%	2,4%
Other	10,8%	5,2%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

Table 2.32 – What was the problems' severity? (Q36)

Printer: bought new Components		Problem severity?	
		N	Column Valid N %
Buttons	minor	21	30,6%
	moderate	32	46,7%
	severe	15	22,7%
	total	68	100,0%
Control panel	minor	20	29,7%
	moderate	24	36,3%
	severe	23	34,0%
	total	66	100,0%
Copy machine	minor	25	16,3%
	moderate	55	36,2%
	severe	72	47,6%
	total	151	100,0%
Front exit tray	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Ink cartridges slot	minor	21	21,2%
	moderate	28	27,9%
	severe	51	50,9%
	total	99	100,0%
Paper feeder	minor	20	23,9%
	moderate	31	37,7%
	severe	32	38,4%
	total	83	100,0%
Power supply	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Print head	minor	11	7,6%
	moderate	31	20,9%
	severe	104	71,5%
	total	146	100,0%
Scanner	minor	25	39,0%
	moderate	10	16,1%
	severe	29	44,9%
	total	64	100,0%
Wi-fi connection	minor	20	24,0%
	moderate	28	33,8%
	severe	35	42,1%
	total	82	100,0%
Other	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

Table 2.33 – Did you repair it? (Q37) by bought new or second hand

Printer Did you repair it?	Did you buy/get this printer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
no	409	76,7%	41	82,0%
yes	124	23,3%	9	18,0%
Total	533	100,0%	50	100,0%

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

Table 2.34 – Did you repair it? (Q37) - only considering printers bought new

Printer: bought new		Did you repair it?	
		Total N	yes %
When did you buy/get it?	2022	-	-
	2021	86	31,0%
	2020	88	38,2%
	2019	63	37,4%
	2018	74	20,3%
	2017	-	-
	How much did it (approximately) cost? (Euro)?	<50€	-
50€ < 100€		177	16,2%
100€ < 200€		128	20,1%
200€ < 300€		57	32,5%
≥ 300€		-	-
At the time of this problem/breakdown, was the device still in the warranty period?	during the warranty period	162	44,3%
	after the warranty period	363	14,2%
Problem in which components?	Buttons	73	35,6%
	Control panel	71	28,8%
	Copy machine	158	20,8%
	Front exit tray	51	17,1%
	Ink cartridges slot	101	25,6%
	Paper feeder	92	18,9%
	Power supply	-	-
	Print head	158	11,6%
	Scanner	71	12,1%
	Wi-fi connection	90	25,6%

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the printer is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.35 – Did you repair it? (Q37) by bought new or second hand and being during or after the warranty period

Printer Did you repair it?	During the warranty period				After the warranty period			
	new		second hand		new		second hand	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
no	91	55,7%	-	-	312	85,8%	-	-
yes	72	44,3%	-	-	52	14,2%	-	-
Total	162	100,0%	-	-	363	100,0%	-	-

Base: respondents who had a problem in the last 2 years with their current printer or the previous one

Table 2.36 – Why was it not repaired? (Q38) in total and by being during or after the warranty period

Printer bought new and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes % (n = 91)	no % (n = 312)	Total % (n = 409)
there was no possible repair to this problem/breakdown	25,0%	16,7%	18,9%
there were no spare parts anymore	3,6%	4,0%	4,0%
the repair costs were too high	24,9%	27,5%	26,8%
the device wasn't worth the repair cost anymore	17,5%	47,4%	40,4%
I could still use the device	20,7%	14,9%	16,3%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	12,1%	13,6%	13,0%
other reason	13,9%	8,7%	10,1%

Multiple response question

Base: : respondents who had a problem in the last 2 years with their current printer or the previous one, but didn't repair them

Table 2.37 – Where did you bring it or took contact with to be repaired? (Q39) in total and by being during or after the warranty period

Printer bought new and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
to the brand manufacturer/representative	13	18,3%	5	9,3%	18	14,5%
to the store where I bought it	36	50,5%	13	26,3%	50	40,3%
to a generic repair store	1	2,0%	7	13,2%	8	6,6%
to a private/individual technician	4	5,2%	7	13,4%	10	8,5%
to a repair café	2	2,2%	1	1,3%	3	2,4%
I did it by myself	13	18,5%	15	29,0%	28	22,7%
to another place	2	3,3%	4	7,5%	6	5,0%
Total	72	100,0%	50	100,0%	123	100,0%

Base: respondents who had a problem in the last 2 years with their current printer or the previous one, which was repaired

Table 2.38 –Did you pay for that repair? (Q40) by being during or after the warranty period

Printer bought new and repaired How much did you pay for that repair? Nothing (it was still under the warranty period)		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
did not pay	paid	47	75,6%	–	–	69	68,0%
	paid	15	24,4%	–	–	32	32,0%
	Total	62	100,0%	–	–	101	100,0%

Base: respondents who had a problem in the last 2 years with their current printer or the previous one, which was repaired

2.3 Washing machines

For the following tables, those who don't have a washing machine at the time of answering the questionnaire were removed.

Table 2.39 – Did you buy/get this washing machine new or second hand? (Q41/Q47)

Washing machine		n	Column Valid N %
Did you buy/get this washing machine new or second hand?	new	3288	90,0%
	second hand	367	10,0%
	Total	3655	100,0%

Base: respondents who have a washing machine

Table 2.40 – When did you buy/get it? (Q42/Q48)

Washing machine		n	Column Valid N %
When did you buy/get it?	2022	82	2,3%
	2021	317	8,7%
	2020	450	12,4%
	2019	426	11,7%
	2018	443	12,2%
	2017	346	9,5%
	2016	269	7,4%
	2015	275	7,6%
	2014	159	4,4%
	2013	107	2,9%
	2012	127	3,5%
	before 2012	633	17,4%
	Total	3637	100,0%

Base: respondents who have a washing machine

Table 2.41 – How much did it (approximately) cost? (Euro)? (Q43/Q49) by bought new or second hand

Washing machine How much did it (approximately) cost? (Euro)?	Did you buy/get this washing machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 200€	62	2,7%	85	43,7%
200€ < 400€	501	21,8%	74	38,2%
400€ < 600€	852	37,0%	27	14,0%
600€ < 800€	509	22,2%	5	2,8%
≥ 800€	375	16,3%	3	1,3%
Total	2299	100,0%	194	100,0%
I don't know / I don't remember (it was a present)	818	26,2%	119	38,0%
mean		546€		240€
median		500€		200€

Base: respondents who have a washing machine

Table 2.42 – How much did it (approximately) cost? (Euro)? (Q43/Q49) by bought new or second hand and year of purchase

Washing machines		Did you buy/get this washing machine new or second hand?						
		new			second hand			
How much did it (approximately) cost? (Euro)?		Valid N	Mean	Median	Valid N	Mean	Median	
When did you buy/get it?	2022	54	498€	500€	-	-	-	
	2021	205	499€	499€	-	-	-	
	2020	307	493€	499€	44	233€	240€	
	2019	278	547€	500€	-	-	-	
	2018	303	533€	500€	-	-	-	
	2017	236	517€	500€	-	-	-	
	2016	170	560€	500€	-	-	-	
	2015	178	551€	500€	-	-	-	
	2014	103	589€	500€	-	-	-	
	2013	59	541€	500€	-	-	-	
	2012	77	644€	600€	-	-	-	
	before 2012	318	623€	525€	-	-	-	
	Total		2288	546€	500€	193	241€	200€

Base: respondents who have a washing machine

Table 2.43 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q44/Q50) by bought new or second hand

Washing machine		Did you buy/get this washing machine new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
0 years		n.a.	n.a.	172	53,2%
1 years		171	5,7%	45	14,0%
2 years		1659	55,3%	54	16,7%
3 or more		1171	39,0%	53	16,1%
Total		3001	100,0%	323	100,0%
mode		2 years		0 years	

Base: respondents who have a washing machine

2.3.1 Willingness to repair washing machines

Table 2.44 – Until what age of this washing machine would you still consider repairing it? (Q45/Q51) by bought new or second hand

Washing machine Until what age of this washing machine would you still consider repairing it? (years)	Did you buy/get this washing machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	218	7,3%	57	18,0%
1 years	73	2,5%	24	7,5%
2 years	217	7,3%	20	6,3%
3 years	126	4,2%	18	5,6%
4 years	141	4,8%	17	5,4%
5 years	599	20,2%	59	18,8%
6 years	115	3,9%	11	3,5%
7 years	120	4,0%	9	3,0%
8 years	153	5,2%	10	3,1%
9 years	21	0,7%	0	0,0%
10 years	756	25,5%	52	16,6%
11 years or higher	425	14,3%	40	12,2%
Total	2962	100,0%	316	100,0%
mean		7y 5m		5y 11m
median		6 years		5 years

Base: respondents who have a washing machine

Table 2.45 – If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q46/Q52) by bought new or second hand

Washing machine If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this washing machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Washing machines <u>without</u> problems in the last 2 years				
would not pay	456	16,7%	80	26,4%
would pay	2272	83,3%	222	73,6%
Total	2728	100,0%	301	100,0%
Washing machines <u>with</u> problems in the last 2 years				
would not pay	21	6,5%	-	-
would pay	295	93,5%	-	-
Total	315	100,0%	-	-

Base: respondents who have a washing machine

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.46 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q46/Q52) by bought new or second hand

Washing machine		Did you buy/get this washing machine new or second hand?	
		new	second hand
Washing machines <u>without</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	2224	210
	Mean	130€	100€
	Percentile 25	80€	50€
	Median	100€	80€
	Percentile 75	150€	100€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	1636	113
	Mean	25%	40%
	Percentile 25	15%	20%
	Median	22%	33%
	Percentile 75	33%	50%
Washing machines <u>with</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	266	-
	Mean	143€	-
	Percentile 25	75€	-
	Median	100€	-
	Percentile 75	200€	-
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	184	-
	Mean	28%	-
	Percentile 25	17%	-
	Median	25%	-
	Percentile 75	34%	-

Base: respondents who have a washing machine

Table 2.47 – When did you experience the most recent problem/breakdown with this washing machine? (Q53) by bought new or second

Washing machine	When did you experience the most recent problem/breakdown with this washing machine?	Did you buy/get this washing machine new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current washing machine or the previous one					
	2022	164	26,6%	16	21,9%
	2021	308	50,0%	40	54,8%
	2020	144	23,4%	17	23,3%
	Total	616	100,0%	73	100,0%

Base: respondents who had a problem with their washing machine in the last 2 years

The following tables refer to respondents who had problems with their washing machine in the last 2 years, either with their current or the with the previous one.

