Coway AR
Video playback and startup delay

Technical findings | 19 October 2026 | Unity screenshots included

Summary. Four video links supplied by the production CMS return HTTP 404. The app currently prepares these videos during startup to determine their display dimensions. Each affected preparation task reaches its 30-second timeout, delaying an otherwise cached launch.

Affected products

Product	Model	Vimeo ID
VILLAEM III	CHP-7320L	1042227740
BEREX MASSAGE BED	MB-B01	1014217012
BEREX PEBBLE	MC-C01	1014231613
BEREX MINE	MC-B02	1014219120

Evidence and impact

The tester reported a prolonged pause at 75%. The supplied 2.52 support report was copied 44.8 seconds after launch, when progress had reached 100%. It records four video-preparation timeouts of 30.0 seconds each, 297 unique cache hits, and no captured Unity errors. The recorded banner tasks completed in approximately 0.0-0.1 seconds each.

The four video tasks can run concurrently: their 30-second durations must not be added together as a 120-second delay. The timestamp is the time the report was copied, not a measured time-to-ready. The video timeouts are a confirmed startup blocker; the report does not explain every second of launch time.

Live checks against the four URLs returned by the production CMS on 19 October 2026 produced HTTP 404 for both HEAD and GET requests. This confirms inaccessible links independently of the Samsung device. It does not establish whether the source videos were deleted, replaced, or otherwise made unavailable.

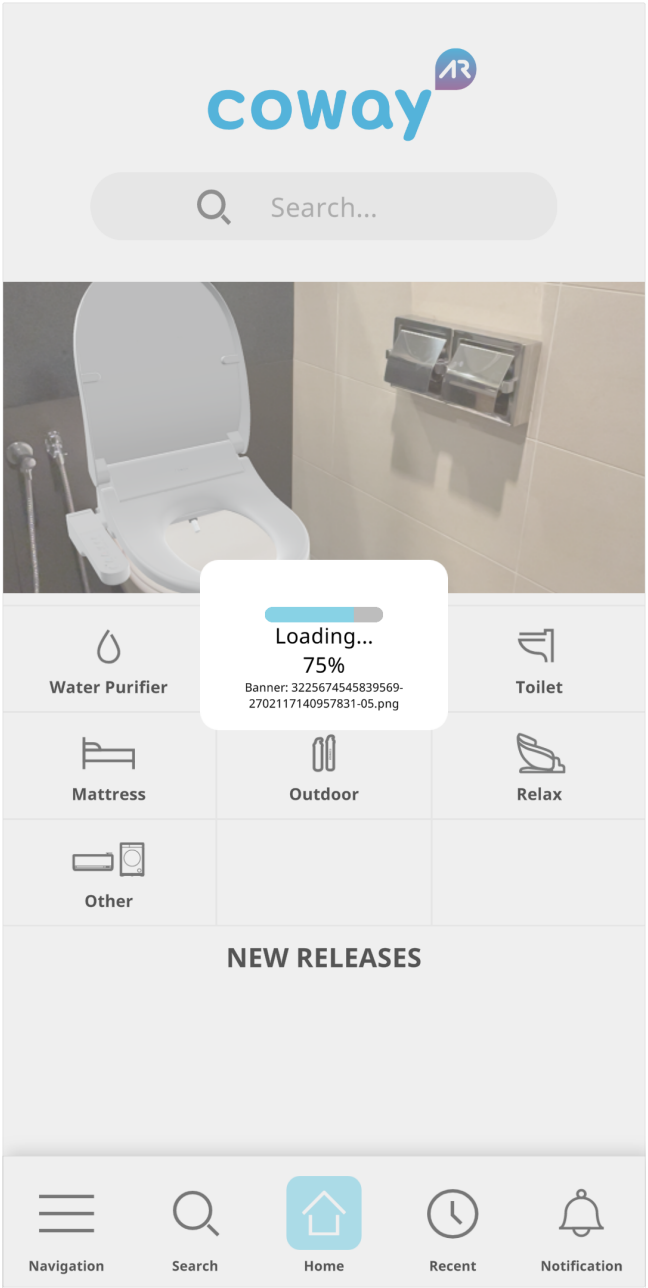
Recommended resolution

Coway / Vimeo account owner: confirm the four videos exist and provide working MP4 links from Vimeo's Video file links settings. Update the corresponding CMS entries and validate playback before distribution.

