

Samsung does not want to guarantee the smartwatch Gear Live

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It seems that Gear Live will become the first name to enter the "black list" of Android fans. Not only does it fail to regularly damage the charger, Gear Live is also denied warranty by Samsung.



Many of the **Gear Live** models launched at Google I / O broke the charger (*see picture above*), making it impossible for users to charge this Samsung smartwatch after running out of battery. Google fans who bought Gear Live at the beginning of the I / O event repeatedly complained about this annoying problem on Google+.

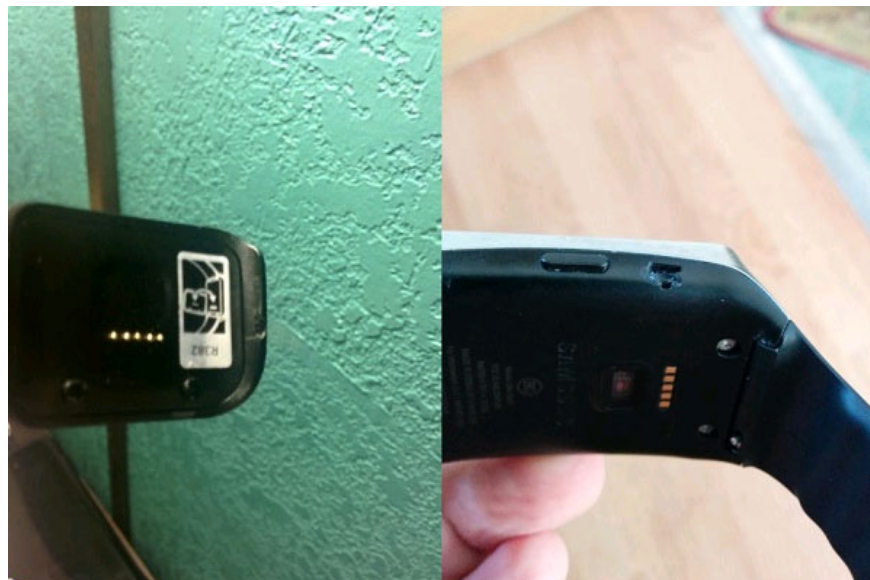
Worse, the Korean technology company also knows how to refuse to warranty the **Live Gear** very absurdly and skillfully. A user named *Rory Glynn* , an Android expert at *Tapadoo* , recounted his very unfortunate story with Samsung: after 20 minutes of uselessness with Samsung's support phone number because it could not provide " *model code* " of Gear Live, Glynn was denied with reason . no support staff. After that, Glynn called the phone number provided by Google for the purpose of " *support, repair and replacement in the US within 1 year* ".

Google employees are very enthusiastic and try to help Glynn contact Samsung again (*because Google does not directly manufacture hardware*). Once again, *Glynn* had to " *deal* " with Samsung: the support staff declared " *not understanding the problem* " with Gear Live and why Glynn did not have proof (*invoice*) of purchase. Finally, this employee concluded that Glynn will have to pay for damaging smartwatch while the cause is "Samsung's design error".



If you still can't figure out why many users claim " *Gear Live is an electronic product with the worst charging mechanism ever* ", look at the picture above. The Live Gear is the only smartwatch that has an unreasonable position to charge the charger to the point where the user either has to face the clock, or has to set it apart. All other products (*Pebble Steel, LG G Watch*) are easily and surely charged.

This very lack of intuitive charging caused the problem of breaking the Gear Live's charging port. A few other users said their charging port was broken after only 4 charge times. A less fortunate user said his adapter has stopped working as well.



In less than a month after reaching users, Gear Live has encountered many serious problems. According to *Android Police* , the number of Gear Live with similar errors will surely increase if Samsung refuses to change its odd design.

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