Table 2.48 – At the time of this problem/breakdown, was the device still in the warranty period? by bought new or second hand (Q54)

Washing machine At the time of this problem/breakdown, was the device still in the warranty period?	Did you buy/get this washing machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
yes	183	30,9%	25	34,7%
no	409	69,1%	47	65,3%
Total	592	100,0%	72	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

Table 2.49 – Which component did the problem involve? (Q55)

Washing machine: bought new Which components did the problem involve?	% of problems	
	within respondents having had problems (total N = 598)	within respondents having a portable computer (total N = 1253)
Belt (e.g. drum does not turn anymore)	39,0%	18,6%
Buttons/systems to select programs, including wheels and touchscreen displays	22,3%	10,6%
Evacuation pump	20,2%	9,7%
Leakage	14,3%	6,9%
Spinning	13,7%	6,5%
Connection tubes	12,2%	5,8%
Door / door closing system	11,7%	5,6%
Filter	11,1%	5,3%
Detergent/softener tray	10,0%	4,8%
Door gasket	9,5%	4,5%
Other	12,9%	6,1%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

Table 2.50 – What was the problems' severity? (Q55)

Washing machine: bought new Components		Problem severity?	
		N	Column Valid N %
Belt (e.g. drum does not turn anymore)	minor	48	22,1%
	moderate	69	31,7%
	severe	101	46,3%
	total	217	100,0%
Buttons/systems to select programs, including wheels and touchscreen displays	minor	21	19,0%
	moderate	38	34,1%
	severe	53	47,0%
	total	112	100,0%
Detergent/softener tray	minor	21	38,1%
	moderate	22	38,8%
	severe	13	23,1%
	total	56	100,0%
Connection tubes	minor	20	30,2%
	moderate	27	39,8%
	severe	20	30,0%
	total	67	100,0%
Door / door closing system	minor	26	41,8%
	moderate	16	25,6%
	severe	20	32,6%
	total	63	100,0%
Door gasket	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Evacuation pump	minor	27	23,9%
	moderate	37	31,9%
	severe	51	44,2%
	total	115	100,0%
Filter	minor	29	45,3%
	moderate	16	24,5%
	severe	19	30,2%
	total	64	100,0%
Leakage	minor	15	18,5%
	moderate	23	29,1%
	severe	41	52,4%
	total	79	100,0%
Spinning	minor	12	16,0%
	moderate	21	28,7%
	severe	41	55,3%
	total	73	100,0%
Other	minor	9	15,3%
	moderate	5	7,9%
	severe	46	76,9%
	total	60	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

Table 2.51 – Did you repair it? (Q56) by bought new or second hand

Washing machine Did you repair it?	Did you buy/get this washing machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
no	341	57,8%	39	54,6%
yes	250	42,2%	32	45,4%
Total	591	100,0%	71	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

Table 2.52 – Did you repair it? (Q37) - only considering printers bought new

Washing machine: bought new		Did you repair it?	
		Total N	yes %
When did you buy/get it?	2022	-	-
	2021	74	50,6%
	2020	71	61,4%
	2019	68	68,9%
	2018	52	66,1%
	2017	55	41,3%
	2016	-	-
	2015	-	-
	2014	-	-
	2013	-	-
	2012	-	-
How much did it (approximately) cost? (Euro)?	<200€	-	-
	200€ < 400€	89	42,8%
	400€ < 600€	174	34,2%
	600€ < 800€	99	43,6%
	≥ 800€	65	42,8%
At the time of this problem/breakdown, was the device still in the warranty period?	during the warranty period	183	70,1%
	after the warranty period	401	29,6%
Problem in which components?	Belt (e.g. drum does not turn anymore)	233	39,2%
	Buttons/systems to select programs, including wheels and touchscreen displays	133	38,0%
	Detergent/softener tray	60	59,3%
	Connection tubes	73	62,7%
	Door / door closing system	69	42,1%
	Door gasket	57	51,4%
	Evacuation pump	120	46,3%
	Filter	66	47,1%
	Leakage	85	47,5%
	Spinning	80	26,4%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the washing machine is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.53 – Did you repair it? (Q56) by bought new or second hand and being during or after the warranty period

Washing machine Did you repair it?	During the warranty period				After the warranty period			
	new		second hand		new		second hand	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
no	55	29,9%	-	-	282	70,4%	-	-
yes	128	70,1%	-	-	119	29,6%	-	-
Total	183	100,0%	-	-	401	100,0%	-	-

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one

Table 2.54 – Why was it not repaired? (Q57) in total and by being during or after the warranty period

Washing machine bought new and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes % (n = 54)	no % (n = 276)	Total % (n = 334)
there was no possible repair to this problem/breakdown	18,1%	21,7%	21,6%
there were no spare parts anymore	3,5%	5,8%	5,4%
the repair costs were too high	32,0%	39,1%	37,6%
the device wasn't worth the repair cost anymore	30,5%	41,1%	39,1%
I could still use the device	10,9%	8,2%	8,5%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	4,4%	10,0%	9,0%
other reason	19,0%	7,3%	9,1%

Multiple response question

Base: : respondents who had a problem in the last 2 years with their current washing machine or the previous one, but didn't repair them

Table 2.55 – Where did you bring it or took contact with to be repaired? (Q58) in total and by being during or after the warranty period

Washing machine bought new and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
to the brand manufacturer/representative	37	28,6%	31	26,5%	68	27,4%
to the store where I bought it	72	56,8%	23	19,8%	97	39,0%
to a generic repair store	6	4,8%	6	4,7%	12	4,7%
to a private/individual technician	7	5,5%	24	20,1%	31	12,7%
to a repair café	2	1,5%	1	0,6%	3	1,1%
I did it by myself	2	1,8%	32	26,9%	35	14,1%
to another place	1	0,9%	2	1,5%	3	1,1%
Total	128	100,0%	118	100,0%	247	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one, which was repaired

Table 2.56 – Did you pay for that repair? (Q59) by being during or after the warranty period

		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Washing machine bought new and repaired							
Did you pay for that repair?	did not pay	78	76,3%	19	24,7%	97	54,5%
	paid	24	23,7%	57	75,3%	81	45,5%
	Total	103	100,0%	75	100,0%	178	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one, which was repaired

Table 2.57 – How much did you pay for that repair? (Euro) (Q59) by being during or after the warranty period

		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Washing machine: bought new and repaired							
How much did you pay for that repair? (Euro)							
	< 25€	-	-	-	-	5	8,9%
	25€ < 50 €	-	-	-	-	8	13,5%
	50€ < 100 €	-	-	-	-	16	25,8%
	100€ < 200€	-	-	-	-	23	37,2%
	200€ or higher	-	-	-	-	9	14,6%
	Total	-	-	-	-	61	100,0%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one, which was repaired

Table 2.58 – Maximum % of the buying cost paid for the repair (based on Q59)

	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes	no	total
Washing machine bought new			
Maximum % of the buying cost paid for the repair	Valid N	-	38
	Mean	-	21%
	Median	-	21%

Base: respondents who had a problem in the last 2 years with their current washing machine or the previous one, which was repaired

2.4 Combined fridge and freezer

For the following tables, those who don't have a washig machine at the time of answering the questionnaire were removed.

Table 2.59 – Did you buy/get this combined fridge and freezer new or second hand? (Q60/Q66)

Combined fridge and freezer		n	Column Valid N %
Did you buy/get this combined fridge and freezer new or second hand?	new	3031	86,2%
	second hand	487	13,8%
	Total	3518	100,0%

Base: respondents who have a combined fridge and freezer

Table 2.60 – When did you buy/get it? (Q61/Q467)

Combined fridge and freezer		n	Column Valid N %
When did you buy/get it?	2022	103	2,9%
	2021	319	9,1%
	2020	440	12,6%
	2019	348	10,0%
	2018	427	12,2%
	2017	311	8,9%
	2016	211	6,0%
	2015	259	7,4%
	2014	176	5,0%
	2013	91	2,6%
	2012	140	4,0%
	before 2012	671	19,2%
	Total	3496	100,0%

Base: respondents who have a combined fridge and freezer

Table 2.61 – How much did it (approximately) cost? (Euro)? (Q62/Q68) by bought new or second hand

Combined fridge and freezer How much did it (approximately) cost? (Euro)?	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 200€	85	4,5%	104	52,6%
200€ < 400€	497	26,0%	57	28,9%
400€ < 600€	550	28,8%	24	12,2%
600€ < 800€	371	19,5%	7	3,5%
800€ < 1000€	181	9,5%	1	0,6%
≥ 1000€	222	11,6%	4	2,2%
Total	1907	100,0%	198	100,0%
I don t know / I don t remember (it was a present)	962	33,5%	210	51,5%
mean		566€		230€
median		500€		150€

Base: respondents who have a combined fridge and freezer

Table 2.62 – How much did it (approximately) cost? (Euro)? (Q62/Q68) by bought new or second hand and year of purchase

Combined fridge and freezers How much did it (approximately) cost? (Euro)?		Did you buy/get this combined fridge and freezer new or second hand?					
		new			second hand		
		Valid N	Mean	Median	Valid N	Mean	Median
When did you buy/get it?	2022	46	488€	450€	-	-	-
	2021	195	558€	500€	33	244€	150€
	2020	258	581€	500€	40	279€	200€
	2019	190	525€	500€	-	-	-
	2018	253	546€	500€	-	-	-
	2017	190	580€	559€	-	-	-
	2016	125	570€	500€	-	-	-
	2015	146	570€	500€	-	-	-
	2014	96	636€	600€	-	-	-
	2013	46	608€	500€	-	-	-
	2012	80	589€	499€	-	-	-
	before 2012	272	565€	500€	-	-	-
	Total	1898	566€	500€	198	230€	150€

Base: respondents who have a combined fridge and freezer

Table 2.63 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q63/Q69) by bought new or second hand

Combined fridge and freezer In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (years)		Did you buy/get this combined fridge and freezer new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
0 years	n.a	n.a	247	56,5%	
1 years	169	6,2%	38	8,6%	
2 years	1595	58,0%	86	19,8%	
3 or more	989	35,9%	66	15,2%	
Total	2752	100,0%	437	100,0%	
mode		2 years		0 years	

