Subject: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by DirtModeler on Mon, 04 Feb 2013 17:00:50 GMT
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I emailed about this a week ago now, and the only reply i've gotten was "i've forwarded it on to have it looked at", and "we haven't heard back yet"

This order of FUD turned out terrible, and i have customers chomping at the bit wanting their orders.

I have another $150 order arriving this week, if it's anything like the previous order quality-wise, i'll have to dump Shapeways as a trusted resource.

File Attachments

1) issue2.jpg, downloaded 168 times

Subject: Re: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by BillBedford on Mon, 04 Feb 2013 17:37:44 GMT
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Sorry, what is wrong with it?

Subject: Re: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by DirtModeler on Mon, 04 Feb 2013 17:42:45 GMT
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The quality is terrible.

Many of the parts are fused to the sprue, and not separate entities. It looks like giant sugar crystals all over everything glopped in all the recesses.

The finish is like 80 grit sandpaper, and most of the holes are filled in.

completely different altogether from the first shipment i received.

I don't know what it is inside all the recesses, i'm not even sure how to describe it.

It looks like the parts were printed, and then the whole thing was dipped into some really thick solution with big crystals that filled in all the detail and stuck to all the parts.

File Attachments

1) issue3.jpg, downloaded 147 times
2) issue4.jpg, downloaded 127 times

Subject: Re: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by Youknowwho4eva on Mon, 04 Feb 2013 17:54:55 GMT
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Looks like maybe the support material wasn't fully cleaned off. I'll see if I can't dig for some answers.

Subject: Re: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by BillBedford on Mon, 04 Feb 2013 18:36:29 GMT
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DirtModeler wrote on Mon, 04 February 2013 17:42
Many of the parts are fused to the sprue, and not separate entities. It looks like giant sugar crystals all over everything glopped in all the recesses.

Just soak it in nail varnish remover for 10-15 minutes and most od the problem will go.

Subject: Re: Terrible FUD quality, no movement in a week on my requests to fix it.
Posted by natalia on Mon, 04 Feb 2013 20:05:26 GMT
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I've checked with the service team and they replied to you on Friday. I know that the production team is looking into the complaint now and you should have an answer soon.

Thank you for your patience!
Natalia

ps- In the meantime, the "goop" is likely the support material, which is wax and you can try removing it like Stony suggested.