
16·17·18

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6th Edition

The repair bonus from Vienna to Austria



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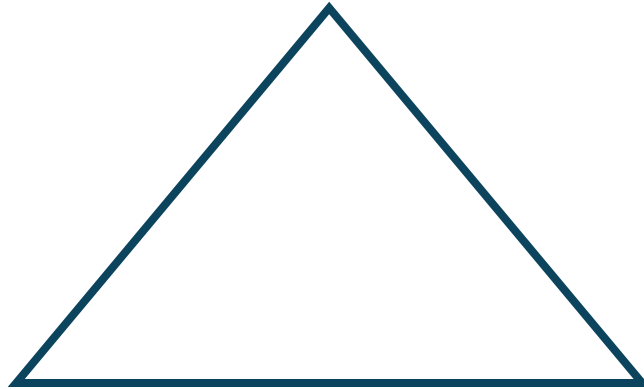
- **In Austria, repair subsidies were introduced at different administrative levels**
 - 2017 The City of Graz (300.000 Inhabitants)
 - 5 federal states followed: Lower Austria; Upper Austria; Salzburg; Styria; Carinthia
 - 2020 First vulture system: City of Vienna (2 million inhabitants)
 - 2022 National funding programm (Austria: 9,16 million inhabitants)
 - 2023 Restart of national programm after suspected cases of fraud
 - 2023 Restart of repair vulture in Vienna (in addition to national programm)

- A repair grant must achieve several goals

Increase in the number of repairs

low-threshold access
for consumers

low administrative
burden for the
authority

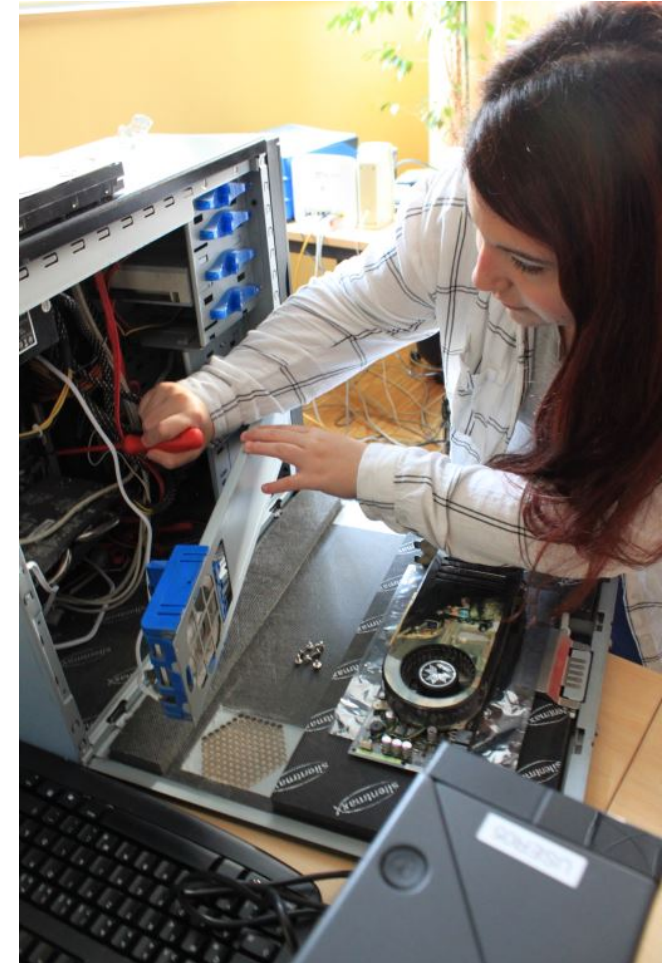
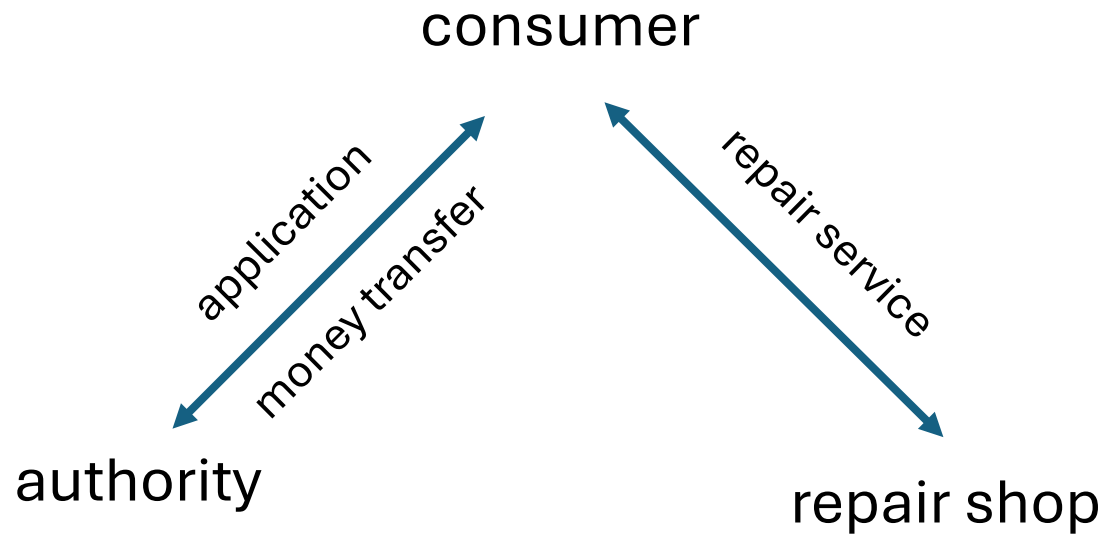