Base: respondents who have a combined fridge and freezer

2.4.1 Willingness to repair combined fridge and freezers

Table 2.64 – Until what age of this combined fridge and freezer would you still consider repairing it? (Q64/Q70) by bought new or second hand

Combined fridge and freezer Until what age of this combined fridge and freezer would you still consider repairing it? (years)	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	275	10,1%	99	23,1%
1 years	85	3,1%	30	6,9%
2 years	223	8,2%	38	8,8%
3 years	141	5,2%	25	5,9%
4 years	133	4,9%	17	3,9%
5 years	575	21,1%	79	18,3%
6 years	124	4,5%	14	3,2%
7 years	72	2,7%	9	2,1%
8 years	104	3,8%	7	1,6%
9 years	12	0,4%	9	2,1%
10 years	642	23,6%	77	17,8%
11 years or higher	336	12,4%	27	6,2%
Total	2723	100,0%	430	100,0%
mean		6y 10m		4y 11m
median		5 years		5 years

Base: respondents who have a combined fridge and freezer

Table 2.65 –If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q65/Q71) by bought new or second hand

Combined fridge and freezer If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Combined fridge and freezers without problems in the last 2 years				
would not pay	582	22,1%	138	35,4%
would pay	2056	77,9%	252	64,6%
Total	2638	100,0%	391	100,0%
Combined fridge and freezers with problems in the last 2 years				
would not pay	22	13,9%	18	35,4%
would pay	137	86,1%	34	64,6%
Total	159	100,0%	52	100,0%

Base: respondents who have a combined fridge and freezer

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.66 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q65/Q71) by bought new or second hand

Combined fridge and freezer		Did you buy/get this combined fridge and freezer new or second hand?	
		new	second hand
Combined fridge and freezers <u>without</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	2008	240
	Mean	131€	93€
	Percentile 25	60€	50€
	Median	100€	80€
	Percentile 75	150€	100€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	1354	113
	Mean	26%	44%
	Percentile 25	14%	23%
	Median	21%	39%
	Percentile 75	33%	53%
Combined fridge and freezers <u>with</u> problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	130	32
	Mean	137€	80€
	Percentile 25	50€	50€
	Median	100€	100€
	Percentile 75	200€	100€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	93	-
	Mean	24%	-
	Percentile 25	13%	-
	Median	20%	-
	Percentile 75	29%	-

Base: respondents who have a combined fridge and freezer

Table 2.67 – When did you experience the most recent problem/breakdown with this combined fridge and freezer? (Q72) by bought new or second

Combined fridge and freezer When did you experience the most recent problem/breakdown with this fridge?	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current combined fridge and freezer or the previous one				
2022	71	27,0%	30	39,5%
2021	121	46,0%	36	47,4%
2020	71	27,0%	10	13,2%
Total	263	100,0%	76	100,0%

Base: respondents who had a problem with their combined fridge and freezer in the last 2 years

The following tables refer to respondents who had problems with their combined fridge and freezer in the last 2 years, either with their current or the with the previous one.

Table 2.68 – At the time of this problem/breakdown, was the device still in the warranty period? by bought new or second hand (Q73)

Combined fridge and freezer At the time of this problem/breakdown, was the device still in the warranty period?	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
yes	81	33,5%	8	10,2%
no	161	66,5%	67	89,8%
Total	243	100,0%	75	100,0%

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one

Table 2.69 – Which component did the problem involve? (Q74)

Combined fridge and freezer: bought new Which components did the problem involve?	% of problems	
	within respondents having had problems (total N = 249)	within respondents having a portable computer (total N = 691)
Temperature problem	33,7%	12,2%
Compression	28,0%	10,1%
Defrosting	27,0%	9,7%
Leakage	19,4%	6,9%
Door closing system	17,2%	6,2%
Castors	11,7%	4,2%
Electric (short cut) problem	9,3%	3,3%
Insulation	9,3%	3,3%
Display	7,7%	2,7%
Lightning (inside)	4,0%	1,4%
Other	7,0%	2,5%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one

Table 2.70 – Did you repair it? (Q75) by bought new or second hand

Combined fridge and freezer Did you repair it?	Did you buy/get this combined fridge and freezer new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
no	173	70,6%	59	78,8%
yes	72	29,4%	16	21,2%
Total	245	100,0%	75	100,0%

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the combined fridge and freezer is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.71 – Did you repair it? (Q75) by bought new or second hand and being during or after the warranty period

Combined fridge and freezer Did you repair it?	During the warranty period				After the warranty period			
	new		second hand		new		second hand	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
no	39	48,8%	-	-	132	83,2%	56	84,4%
yes	41	51,2%	-	-	27	16,8%	10	15,6%
Total	80	100,0%	-	-	159	100,0%	67	100,0%

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one

Table 2.72 – Why was it not repaired? (Q76) in total and by being during or after the warranty period

Combined fridge and freezer bought new and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes % (n = 39)	no % (n = 129)	Total % (n = 169)
there was no possible repair to this problem/breakdown	-	28,0%	29,0%
there were no spare parts anymore	-	2,8%	3,2%
the repair costs were too high	-	27,7%	29,9%
the device wasn't worth the repair cost anymore	-	45,5%	37,7%
I could still use the device	-	15,1%	16,9%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	-	13,2%	12,6%
other reason	-	4,3%	5,4%

Multiple response question

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one, but didn't repair them

Table 2.73 – Where did you bring it or took contact with to be repaired? (Q77) by being during or after the warranty period

Combined fridge and freezer bought new and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		Total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
to the brand manufacturer/representative	-	-	-	-	13	18,0%
to the store where I bought it	-	-	-	-	28	39,6%
to a generic repair store	-	-	-	-	5	7,2%
to a private/individual technician	-	-	-	-	15	21,5%
to a repair café	-	-	-	-	0	0,0%
I did it by myself	-	-	-	-	7	10,0%
to another place	-	-	-	-	3	3,7%
Total	-	-	-	-	71	100,0%

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one, which was repaired

Table 2.74 – Did you pay for that repair? (Q78) by being during or after the warranty period

Combined fridge and freezer bought new and repaired Did you pay for that repair?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		Total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
did not pay	-	-	-	-	26	52,2%
paid	-	-	-	-	24	47,8%
Total	-	-	-	-	50	100,0%

Base: respondents who had a problem in the last 2 years with their current combined fridge and freezer or the previous one, which was repaired

2.5 Vacuum cleaners

For the following tables, those who don't have a vacuum cleaner at the time of answering the questionnaire were removed.

Table 2.75 – Did you buy/get this vacuum cleaner new or second hand? (Q79/Q85)

Vacuum cleaner		n	Column Valid N %
Did you buy/get this vacuum cleaner new or second hand?	new	3317	93,1%
	second hand	247	6,9%
	Total	3565	100,0%

Base: respondents who have a vacuum cleaner

Table 2.76 – When did you buy/get it? (Q80/Q86)

Vacuum cleaner		n	Column Valid N %
When did you buy/get it?	2022	187	5,3%
	2021	529	15,0%
	2020	553	15,7%
	2019	467	13,2%
	2018	397	11,2%
	2017	264	7,5%
	2016	205	5,8%
	2015	243	6,9%
	2014	90	2,5%
	2013	61	1,7%
	2012	81	2,3%
	before 2012	454	12,9%
	Total	3533	100,0%

Base: respondents who have a vacuum cleaner

Table 2.77 – How much did it (approximately) cost? (Euro)? (Q81/Q87) by bought new or second hand

Vacuum cleaner How much did it (approximately) cost? (Euro)?	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 50€	74	3,1%	17	18,9%
50€ < 100€	550	23,2%	30	34,5%
100€ < 150€	378	16,0%	16	17,8%
150€ < 200€	356	15,0%	6	6,4%
200€ < 300€	425	18,0%	16	18,5%
300€ < 400€	275	11,6%	2	1,8%
≥ 400€	307	13,0%	2	2,1%
Total	2365	100,0%	88	100,0%
I don't know / I don't remember (it was a present)	878	27,8%	121	60,1%
mean		205€		114€
median		150€		80€

Base: respondents who have a vacuum cleaner

Table 2.78 – How much did it (approximately) cost? (Euro)? (Q81/Q87) by bought new or second hand and year of purchase

Vacuum cleaners How much did it (approximately) cost? (Euro)?		Did you buy/get this vacuum cleaner new or second hand?						
		new			second hand			
		Valid N	Mean	Median	Valid N	Mean	Median	
When did you buy/get it?	2022	137	209€	150€	-	-	-	
	2021	376	224€	160€	-	-	-	
	2020	403	215€	180€	-	-	-	
	2019	311	189€	150€	-	-	-	
	2018	278	202€	150€	-	-	-	
	2017	167	204€	170€	-	-	-	
	2016	144	207€	200€	-	-	-	
	2015	160	192€	150€	-	-	-	
	2014	53	240€	150€	-	-	-	
	2013	-	-	-	-	-	-	
	2012	54	191€	150€	-	-	-	
	before 2012	215	187€	150€	-	-	-	
	Total		2346	205€	150€	86	113€	80€

Base: respondents who have a vacuum cleaner

Table 2.79 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q82/Q88) by bought new or second hand

Vacuum cleaner In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (years)	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	n.a.	n.a.	95	47,4%
1 years	454	15,1%	30	14,8%
2 years	1968	65,5%	54	26,9%
3 or more	584	19,4%	22	11,0%
Total	3005	100,0%	202	100,0%
mode		2 years		0 years

Base: respondents who have a vacuum cleaner

2.5.1 Willingness to repair vacuum cleaners

Table 2.80 – Until what age of this vacuum cleaner would you still consider repairing it? (Q83/Q89) by bought new or second hand

Vacuum cleaner Until what age of this vacuum cleaner would you still consider repairing it? (years)	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	404	13,5%	49	22,9%
1 years	113	3,8%	18	8,4%
2 years	446	14,9%	32	14,8%
3 years	278	9,2%	12	5,5%
4 years	160	5,3%	7	3,4%
5 years	652	21,7%	37	17,4%
6 years	86	2,9%	13	5,9%
7 years	77	2,6%	2	1,1%
8 years	83	2,8%	4	1,7%
9 years	7	0,2%	0	0,0%
10 years	448	14,9%	24	11,3%
11 years or higher	246	8,2%	16	7,5%
Total	3001	100,0%	214	100,0%
mean		5y 5m		4y 5m
median		5 years		3 years

Base: respondents who have a vacuum cleaner

Table 2.81 – If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q84/Q90) by bought new or second hand

