



**LATE**

February 10, 2026

Chairman Scot Matayoshi  
Hawaii State Capitol Room 433  
415 S Beretania St,  
Honolulu, HI 96813

To: Chairman Matayoshi and esteemed members of The House Committee on Consumer Protection and Commerce

**RE: Opposition to HB 2000- Relating to the Right to Repair of Power Wheelchairs**

NCART respectfully requests that the Hawaii Committee on Consumer Protection and Commerce not allow HB 2000 to move forward to avoid creating additional risks, complications, and financial hardships for people with disabilities who use power wheelchairs. While we support state policy and regulation changes that will improve timely access to wheelchair repairs, this legislation does not offer those needed solutions. Complex Rehab Technology power wheelchairs are medical devices provided to people with disabilities and medical conditions based on a specific physician's prescription and evaluation by a physical or occupational therapist. These are not simple consumer electronics accessed through a retail market.

NCART is the association for the manufacturers and providers of Complex Rehab Technology (CRT), and our focus is on ensuring access for consumers who utilize CRT equipment. CRT equipment includes medically necessary customized manual and power wheelchairs, seating and positioning systems, and other adaptive equipment critical to a small and fragile population of children and adults with severe physical disabilities such as spinal cord injury, traumatic brain injury, cerebral palsy, ALS, multiple sclerosis, and spina bifida. This small subset of medical devices is subject to strict prior authorization. (Prior authorization requires medical providers to obtain approval from a health insurance plan before providing health care services.) They are individually configured by a team of physicians, clinicians, and providers to fit the unique needs of one specific individual. The CRT evaluation, provision, and ongoing support processes are labor-intensive, requiring credential staff and focused operational infrastructures. Unfortunately, these devices are reimbursed by Medicare and other insurance plans under the durable medical equipment (DME) benefit, which does not account for the entire operational and labor cost of evaluating, delivering, and fitting the device, creating unnecessary barriers to access.

NCART strongly believes that medical devices like physician-prescribed power wheelchairs are inappropriate for "Right-to-Repair" legislation such as HB 2000, based on various concerns and problems described below:

- 1.) This legislation would create additional risks for people with disabilities who rely on CRT power wheelchairs. Manufacturers offer training to providers and authorized repair networks to assure consumers that their devices are serviced by adequately trained and vetted repair professionals with the necessary skills to safely and reliably repair electronic medical devices. Many CRT power wheelchair manufacturers require that their authorized dealers include a RESNA-certified Assistive Technology Professional (ATP)

on staff. This certification recognizes demonstrated competence in analyzing the needs of consumers with disabilities and training in using selected devices.

- 2.) Power Wheelchairs are Class II medical devices heavily regulated by the Food and Drug Administration (FDA). Adjustments and repairs to a CRT power wheelchair or its drive control software can significantly impact the wheelchair user's positioning and safety. These adjustments and repairs can affect a wheelchair user's respiratory, digestive, and circulatory functions. CRT power wheelchairs are complex medical devices requiring specialized training and sophisticated test instruments to be repaired safely. Power wheelchairs contain unique wiring harnesses, connectors, and programmable controller systems that enable unique forms of movement for the consumer and their environment. These settings are determined by a clinical team to best address the wheelchair user's prescribed medical needs. Allowing untrained individuals with the specialized skills necessary to service these complex medical devices safely may expose wheelchair users to risks and injury. Considering the medical impact and important safety considerations, CRT power wheelchair manufacturers need their products serviced by trained professional rehab technicians.

The regulations govern not only the design and manufacture of medical devices, but also the service of the devices. Original equipment manufacturers must also analyze and report information to the FDA on adverse events involving their devices as outlined by [21 CFR 803- Medical Device Reporting](#), which ensures the data is analyzed and, when applicable, either initiate field corrective actions or remove devices when warranted. The FDA audits ensure a manufacturer's quality system, including all the above, as well as technical service and reliance on qualified suppliers and third-party field service technicians. HB 2000 would compromise this critical oversight.

