

## What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/05/23 17:07

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Tell us what would make the ideal 3d print experience. Make suggestions, comments, critiques etc. We want to know what you want.

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## Re:What would you like from Kraftwurx.com?

Posted by anachreon - 2012/07/11 08:55

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Hiya,

There have been several suggestions for improvement, and I have also mentioned issues with the site (even now the link on the front page when clicking on the <http://www.kraftwurx.com/sell> still goes to a 404, and this was mentioned a long time ago).

There are still issues with the emails: Regardless of whether it's a Thunderbird issue or not, I haven't seen it happen from any other newsletters I have received in the last decade.

In general, the site appears to reflect (true or not) are very loose and unprofessional service: It's why I have been reluctant to send a print through.

'Beta' or not, it shouldn't decline to 'Alpha'.

Kraftwurx appeared to have a lot of potential, in materials and services.

It's looking like there is little or no progress with the resuorces you have available. You want to improve Kraftwurx? Pay me.

Cheers,

Luis.

Also posted in: 3D Printing Forum - Kraftwurx  
General Forums/Kraftwurx VS Shapeways

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## Re:What would you like from Kraftwurx.com?

Posted by Silverbeam - 2012/07/14 17:26

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I want to see a material sample kit you could buy for a low cost to check out your materials. (doesn't have to include metals, those are more expensive or have a separate one for them)

Also I am surprised you still haven't updated all your material information. Everything should have a volume price, and instead of 3D renders you should have pictures of the real material.

I'd like to see some comparable prices to shapeways as well. that would be awesome.

A FAQ page listed under the support tab would be great with things like, what file types you accept, printing sizes limitations, etc.

I'd also like to be able to have a favorite list or be able to heart items I like. To reference in the future and find later.

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### Re:What would you like from Kraftwurx.com?

Posted by Jiovanie - 2012/07/21 19:41

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One thought I had recently... save the texture even if I upload a new model. I found errors or improper UVs in a model that I uploaded a few times, and each time I uploaded a model update, I'd also have to upload the texture again even though I was still in the same window.

This isn't really a huge problem, but each step removed from the process adds up. Also, I live in the country with a 4g connection since my area doesn't have cable and my data limits are very stringent.

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### Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/07/23 12:43

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I will make sure your message is seen by development and update you as to any fixes we implement. Sorry for the inconvenience.

-Marco

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### Re:What would you like from Kraftwurx.com?

Posted by Silverbeam - 2012/09/08 15:04

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How about cheaper postage? I finally decided to give you guys a try but I ended up paying more than twice I have to pay at shapeways. And it wasn't even priority shipping or anything upgraded shipping wise, it seemed.

Even if you have a generic price for shipping, if you refunded some of the shipping later or something, that would be more doable.

I'm still waiting for a material sample kit. You guys have been up for what? a year? 8 months? Longer?

I think if you were a little closer in being comparable with shapeways, you would get A LOT of customers from there. The delays and problems over there seem to only be getting worse and worse.

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### Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/09/10 10:37

Hello,

3D prints are not typically as durable as most retail products. They are unique creations many times in a prototype design phase as well. They cannot always be expected to withstand traditional product shipping methods.

Our 3d printing facilities have many years of experience with additive manufacturing materials. We package parts with care according to material they are printed in. Larger boxes, better packing, item suspension etc. These methods nearly eliminate breakage in shipping, yet naturally increase the shipping/handling expenses.

If you visit the Shapeway forums. It seems breakage is a consistent problem for Shapeways customers. We feel getting your 3d prints intact the first time is the priority. We have chosen UPS as our shipping services however we are considering other possible more affordable shipping services. We may turn this other shipping options on with time.

As for our sample kit. I will speak with our staff about making that a higher priority . As I understand you have anticipated it for a very long time. I apologize for the delay in publishing this sample kit. Please stand by. I will update you asap.

Marco

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### Re:What would you like from Kraftwurx.com?

Posted by decapod - 2012/10/02 04:24

I would really like to try KW but the website is putting me off.

Uploading a file that works on shapeways gives me:  
NO ID {model cannot print {Model volume must be greater 0.}}  
(text format STL, no clue as to what the error means)

Clicking on upload another model then doesn't work and the web page needs refreshing (IE9)

Starting again from scratch with the binary STL, the preview doesn't show and the model dimensions don't appear to be correct so I'm not sure it has uploaded correctly.

I'm not filled with confidence at this point.

