

PRESS RELEASE

November 17, 2021

# Apple announces Self Service Repair

Apple parts, tools, and manuals — starting with iPhone 12 and iPhone 13 — available to individual consumers



**CUPERTINO, CALIFORNIA** — Apple today announced Self Service Repair, which will allow customers who are comfortable with completing their own repairs access to Apple genuine parts and tools. Available first for the iPhone 12 and iPhone 13 lineups, and soon to be followed by Mac computers featuring M1 chips, Self Service Repair will be available early next year in the US and expand to additional countries throughout 2022. Customers join more than 5,000 Apple Authorized

Service Providers (AASPs) and 2,800 Independent Repair Providers who have access to these parts, tools, and manuals.

The initial phase of the program will focus on the most commonly serviced modules, such as the iPhone display, battery, and camera. The ability for additional repairs will be available later next year.

“Creating greater access to Apple genuine parts gives our customers even more choice if a repair is needed,” said Jeff Williams, Apple’s chief operating officer. “In the past three years, Apple has nearly doubled the number of service locations with access to Apple genuine parts, tools, and training, and now we’re providing an option for those who wish to complete their own repairs.”

Apple builds durable products designed to endure the rigors of everyday use. When an Apple product requires repair, it can be serviced by trained technicians using Apple genuine parts at thousands of locations, including Apple (in-store or by mail), AASPs, Independent Repair Providers, and now product owners who are capable of performing repairs themselves.

## Self Service Repair

To ensure a customer can safely perform a repair, it’s important they first review the Repair Manual. Then a customer will place an order for the Apple genuine parts and tools using the Apple Self Service Repair Online Store. Following the repair, customers who return their used part for recycling will receive credit toward their purchase.

The new store will offer more than 200 individual parts and tools, enabling customers to complete the most common repairs on iPhone 12 and iPhone 13.

Self Service Repair is intended for individual technicians with the knowledge and experience to repair electronic devices. For the vast majority of customers, visiting a professional repair provider with certified technicians who use genuine Apple parts is the safest and most reliable way to get a [repair](#).

## **Expanded Access to Apple Repairs**

In the past three years, Apple has nearly doubled the number of service locations with access to Apple genuine parts, tools, and training, including more than 2,800 Independent Repair Providers. The rapidly expanding Independent Repair Provider program originally launched in the US in 2019 and has since grown to more than 200 countries, enabling independent repair shops to access the same training, parts, and tools as other Apple Authorized Service Providers.

In addition, Apple continues to offer convenient repair options for customers through its global network of over 5,000 AASPs that help millions of people with both in- and out-of-warranty service for all Apple products.

By designing products for durability, longevity, and increased repairability, customers enjoy a long-lasting product that holds its value for years. Apple also offers years of software updates to introduce new features and functionality.

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Apple revolutionized personal technology with the introduction of the Macintosh in 1984. Today, Apple leads the world in innovation with iPhone, iPad, Mac, Apple Watch, and Apple TV. Apple's five software platforms — iOS, iPadOS, macOS, watchOS, and tvOS — provide seamless experiences across all Apple devices and empower people with breakthrough services including the App Store, Apple Music, Apple Pay, and iCloud. Apple's more than 100,000 employees are dedicated to making the best products on earth, and to leaving the world better than we found it.

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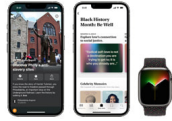
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