- 3.) This legislation does not address the fundamental barriers related to timely access to repair services for users of power wheelchairs. We request that the committee address those issues through other legislation and/or policy actions. There are indeed real challenges for users of CRT power wheelchairs in accessing timely repairs and services for their equipment. Unfortunately, HB 2000 does not offer the solutions to resolve this matter. The problems contributing to access issues include duplicative prior authorization requirements, which extend the repair time by 7-21 days, lack of payment for travel and repair assessment time, and preventative maintenance not being covered by insurers. While HB 2000 does not offer solutions to resolve the actual barriers to timely access, NCART is committed to working with the committee to address those issues.
- 4.) The Legislature is very aware of the unique challenges that our providers face with properly servicing wheelchair users in the State of Hawaii. The customization of the CRT equipment poses additional obstacles beyond that of distance or increased shipping times. We are concerned that this legislation as it reads could negatively impact our Hawaiian provider members ability to safely perform the repairs that our wheelchair users need to remain active and healthy.
- 5.) This legislation does not take into account the policy requirements of federal, state, and commercial insurance plans that must be met for coverage and payment of wheelchair repairs. These plans typically only pay for services offered through their enrolled providers and are based on claims submitted with the appropriate medical necessity documentation, including the required prior approval, if applicable. Should wheelchair users obtain repairs from an unauthorized independent repair shop (not enrolled with a

particular insurance plan), the wheelchair users risk losing any opportunity to be reimbursed for the repair cost.

Thank you for allowing NCART to submit written testimony on HB 2000. We stand ready to work with the author, Committee, and legislature to put in place an alternative to address the underlying problems and increase access to timely wheelchair repairs. If you have any questions, please contact me at [Wgrau@Ncart.us](mailto:Wgrau@Ncart.us).

**LATE**

Sincerely,

*Wayne Grau*

Wayne Grau  
Executive Director, NCART

**LATE**



Dan Christenson  
General Manager

Phone: 808-470-4301  
Cell: 808-494-4941  
E-mail: dchristenson@papemachinery.com

To: Members of the Hawaii House Committee on Consumer Protection and Commerce

Chairman Matayoshi  
Rep. Chun  
Rep. Ilagan

Vice-Chair Grandinetti  
Rep. Ichiyama  
Rep. Kong

Rep. Tam  
Rep. Pierick  
Rep. Marten

Rep. Lowen



Date: February 9, 2026

Subject: HB2000 – Relating to the Right to Repair

Pape’ Equipment is a family-owned business with Hawaii locations in Hilo, Wailuku, Kailua-Kona, Kapolei, and Eleele along with locations on the mainland western states. Our company sells products and provides repair services to customers in Hawaii’s agricultural, turf, construction, engine, and forestry markets.

The current language contained in HB 2000 leaves ambiguity with regard to the **meaning of all off-road equipment**. We wish to propose language that more fully defines the meaning of off-road equipment and adds clarity to the definition. This proposed language includes the critical areas of engines and generator sets, both of which are critical to emergencies and vital services in Hawaii.

We respectfully request modification to **Paragraph 5 Exclusions, subparagraph (2) in HB2000.**

**Current language in Paragraph 5 – Exclusions, sub paragraph 2:**

(2) Manufacturer, distributor, importer, or dealer of any off-road equipment, including all-terrain sports and recreational vehicles, racing vehicles, motorcycles, and heavy construction equipment

**Proposed revised language for Paragraph 5 – Exclusions (proposed additional language is underlined and italicized):**

(2) Manufacturer, distributor, importer, or dealer of any off-road equipment, including *but not limited to, farm and utility tractors, farm implements, farm machinery, forestry equipment, industrial equipment, utility equipment, turf equipment* all-terrain sports and recreational vehicles, racing vehicles, motorcycles, *engines and batteries, generator sets* and heavy construction equipment

The language we propose is in alignment with other states that have passed right to repair language and excluded off-road products. It is helpful for all concerned that manufacturers and dealers like us, that work across state lines, are not forced to contend with a patchwork of state statutes.

I would be happy to discuss our proposal at your convenience.

