

## **Complaints**

Since every member of the team already owned at least one umbrella, we drew from past experiences as well as a new evaluation of the umbrella in-use. We generated a long list of complaints about the umbrella:

### **Complaints**

The umbrella can pinch your fingers when closing or opening  
The canopy flips inside out in strong winds  
The spokes (metal skeleton) can bend or break in strong winds  
Umbrellas are easy to lose  
An umbrella is difficult to close securely when wet  
Not convenient to dry (have to leave it open)  
The tips of the umbrella spokes can poke other pedestrians during use  
Impossible to center for full coverage (always hold to one side or the other)  
Non-convenient storage – requires umbrella stand  
Not able to stand alone – requires umbrella stand  
Awkward to open, especially when getting out of a car  
You never have it when it rains  
The threads that attach the canopy to the spokes often come undone  
Not the proper height to use as a cane  
Difficult to share  
Heavy to carry  
Not convenient to carry around  
Does not protect the whole body  
Water runs off the canopy and drips on your back  
Canopy cannot protect backpack  
You cannot see through the fabric  
Danger of getting struck by lightning during thunder storm  
Handle length too short (or too long)  
It is easy to loose the storage sleeve for the umbrella