Vacuum cleaner If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Vacuum cleaners without problems in the last 2 years				
would not pay	952	34,0%	69	36,9%
would pay	1845	66,0%	119	63,1%
Total	2797	100,0%	188	100,0%
Vacuum cleaners with problems in the last 2 years				
→ <u>Cylinder and upright with cable</u>				
would not pay	42	24,9%	-	-
would pay	126	75,1%	-	-
Total	167	100,0%	-	-
→ <u>Cordless cylinder and upright</u>				
would not pay	32	33,0%	-	-
would pay	66	67,0%	-	-
Total	98	100,0%	-	-
→ <u>All types of vacuum cleaners</u>				
would not pay	74	26,5%	-	-
would pay	206	73,5%	-	-
Total	280	100,0%	-	-

Base: respondents who have a vacuum cleaner

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.82 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q84/Q90) by bought new or second hand and type of vacuum cleaner (Q85)

Vacuum cleaner		Did you buy/get this vacuum cleaner new or second hand?		
		new	second hand	
Vacuum cleaners <u>without</u> problems in the last 2 years				
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	1789	117	
	Mean	66€	50€	
	Percentile 25	30€	20€	
	Median	50€	40€	
	Percentile 75	100€	60€	
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	1306	41	
	Mean	31%	45%	
	Percentile 25	17%	32%	
	Median	27%	40%	
	Percentile 75	38%	50%	
Vacuum cleaners <u>with</u> problems in the last 2 years				
Cylinder or upright with cable	If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	121	-
		Mean	72€	-
		Percentile 25	30€	-
		Median	50€	-
		Percentile 75	60€	-
	Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	86	-
		Mean	33%	-
		Percentile 25	20%	-
		Median	31%	-
		Percentile 75	38%	-
Cordless cylinder or upright	If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	66	-
		Mean	89€	-
		Percentile 25	40€	-
		Median	50€	-
		Percentile 75	100€	-
	Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	55	-
		Mean	24%	-
		Percentile 25	12%	-
		Median	20%	-
		Percentile 75	33%	-
All types of vacuum cleaners	If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	201	-
		Mean	79€	-
		Percentile 25	30€	-
		Median	50€	-
		Percentile 75	100€	-
	Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	151	-
		Mean	29%	-
		Percentile 25	17%	-
		Median	27%	-
		Percentile 75	36%	-

Base: respondents who have a vacuum cleaner

Table 2.83 – What kind of vacuum cleaner is it? (Q85A) by bought new or second hand

Vacuum cleaner What kind of vacuum cleaner is it?	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Cylinder with cable	323	53,2%	-	-
Cordless cylinder	43	7,1%	-	-
Upright with cable	75	12,3%	-	-
Cordless upright	139	22,9%	-	-
Robot	27	4,5%	-	-
Total	608	100,0%	-	-

Base: respondents who had a problem with their vacuum cleaner in the last 2 years

As there are very few answers referring to robots, they will not be considered in the total of the following tables, in order to avoid a bias created by this type of device.

Table 2.84 – When did you experience the most recent problem/breakdown with this vacuum cleaner? (Q91) by bought new or second and type of vacuum cleaner (Q85)

Vacuum cleaner: bought new and no robots When did you experience the most recent problem/breakdown with this vacuum cleaner?	Type of vacuum cleaner					
	Cylinder or upright with cable		Cordless cylinder or upright		Total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current vacuum cleaner or the previous one						
2022	122	29,3%	57	29,5%	179	29,3%
2021	181	43,5%	105	54,4%	287	47,0%
2020	113	27,2%	31	16,1%	145	23,7%
Total	416	100,0%	193	100,0%	611	100,0%

Base: respondents who had a problem with their vacuum cleaner in the last 2 years

Apart from removing the robots, the following tables refer to respondents who had problems with their vacuum cleaner in the last 2 years, either with their current or the with the previous one.

Table 2.85 – At the time of this problem/breakdown, was the device still in the warranty period? (Q92) by bought new or second hand and type of vacuum cleaner (Q85)

Vacuum cleaner: bought new and no robots At the time of this problem/breakdown, was the device still in the warranty period?	Type of vacuum cleaner					
	Cylinder or upright with cable		Cordless cylinder or upright		Total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
yes	136	34,9%	92	51,9%	228	40,2%
no	253	65,1%	85	48,1%	339	59,8%
Total	389	100,0%	178	100,0%	566	100,0%

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one

Table 2.86 – Which component did the problem involve? (Q93)

Vacuum cleaner: bought new and no robots Which components did the problem involve?	% of problems	
	within respondents having had problems (total N = 249)	within respondents having a portable computer (total N = 691)
Engine (overheating, power drops, significant deterioration in suction)	52,7%	24,2%
(Main) floor nozzle(s) / brushes	17,7%	8,2%
Flexible/rigid tubes (including coupling problem)	15,3%	7,0%
Power supply/cable	11,6%	5,3%
Filters (do not consider a normal filter replacement)	10,8%	5,0%
Buttons/controls (on-off, power control...)	9,8%	4,5%
Dust bag/container	9,6%	4,4%
Battery	9,6%	4,4%
System to automatically retract the cable	9,1%	4,2%
Wheels	8,4%	3,9%
Accessories (e.g. extra brushes)	5,5%	2,5%
Battery charger	3,5%	1,6%
Sensors not working properly	1,6%	0,8%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one

Table 2.87 – Which component did the problem involve? (Q93) by type of vacuum cleaner

Vacuum cleaner: bought new and no robots Which components did the problem involve?	% of problems within respondents having had at least one problem in the last 2 years	
	Cylinder or upright with cable (total N = 398)	Cordless cylinder or upright (total N = 182)
Engine (overheating, power drops, significant deterioration in suction)	58,1%	42,5%
Flexible/rigid tubes (including coupling problem)	17,7%	11,6%
(Main) floor nozzle(s) / brushes	16,7%	19,1%
Accessories (e.g. extra brushes)	5,5%	4,3%
Wheels	8,3%	7,1%
System to automatically retract the cable	12,6%	2,4%
Power supply/cable	11,4%	12,2%
Filters (do not consider a normal filter replacement)	13,5%	5,7%
Dust bag/container	11,1%	6,4%
Buttons/controls (on-off, power control...)	9,5%	9,4%
Battery	n.a.	28,0%
Battery charger	n.a.	9,5%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one

Table 2.88 – Did you repair it? (Q94) by bought new or second hand and type of vacuum cleaner

Vacuum cleaner: no robots Did you repair it?	Did you buy/get this vacuum cleaner new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Cylinder or upright with cable				
no	304	77,5%	-	-
yes	88	22,5%	-	-
Total	392	100,0%	-	-
Cordless cylinder or upright				
no	104	57,4%	-	-
yes	77	42,6%	-	-
Total	182	100,0%	-	-
Total				
no	408	71,1%	-	-
yes	166	28,9%	-	-
Total	574	100,0%	-	-

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one

Table 2.89 – Did you repair it? (Q94) - only considering vacuum cleaners bought new and no robots

		Did you repair it?					
		Cylinder or upright with cable		Cordless cylinder or upright		Total	
		Total N	yes %	Total N	yes %	Total N	yes %
Vacuum cleaner: bought new and no robots							
When did you buy/get it?	2022-2021	57	29,8%	57	54,4%	113	41,6%
	2020-2019	122	31,1%	74	41,9%	196	35,2%
	2018-2017	80	16,3%	-	-	111	19,8%
	2016-2015	62	24,2%	-	-	83	26,5%
	2014-2012	-	-	-	-	-	-
How much did it (approximately) cost? (Euro)?	<50€	10	8,6%	-	-	-	-
	50€ < 100€	78	17,0%	-	-	107	20,6%
	100€ < 150€	51	17,0%	-	-	67	19,4%
	150€ < 200€	48	27,8%	-	-	62	32,0%
	200€ < 300€	45	23,6%	-	-	67	20,3%
	300€ < 400€	20	23,3%	-	-	56	52,1%
	≥ 400€	43	23,2%	-	-	81	35,8%
At the time of this problem/breakdown, was the device still in the warranty period?	during the warranty period	133	41,7%	92	64,3%	225	51,0%
	after the warranty period	250	12,7%	85	21,5%	335	14,9%
Problem in which components?	Engine (overheating, power drops, significant deterioration in suction)	227	18,3%	77	31,5%	304	21,6%
	Flexible/rigid tubes (including coupling problem)	71	28,1%	21	59,5%	92	35,4%
	(Main) floor nozzle(s) / brushes	64	26,2%	35	61,3%	99	38,5%
	Accessories (e.g. extra brushes)	22	43,6%	8	61,8%	30	48,4%
	Wheels	33	28,5%	13	75,8%	46	41,8%
	System to automatically retract the cable	50	46,0%	4	64,3%	54	47,5%
	Power supply/cable	45	47,3%	22	47,2%	68	47,3%
	Filters (do not consider a normal filter replacement)	54	14,0%	10	56,4%	64	20,9%
	Dust bag/container	44	17,8%	12	52,5%	56	25,0%
	Buttons/controls (on-off, power control...)	38	23,6%	17	65,8%	55	36,8%
	Battery	n.a.	n.a.	51	47,7%	51	47,7%
	Battery charger	n.a.	n.a.	-	-	-	-

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the vacuum cleaner is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.90 – Why was it not repaired? (Q95) by being during or after the warranty period and type of vacuum cleaner

Vacuum cleaner bought new, no robots and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes	no	Total
Cylinder or upright with cable	(n = 77)	(n = 218)	(n = 302)
there was no possible repair to this problem/breakdown	18,1%	28,6%	26,0%
there were no spare parts anymore	4,3%	3,2%	3,4%
the repair costs were too high	26,7%	32,6%	30,7%
the device wasn't worth the repair cost anymore	26,4%	40,9%	36,5%
I could still use the device	19,0%	13,4%	15,1%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	20,9%	11,1%	13,6%
other reason	8,6%	3,5%	5,0%
Cordless cylinder or upright	(n = 32)	(n = 66)	(n = 103)
there was no possible repair to this problem/breakdown	-	17,4%	17,3%
there were no spare parts anymore	-	3,3%	2,1%
the repair costs were too high	-	30,1%	29,7%
the device wasn't worth the repair cost anymore	-	35,6%	27,2%
I could still use the device	-	10,0%	13,6%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	-	22,6%	23,1%
other reason	-	5,3%	8,2%
Total	(n = 109)	(n = 283)	(n = 405)
there was no possible repair to this problem/breakdown	17,9%	26,0%	23,8%
there were no spare parts anymore	3,0%	3,3%	3,1%
the repair costs were too high	27,3%	32,0%	30,4%
the device wasn't worth the repair cost anymore	19,9%	39,7%	34,2%
I could still use the device	20,2%	12,6%	14,7%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	19,8%	13,8%	16,0%
other reason	10,7%	3,9%	5,8%

