



IHCI ASSIGNMENT
NO. 05

Discoursing Design

the Usability and User
Experience Lens



Ankit Kumar
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ROOM HEATER



Heater Cost: 700Rs

Date of Purchase: May 2019

This is my Room Heater. I brought it during my JEE days, in class 12th to be precise and it still warms my room in winters.

I will be evaluating its simple features, uses and issues using 06 usability principles.

1. Effective to use (effectiveness)

How well does it do what it is supposed to?



This Heater is mostly used during winters and it's quite efficient in doing its job. The first thing that catches attention is its effective and minimalistic design.

It contains two heating rods made up of ceramic material which has very high melting point hence the solonid made up of Nichrome around it makes a good pair with each other

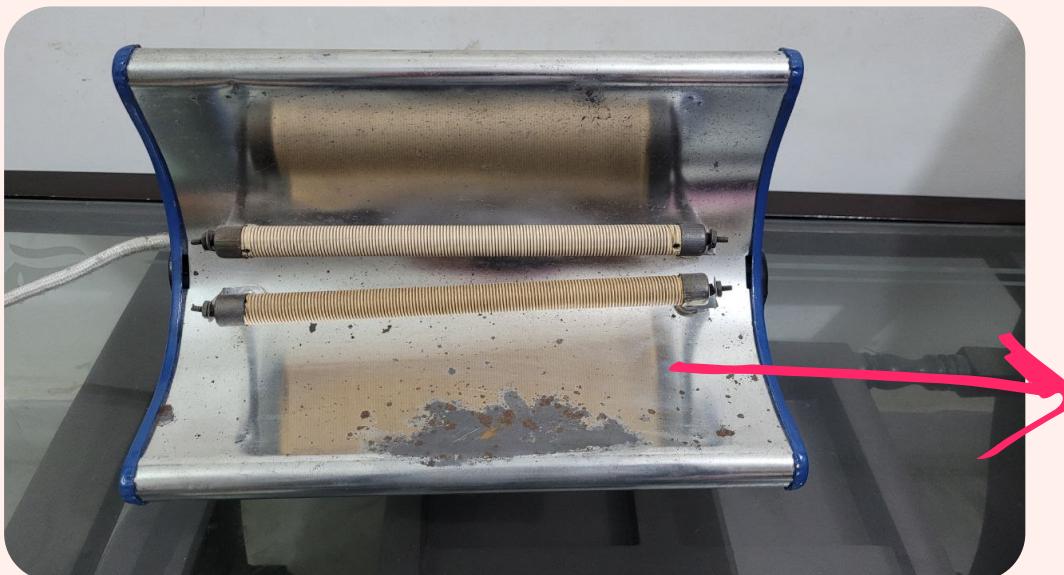
2. Efficient to use (efficiency)

Does it support productivity?

The productivity of this heater generally depends upon how many rods are on. It performs poorly when only one rod is on as it produces less heat but when the second rod is turned on, the heat produced increases exponentially and the room's temperature sometimes increases from chilling 4-3° to more comfortable 19-20° after an hour or so. I wasn't able to record the temperature as of on.

3. Safe to use (safety)

How can users recognize and recover from errors?



