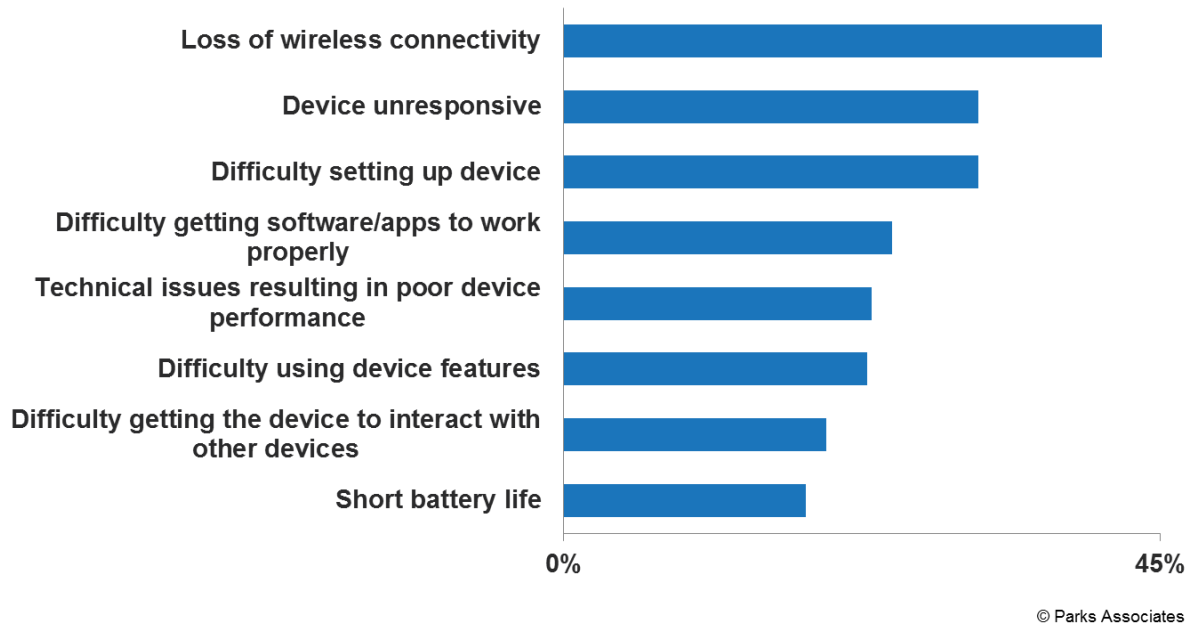


Smart Home Devices: Top Technical Problems Experienced

Smart Home Device Owners Experiencing At Least One Technical Problem,



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SYNOPSIS

This research highlights the adoption of traditional and emerging connected devices including smart home devices and entertainment products. It provides an overview of reported problems with connected devices and identifies the leading issues faced by consumers when using various connected devices. It also examines consumer appetite for professional and premium support services, as well as consumer adoption of extended warranty services.

Key Questions Answered

- 1) What is the rate of adoption of different types of connected devices?
- 2) What are the primary issues consumers encounter with traditional and emerging connected devices?
- 3) What actions are consumers most likely to take when they encounter a technical problem with their devices?
- 4) What is the adoption rate for technical support and warranty services?
- 5) What technical support services do consumers find most appealing?

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