Multiple response question

Base: : respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one, but didn't repair them

Table 2.91 – Where did you bring it or took contact with to be repaired? (Q96) by being during or after the warranty period and type of vacuum cleaner

Vacuum cleaner bought new, no robots and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Cylinder or upright with cable						
to the brand manufacturer/representative	10	17,8%	-	-	12	14,0%
to the store where I bought it	28	51,2%	-	-	33	37,2%
to a generic repair store	5	9,2%	-	-	7	7,4%
to a private/individual technician	3	4,6%	-	-	7	7,4%
to a repair café	4	7,0%	-	-	5	6,0%
I did it by myself	5	8,7%	-	-	22	25,0%
to another place	1	1,6%	-	-	3	2,9%
Total	55	100,0%	-	-	88	100,0%
Cordless cylinder or upright						
to the brand manufacturer/representative	12	20,9%	-	-	14	18,0%
to the store where I bought it	30	50,6%	-	-	33	42,2%
to a generic repair store	1	1,2%	-	-	1	0,9%
to a private/individual technician	1	2,4%	-	-	2	2,9%
to a repair café	1	1,6%	-	-	1	1,2%
I did it by myself	6	9,6%	-	-	19	24,3%
to another place	8	13,7%	-	-	8	10,5%
Total	59	100,0%	-	-	77	100,0%
Total						
to the brand manufacturer/representative	22	19,4%	4	8,2%	26	15,9%
to the store where I bought it	58	50,9%	7	14,1%	65	39,5%
to a generic repair store	6	5,0%	1	2,9%	7	4,4%
to a private/individual technician	4	3,4%	5	9,6%	9	5,3%
to a repair café	5	4,2%	1	2,9%	6	3,8%
I did it by myself	11	9,2%	30	59,0%	41	24,7%
to another place	9	7,8%	2	3,3%	11	6,4%
Total	115	100,0%	50	100,0%	166	100,0%

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one, which was repaired

Table 2.92 – Did you pay for that repair? (Q97) by being during or after the warranty period

Vacuum cleaner bought new, no robots and repaired Did you pay for that repair?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Cylinder or upright with cable						
did not pay	-	-	-	-	42	64,8%
paid	-	-	-	-	23	35,2%
Total	-	-	-	-	66	100,0%
Cordless cylinder or upright						
did not pay	49	86,3%	-	-	53	73,7%
paid	8	13,7%	-	-	19	26,3%
Total	56	100,0%	-	-	71	100,0%
Total						
did not pay	81	84,4%	-	-	95	69,4%
paid	15	15,6%	-	-	42	30,6%
Total	96	100,0%	-	-	137	100,0%

Base: respondents who had a problem in the last 2 years with their current vacuum cleaner or the previous one, which was repaired

2.6 Coffee machines

For the following tables, those who don't have a coffee machine at the time of answering the questionnaire were removed.

Table 2.93 – Did you buy/get this coffee machine new or second hand? (Q98/Q104)

Coffee machine		n	Column Valid N %
Did you buy/get this coffee machine new or second hand?	new	2909	90,9%
	second hand	291	9,1%
	Total	3200	100,0%

Base: respondents who have a coffee machine

Table 2.94 – When did you buy/get it? (Q99/Q105)

Coffee machine		n	Column Valid N %
When did you buy/get it?	2022	187	5,9%
	2021	523	16,6%
	2020	609	19,3%
	2019	433	13,7%
	2018	380	12,1%
	2017	230	7,3%
	2016	152	4,8%
	2015	171	5,4%
	2014	78	2,5%
	2013	31	1,0%
	2012	59	1,9%
	before 2012	302	9,6%
	Total	3155	100,0%

Base: respondents who have a coffee machine

Table 2.95 – How much did it (approximately) cost? (Euro)? (Q100/Q106) by bought new or second hand

Coffee machine How much did it (approximately) cost? (Euro)?	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
< 25€	39	1,9%	25	20,0%
25€ < 50€	216	10,7%	30	23,6%
50€ < 75€	590	29,4%	35	27,3%
75€ < 100€	363	18,1%	16	12,5%
100€ < 200€	421	20,9%	12	9,4%
200€ < 300€	120	6,0%	5	3,6%
≥ 300€	261	13,0%	5	3,6%
Total	2009	100,0%	127	100,0%
I don't know / I don't remember (it was a present)	731	26,7%	125	49,7%
mean		133€		69€
median		80€		50€

Base: respondents who have a coffee machine

Table 2.96 – How much did it (approximately) cost? (Euro)? (Q81/Q87) by bought new or second hand and year of purchase

Coffee machines How much did it (approximately) cost? (Euro)?		Did you buy/get this coffee machine new or second hand?					
		new			second hand		
		Valid N	Mean	Median	Valid N	Mean	Median
When did you buy/get it?	2022	120	149€	85€	-	-	-
	2021	366	139€	79€	31	74€	40€
	2020	403	136€	95€	33	64€	40€
	2019	314	147€	89€	-	-	-
	2018	228	141€	88€	-	-	-
	2017	145	116€	79€	-	-	-
	2016	88	130€	70€	-	-	-
	2015	108	121€	80€	-	-	-
	2014	49	137€	80€	-	-	-
	2013	-	-	-	-	-	-
	2012	31	84€	70€	-	-	-
	before 2012	122	98€	60€	-	-	-
	Total		1998	134€	80€	118	71€

Base: respondents who have a coffee machine

Table 2.97 – In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (Q101/Q107) by bought new or second hand

Coffee machine In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)? (years)	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	n.a.	n.a.	144	57,0%
1 years	535	20,9%	37	14,6%
2 years	1712	67,1%	64	25,3%
3 or more	306	12,0%	9	3,1%
Total	2553	100,0%	253	100,0%
mode	2 years		0 years	

Base: respondents who have a coffee machine

2.6.1 Willingness to repair coffee machines

Table 2.98 – Until what age of this coffee machine would you still consider repairing it? (Q102/Q108) by bought new or second hand

Coffee machine Until what age of this coffee machine would you still consider repairing it? (years)	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
0 years	443	17,0%	74	30,0%
1 years	177	6,8%	32	13,0%
2 years	517	19,8%	34	14,0%
3 years	238	9,1%	11	4,6%
4 years	152	5,8%	9	3,7%
5 years	529	20,2%	27	11,2%
6 years	65	2,5%	15	6,0%
7 years	44	1,7%	4	1,6%
8 years	54	2,0%	3	1,1%
9 years	5	0,2%	0	0,0%
10 years	287	11,0%	23	9,3%
11 years or higher	105	4,0%	14	5,7%
Total	2616	100,0%	246	100,0%
mean		4,2 years		3,7 years
median		3 years		2 years

Base: respondents who have a coffee machine

Table 2.99 – If a problem/breakdown occurred now (and wasn't covered by the warranty), would you be willing to pay for repairing it? (based on Q103/Q109) by bought new or second hand

Coffee machine If a problem/breakdown occurred now (and wasn't covered by the warranty), would be willing to pay for repairing it?	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
Coffee machines without problems in the last 2 years				
would not pay	1001	41,4%	107	47,1%
would pay	1417	58,6%	121	52,9%
Total	2417	100,0%	228	100,0%
Coffee machines with problems in the last 2 years				
would not pay	50	20,4%	-	-
would pay	195	79,6%	-	-
Total	245	100,0%	-	-

Base: respondents who have a coffee machine

For new devices (for which we have a higher n), a T-test confirmed that respondents who already had a problem are significantly more willing to pay for repairing the appliance than those respondents who didn't experience any problem.

Table 2.100 –If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? and Maximum % of the buying cost you would pay for repairing it only new devices (Q103/Q109) by bought new or second hand

Coffee machine		Did you buy/get this coffee machine new or second hand?	
		new	second hand
Coffee machines without problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	1356	116
	Mean	48€	37€
	Percentile 25	20€	10€
	Median	30€	25€
	Percentile 75	50€	50€
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	954	52
	Mean	34%	42%
	Percentile 25	20%	25%
	Median	30%	37%
	Percentile 75	42%	50%
Coffee machines with problems in the last 2 years			
If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it? (without 0's)	Valid N	183	-
	Mean	58€	-
	Percentile 25	20€	-
	Median	40€	-
	Percentile 75	75€	-
Maximum % of the buying cost you would pay for repairing it (until 100%)	Valid N	131	-
	Mean	32%	-
	Percentile 25	18%	-
	Median	28%	-
	Percentile 75	40%	-

Base: respondents who have a coffee machine

Table 2.101 – When did you experience the most recent problem/breakdown with this coffee machine? (Q110) by bought new or second

Coffee machine	When did you experience the most recent problem/breakdown with this coffee machine?	Did you buy/get this coffee machine new or second hand?			
		new		second hand	
		n	Column Valid N %	n	Column Valid N %
respondents who had a problem with their current coffee machine or the previous one					
	2022	200	32,5%	20	35,7%
	2021	285	46,3%	24	42,9%
	2020	130	21,1%	12	21,4%
	Total	615	100,0%	56	100,0%

Base: respondents who had a problem with their coffee machine in the last 2 years

The following tables refer to respondents who had problems with their coffee machine in the last 2 years, either with their current or the with the previous one.

