

I am writing to simply summarise my Apple Store (Canberra, Australia) experience on 2020-12-10, in store for 1.5 hours. For the purpose of the enquiry to right to repair.

My 5 year old iPad Air 2 has a battery that is slowly declining in capacity as reflected in decreased screen-on time. When I booked it in for battery replacement, the iPad's screen on time from 100% to 0% battery was ~1 hour 10 minutes. Apple advertise the iPad Air 2 of having 9 hours of screen on time, so I was sitting at 8 hours less use per charge compared to new.

I believe in maintaining things I own, such as servicing my car regularly to ensure proper lifespan and reliability. I wanted to promote longevity of my iPad experience and keep costs down by simply replacing the battery.

Apple Australia specifically allow for out-of-warranty service of the iPad Air 2's battery as mentioned down the bottom of this page: <https://support.apple.com/en-au/ipad/repair/service>  
"Battery service In warranty or AppleCare+ Out-of-warranty  
All eligible iPad models A\$ 0 A\$ 165"

After accepting the fact it would be \$165 for a battery, I booked a genius bar appointment using the Apple Support iPad app, specifying Battery Replacement as the reason for my visit.

At my appointment I was repeatedly refused the option to have the battery replaced. Reasons included (in order of events)

- We (Apple) don't recommend service of iPads. I respond there is the option for it though
  - iPad's don't have screws so we can't open them. This was said to me numerous times throughout the appointment.
  - After me showing them their website, they insisted on doing a test first - I was clearly denied the opportunity to simply pay the \$165. My iPad was diagnosed as having 100% battery capacity
  - Because their diagnostics showed the battery as 'as-new' capacity, they denied me the battery replacement. The reason was Apple (apparently) does not repair or replace iPad batteries (the no-screws line came out again), rather they only replace iPads
- A replacement iPad is issued to the person at a reduced cost of \$165 - but that wasn't an option because my diagnostics were 'perfect'

I was careful to show them the Battery Status page on my iPad showing a chart where it was fully charged and down to 2% in 1 hour 10 minutes, a fact they did not comment on.

- A manager chimed in (nicely) to say why not restore my device to factory settings, as there must have been a bug in the diagnostics as they 'never see 5 year old batteries at 100%'. My iPad was wiped and restored, diagnosed - still showing 100% battery capacity making this exercise a waste of time and data

I clarified even if I wanted to, say for fun, replace my battery, could I do that please at any cost?. Again the only option was my iPad had to fail the test, I turn in my whole iPad and they exchange it for a refurbished model.

The lines about not having screws is bizarre and the repeated party line of "we don't encourage" repair contradicts their webpage. It does not say your battery has to fail diagnostic to be allowed to **pay** for a new battery.

So we know a 5 year old device with failing battery somehow diagnoses as perfect and I can't even pay full price for a replacement battery. And that when the staff suspected the diagnosis of 100% battery capacity as a bug, they wiped my device with a fresh install of iPad OS and the diagnostic still said 100%. Even while they were showing me the software restore in progress the battery percentage was dropping wildly and they had to plug it in for charge in store.

I left the store determined to take screenshots of the website and the policy. I called Apple when I got home and spent over 2 hours going between departments. They clarified ultimately it was the in-store

technicians prerogative whether I was eligible to pay the \$165 and have my device taken and replaced with a refurbished model. Again this is different to a battery replacement despite the website saying as such.

Thank you for considering my experience with trying to get a new battery in my iPad at my own cost. I have since stopped using the iPad on account of the rapid battery draining situation and have no idea where else to take it for service.

Jeremy