

# Vision Pro owners report a strange crack in the front glass

Vision Pro owners are posting similar reports of a crack appearing on the front glass of their headset. It seemed none of them knew how it happened.

What is curious is that all of the uploaded photos seem to show vertical hairline cracks in the same area above the bridge of the nose. All of the affected Redditors said that they did not do anything that could cause the cracks, such as dropping or improperly storing the device. Reddit user @dornbirn said that he polished the front glass, opened the soft cover, put it in the box and saw the crack the next morning. Most of the other affected Redditors also said that they kept their Vision Pro in a case or opened the soft cover.



There is some speculation that this could be a heating issue when charging the Vision Pro in the case or when the lid is closed. Others say it could be a manufacturing issue with the glass or simply a design flaw that puts too much pressure on that particular area.

It's also unclear whether the hairline crack is just a cosmetic issue as it appears to be on a sensor but doesn't obstruct any cameras. However, Vision Pro repairs are expensive. With Apple Care - which costs \$500 for the Vision Pro - the cost is \$299 if the glass is damaged. Without Apple Care, repair costs will be up to \$799. @ContributionFar8997 wrote that they visited the Apple Store and were told they would have to pay to fix the problem.

It's unknown how widespread this issue is as so far reports appear to be limited to Reddit. The Verge reached out to Apple to see if it was aware of the issue but did not receive an immediate response.

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