PUBLISH A VISUAL REPAIR MANUAL

Putting a publicly available service manual online is a simple way to improve ease of repairability, and yet almost no manufacturer does that. Making a repair manual public lets a device maker explain any tricky disassembly processes and minimizes the risk that repairers will break something as they try to fix it.

Device designers weigh hundreds of considerations when creating new products, and repairability too often is far down the list. It shouldn't be.

As I've described, designing a product that's easy to repair isn't rocket science. Manufacturers just have to want to do it.