
Subject: Printed model doesn't match the STL file?
Posted by [nadodesign](#) on Sun, 05 May 2013 00:15:05 GMT
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Hey guys.

I have a store selling scale model items.

A customer (and fellow modeler) has recently messaged me on a model forum saying that the model he received is wrong.

The item in question is my "Corsair - Landing Gear Kit". Basically it's a model kit to build a pair of wheels. The model has two tires, two inside hubs, two outside hubs and two center caps. These are all joined together on a sprue.

However, when this person received the printed model, it had two tires THREE inside hubs, ONE outside hub and two center caps.

Is there any reason why the cad file has changed these around? Is this a one in a million mix up?

Subject: Re: Printed model doesn't match the STL file?
Posted by [stannum](#) on Sun, 05 May 2013 01:36:40 GMT
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Did he receive the sprue? Or was it missing too?

Subject: Re: Printed model doesn't match the STL file?
Posted by [stonysmith](#) on Sun, 05 May 2013 01:44:35 GMT
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Very likely the sprue and/or one or more parts broke during cleaning and they re-printed before shipping.

Subject: Re: Printed model doesn't match the STL file?
Posted by [nadodesign](#) on Sun, 05 May 2013 02:13:54 GMT
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Just heard back from the customer, and he confirms the parts were all on the same sprue. He is fine though as he had some spare parts from an earlier print, but it is concerning for future sales.

Subject: Re: Printed model doesn't match the STL file?
Posted by [stannum](#) on Sun, 05 May 2013 03:38:11 GMT
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Sprued but wrong parts? The plot thickens.