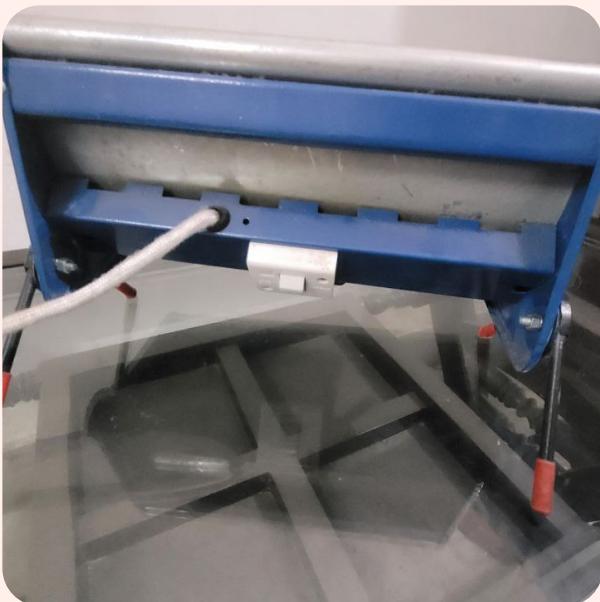
**Without
its cover**

This electric device does not have any safety standards and it doesn't even have any kind of certificates and safety compliance marking authorized by the Bureau of Indian Standards and its regulations. I never use this during winters when my young cousins visit our house for vacation. I have to be sure careful with it since it has the potential to burn down my whole house. Its cover is made up of only 9 horizontal and 2 verticle metal wires which encage it and prevent large objects from falling into it.



Its plug also isn't up to safety standards. Although no wire is exposed to the environment and only the white braided white cover is exposed from the joint, I can't shake the feeling of uneasiness when I put its plug into the socket.

There is always a possibility of damaging or severing the connection of the cable and the plug that's why I have to take special care while plugging it in the board It has a 3pin plug which includes live, negative, and ground pins.



Similarly, the cable connected to the heater is quite loose but has a rubber connected to it which seals off any internal parts to the outside connection and removes the possibility of getting shocked instead of earthing.

4. Have good utility (utility)

Does it provide the right functionality?



Apart from the basic heater skeleton, it has two stands that are rotatable which gives this heater huge flexibility. Both of its stands have rubber ends that disconnect the body of the appliance from direct contact from the ground which is very useful because the rest of the body is made up of metal which is a good conductor of heat as well as electricity. There is an awkwardly placed on-off switch below the heater which sometimes serves the purpose of turning the heater on or off instead of turning it off/on directly from the main board.

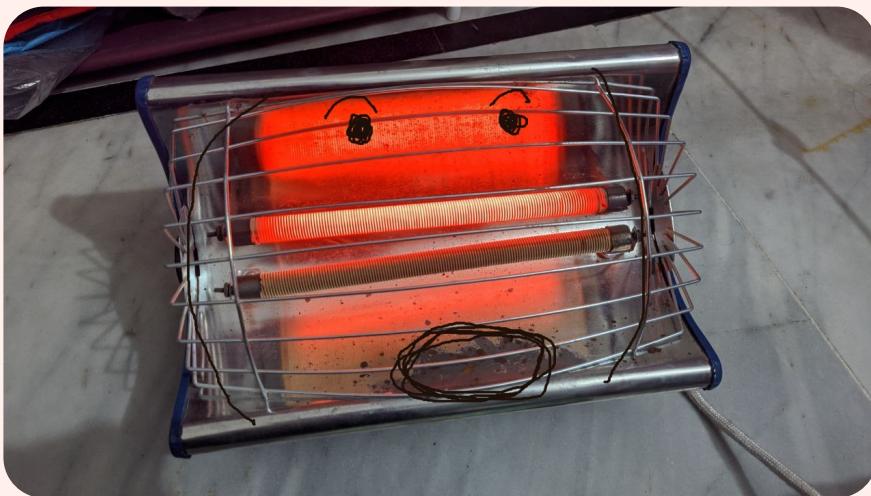
5. Easy to learn (learnability)

Is it easy to understand how to use?

Since the design of this heater is simple, it does not contain any heat adjusting buttons which left this heater with only one button which is at the bottom of it. Besides that, the only way to turn it on is to insert the plug into the board and switch it on. It's quite simple to do but one has to be careful with children around. I never ask any child under 16 years to operate it or turn on it because it is quite risky for them to learn it because they don't know the risk associated with this kind of appliance.

6. Easy to remember how to use (memorability)

Is there support for infrequent use?



Since I am using this heater for the last 2 years, It supports infrequent use. I do not use it in summers because No one want extra heat in summer and if you use heater in cities like Delhi in summers then there is seriously something wrong with you. This heater remains inactive for half a year which makes it prone to corrosion because most of its body is made up of metal. The lower part of it already got a little corroded but I hope it won't spread any further because being a bad design I still love it, even its flaws.