Loading screen: 75%

Unity Game view capture | macOS / Metal | production catalogue

The image below is an actual Unity-rendered frame captured while startup naturally displayed 75%. It documents the loading screen; the banner filename shown is the task visible at that instant. The four 30-second video timeouts are established separately by the Samsung support report and the failed-link checks.



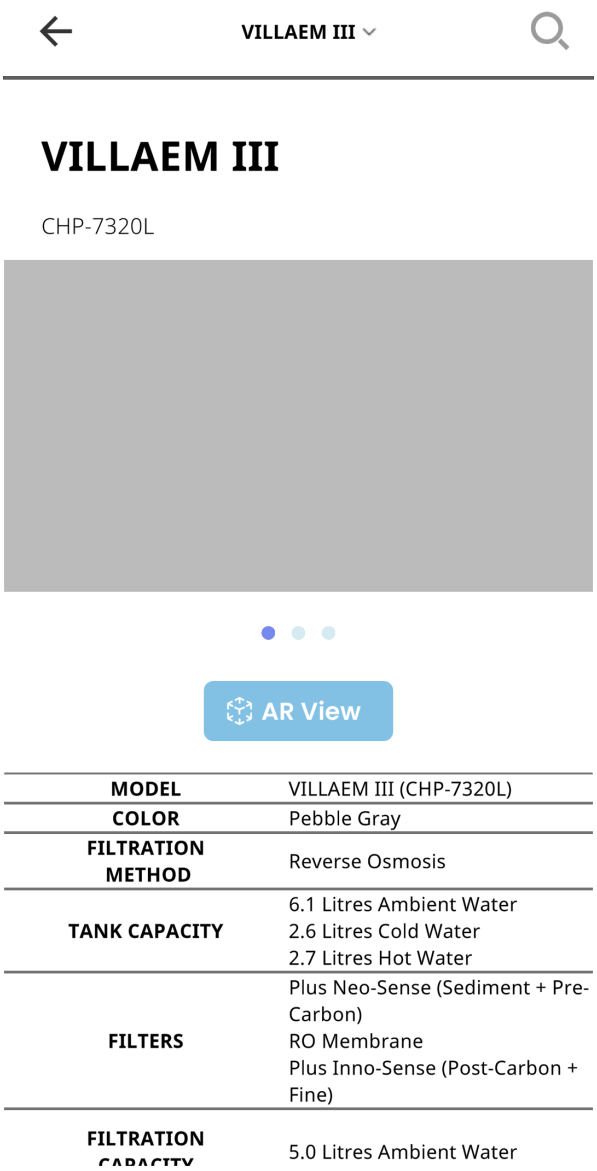
Capture provenance: Unity 2022.3.62f3 on the Mac, using the upgraded project. These are Unity Game view captures, not Samsung screenshots. No percentage or error overlay was fabricated.