Security
against fraud



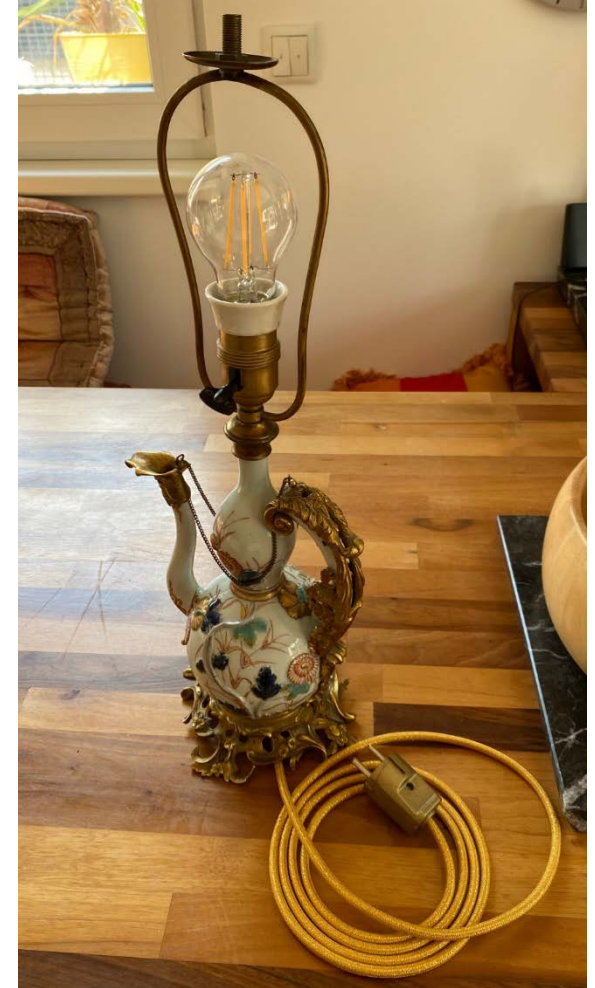
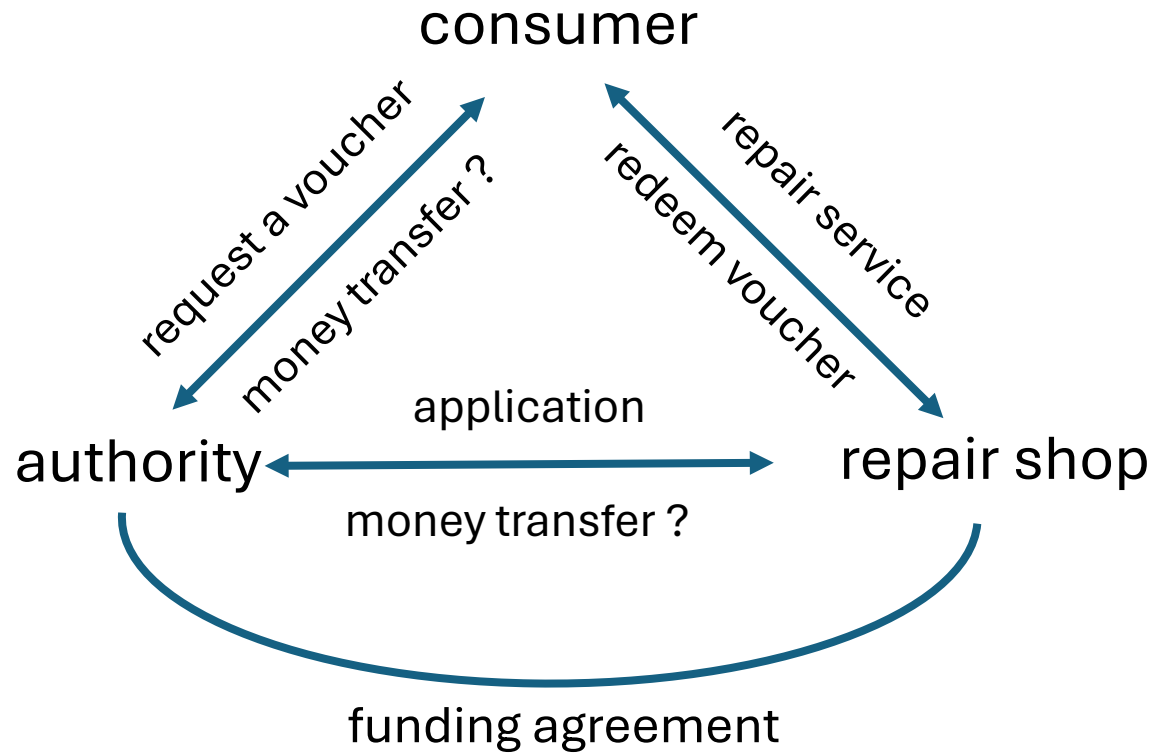
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- Funding through consumer application after repairs have been completed



