

Information for HP 3D Print at Wyss Zurich

Our team consists of only students, who are working part-time. That's why it may take some time until we reply to your emails.

Two prints a week & Deadlines

One print on **Tuesday or Wednesday**. It depends on the number of orders. The order must be sent until **Tuesday at 13 o'clock**. Otherwise there is no warranty that it will be printed on Tuesday/Wednesday. The parts will be ready for **pick up on Thursday or Friday** if there was no problem with the printer (example: the print was interrupted).

One print on **Friday**. The order must be sent until **Friday at 13 o'clock**. Otherwise there is no warranty that it will be printed on Friday. The parts will be ready for **pick up on Monday or Tuesday** if there was no problem with the printer (example: the print was interrupted).

Big parts or big order

If you have big parts or a big order, please inform us in advance. At least a week in advance. In order for us to plan the print.

Some example for big parts or big order:

- Order needs at least half of build unit
- At least one part which is longer than 250 mm
- Order with over 30 parts to be printed

In any case, if announced or not, we reserve the right to postpone big parts or big orders in case it exceeds the capacity of the print.

Print priority

All orders which were sent **on time** and big parts or big order which were announced on time, have **higher priority** to be printed on that set day.

Every order which were sent **after 13 o'clock** even one minute after the deadline, has **lower priority** to be printed on that day. The same goes for big parts or big order which were not announced in advance.

Build Unit

The size of the built unit is 380 x 284 x 380 mm, but the **printable size** is **370 x 274 x 370 mm**.

Pick up Mail

You will receive an email to pick up your parts as soon as they are ready to be picked up. If you are too impatient to wait for the pick up email and already picked the parts up before receiving the email, than you must write us an email to inform us that you already picked them up. And we will not guarantee for reducing the cost for print failures, if you already picked the parts up before receiving the pick up mail.

Appointment

If you make an appointment with us to either pick up the parts on a set time or to help us with unpacking/ sandblasting your parts and you are not here on time, than we will not make any exception for your project any more in the future.

Nomenclature

The correct naming of zip-folder and stl-files are explained in the print order form. In the stl-files you should not put any numbers before the projectname. And you should use the same project name where it is indicated with your own project name. Like in the zip-folder, stl-files, pdf-file of print order form and inside the print order form.

- ~~190103~~_projectname_number-of-copies_(black)_Partname.extension
-> projectname_number-of-copies_(black)_Partname.extension
If you want to put the date in the stl-file, then put it in the end.

Everything which is not named according to our print order form will be sent back and not processed until everything is correct. And you will risk missing the deadline if it is sent back too late.

Multiple Order

If you are sending more than one order for the same project and for the same print, please specify it in the email.

Print Order Form

The Print Order Form must be filled out completely. If you don't have a PSP Number than it's enough to only fill out the Financial Center.

If you want to have an offer first before confirming your order, then be aware that we only will print your order after you confirmed the offer. That's why send your order in advance and keep in mind that we also need time to process your order.

Blank emails

If you send us a blank email with only an attachment, then don't expect us to answer it. Every time we receive an order, we will also write an email back that we received your order. You can at least write a small greeting and tell us to print it. This is the minimum courtesy we expect from you.

HP Multi Jet Fusion 3D 4200

We are using the HP Multi Jet Fusion 3D printer to print the parts. The printer is only for printing prototypes. If you have questions regarding the printer than you can either ask us or research in the internet.

For more information, you can write an email to 3d@wysszurich.ch.

Your HP 3D Print Team