

PROMPT



EU-H2020-Project PROMPT 'PREmature Obsolescence Multi-Stakeholder Product Testing' Program

Project summary

Role R.U.S.Z: project partner; Project duration: May 1, 2019 to April 30, 2023.

Resource consumption and waste volumes for electrical and electronic consumer products have been increasing dramatically for decades. At the same time, many critical materials cannot be recovered in the recycling process. Therefore, a promising strategy would be to extend the lifetime of these products in order to move closer to a Circular Economy. The PROMPT project will support the development of more durable products by reducing the asymmetry of information between manufacturers and consumers, thus enabling consumers to make better choices. This will be achieved by developing an integrated testing program for consumer electrical and electronic products that addresses the core issues of product failure and premature obsolescence and includes:

- Product longevity and reliability
- Repairability, adaptability and upgradability
- User behavior and market

The composition of the consortium that will carry out the work in PROMPT takes into account a multi-stakeholder approach through the presence of different consumer, testing, repair and research organizations. In this way, results will be achieved that are viable - independent of manufacturers - for different stakeholders. Additional stakeholder input is gathered with the help of an advisory board of experts from industry, commerce, design, the environment, academia, and consumer products.

The foundation for the research will be laid by collecting empirical data on technical issues, design flaws, market barriers, and replacement of products due to premature obsolescence will be created. These results will contribute to the development of a set of specific test methodologies that address the three aforementioned topics mentioned above. The results will be combined into an integral test program for premature obsolescence that will be tested and validated through test cases. Results will be analyzed to provide validated input to standardization, product design, consumer communication, and policy recommendations.

Project Partners:

- **National consumer organizations:** Consumentenbond (Netherlands), OCU (Spain), Stiftung Warentest (Germany), Test Achats/Test Aankoop (Belgium), UFC-Que Choisir (France);
- **Consumer umbrella organizations:** ANEC, BEUC, International Consumer Research and Testing (ICRT);
- **Research institutions:** Delft University of Technology (Faculty of Industrial Design Engineering), Fraunhofer Institute for Reliability and Microintegration;
- **Repair companies:** R.U.S.Z (Vienna-based social enterprise specializing in repairing household appliances.) and iFixit (offering a wide range of online repair instructions).