Table 2.102 – At the time of this problem/breakdown, was the device still in the warranty period? by bought new or second hand (Q111)

Coffee machine At the time of this problem/breakdown, was the device still in the warranty period?	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
yes	194	33,3%	12	24,3%
no	388	66,7%	38	75,7%
Total	582	100,0%	50	100,0%

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one

Table 2.103 – Which component did the problem involve? (Q93)

Coffee machine: bought new Which components did the problem involve?	% of problems	
	within respondents having had problems (total N = 591)	within respondents having a portable computer (total N = 1169)
Leaks (e.g. reservoir, coffee tap...)	33,7%	17,0%
Not heating up / not reaching the required temperature	28,7%	14,5%
Pump	23,6%	12,0%
Buttons/switches	15,5%	7,9%
Displays / indicator lights	12,6%	6,4%
Capsule/pad system or filter holder (if coffee pad/capsule machine)	9,7%	5,0%
Power supply/cable	7,2%	3,6%
Broken casing / reservoir lid	5,0%	2,5%
Grinder	3,9%	2,0%
Milk foamer	1,9%	0,9%
Cup heater (if applicable)	0,2%	0,1%
Other	9,6%	4,9%

Multiple response answer

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one

Table 2.104 – What was the problems' severity? (Q112)

Coffee machine: bought new Components		Problem severity?	
		N	Column Valid N %
Buttons/switches	minor	28	33,0%
	moderate	33	38,0%
	severe	25	28,9%
	total	86	100,0%
Displays / indicator lights	minor	20	29,9%
	moderate	22	33,0%
	severe	25	37,1%
	total	66	100,0%
Not heating up / not reaching the required temperature	minor	21	13,4%
	moderate	44	27,7%
	severe	94	58,9%
	total	160	100,0%
Pump	minor	20	14,7%
	moderate	31	22,6%
	severe	86	62,7%
	total	137	100,0%
Leaks (e.g. reservoir, coffee tap...)	minor	30	16,2%
	moderate	66	34,8%
	severe	92	49,0%
	total	189	100,0%
Broken casing / reservoir lid	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Capsule/pad system or filter holder (if coffee pad/capsule machine)	minor	14	26,2%
	moderate	16	28,6%
	severe	25	45,1%
	total	55	100,0%
Grinder	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Milk foamer	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Cup heater (if applicable)	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Power supply/cable	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-
Other	minor	-	-
	moderate	-	-
	severe	-	-
	total	-	-

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one

Table 2.105 – Did you repair it? (Q113) by bought new or second hand

Coffee machine Did you repair it?	Did you buy/get this coffee machine new or second hand?			
	new		second hand	
	n	Column Valid N %	n	Column Valid N %
no	429	73,2%	36	68,3%
yes	157	26,8%	17	31,7%
Total	586	100,0%	53	100,0%

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one

Table 2.106 – Did you repair it? (Q113) - only considering coffee machines bought new

Coffee machine: bought new		Did you repair it?	
		Total N	yes %
When did you buy/get it?	2022	-	-
	2021	125	33,6%
	2020	120	34,5%
	2019	62	17,5%
	2018	80	19,8%
	2017	-	-
	2016	-	-
	2015	-	-
	2014	-	-
	2013	-	-
	2012	-	-
How much did it (approximately cost?) (Euro)?	< 25€	-	-
	25€ < 50€	54	10,7%
	50€ < 75€	165	22,9%
	75€ < 100€	86	13,3%
	100€ < 200€	75	28,7%
	200€ < 300€	-	-
	≥ 300€	63	47,7%
At the time of this problem/breakdown, was the device still in the warranty period?	during the warranty period	192	53,5%
	after the warranty period	386	13,6%
Problem in which components?	Buttons/switches	89	41,2%
	Displays / indicator lights	74	43,6%
	Not heating up / not reaching the required temperature	168	21,9%
	Pump	140	19,7%
	Leaks (e.g. reservoir, coffee tap...)	198	23,1%
	Broken casing / reservoir lid	-	-
	Capsule/pad system or filter holder (if coffee pad/capsule machine)	58	35,8%
	Grinder	-	-
	Milk foamer	-	-
	Cup heater (if applicable)	-	-
	Power supply/cable	42	40,4%

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one
 Results based on less than 50 cases are indicated in red. These results cannot be considered statistically stable

A classification tree was performed in order to check which of the first 3 variables (purchase year, purchase cost and **whether or not the coffee machine is in the warranty period**) influence the decision to repair the device. Only the later shows a significant influence in this respect.

Table 2.107 – Did you repair it? (Q113) by bought new or second hand and being during or after the warranty period

Coffee machine Did you repair it?	During the warranty period				After the warranty period			
	new		second hand		new		second hand	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
no	89	46,5%	-	-	333	86,4%	-	-
yes	103	53,5%	-	-	52	13,6%	-	-
Total	192	100,0%	-	-	386	100,0%	-	-

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one

Table 2.108 – Why was it not repaired? (Q114) in total and by being during or after the warranty period

Coffee machine bought new and not repaired Why was it not repaired?	At the time of this problem/breakdown, was the device still in the warranty period?		
	yes % (n = 89)	no % (n = 333)	Total % (n = 429)
there was no possible repair to this problem/breakdown	30,0%	17,7%	20,3%
there were no spare parts anymore	2,5%	2,2%	2,2%
the repair costs were too high	16,2%	32,6%	29,2%
the device wasn't worth the repair cost anymore	17,7%	46,2%	40,5%
I could still use the device	11,8%	11,6%	11,5%
it would have given a lot of work (bringing to the shop or manufacturer, etc.)	21,0%	13,0%	14,8%
other reason	16,0%	6,3%	8,4%

Multiple response question

Base: : respondents who had a problem in the last 2 years with their current coffee machine or the previous one, but didn't repair them

Table 2.109 – Where did you bring it or took contact with to be repaired? (Q115) in total and by being during or after the warranty period

Coffee machine bought new and repaired Where did you bring it or took contact with to be repaired?	At the time of this problem/breakdown, was the device still in the warranty period?					
	yes		no		total	
	n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
to the brand manufacturer/representative	25	25,0%	6	11,9%	31	20,3%
to the store where I bought it	57	56,2%	8	15,9%	65	42,2%
to a generic repair store	3	3,1%	0	0,0%	3	2,0%
to a private/individual technician	3	2,7%	17	32,9%	20	13,1%
to a repair café	4	4,3%	5	9,0%	9	5,8%
I did it by myself	5	5,2%	15	28,8%	21	13,4%
to another place	3	3,4%	1	1,4%	5	3,2%
Total	102	100,0%	50	100,0%	155	100,0%

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one, which was repaired

Table 2.110 –Did you pay for that repair? (Q116) by being during or after the warranty period

		At the time of this problem/breakdown, was the device still in the warranty period?					
		yes		no		total	
		n	Column Valid N %	n	Column Valid N %	n	Column Valid N %
Did you pay for that repair?							
	did not pay	74	88,5%	-	-	83	72,4%
	paid	10	11,5%	-	-	32	27,6%
	Total	84	100,0%	-	-	115	100,0%

Base: respondents who had a problem in the last 2 years with their current coffee machine or the previous one, which was repaired

ANNEX I - Weighting procedure and coefficients

A posteriori control has been done to this datafile through a weighting procedure for maximizing the representativeness of the data in terms of gender, age, geographical distribution and educational level.

BELGIUM

POPULATION

n

Regions	Educational level	Gender	Age			
			18-24	25-39	40-54	55-74
Brussels	Low	female	15615	35335	36494	44059
		male	17713	38955	41705	35010
	Medium	female	26813	40713	30077	25653
		male	25831	41742	33193	20494
	High	female	9641	76784	47936	32443
		male	6319	66851	48288	33296
Flanders	Low	female	16880	92181	127633	353631
		male	64572	75781	158429	310787
	Medium	female	151973	220985	276858	239116
		male	171836	281074	303217	237246
	High	female	68744	301609	273832	153464
		male	45949	230258	233691	182017
Wallonie	Low	female	38551	59679	95827	192826
		male	53495	80183	107466	156179
	Medium	female	87204	125143	138719	121595
		male	87969	150316	150976	124704
	High	female	28878	150167	141710	99321
		male	17659	106764	117626	100232
						7935912

%

Regions	Educational level	Gender	Age			
			18-24	25-39	40-54	55-74
Brussels	Low	female	0,197	0,445	0,460	0,555
		male	0,223	0,491	0,526	0,441
	Medium	female	0,338	0,513	0,379	0,323
		male	0,325	0,526	0,418	0,258
	High	female	0,121	0,968	0,604	0,409
		male	0,080	0,842	0,608	0,420
Flanders	Low	female	0,213	1,162	1,608	4,456
		male	0,814	0,955	1,996	3,916
	Medium	female	1,915	2,785	3,489	3,013
		male	2,165	3,542	3,821	2,990
	High	female	0,866	3,801	3,451	1,934
		male	0,579	2,901	2,945	2,294
Wallonie	Low	female	0,486	0,752	1,208	2,430
		male	0,674	1,010	1,354	1,968
	Medium	female	1,099	1,577	1,748	1,532
		male	1,108	1,894	1,902	1,571
	High	female	0,364	1,892	1,786	1,252
		male	0,223	1,345	1,482	1,263
						100,000

SAMPLE

n

Regions	Educational level	Gender	Age			
			18-24	25-39	40-54	55-74
Brussels	Low	female	4	11	13	6
		male	8	10	9	7
	Medium	female	6	24	15	18
		male	25	32	33	20
	High	female	5	74	38	36
		male	31	65	44	32
Flanders	Low	female	3	49	59	83
		male	6	52	51	95
	Medium	female	9	185	199	157
		male	28	205	208	205
	High	female	16	254	185	125
		male	14	233	182	180
Wallonie	Low	female	2	37	53	50
		male	9	46	44	50
	Medium	female	8	95	123	106
		male	20	95	115	108
	High	female	10	127	127	92
		male	21	119	120	94

5020

%

Regions	Educational level	Gender	Age			
			18-24	25-39	40-54	55-74
Brussels	Low	female	0,080	0,219	0,259	0,120
		male	0,159	0,199	0,179	0,139
	Medium	female	0,120	0,478	0,299	0,359
		male	0,498	0,637	0,657	0,398
	High	female	0,100	1,474	0,757	0,717
		male	0,618	1,295	0,876	0,637
Flanders	Low	female	0,060	0,976	1,175	1,653
		male	0,120	1,036	1,016	1,892
	Medium	female	0,179	3,685	3,964	3,127
		male	0,558	4,084	4,143	4,084
	High	female	0,319	5,060	3,685	2,490
		male	0,279	4,641	3,625	3,586
Wallonie	Low	female	0,040	0,737	1,056	0,996
		male	0,179	0,916	0,876	0,996
	Medium	female	0,159	1,892	2,450	2,112
		male	0,398	1,892	2,291	2,151
	High	female	0,199	2,530	2,530	1,833
		male	0,418	2,371	2,390	1,873

100,000

WEIGHTINGS

Corrected weightings

Regions	Educational level	Gender	Age			
			18-24	25-39	40-54	55-74
Brussels	Low	female	2,47	2,03	1,78	4,65
		male	1,40	2,46	2,93	3,16
	Medium	female	2,83	1,07	1,27	0,90
		male	0,65	0,83	0,64	0,65
	High	female	1,22	0,66	0,80	0,57
		male	0,13	0,65	0,69	0,66
Flanders	Low	female	3,56	1,19	1,37	2,70
		male	6,81	0,92	1,97	2,07
	Medium	female	8,00	0,76	0,88	0,96
		male	3,88	0,87	0,92	0,73
	High	female	2,72	0,75	0,94	0,78
		male	2,08	0,63	0,81	0,64
Wallonie	Low	female	4,00	1,02	1,14	2,44
		male	3,76	1,10	1,54	1,98
	Medium	female	6,90	0,83	0,71	0,73
		male	2,78	1,00	0,83	0,73
	High	female	1,83	0,75	0,71	0,68
		male	0,53	0,57	0,62	0,67

Legend	
	Coefficient higher than 8
	N*2 higher than coefficient
	No cases

ANNEX II – Questionnaire

PRODUCT REPARABILITY SURVEY

TO START...

