Subject: Hairline cracks in ceramics glaze?
Posted by otjervaag on Sat, 29 Sep 2012 10:07:12 GMT
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I finally tried a ceramics print! It came in a bit smaller than I had hoped for, so I'll have to make it a bit bigger if I want to use it with a Nespresso machine at least....

.. now the little cup looked just fine when I got it (I was actually very pleased, printed ceramics i super-neat!). No obvious damage to the packaging or the cup, but after I had used it for coffee, loads of hairline cracks in the glazing appeared:

The outside of the cup also has these cracks, but they are less visible there. I've only used the cup once, and the cracks appeared straight away...

So my question would be; Is this to be expected from the ceramic prints?

I've not seen anyone posted pics of used ceramics (or perhaps they have, but their glazing hasn't cracked), but have anyone experienced the same?

Subject: Re: Hairline cracks in ceramics glaze?
Posted by maartje on Sun, 30 Sep 2012 14:13:24 GMT
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Hi otjervaag,

I'm sorry this is happened, can you please sent me an E-mail to service@shapeways.com with the pictures + orderid attached.
Than I'm going to sort this out for you!

Thanks already
Cheers Maartje

Subject: Re: Hairline cracks in ceramics glaze?

Posted by otjervaag on Sun, 30 Sep 2012 22:03:25 GMT
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Thank you! Mail sent

Subject: Re: Hairline cracks in ceramics glaze?
Posted by otjervaag on Mon, 01 Oct 2012 20:55:43 GMT
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Well, needless to say, Shapeways have some very good customer service, and they sorted the whole thing out

.. now back to the drawing board to make the cup bigger

Subject: Re: Hairline cracks in ceramics glaze?
Posted by Mstyle183 on Thu, 11 Oct 2012 20:06:08 GMT
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was this an issue with the print or the model?

Subject: Re: Hairline cracks in ceramics glaze?
Posted by Youknowwho4eva on Thu, 11 Oct 2012 20:12:28 GMT
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There was an issue with the glaze, that is resolved now.