

# SMARTPHONE DIAGNOSIS FOR CONSUMERS



Smartphones globally are discarded too quickly. Users do not want to get their phones repaired often because they do not know what is wrong with it when it breaks.

The barrier to diagnosing a smartphone is too high.

This thesis explores the design of a smartphone diagnostic tool that guides end-users to accurately diagnose common hardware problems.

The developed testing workflow can detect screen-, battery-, charger port- and PCB failure through specified testing points, requiring minimal disassembly of the test phone.

The proposed design encourages repair behaviour through an interactive interface that effectively communicates diagnostic and further steps.

Additionally, the device is designed to be shareable, available in public spaces such as libraries, which enhances accessibility and removes the need to purchase it for single use.