DEM_1 What is your gender? _____

1= female

2= male

DEM_2 How old are you? _____ years old [DROP DOWN LIST]

DEM_3 What is your educational level?

[TO BE ADAPTED BY COUNTRY.]

DEM_4 What is your region/district? _____

1. At this moment, do you own the following appliances?

- A. Portable computer (DROP DOWN SELECTION: no / yes)
- B. Printers (DROP DOWN SELECTION: no / yes)
- C. Washing machine (DROP DOWN SELECTION: no / yes)
- D. Fridge/freezers (DROP DOWN SELECTION: no / yes)
- E. Vacuum cleaner (DROP DOWN SELECTION: no / yes)
- F. Coffee machines (DROP DOWN SELECTION: no / yes)

2. In the last 2 years, did you experience any problem/breakdown with any of following appliances (either the one you have at this moment or a previous one)?

- A. Portable computer (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)
- B. Printers (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)
- C. Washing machine (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)
- D. Fridge/freezers (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)
- E. Vacuum cleaner (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)
- F. Coffee machines (DROP DOWN SELECTION: no / yes, with the present one / yes, with a previous one)

ALL Q1= no & ALL Q2 = no → SCREEN OUT

A1. PORTABLE COMPUTER without problems [A: Q1 = yes & Q2 = no]

3. Did you buy/get this portable computer new or second hand? (DROP DOWN SELECTION: new / second hand)

4. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/before 2017)

5. How much did this portable computer (approximately) cost? [In case you are still paying for it, please refer to the total cost.] [ONLY ONE ANSWER POSSIBLE]

_____ €

___ I don't know / I don't remember (it was a present)

6. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ years

7. Until what age of this portable computer would you still consider repairing it?

___ years old

8. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ ___ €
 (INCLUDING "0")

A2. PORTABLE COMPUTER with problems [A: Q2 = yes] HIDE IF Q2=no

ⓐ For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

9. Did you buy/get this portable computer new or second hand? (DROP DOWN SELECTION: new / second hand)

10. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/before 2017)

11. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)

___ ___ ___ €
 ___ I don't know / I don't remember (it was a present)

12. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ ___ years

13. Until what age of this portable computer would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one) ___ ___ years old

14. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one)

___ ___ ___ € (INCLUDING "0")

15. When did you experience the most recent problem/breakdown with this portable computer? (DROP DOWN SELECTION: 2022/2021/2020/2019/before 2019/ 99 = I don't remember)

16. At the time of this problem/breakdown, was the device still in the warranty period? (DROP DOWN SELECTION: yes / no)

17. Which components did this problem involve? What was its severity?

- Minor = problem not affecting the well-functioning of the device
- Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
- Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Severity Problem (DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe]
Batteries	<input type="checkbox"/>	—
Solid State Drive (SSD) / Hard disk drive (HDD)	<input type="checkbox"/>	—
Keyboard and touchpad	<input type="checkbox"/>	—
Loudspeaker and microphone	<input type="checkbox"/>	—
Hinges	<input type="checkbox"/>	—

Power supply	<input type="checkbox"/>	—
Screen	<input type="checkbox"/>	—
USB ports	<input type="checkbox"/>	—
Wi-Fi function	<input type="checkbox"/>	—
Bluetooth	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

18. Did you repair it? (DOTS WITH JUST ONE POSSIBLE ANSWER: no / yes (FILTER TO Q16))

19. Why not? (MULTIPLE RESPONSE ANSWER)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

20. Where did you bring it or took contact with to be repaired? (DOTS WITH JUST ONE POSSIBLE ANSWER)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

21. How much did you pay for that repair? (ONLY ONE ANSWER POSSIBLE)

- ___ ___ ___ € [IT SHOULD ONLY TAKE UP TO 4 DIGITS]
 ___ Nothing (it was still under the warranty)
 ___ I don't know / I don't remember

B1. PRINTERS without problems [B: Q1 = yes & Q2 = no]

22. Did you buy/get this printer new or second hand? (DROP DOWN SELECTION: new / second hand)

23. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/before 2017)

24. How much did this printer (approximately) cost? [In case you are still paying for it, please refer to the total cost.]
[ONLY ONE ANSWER POSSIBLE]

- ___ ___ ___ €
 ___ I don't know / I don't remember (it was a present)

25. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ ___ years

26. Until what age of this printer would you still consider repairing it?

___ ___ years old

27. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ ___ €
 (INCLUDING "0")

B2. PRINTERS with problems [B: Q2 = yes]

① For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

28. Did you buy/get this printer new or second hand? (DROP DOWN SELECTION: new / second hand)
29. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/before 2017)
30. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)
 ___ ___ ___ €
 ___ I don't know / I don't remember (it was a present)
31. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?
 ___ ___ years
32. Until what age of this printer would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one] ___ ___ years old
33. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one]
 ___ ___ ___ € (INCLUDING "0")
34. When did you experience the most recent problem/breakdown with this printer? (DROP DOWN SELECTION: 2022/2021/2020/2019/before 2019/ 99 = I don't remember)
35. At the time of this problem/breakdown, was the device still in the warranty period? (DROP DOWN SELECTION: yes / no)
36. Which components did this problem involve? What was its severity?
 Minor = problem not affecting the well-functioning of the device
 Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
 Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Problem Severity (DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe]
Buttons	<input type="checkbox"/>	—
Control panel	<input type="checkbox"/>	—
Copy machine	<input type="checkbox"/>	—
Front exit tray	<input type="checkbox"/>	—
Ink cartridges slot	<input type="checkbox"/>	—
Paper feeder	<input type="checkbox"/>	—
Power supply	<input type="checkbox"/>	—
Print head	<input type="checkbox"/>	—
Scanner	<input type="checkbox"/>	—
Wi-fi connection	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

37. Did you repair it? (DROP DOWN SELECTION: no / yes (FILTER TO Q16))

38. Why not? (MULTIPLE RESPONSE ANSWER)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

39. Where did you bring it or took contact with to be repaired? (DOTS WITH JUST ONE POSSIBLE ANSWER)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

40. How much did you pay for that repair? (ONLY ONE ANSWER POSSIBLE)

___ ___ € [IT SHOULD ONLY TAKE UP TO 3 DIGITS]

___ Nothing (it was still under the warranty)

___ I don't know / I don't remember

C1. WASHING MACHINE without problems [C: Q1 = yes & Q2 = no]

41. Did you buy/get this washing machine new or second hand? (DROP DOWN SELECTION: new / second hand)

42. When did you buy/get it? (DROP DOWN SELECTION:

2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

TQ1: This is a test item: please choose '4' to continue answering the survey (DROP DOWN SELECTION: 1 / 2 / 3 / 4 / 5)

43. How much did this washing machine (approximately) cost? [In case you are still paying for it, please refer to the total cost.] [ONLY ONE ANSWER POSSIBLE]

___ ___ €

___ I don't know / I don't remember (it was a present)

44. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ years

45. Until what age of this washing machine would you still consider repairing it?

___ years old

46. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ €
(INCLUDING "0")

C2. WASHING MACHINE with problems [C: Q2 = yes]

① For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

47. Did you buy/get this washing machine new or second hand? (DROP DOWN SELECTION: new / second hand)

48. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

49. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)
 ___ ___ €
 ___ I don't know / I don't remember (it was a present)

50. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?
 ___ ___ years

51. Until what age of this washing machine would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one) ___ ___ years old

52. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one)
 ___ ___ € (INCLUDING "0")

53. When did you experience the most recent problem/breakdown with this washing machine? (DROP DOWN SELECTION: 2022/2021/2020/2019/before 2019/ 99 = I don't remember)

TQ2: This is a test item: please choose '2' to continue answering the survey (DROP DOWN SELECTION: 1 / 2 / 3 / 4 / 5)

54. At the time of this problem/breakdown, was the appliance still in the warranty period? (DROP DOWN SELECTION: yes / no)

55. Which components did this problem involve? What was its severity?
 Minor = problem not affecting the well-functioning of the device
 Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
 Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Problem Severity <i>(DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe)</i>
Belt (e.g. drum does not turn anymore)	<input type="checkbox"/>	—
Buttons/systems to select programs, including wheels and touchscreen displays	<input type="checkbox"/>	—
Detergent/softener tray	<input type="checkbox"/>	—
Connection tubes	<input type="checkbox"/>	—
Door / door closing system	<input type="checkbox"/>	—
Door gasket	<input type="checkbox"/>	—

Evacuation pump	<input type="checkbox"/>	—
Filter	<input type="checkbox"/>	—
Leakage	<input type="checkbox"/>	—
Spinning	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

56. Did you repair it? (**DROP DOWN SELECTION**: no / yes (**FILTER TO Q58**))

57. Why not? (**MULTIPLE RESPONSE ANSWER**)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

58. Where did you bring it or took contact with to be repaired? (**DOTS WITH JUST ONE POSSIBLE ANSWER**)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

59. How much did you pay for that repair? (**ONLY ONE ANSWER POSSIBLE**)

___ ___ ___ € [**IT SHOULD ONLY TAKE UP TO 4 DIGITS**]

___ Nothing (it was still under the warranty)

___ I don't know / I don't remember

D1. COMBINED FRIDGE AND FREEZER without problems [D: Q1 = yes & Q2 = no]

60. Did you buy/get this fridge new or second hand? (**DROP DOWN SELECTION**: new / second hand)

61. When did you buy/get it? (**DROP DOWN SELECTION**:

2022/2021/2020/2019/2018/2017/**2016/2015/2014/2013/2012/before 2012**)

TQ3: This is a test item: please choose '5' to continue answering the survey (**DROP DOWN SELECTION**: 1 / 2 / 3 / 4 / 5)

62. How much did this fridge (approximately) cost? [In case you are still paying for it, please refer to the total cost.]

