

REPAIR

The product or a part of the product broken. This prevents it from performing completely, performing a certain function or performing poorly. The user performs reparation activities that will make the product function again. This can be the repair or the replacement of broken parts.

What parts of your product need repairing?

What kind of actions are expected from the user?

Has been paired often with the following strategies:

- Informing
- Enabling
- Social

CREATING SOMETHING NEW/DIFFERENT

There are different sort of activities that a product can undergo with this behaviour. The product is created by the user themself or the product is made specifically for the user. Or an existing product is remodeled/rebuild/reformed so it feels like a new, different or unique product.

In what ways could your product be transformed or altered by the user?

In what ways can creativity of the user be used to create a new or different product?

Has been paired often with the following strategies:

- Appropriation
- Reflecting
- Social

PRODUCT REVIVAL

The product is revived to a certain standard. This can mean that product care is performed in order to make the product work more fluently/better/faster, perhaps even as well as when it was new. It can also mean that after these care activities the product regains a certain look or appearance.

In what ways could the product be revived so it looks like new (even after a long time of use)?

What can be done so that it functions better than before?

Has been paired often with the following strategies:

- Change
- Reflecting
- Experiences

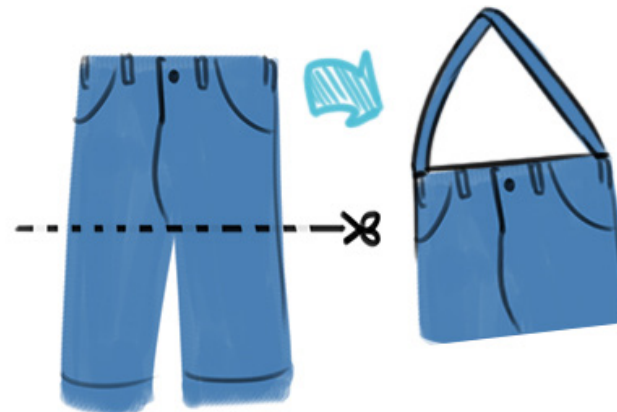
PRODUCT CARE TYPE

REPAIR



PRODUCT CARE TYPE

CREATING SOMETHING NEW/DIFFERENT



PRODUCT CARE TYPE

PRODUCT REVIVAL



PREVENTIVE MEASURES

Preventive care are measures that are taken to make sure a product breaks or deteriorates slower than usually. Or preventive measures that try to prevent sudden breakages. These measures often consist of external products or services that equip or protect the product against its environments.

What kind of breakages or deterioration should be prevented or postponed?

What does the user need to do to make that happen?

Has been paired often with the following strategies:

- Appropriation
- Enabling
- Control

SMALL CARE

Small care is done when nothing of the product is broken. These are small activities that are performed consciously to freshen up the product again, to maintain the quality of its aesthetics or its performance. Or activities that eventually help to slow down the process of deterioration.

What sort of small activities can be done (regularly) to ensure the quality or performance of the product is upkeep?

Has been paired often with the following strategies:

- Experiences
- Change
- Control

INSTRUCTED & MINDFUL HANDLING

This means that the user knows or feels what kind behaviors or actions would be bad for the product. This could for example be by having read a manual, learning about it (from others), through intuition or by experience. The product is kept in a good state because the user abstains from behaviors or actions that negatively influence the state/lifetime of the product. Or they only perform acceptable behaviors or actions.

Which actions can have a negative impact?

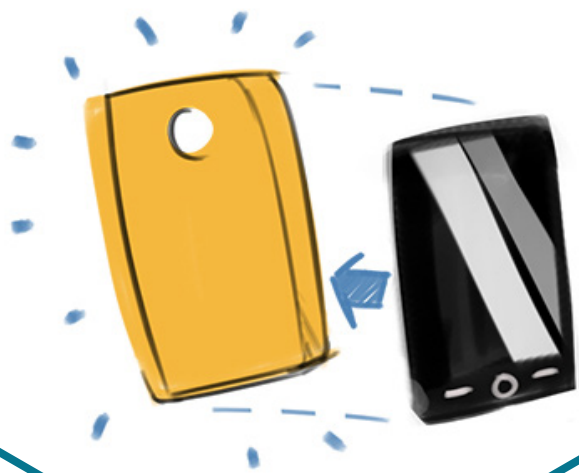
What are desired behaviors or actions of the user?

Has been paired often with the following strategies:

- Reflecting
- Informing
- Experiences
- Control

PRODUCT CARE TYPE

PREVENTIVE MEASURES



PRODUCT CARE TYPE

SMALL CARE



PRODUCT CARE TYPE

INSTRUCTED & MINDFUL HANDLING



ROUTINE ACTS

Routine acts are product care related activities that the user performs unconsciously. These are activities that they have learned to do and have never thought about doing differently or activities that were made into habits. These activities can be similar to other product care types. The difference is that those activities are often performed consciously.

What sort of daily patterns or routines does your user have?

How could necessary product care activities fit into the user's daily patterns and routines?

Has been paired often with the following strategies:

- Experiences
- Informing
- Control

PRODUCT CARE TYPE

ROUTINE ACTS

