Subject: Problem regarding my model .
Posted by mynameismarcohk on Sat, 16 Oct 2010 05:37:46 GMT
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Shapways ,

I have sent several email to customer services yesterday with regards to a problem of my model .
12 out of 13 parts are perfect , I am really really happy with that .
But there is a seriously problem with one part .
I just wonder could it be fixed ?
The part is totally deformed and I do not know why .

Here are the image .

Here is how it should look
http://www.shapeways.com/model/161374/smallpanel.html?gid=ug 36694

Thank you for your attention .

Cheers,

Marco Chan

File Attachments

1) IMG_3924.jpg, downloaded 207 times

Subject: Re: Problem regarding my model .
Posted by mynameismarcohk on Sat, 16 Oct 2010 08:29:37 GMT
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anyone helping me ?anyone helping me ?
anyone helping me ?anyone helping me ?

Subject: Re: Problem regarding my model .
Posted by virtox on Sat, 16 Oct 2010 12:15:46 GMT
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In understand your impatience, but the forum is not the best place for acute answers.

But if you have sent several emails to customer service, best to just wait for an answer

On weekends it might take a little longer.

To fix the part yourself, you could try simmering it in hot /boiling water for a while and try bending it in shape.

Subject: Re: Problem regarding my model .
Posted by mynameismarcohk on Sat, 16 Oct 2010 12:55:01 GMT
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Oh it is weekend lol
IT is transparent white in 1.45 mm
I am afraid I will break it when bending it .
Are you sure I can boil it ?

Thanks mate

Subject: Re: Problem regarding my model .
Posted by virtox on Sat, 16 Oct 2010 22:56:15 GMT
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Sorry I figured it was WSF.

Do NOT boil detail materials, they have a low melting temperature

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Subject: Re: Problem regarding my model .
Posted by stop4stuff on Sun, 17 Oct 2010 16:06:11 GMT
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mynameismarcohk wrote on Sat, 16 October 2010 12:55Oh it is weekend lol
IT is transparent white in 1.45 mm
I am afraid I will break it when bending it .

Are you sure I can boil it ?

Thanks mate

hot water can be used to bend detail parts... i forgot what the melting temperature is but I reshaped a white detail bracelet using hot water from a kettle, I literally just poured the water over the area that needed bending and went for it... just watch your fingers if you go that route and your mileage may vary.

Subject: Re: Problem regarding my model .
Posted by bartv on Tue, 19 Oct 2010 10:00:23 GMT
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Did Customer Support get back to you on this yet?

Bart