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**Re:What would you like from Kraftwurx.com?**

Posted by Marco CM - 2012/10/02 10:25

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Hello, I am sorry to hear you are experiencing trouble. Currently Kraftwurx.com checks models for print-ability and rejects them if any errors are found. Volume must be greater than 0 means there is possibly a small hole in the mesh somewhere. Usually other 3d print services repair these things and never provide you with or aware you of the corrected model. There is free software such as Netfab that will auto-repair models and make them 3d print ready.<http://www.netfabb.com/basic.php>

You may also email model files directly to [customerservice@kraftwurx.com](mailto:customerservice@kraftwurx.com) to make an order with us if you do not wish to attempt repair models.

I would be happy to work with you directly as the site in in beta condition and isn't performing ideally on all platforms especially IE9. It seems to perform best on Google Chrome and Firefox.

When a model is uploaded, you click the button of the unit of measurement you exported the model in. For example if you export a model for 3". Click the "in" button in the Model Editor in order to set the proper scale.

Feel free to chat with me in the instant messenger at the bottom of the site. We can share screens etc. I will aware our development staff of the issues you mentioned and notify you when they should be corrected.

Sorry for the delay and inconvenience.

-Marco

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**Re:What would you like from Kraftwurx.com?**

Posted by hcampbell - 2012/10/20 19:40

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I'd like to see Kraftwurxs clean up and refine what it's currently got. You've got an amazing range of materials, and from the feedback on the forum, service is prompt and professional. But the website is really letting you down right now. I'd like to see it greatly simplified - decide whether you're targeting shoppers or designers with the front page, and shift everything else into links from the front. Right now, the site's structure is too flat in my opinion - it needs a steeper hierarchy so there is not such an overwhelming amount of info on each page. I find this is worst on the front page, the "My Account" control panel, and the "Seller CP". Not every page has to have a link to every other page!

Postage costs outside the US have been brought up before, I'm sure you're working on that.

The other major point of refinement: the materials list. Why do you not have a comparison table showing the major properties of each material - min wall thickness, min detail, modulus of elasticity, yield strength, price etc.? This way a designer could scroll down the table and pick out a suitable material with ease. Currently they have to click through many pages, download pdfs etc, to explore a handful of

materials. Your huge range of materials is a major advantage over your competitors, you need to show that off, and make it easy for designers to find the right material for them.

Also, pricing on this page:

<http://www.kraftwurx.com/3d-printing-support/3d-printing-materials-finishes/category/materials-2>

Is not consistent with the actual pricing in the model manager! Imagine my surprise when I found that EOS Maraging Steel is not \$61.94/cm<sup>3</sup>, but \$27.77/cm<sup>3</sup>! Less than half the price! I actually stopped working on a design because I thought I couldn't make it economical after seeing the incorrect costs on this page.

Fixing this, and making a table of material properties would not even be a day's work for the right person.

I really want to work with Kraftwurx, but you're not making it easy for me.

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### Re:What would you like from Kraftwurx.com?

Posted by anachreon - 2012/10/25 03:46

Hiya,

Still, the 'Updates from the community at Kraftwurx' emails come in with: 'Normal 0 false false false EN-US X-NONE X-NONE MicrosoftInternetExplorer4'. I forget how long ago I reported this. I don't care that I see this in Thunderbird, no other email list I am subscribed to has this problem, not in over 10 years.

There are many pages full of spammed links, such as 'http://www.kraftwurx.com/3d-model-printing/3d-printing-news/2952-please-try-to-contain-yourselves-nyu-professors-develop-a-real-live-tractor-beam' Look at the bottom, hilighted in red: 'affordable Ohio car insurance'. Not to mention the more dubious ones in previous news links (not reported, had assumed someone would have taken care of that).

Regardless of the constant reminders of how unprofessional and broken the site looks and works, it has remained the same.

I am not commenting on the prints, which seem to have good reports, but you would have more people printing if the site wasn't as unprofessional and broken, to the point it gives a very questionable impression.

All these points raised, and from others, show our concern that no improvements have been made.

There doesn't seem to be any focus or effort from Kraftwurx. If you keep on asking and not doing, you will only increase frustration, and you have been advised of the required improvements and fixes a long time ago.

Cheers,

Luis.

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## Re:What would you like from Kraftwurx.com?

Posted by anachreon - 2012/10/25 03:50

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Hiya,

Just saw the new feature in the Announcements page: 'New Features Exclusive to Kraftwurx'.

Guaranteed, if you poll the current site members on how they would have liked the 'Unbranded' store option, this would NOT be the way to do it.

This is locking it in to Facebook, how's that for branding...

No wonder that topic is locked for Comments.

Cheers,

Luis.