[**ONLY ONE ANSWER POSSIBLE**]

___ ___ ___ €

___ I don't know / I don't remember (it was a present)

63. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ ___ years

64. Until what age of this fridge would you still consider repairing it? ___ ___ years old

65. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ ___ €
(INCLUDING "0")

D2. COMBINED FRIDGE AND FREEZER with problems [D: Q2 = yes]

① For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

66. Did you buy/get this fridge new or second hand? (DROP DOWN SELECTION: new / second hand)

67. When did you buy/get it? (DROP DOWN SELECTION:
 2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

68. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)
 ___ ___ €
 ___ I don't know / I don't remember (it was a present)

69. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?
 ___ ___ years

70. Until what age of this fridge would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one)
 ___ ___ years old

71. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one)
 ___ ___ € (INCLUDING "0")

72. When did you experience the most recent problem/breakdown with this fridge? (DROP DOWN SELECTION:
 2022/2021/2020/2019/before 2019/ 99 = I don't remember)

TQ4: This is a test item: please choose '1' to continue answering the survey (DROP DOWN SELECTION: 1 / 2 / 3 / 4 / 5)

73. At the time of this problem/breakdown, was the appliance still in the warranty period? (DROP DOWN SELECTION: yes / no)

74. Which components did this problem involve? What was its severity?
 Minor = problem not affecting the well-functioning of the device
 Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
 Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Problem Severity <i>(DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe)</i>
Castors	<input type="checkbox"/>	—
Compression	<input type="checkbox"/>	—
Defrosting	<input type="checkbox"/>	—
Display	<input type="checkbox"/>	—
Door closing system	<input type="checkbox"/>	—
Electric (short cut) problem	<input type="checkbox"/>	—
Insulation	<input type="checkbox"/>	—
Leakage	<input type="checkbox"/>	—

Lightning (inside)	<input type="checkbox"/>	—
Temperature problem	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

75. Did you repair it? (DROP DOWN SELECTION: no / yes (FILTER TO Q77))

76. Why not? (MULTIPLE RESPONSE ANSWER)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

77. Where did you bring it or took contact with to be repaired? (DOTS WITH JUST ONE POSSIBLE ANSWER)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

78. How much did you pay for that repair? (ONLY ONE ANSWER POSSIBLE)

___ ___ ___ € [IT SHOULD ONLY TAKE UP TO 4 DIGITS]

___ Nothing (it was still under the warranty)

___ I don't know / I don't remember

E1. VACUUM CLEANER without problems [E: Q1 = yes & Q2 = no]

79. Did you buy/get this vacuum cleaner new or second hand? (DROP DOWN SELECTION: new / second hand)

80. When did you buy/get it? (DROP DOWN SELECTION:

2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

81. How much did this vacuum cleaner (approximately) cost? [In case you are still paying for it, please refer to the total cost.] [ONLY ONE ANSWER POSSIBLE]

___ ___ ___ €

___ I don't know / I don't remember (it was a present)

82. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ ___ years

83. Until what age of this vacuum cleaner would you still consider repairing it? ___ ___ years old

84. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ ___ €
(INCLUDING "0")

E2. VACUUM CLEANER with problems [E: Q2 = yes]

① For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

85. Did you buy/get this vacuum cleaner new or second hand? (DROP DOWN SELECTION: new / second hand)

85A. What kind of vacuum cleaner is it? (BULLETS WITH ONLY ONE POSSIBLE ANSWER: Cylinder with cable / Cordless cylinder/ Upright with cable / Cordless upright / Robot)

86. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

87. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)
 ___ ___ ___ €
 ___ I don't know / I don't remember (it was a present)

88. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?
 ___ ___ years

89. Until what age of this vacuum cleaner would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one) ___ ___ years old

90. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one)
 ___ ___ ___ € (INCLUDING "0")

91. When did you experience the most recent problem/breakdown with this vacuum cleaner? (DROP DOWN SELECTION: 2022/2021/2020/2019/before 2019/ 99 = I don't remember)

92. At the time of this problem/breakdown, was the appliance still in the warranty period? (DROP DOWN SELECTION: yes / no)

93. Which components did this problem involve? What was its severity?
 Minor = problem not affecting the well-functioning of the device
 Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
 Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Problem Severity <i>(DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe)</i>
Engine (overheating, power drops, significant deterioration in suction)	<input type="checkbox"/>	—
Flexible/rigid tubes (including coupling problem)	<input type="checkbox"/>	—
(Main) floor nozzle(s) / brushes	<input type="checkbox"/>	—
Accessories (e.g. extra brushes)	<input type="checkbox"/>	—
Wheels	<input type="checkbox"/>	—

System to automatically retract the cable	<input type="checkbox"/>	—
Power supply/cable	<input type="checkbox"/>	—
Filters (do not consider a normal filter replacement)	<input type="checkbox"/>	—
Dust bag/container	<input type="checkbox"/>	—
Buttons/controls (on-off, power control...)	<input type="checkbox"/>	—
Battery [ONLY SHOW IF Q86 = cordless cylinder OR cordless upright OR robotic]	<input type="checkbox"/>	—
Battery charger [ONLY SHOW IF Q86 = cordless cylinder OR cordless upright OR robotic]	<input type="checkbox"/>	—
Sensors don't work properly [ONLY SHOW IF Q86= robotic]	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

94. Did you repair it? (DROP DOWN SELECTION: no / yes (FILTER TO Q97))

95. Why not? (MULTIPLE RESPONSE ANSWER)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

96. Where did you bring it or took contact with to be repaired? (DOTS WITH JUST ONE POSSIBLE ANSWER)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

97. How much did you pay for that repair? (ONLY ONE ANSWER POSSIBLE)

- ___ ___ ___ € [IT SHOULD ONLY TAKE UP TO 4 DIGITS]
- ___ Nothing (it was still under the warranty)
- ___ I don't know / I don't remember

F1. COFFEE MACHINE without problems [F: Q1 = yes & Q2 = no]

98. Did you buy/get this coffee machine new or second hand? (DROP DOWN SELECTION: new / second hand)

99. When did you buy/get it? (DROP DOWN SELECTION:

2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

100. How much did this coffee machine (approximately) cost? [In case you are still paying for it, please refer to the total cost.] [ONLY ONE ANSWER POSSIBLE]

- ___ ___ ___ €
- ___ I don't know / I don't remember (it was a present)

101. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?

___ ___ years

102. Until what age of this coffee machine would you still consider repairing it? ___ ___ years old

103. If a problem/breakdown occurred now (and wasn't covered by the warranty), what would be the maximum amount you would pay for repairing it?

___ ___ ___ €
 (INCLUDING "0")

F2. COFFEE MACHINE with problems [F: Q2 = yes]

ⓐ For the following questions, please refer to the device which had problems/breakdowns in the last 2 years, not necessarily the one you currently have. If it happened more than once, answer this section referring to the most recent experience.

104. Did you buy/get this coffee machine with problems new or second hand? (DROP DOWN SELECTION: new / second hand)

105. When did you buy/get it? (DROP DOWN SELECTION: 2022/2021/2020/2019/2018/2017/2016/2015/2014/2013/2012/before 2012)

106. How much did it (approximately) cost? [In case you are still paying for it, please refer to the total cost.] (ONLY ONE ANSWER POSSIBLE)

___ ___ ___ €
 ___ I don't know / I don't remember (it was a present)

107. In total, what is/was the warranty period of this appliance (including the extended warranty you might have bought)?
 ___ ___ years

108. Until what age of this coffee machine would you still consider repairing it? (ONLY SHOWS IF Q2= yes, with the present one) ___ ___ years old

109. And what would be the maximum amount you would pay for repairing it (considering a problem/breakdown not covered by the warranty)? (ONLY SHOWS IF Q2= yes, with the present one)
 ___ ___ ___ € (INCLUDING "0")

110. When did you experience the most recent problem/breakdown with this coffee machine? (DROP DOWN SELECTION: 2022/2021/2020/2019/before 2019/ 99 = I don't remember)

111. At the time of this problem/breakdown, was the appliance still in the warranty period? (DROP DOWN SELECTION: yes / no)

112. Which components did this problem involve? What was its severity?

- Minor = problem not affecting the well-functioning of the device
- Moderate = problem affecting the well-functioning of the device, but not putting it completely out-of-use
- Severe = problem putting the device out-of-use

	Problem in which components? <i>[Tick when applicable]</i>	Problem Severity (DROP DOWN LIST: 1 = minor; 2 = moderate; 3 = severe]
Buttons/switches	<input type="checkbox"/>	—
Displays / indicator lights	<input type="checkbox"/>	—
Not heating up / not reaching the required temperature	<input type="checkbox"/>	—
Pump	<input type="checkbox"/>	—
Leaks (e.g. reservoir, coffee tap...)	<input type="checkbox"/>	—

Broken casing / reservoir lid	<input type="checkbox"/>	—
Capsule/pad system or filter holder (if coffee pad/capsule machine)	<input type="checkbox"/>	—
Grinder	<input type="checkbox"/>	—
Milk foamer	<input type="checkbox"/>	—
Cup heater (if applicable)	<input type="checkbox"/>	—
Power supply/cable	<input type="checkbox"/>	—
Other. Specify: [OPEN FIELD]	<input type="checkbox"/>	—

113. Did you repair it? (DROP DOWN SELECTION: no / yes (FILTER TO Q116))

114. Why not? (MULTIPLE RESPONSE ANSWER)

- there was no possible repair to this problem/breakdown
- there were no spare parts anymore
- the repair costs were too high
- the device wasn't worth the repair cost anymore
- I could still use the device
- it would have given a lot of work (bringing to the shop or manufacturer, etc.)
- other reason

AFTER ANSWERING FILTER TO NEXT SECTION

115. Where did you bring it or took contact with to be repaired? (DOTS WITH JUST ONE POSSIBLE ANSWER)

- to the brand manufacturer/representative
- to the store where I bought it
- to a generic repair store
- to a private/individual technician
- to a repair café
- I did it by myself
- to another place

116. How much did you pay for that repair? (ONLY ONE ANSWER POSSIBLE)

___ ___ ___ € [IT SHOULD ONLY TAKE UP TO 3 DIGITS]

___ Nothing (it was still under the warranty)

___ I don't know / I don't remember

Thank you for your collaboration!