



# GORE® Portable Electronic Vents

CASE STUDY

## Lengthy Commercial Sales Stoppage Averted

### CHALLENGE:

The client discovered an exceedingly high incidence of warranty claims for their wearable consumer electronic device over a four month period.

The product would intermittently stop working due to sweat and water intrusion into the mic/volume adjust module.

The product would often begin working again once the water had dried out, however, in some instances, the water and sweat caused permanent damage meaning the product underperformed or stopped working all together.

The client halted production and recalled all existing products from retail and online stores until a viable solution was rapidly introduced by GORE.

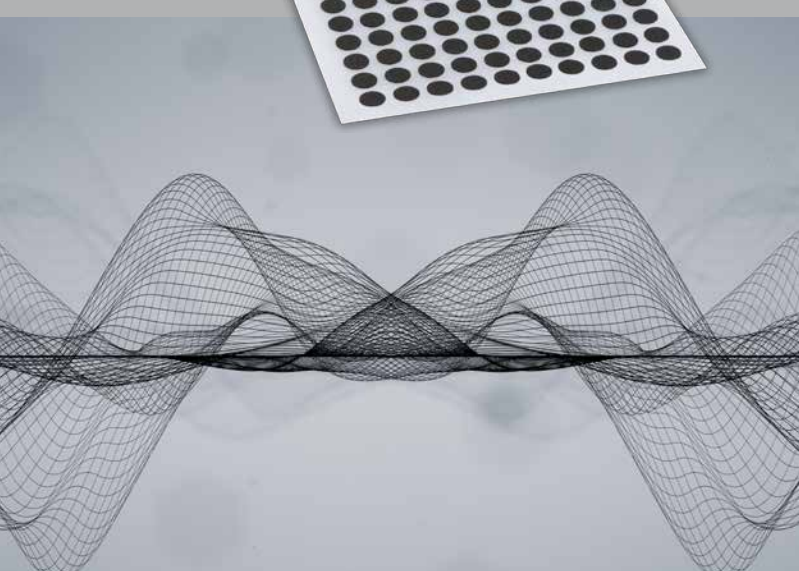
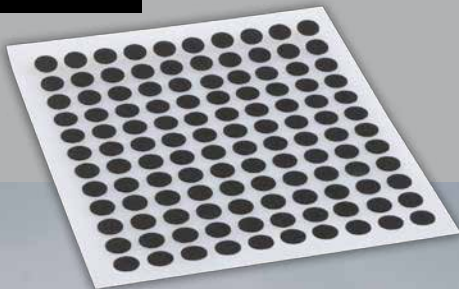


### SOLUTION:

Once the client outlined their requirements, the Gore engineers understood that the current water resistance specification for the device only needed to protect against dust and splash (IP53).

Therefore, the best option was to specify GORE® acoustic vent product model GAW112, as it would provide a low level of attenuation and an excellent defense against water/sweat ingress.

Product model GAW112



#### OUR EXPERTISE

Once the solution was decided upon, we were provided with a range of product samples and data that enabled us to test the solution and confirm that our product solved the problem.



#### GLOBAL SUPPLY CHAIN

Furthermore, we assured the client that our global team could support the supply chain needs in China, which put the client's mind at ease.



#### INSTALLATION AND HANDLING

The Gore team were able to resolve the issue that the client faced in a matter of days by installing the GAW112 vent as a "drop-in replacement". Gore then worked closely with the client's contract manufacturer to ensure that the parts were installed correctly.

### RESULTS:



**Before GORE involvement:**  
~20% product fallout



**After GORE involvement:**  
<1% product fallout



**Virtually eliminated water and sweat ingress while achieving acceptable acoustic performance compared to the original competitive product**



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## Why GORE® Portable Electronic Vents?

Leading OEMs select Gore because our products and services enable them to develop differentiated and innovative products with low development and supply chain risk in a fast-paced, highly competitive market.

### Product and Application Leadership

Grounded in a deep understanding of material science and acoustics, Gore provides the optimum venting solution. We balance the trade-offs between diverse problems such as adverse operation environments, immersion events and acoustic performance.

### Global and Localized Sales and Technical Support

With outstanding worldwide technical and service support, our local sales and technical teams collaborate with OEMs and their contract manufacturers to ensure there are no surprises before or after product launches.

### Reliable Performance

Our testing labs are dedicated to researching and developing acoustic and water resistant technologies. This significant investment into exploring the science of reliability ensures that our products are consistently dependable and work as expected every time.

### Trustworthy Partner

Our global supply chain is robust and agile enough to provide short lead times, consistent quality and sufficient capacity for the largest programs and fastest ramps.

## Contact Us

For additional assistance, please contact a Gore representative.

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