© Computerzentrum Palluch

- Funding through a voucher system



© Pegasus Systems

- **Vienna repair voucher:
key data 2020 to 2021**
 - Promote all types of repairs
 - Three funding periods from September 2020 to December 2021 with a budget of around €2 million (net term around 8 months)
 - 50% max. €100 funding amount per repair or €45 per estimate
 - Vienna-wide at 97 repair companies (108 locations) of the Repair Network redeemable



© Christian Jobst

- **Repair Network Vienna**

- Founded in 1999
- 152 member companies (2023)

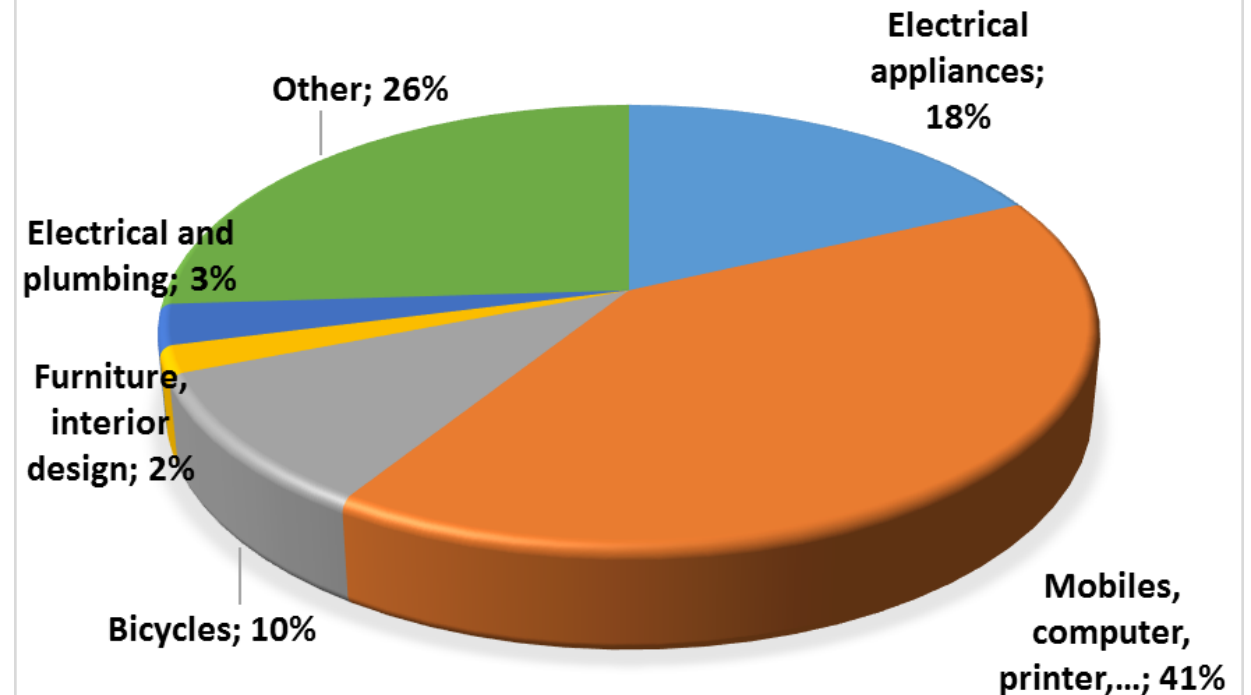
- Admission criteria
 - 50% of the jobs are repair jobs
 - Universal repair shop
 - Estimate Rules
- Quality assurance
- Joint marketing activities



