



Case Study: GORE® MEMS Protective Vents Style 100 for Conference Phones

Optimized Particle Protection for Highest Quality in Mass Production



? CHALLENGE

As video and phone conferences became increasingly popular in recent years, a renowned manufacturer of communication systems developed a **new model of conference phones** in 2021. After one year of mass production, they came to recognize that contamination issues within the production site resulted in a **failure rate ranging from 5% to 10% – a level our customer could no longer accept.**

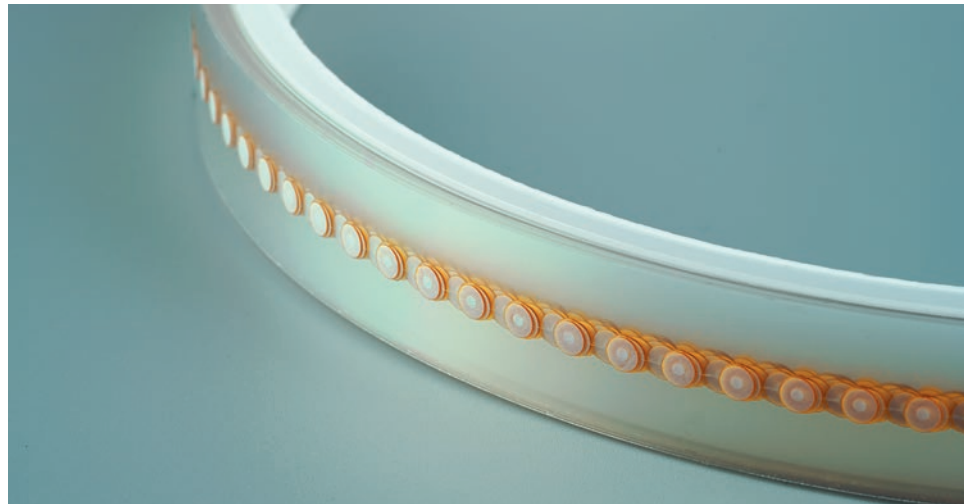
Fortunately, Gore understood the customer's needs and was able to provide the perfect solution.

GORE® MEMS Protective Vents Style 100

"The production site where the conference phones were assembled is inevitably prone to dust and contaminants. Our customer initially tried a traditional method to protect the MEMS microphones. When that did not work effectively, they approached us for support."



Dylan CH Huang,
Field Sales Associate Taiwan, Electronics





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SOLUTION

While Gore had previously supported this manufacturer on other projects, **particle contamination was a new challenge for the customer.** In initial meetings with the R&D team, Gore learned the customer's traditional approach was not as effective as desired, **leading to a high failure rate and frustration among the engineering team.**

As travel restrictions prevented on-site support, Gore relied on virtual meetings and video conferences to **offer the high-quality support our customers expect** from. We closely monitored the project, promptly answered questions, sent samples for engineering trials, and evaluated the results together with the customer. In the end, we were able to provide the ideal solution: **GORE® MEMS Protective Vents Style 100.**

"When we discussed our solution with the customer's R&D team, everyone was excited. However, the management needed more time to decide, as this Gore technology was new to them. In the end, the management put their trust in the R&D team's opinion and, soon after, saw the value of our solution."



Dylan CH Huang,
Field Sales Associate Taiwan, Electronics

THE TECHNOLOGY BEHIND THE SOLUTION: GORE® MEMS PROTECTIVE VENTS STYLE 100

The solution used to support the conference phone manufacturer was GORE® MEMS Protective Vents Style 100. For specifications and more detailed information on installation, please visit this link:
www.gore.com/mems100



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RESULTS

The Gore team provided a top-notch solution that not only reduced the manufacturer's failure rate, but also lifted the spirits of the entire team. Here are the results of the project:

- The customer improved their net yield, thus increasing the cost efficiency of production.
- The relationship between Gore and the customer was solidified.
- The foundation for further collaborations was strengthened.

"While this was the first time we used GORE® Protective Vents, it won't be the last. If there is a suitable case in the future, we will definitely come back to Gore and use their solutions."

Engineer from the customer's R&D team

WANT TO KNOW MORE?

To learn more, visit our website: gore.com/mems

Or check out more of our case studies: gore.com/mestories



Why Choose GORE® Protective Vents for Your Electronic Devices?

Leading OEMs have specified over 5 billion GORE® Portable Electronic Vents because they know our products and services can help accelerate their development of innovative and differentiated devices in fast-paced, highly competitive markets.

PRODUCT AND APPLICATION LEADERSHIP

Grounded in a deep understanding of material science and acoustics, Gore can provide the optimum venting solution. We balance trade-offs between diverse problems such as adverse operating environments, immersion events and acoustic performance.

RELIABLE PERFORMANCE

To ensure products are “fit for use”, every Gore product must adhere to the highest standards of quality, performance and reliability. Through a comprehensive understanding of end-use applications and requirements, our products do what they say they will do.

FAST DEVELOPMENT

The mobile electronics industry develops and releases new products quickly. Our fast response to customer requests during the development process sets us apart. Gore supports this need for quickness with designs and prototypes to ensure engineering teams can meet their project timelines and their application requirements.

SUPPLY SECURITY

Leading OEMs specify Gore because we have consistently proven our ability to quickly ramp up to supply vents for projects of over 10 million devices per year and to continue to supply high quality products on-time without disruption.

MATERIAL SCIENCE

Gore is a global materials science company dedicated to transforming industries and improving lives. Gore develops materials with microporous structures that provide desirable attributes and performance characteristics to engineer vents and other products used in a variety of markets and industries.

GLOBAL SUPPORT

Our global teams of sales associates, application engineers, manufacturing engineers, and research personnel enable us to provide agile and robust support to customers around the world.

Interested in Testing Our Products or Talking to Our Experts?

For additional assistance, please contact a Gore representative.

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