



## SquareTrade Labs: Apple Solves its iPhone 6 Plus Bend Problem but Ion-Strengthened Glass Fails to Protect from Most Common Phone Hazard

*Latest Apple and Samsung Phones Face Off Against SquareTrade Labs' Arsenal of Bots and New Thermo Rig*

September 28, 2015 – SAN FRANCISCO – Are the new Apple iPhone® 6s and iPhone® 6s Plus really the best yet? [SquareTrade®](#), the highly rated protection plan trusted by millions of happy customers, tested the new Apple iPhones and Samsung Galaxy Note®5 with a series of drops, dunks, bends and temperature shifts to find out whether these new flagship phones are stronger than their predecessors. SquareTrade Labs found that the iPhone 6s Plus fared better than its predecessor thanks to its 7000 series aluminum, the iPhone 6s performed at par with the iPhone 6, and the Note5 outdid the rest inside the new Thermo Rig. However none of the phones survived SquareTrade's face down drop test.

Knowing that extreme temperatures damage a phone's ability to hold a full charge and therefore shorten the lifespan of the phone, SquareTrade added the Thermo Rig, designed to analyze battery life performance, to its testing lineup for the first time. These new tests simulate common activities that expose phones to the elements, like leaving a phone in a hot car during the day (110°F) or on a porch at night during winter (0°F).

See SquareTrade's full Breakability video, which includes the new Thermo Rig, [here](#).

SquareTrade's Breakability test results revealed:

1. **Apple fixed its bend issues.** The iPhone 6s Plus and iPhone 6s withstood 180 and 170 pounds of pressure, respectively - a 50 to 60 percent improvement in bendability. The Note5 also withstood 170 pounds.
2. **Face-down drops are still the most common phone hazard.** Though manufacturers tout new and improved glass, all three phones shattered when dropped face down on pavement. Since cracked screens due to accidental drops are responsible for half of all smartphone damage, both Apple and Samsung still have work to do.
3. **The Note5 fares best in extreme cold.** Though the Note5 was the easiest to drop and break, it scored the highest in temperature durability. At zero degrees, the Note5 lasted nearly two hours making a video call, the iPhone 6s Plus lasted more than an hour, and the iPhone 6s lasted only 30 minutes.

"While Apple touts the iPhone 6s and 6s Plus as the most advanced iPhones ever, we still found them at the mercy of the most common of all problems - the accidental drop on a hard surface," said Jessica Hoffman, vice president of global communications for SquareTrade. "On the flip side, both manufacturers have responded to bendgate with significant improvements on the three phones we tested. This is great news for consumers."

SquareTrade's Breakability Score fills the gap left by traditional reviews. SquareTrade carries out a stringent set of tests on new phones and awards them a rating. This Breakability Score is based on a number of factors, from physical characteristics to the results of SquareTrade's drop, dunk, bend and extreme temperature tests. The higher a device scores on a scale of 1-10, the higher the risk of it breaking due to an accident.

For more information on protection plans for today's most popular smartphones, please visit <http://www.squaretrade.com/iphone-warranty>.

### **About SquareTrade**

SquareTrade is a highly rated protection plan trusted by millions of happy customers for its fast and exceptional service. SquareTrade protects mobile devices, laptops and tablets, and other consumer electronics and appliances from malfunctions, accidental damage and life's frequent mishaps. Unlike old-fashioned warranties, SquareTrade is designed for today's consumer and uses innovative technology to deliver a zero hassle claims process. SquareTrade has more than 230,000 fans on Facebook, consistently wins industry awards and receives thousands of 5-star reviews for its legendary customer service. Top retailers around the world offer SquareTrade, achieving significant sales growth and happier customers. Privately held, SquareTrade's investors include Bain Capital and Bain Capital Ventures. SquareTrade is headquartered in San Francisco and London. For more information, go to [www.squaretrade.com](http://www.squaretrade.com).

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