Product information: failed videos

Actual Unity Game view captures | production catalogue

VILLAEM III

CHP-7320L | Vimeo 1042227740

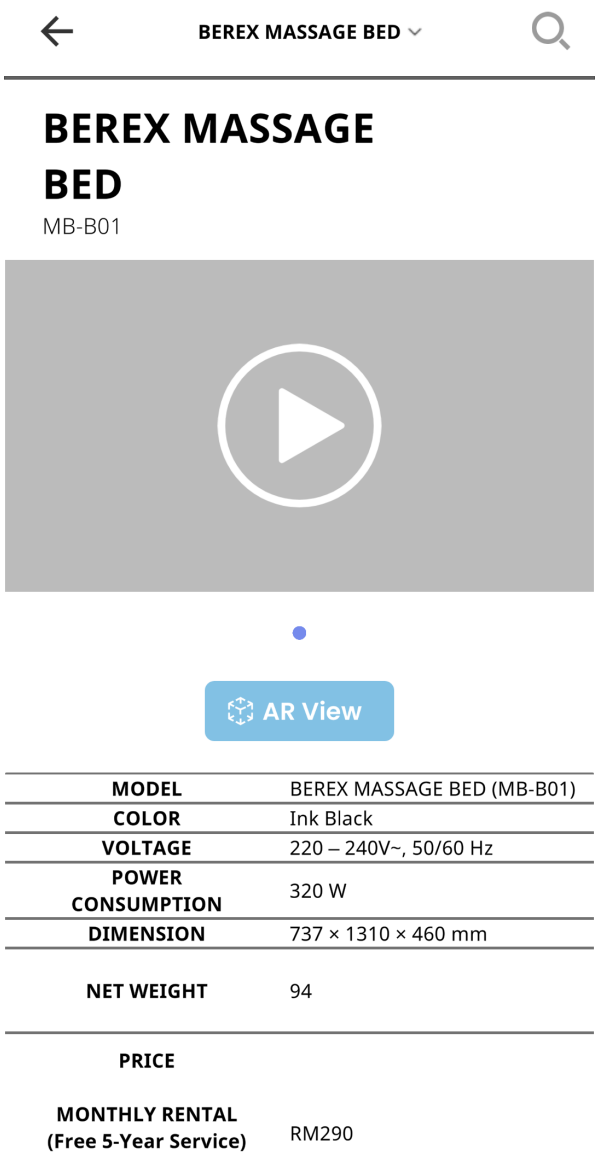


MODEL	VILLAEM III (CHP-7320L)
COLOR	Pebble Gray
FILTRATION METHOD	Reverse Osmosis
TANK CAPACITY	6.1 Litres Ambient Water 2.6 Litres Cold Water 2.7 Litres Hot Water
FILTERS	Plus Neo-Sense (Sediment + Pre-Carbon) RO Membrane Plus Inno-Sense (Post-Carbon + Fine)
FILTRATION CAPACITY	5.0 Litres Ambient Water

Video area remains blank or shows the play control without a rendered video frame. The linked MP4 returned HTTP 404 in independent checks.

BEREX MASSAGE BED

MB-B01 | Vimeo 1014217012



MODEL	BEREX MASSAGE BED (MB-B01)
COLOR	Ink Black
VOLTAGE	220 – 240V~, 50/60 Hz
POWER CONSUMPTION	320 W
DIMENSION	737 × 1310 × 460 mm
NET WEIGHT	94
PRICE	
MONTHLY RENTAL (Free 5-Year Service)	RM290

Video area remains blank or shows the play control without a rendered video frame. The linked MP4 returned HTTP 404 in independent checks.