- **Vienna repair voucher:
Highlights 2020 until 2021**

- More than 35,000 items successfully repaired
- More than 2,700 tons of CO₂ saved
- Number of member companies in the Repair Network Vienna doubled from 72 to over 140 businesses
- Repair success rate > 92%

ITEMS REPAIRED BY PRODUCT GROUP



REPARATUR BONUS

- €130 million - Funds from the EU development fund "NextGeneration EU" (Austrian recovery and resilience plan)
- Bons can be applied for as long as the budget is available, but no later than March 31, 2026
- Criteria for repair companies: Establishment in Austria and possession of one of the business licenses listed in the application for participation



© Pixeltrade

REPARATUR BONUS

- Eligible: electrical appliances (“everything that has a plug”)
- 50% max. €200 funding amount per repair;
50% max. €30 per estimate
- **Data from March 2024:**
 - 3,650 partner companies registered
 - Over 900,000 devices repaired
 - Around 90 million euros paid out



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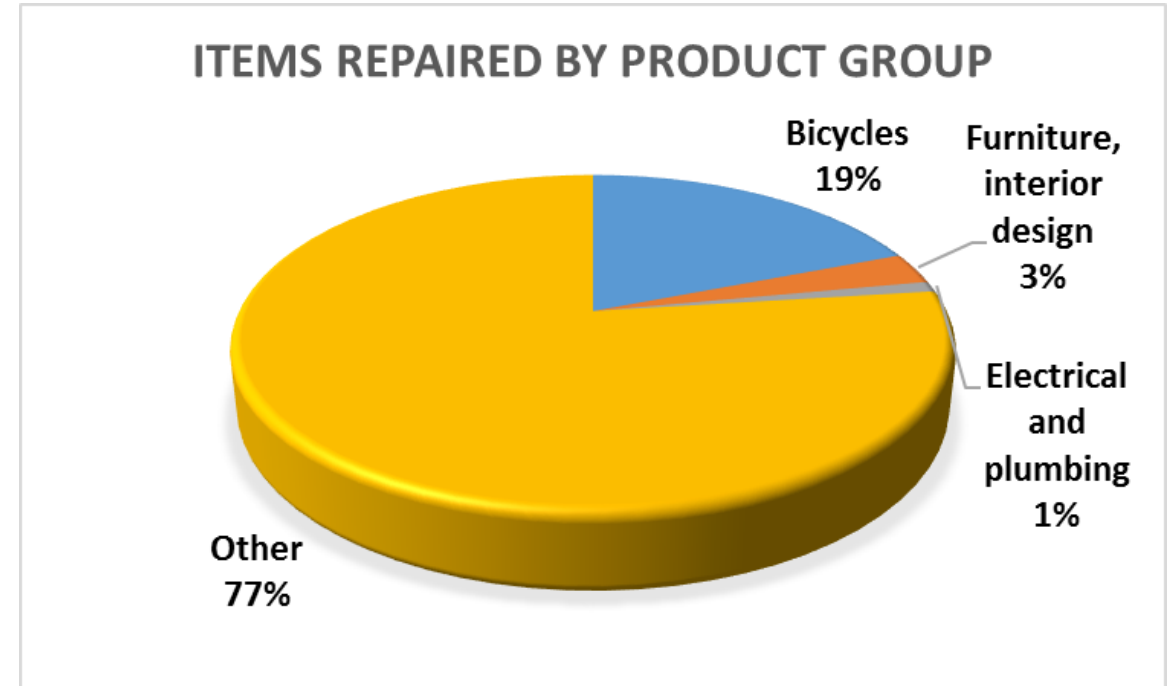
- **Consequences of the repair bonus:
Interviews with 10 repair companies in Austria**
 - Companies report quantitative increase in repairs, some even doubling their sales
 - Cheaper devices are increasingly being repaired because repairs now cost less than buying new ones.
 - Repair bonus makes it possible to carry out more complex repairs on high-quality (expensive) devices.
 - Customers who are still undecided about a repair request quickly decide on the repair when they hear that 50% of the costs are subsidized.
 - Broken items lying around at home are brought in for repair



© Harald Heller

- **Vienna repair voucher:
Highlights Oct.-Dec. 2023**

- Successfully repaired over 6,200 items
- Around 170 tons of CO₂ saved
- Number of member companies in the Repair Network Vienna rose to 159 Businesses
- Repair success rate > 99%



Other: Textiles, leather goods and shoes, instruments, watches and jewelry, toys,...

- **Summaries and conclusions**

- In Austria there has been experience with repair subsidies since 2017
- Experience shows that the subsidies can significantly increase the demand for repairs.
- The funding is very well received by the citizens
- Different conveyor systems were used, the systems must be adapted to the requirements and framework conditions
- In Austria, funding for repairs is not a political bone of contention

Thank you!

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