Respectively submitted –

Dan Christenson  
General Manager  
Pape’ Equipment

**HB-2000**

Submitted on: 2/6/2026 5:32:34 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
B.A. McClintock	Individual	Support	Written Testimony Only

Comments:

Please support this important bill. Mahalo.

PETER L. FRITZ  
T-MOBILE RELAY: (808) 586-0077  
EMAIL: PLFLEGIS@FRITZHQ.COM

TO: The House Committee on Consumer Protection and Commerce  
Representative Scot Z. Matayoshi, Chair  
Representative Tina Nakada Grandinetti, Vice Chair

Testimony **in Support with amendments** of HB 2000, Relating to the Right to Repair  
Hearing Date: February 10, 2026

Chair Matayoshi, Vice Chair Grandinetti, and Members of the Committee:

I am Peter Fritz. I am submitting testimony in support of House Bill 2000, with two amendments, which establishes a right to repair for wheelchairs in the State of Hawaii.

A wheelchair is a necessary device for mobility. When a wheelchair requires repair, delays can create challenges for the user. A person who depends on a wheelchair may be unable to leave their home or attend work if the device is not functional. Timely repairs are important to avoid these situations.

I have observed the challenges wheelchair users face when their device is out of service. My sister uses a wheelchair, and I have seen how delays in repair affect her ability to function independently.

While other right-to-repair bills have been introduced in the Hawaii Legislature, HB 2000 specifically focuses on the repair needs of wheelchair users. This focus is important as it addresses the unique needs of wheelchair users, ensuring they have access to the necessary resources for repair.

HB 2000 seeks to establish a framework that ensures wheelchair users in Hawaii have access to the parts, tools, and documentation necessary to maintain and repair their wheelchairs on fair and reasonable terms. This bill is intended to provide repair options for those who rely on wheelchairs for mobility.

I propose two amendments to strengthen the bill, based on the Colorado Consumer Wheelchair Repair Bill of Rights Act:

**1. Definition of Power Wheelchairs:**

I recommend expanding the definition of "wheelchair" to explicitly include both manual and power wheelchairs. Power wheelchairs often contain electronic systems and software that require specific diagnostic tools for repair. Including power wheelchairs in the definition ensures that users of these devices have access to repair options.

**2. Liability Protection for Manufacturers:**

I suggest adding language to protect manufacturers from liability for faulty repairs made by independent repair providers or owners. The proposed amendment is as follows:  
*“Nothing in this chapter shall be construed to create a cause of action against an*

*original equipment manufacturer for any damage or injury caused by a repair made by an independent repair provider or an owner.”*

This provision clarifies that manufacturers are not responsible for repairs performed by third parties, which could help facilitate more repair options.

HB 2000 requires manufacturers to provide parts, tools, and documentation to owners and independent repair providers on fair and reasonable terms. This access will help ensure repairs are made more quickly, reducing the time a user is without their device. The bill also includes provisions for enforcement by the Attorney General, providing a mechanism for addressing violations.

I request that the committee pass HB 2000 with the proposed amendments to clearly define power wheelchairs and include liability protection for manufacturers. These changes will improve the bill's effectiveness in addressing the repair needs of wheelchair users. Thank you for the opportunity to provide this testimony.

**HB-2000**

Submitted on: 2/8/2026 2:37:57 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
MaryLGrady Kaneakalau	Individual	Support	Written Testimony Only

Comments:

**Subject: Testimony in Support of HB 2000 Relating to the Right to Repair (Wheelchairs)**

To: Chair Matayoshi and Committee Members, House Consumer Protection & Commerce Committee

From: MaryLGrady Kaneakalau

Date: February 8, 2026

**I respectfully support House Bill 2000** which establishes a right to repair for wheelchairs in Hawai‘i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, **ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.**

*Why this matters:*

Wheelchairs are lifeline devices for many kupuna, people with disabilities, and those with mobility challenges. **This includes children who are wheelchair dependent and miss school when wheelchairs cannot be repaired in a timely manner, as noted below.**

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, allows children who are wheelchair bound to attend school without delay and promotes mobility independence.

A right to repair framework **enhances local repair economy opportunities** and aligns with consumer fairness principles.

