

Samsung rejects claims of Galaxy Note defect

October 1 2014



Samsung Galaxy Note 4 tablets are displayed at a launch event in Seoul on September 24, 2014

Samsung on Wednesday rejected claims that its new oversized smartphone had a defect, after some customers posted pictures of a gap between the frame and display panel.

The South Korean electronics giant, which had poked fun at rival Apple

over reports that its new iPhone model was susceptible to bending, said the "Gapgate" complaints concerning the Galaxy Note 4 were groundless.

After the "phablet" went on sale in China and South Korea on Friday, a number of South Korean users posted or tweeted pictures showing how a [business card](#) could be inserted between the [display panel](#) and the frame.

Some warned the gap would collect dirt and might even allow fluid into the device.

Samsung insisted the gap was a natural part of design that "does not impact the functionality or quality" of the phone.

"We assure our customers that all Galaxy Note 4 units meet our strict manufacturing and quality control standards," it said in a statement.

A company spokesman added that the model had passed rigorous tests for dirt protection and water resistance.

The Galaxy Note 4 is important for Samsung, which brought the launch forward, apparently with the aim of getting it into the China market before the new iPhone 6, and larger iPhone 6 Plus.

Samsung initially pioneered the market for the "phablet" devices sized between a smartphone and a tablet computer when it introduced the Galaxy Note series in 2011.

The two rivals have locked horns for years in their battle to dominate the global smartphone market, suing each other for alleged patent violations and using aggressive advertising.

In a recent ad for Galaxy Note, Samsung showed a bent phone bowing to

a straight phone with a line "Bend to those who are worthy".

© 2014 AFP

Citation: Samsung rejects claims of Galaxy Note defect (2014, October 1) retrieved 23 April 2024 from <https://phys.org/news/2014-10-samsung-galaxy-defect.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.