Product information: failed videos

Actual Unity Game view captures | production catalogue

BEREX PEBBLE

MC-C01 | Vimeo 1014231613

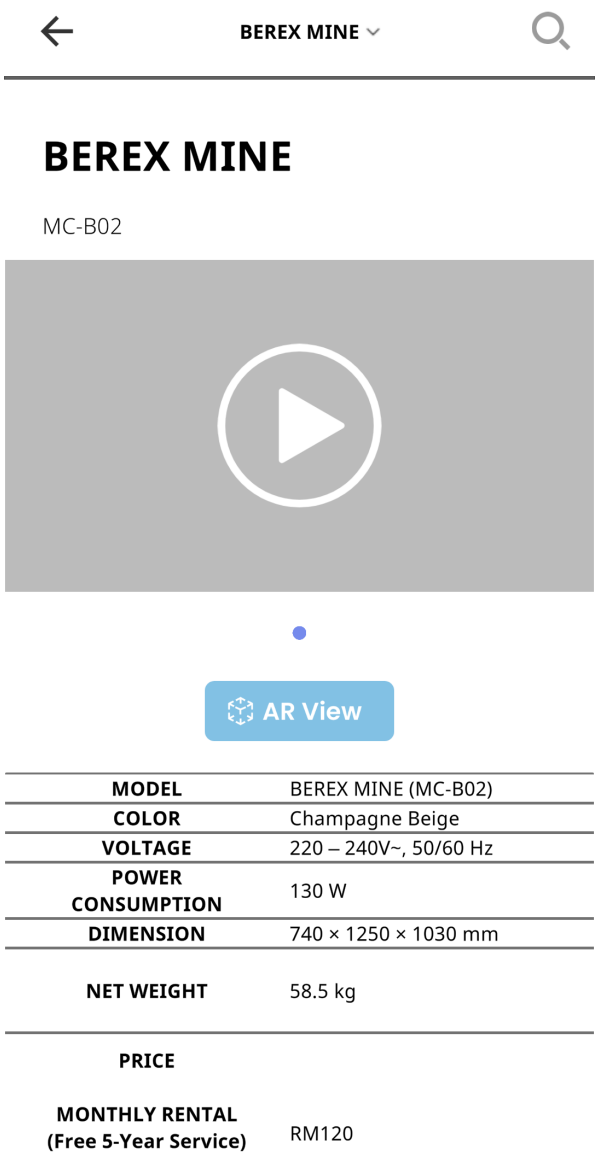


MODEL	BEREX PEBBLE (MC-C01)
COLOR	Mystic Grey
VOLTAGE	220 – 240V~, 50/60 Hz
POWER CONSUMPTION	77 W
DIMENSION	735 x 1015 × 1120 mm
NET WEIGHT	45.5
PRICE	
MONTHLY RENTAL (Free 5-Year Service)	RM145

Video area remains blank or shows the play control without a rendered video frame. The linked MP4 returned HTTP 404 in independent checks.

BEREX MINE

MC-B02 | Vimeo 1014219120



MODEL	BEREX MINE (MC-B02)
COLOR	Champagne Beige
VOLTAGE	220 – 240V~, 50/60 Hz
POWER CONSUMPTION	130 W
DIMENSION	740 × 1250 × 1030 mm
NET WEIGHT	58.5 kg
PRICE	
MONTHLY RENTAL (Free 5-Year Service)	RM120

Video area remains blank or shows the play control without a rendered video frame. The linked MP4 returned HTTP 404 in independent checks.

Vimeo reference: obtaining direct video file links. The account owner should copy links from the video settings, not the final redirected browser address.

Additional finding: washer model

WASHER DRYER 12KG / 9KG | CWD12-ST01 | Unity re-test: 19 October 2026

Reported behaviour

Selecting the first washer-dryer product previously failed to open the viewer. The earlier Unity run recorded a JSON parsing error: "Additional text encountered after finished reading JSON content: P" at character position 183800.

Confirmed cause

This was previously described as an ASCII or filename issue. Re-examination identifies a more precise cause: the GLB contains non-ASCII names inside its JSON, and the legacy app importer interpreted the JSON chunk's byte length as a character count. UTF-8 characters can occupy multiple bytes, so the importer read beyond the end of the JSON into the following GLB data.

The external filename is not the encoding fault:
8963754363300473-cwd12+%281%29.glb

The JSON chunk contains **183,848 bytes** but **183,800 characters**, a difference of 48. The internal node and mesh names include the Unicode replacement character U+FFFD. Unicode names alone do not establish that a GLB is invalid; the confirmed failure here is the importer's byte-versus-character boundary handling.

Repair and verification

The earlier loader repair has been restored: read exactly the JSON chunk's declared number of bytes, then decode those bytes as UTF-8. The file itself was not renamed or edited for this test.

The unchanged cached washer GLB passed JSON parsing and imported successfully in Unity 2022.3.62f3, producing **160 mesh objects**. The JSON ended at the expected binary-chunk boundary of byte 183,868.

Delivery status: this repair is saved in the project and verified in Unity only. It is not included in APK 2.52, and Android device verification is still pending. This re-test confirms import success; it is not a new phone test.

Content guidance

For compatibility with older importers, use simple ASCII names for internal objects, meshes and materials when exporting models, and validate the exported GLB. This is a compatibility precaution, not a requirement that Unicode GLB names are inherently invalid.