**I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai‘i.**

Mahalo nui loa for your consideration.

Respectfully,

MaryLGrady Kaneakalau, Retired Registered Nurse and Public Health Nurse with Bachelor of Science degree.

Honolulu, Hawaii and Bakersfield, California

**HB-2000**

Submitted on: 2/8/2026 8:52:42 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Lia Ululani Young Hunt	Individual	Support	Written Testimony Only

Comments:

To: Chair Matayoshi and Committee Members, House Consumer Protection & Commerce Committee

From: Lia Young Hunt

Date: February 10, 2026

I respectfully support House Bill 2000 which establishes a right to repair for wheelchairs in Hawai'i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.

*Why this matters:*

Wheelchairs are lifeline devices for many kupuna, people with disabilities, and those with mobility challenges.

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, and promotes mobility independence.

A right to repair framework enhances local repair economy opportunities and aligns with consumer fairness principles.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai'i.

Mahalo nui loa for your consideration.

Respectfully,

Lia Young Hunt

Honolulu, HI



**HB-2000**

Submitted on: 2/9/2026 4:50:19 AM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Ku'ulei Kaneakalau	Individual	Support	Written Testimony Only

Comments:

To: The House Committee on Consumer Protection and Commerce

From: Ku'ulei Kaneakalau

Date: February 10, 2026

Subject: SUPPORT for HB 2000

Chair Matayoshi and Committee Members,

I am writing to support House Bill 2000. I have a family member who is dependent on her wheelchair which she uses for her daily life. It is very important that she be able to get her wheelchair fixed quickly.

I have witnessed her having to wait months at a time for wheelchair repairs, her chair stuck in inoperable positions, which negatively affects her physical and mental health by keeping her trapped at home. She is unable to perform necessary functions that most take for granted, such as going to work, the store, or the doctor. As a matriarch, her presence is vital for our family; waiting weeks or months for wheelchair repair keeps her away from her family, absent for significant family functions, and unable to sit with those who are ill.

If this bill passes, she will have more choices for repairs. This will allow for independence and keep her active in her community— continuing her career, supporting our family, and allowing her to live her life on her terms. I urge you to vote 'yes' on House Bill 2000.

Thank you for your kind consideration,

Ku'ulei Kaneakalau

**HB-2000**

Submitted on: 2/9/2026 9:56:23 AM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Teresa Spinola-Campbell	Individual	Support	Written Testimony Only

Comments:

To: Chair Matayoshi and Committee Members, House Consumer Protection & Commerce Committee:

I respectfully support House Bill 2000 which establishes a right to repair for wheelchairs in Hawai‘i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.

Why this matters:

Wheelchairs are lifeline devices for many kupuna, people with disabilities, and those with mobility challenges.

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, and promotes mobility independence by facilitating access to programs, services, and activities users with nonworking wheelchairs would have to forego.

A right to repair framework enhances local repair economy opportunities and aligns with consumer fairness principles.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai‘i.

Mahalo nui loa for your consideration.

Teresa Spinola-Campbell, PhD

Hilo, HI



**HB-2000**

Submitted on: 2/9/2026 11:18:55 AM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Megan Isomura	Individual	Support	Written Testimony Only

Comments:

To: Chair Matayoshi and Committee Members, House Consumer Protection & Commerce Committee

From: Megan Isomura

Date: February 10, 2026

I respectfully support House Bill 2000 which establishes a right to repair for wheelchairs in Hawai'i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.

Why this matters:

Wheelchairs are lifeline devices for many kupuna, people with disabilities, and those with mobility challenges.

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, and promotes mobility independence.

A right to repair framework enhances local repair economy opportunities and aligns with consumer fairness principles.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai'i.

Mahalo nui loa for your consideration.

Respectfully,

Megan Isomura

Honolulu, HI

**HB-2000**

Submitted on: 2/9/2026 12:32:28 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Charlotte Townsend	Individual	Support	Written Testimony Only

Comments:

My name is Charlotte Townsend and I strongly support HB 20000 . I am a wheelchair user and find repairs extremely difficult as most manufacturers are on the mainland and delay in receiving parts negatively impacts my independence. This bill will allow those of us who rely on wheelchairs to maintain and repair our equipment with less delay and hopefully without unnecessary cost

My wheelchair is my lifeline. It allows me my independence and dignity.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility dependent residents of Hawai'i.

