

File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Steven

Last name: Rhine

Email: steven@stevenrhine.com

Phone: +13605676646

Street address: 9801 NE 65th St

State: WA

City: Vancouver

Zip: 98662

Country: USA

Description of complaint:

Complaint Against: Data I/O Corporation Issue: Refusal to Comply with Right to Repair Laws Complaint Summary: Data I/O Corporation, a manufacturer of electronic programming and production equipment, is refusing to comply with state Right to Repair laws in Washington, Oregon, Minnesota, and California. These laws require manufacturers to make available the same repair documentation, tools, firmware, schematics, and parts to independent repair shops and end users as they do to their authorized service providers. Despite repeated requests, Data I/O has failed to provide repair information, firmware, schematics, or access to replacement parts for equipment manufactured and sold after these laws went into effect. This refusal directly violates the statutes/laws of multiple states where Data I/O conducts business and sells or has sold products. Details: Data I/O manufactures programmers and production systems that require ongoing support, documentation, and firmware updates and repairs to remain functional. The company continues to deny access to service manuals, firmware binaries, and essential repair information, leaving independent repair providers and end users unable to legally maintain or repair equipment. In Washington (RCW 19.457), Oregon (ORS 646A.813), Minnesota (HF 7), and California (SB 244), Right to Repair laws clearly obligate manufacturers like Data I/O to provide this information at no cost or at fair and reasonable cost for parts. By withholding these materials, Data I/O is engaging in unfair and deceptive practices, potentially forcing customers to purchase new equipment rather than repair existing devices. Harm Caused: Independent repair businesses (including mine) have been prevented from repairing equipment legally purchased by customers. Consumers are denied their right to service and maintain equipment they own. Customers are forced into unnecessary expenditures for replacements, harming both small businesses and end users.

Desired settlement:

Comply with the law and Provide full repair documentation, including schematics, Service manuals, and Tools as requested

Does your complaint involve a health issue?

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

Business Headquarters Location

6645 185th Ave NE Ste 100,
Redmond, WA 98052-5038

(425) 881-6444

If you have any questions or concerns,
please contact the BBB assigned to
your complaint:

BBB Great West + Pacific

2340 S. Eagle Rd
Meridian, ID 83642

208-994-6896

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