Mahalo,

Charlotte Townsend

difficult when manufacturers

**HB-2000**

Submitted on: 2/9/2026 1:05:53 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
Alisa Mitchener	Individual	Support	Written Testimony Only

Comments:

I strongly support HB2000 and protections for mobility dependent residents.

Mahalo,

Alisa Mitchener

February 10, 2026

Testimony of Eleanor Macdonald

Submitted to the Hawaii State House  
COMMITTEE ON CONSUMER PROTECTION & COMMERCE

Honorable Representative Scot Z. Matayoshi, Chair  
Honorable Representative Tina Nakada Grandinetti, Vice Chair

Re: HB 2000, Relating to Right to Repair

Dear Chair Matayoshi, Vice Chair Nakada Grandinetti, and Members,

I am writing to support HB 2000 because this bill will help to make it faster to fix a wheelchair. At this time, only some shops can fix certain wheelchairs causing long wait times. This bill requires companies to give the tools and manuals to owners of wheelchairs who can provide information to independent repair shops which will increase the number of companies available to fix wheelchairs.

For over 40 years, I have worked in the field of vocational rehabilitation and fully understand how critical a wheelchair is to an individual who relies on it in every aspect of life, e.g. in the home, at work, for recreation and leisure without which the individual cannot fulfill ordinary, everyday tasks. A wheelchair is the symbol of independence for a person with physical mobility issues.

Please pass this important bill.

Mahalo,

Eleanor Macdonald, M.Ed., CRC (ret.)

**LATE**

**HB-2000**

Submitted on: 2/9/2026 8:01:38 PM

Testimony for CPC on 2/10/2026 2:00:00 PM

Submitted By	Organization	Testifier Position	Testify
Aulii Ellis	Individual	Support	Written Testimony Only

Comments:

**Testimony in Support of HB 2000 Relating to the Right to Repair (Wheelchairs)**

To: Chair Matayoshi and Committee Members, House Consumer Protection & Commerce Committee

From: Auli'i Ellis

Date: February 10, 2026

I respectfully support House Bill 2000 which establishes a right to repair for wheelchairs in Hawai'i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.

*Why this matters:*

Wheelchairs are lifeline devices for many kupuna, people with disabilities, and those with mobility challenges.

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, and promotes mobility independence.

A right to repair framework enhances local repair economy opportunities and aligns with consumer fairness principles.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai'i.

Mahalo nui loa for your consideration.

Respectfully,

Auli'i Ellis

Waipahu, Hawaii

**LATE**

**HB-2000**

Submitted on: 2/10/2026 10:56:19 AM

Testimony for CPC on 2/10/2026 2:00:00 PM

<b>Submitted By</b>	<b>Organization</b>	<b>Testifier Position</b>	<b>Testify</b>
kym sparlin	Individual	Support	Written Testimony Only

Comments:

This bill addresses an egregious injustice for our family, friends and neighbors who have mobility issues and rely on wheelchairs to maintain their independence and self efficacy. Limitations on which shops can fix certain wheelchairs creates inconvenient and long wait times that are disruptive and create inequality.

I respectfully support House Bill 2000 which establishes a right to repair for wheelchairs in Hawai'i. This bill would require manufacturers to provide independent repair providers and owners with access to necessary parts, documentation, and tools on fair and reasonable terms, ensuring that individuals who rely on wheelchairs can maintain and repair essential mobility equipment without unnecessary cost or delay.

Access to timely and affordable repairs prevents unnecessary downtime, reduces costs for users and caregivers, and promotes mobility independence.

A right to repair framework enhances local repair economy opportunities and aligns with consumer fairness principles.

I urge the Committee to pass HB 2000 and support stronger consumer protections for mobility-dependent residents of Hawai'i.

Mahalo nui loa for your consideration.