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## Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/10/26 11:05

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hcampbell wrote:

"I'd like to see Kraftwurxs clean up and refine what it's currently got. You've got an amazing range of materials, and from the feedback on the forum, service is prompt and professional. But the website is really letting you down right now. I'd like to see it greatly simplified - decide whether you're targeting shoppers or designers with the front page, and shift everything else into links from the front. Right now, the site's structure is too flat in my opinion - it needs a steeper hierarchy so there is not such an overwhelming amount of info on each page. I find this is worst on the front page, the "My Account" control panel, and the "Seller CP". Not every page has to have a link to every other page!"

-Thank you for the input. Your suggestions and comments are taking into serious considerations. In fact we are currently working on major revisions to the site and functionality. As we are working to make Kraftwurx as easy and comfortable for you to use as possible. We are working hard to get Kraftwurx.com through the beta phase.

"Postage costs outside the US have been brought up before, I'm sure you're working on that."

-Yes, we do plan to activate US Postal Service asap.

"The other major point of refinement: the materials list. Why do you not have a comparison table showing the major properties of each material - min wall thickness, min detail, modulus of elasticity, yield strength, price etc.? This way a designer could scroll down the table and pick out a suitable material with ease. Currently they have to click through many pages, download pdfs etc, to explore a handful of materials. Your huge range of materials is a major advantage over your competitors, you need to show that off, and make it easy for designers to find the right material for them."

-We are planning to revise the Materials list as part of the overall site revisions.

"Also, pricing on this page:

<http://www.kraftwurx.com/3d-printing-support/3d-printing-materials-finishes/category/materials-2>

Is not consistent with the actual pricing in the model manager! Imagine my surprise when I found that EOS Maraging Steel is not \$61.94/cm<sup>3</sup>, but \$27.77/cm<sup>3</sup>! Less than half the price! I actually stopped working on a design because I thought I couldn't make it economical after seeing the incorrect costs on this page."

-Please understand that sellers can purchase 3d prints directly from their Model Manager without any storefront mark-up. Along with sellers having the option to mark-up items they publish for sale, a percentage is added to all products published into the online storefront.

I will keep you updated on these progressions and site changes. Let me know if you have any other questions Luis,

-Marco  
Community Manager

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### Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/10/26 11:06

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We will look into this and resolve it immediately Luis

-Marco  
Community Manager

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### Re:What would you like from Kraftwurx.com?

Posted by admin - 2012/10/26 15:38

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Well, we did say Beta...

To address these concerns, we are getting ready to launch a brand new site. Completely re-done. It is a work of art and lots of these problems will also disappear.

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### Re:What would you like from Kraftwurx.com?

Posted by admin - 2012/10/26 15:41

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The Facebook Stores accounts were published in the read-only announcements forum. There was no intention to close it. That forum has been closed since we launched.

The Facebook stores is but one tool we are making available. As with anything...even the president of the United States...one size does NOT fit all. What would be more helpful is to know what you would like

to see. Perhaps that is a forum we should create? Focus on how we can provide tools that you will use?

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### Re:What would you like from Kraftwurx.com?

Posted by MoFo - 2012/11/22 21:43

I'd like to be able to successfully complete an order.

I'd love it if checkout system would stop tossing addresses as invalid.

And I'd be thrilled if, when I tried to use the customer checkout, I could get past the 'Bill To Information' page, instead of just having the page refresh every time I try to submit my billing information.

Uploading models and playing with the materials selector is fun and all, but what I'd \*really\* like to do is pay you to print my models. :dry:

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### Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/11/28 11:30

We are grappling with USP world shipping services, we apologize for the inconvenience and frustration this causes. We are working to resolve these shipping issues for all regions ASAP.

Mofo, you may email me your order directly. (marco@kraftwurx.com) For the time being, We will manually complete your order and ship it to you.

-Marco CM

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### Re:What would you like from Kraftwurx.com?

Posted by MoFo - 2012/11/28 12:25

Update:

As of mid-day yesterday, I can now ship to a US address through the user CP checkout. Hooray! But it still isn't recognizing international addresses (boo!)

And I still can't check out, with any address, through the storefront. It just keeps re-loading the bill-to page, whenever I hit submit.

...but at least you're letting me give you my money now. ;)

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## Re:What would you like from Kraftwurx.com?

Posted by Universe Becoming - 2012/12/01 10:33

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Hi Marco,

Looking good so far, but you guys can do better very easily.

First, improve your image. When I first stumbled upon Kraftwurx I did a search to find out how legitimate Kraftwurx might be. What I saw didn't impress me at all and I was reluctant to order cuz of this. But when I saw that Kraftwurx was in the stages of beta development, I then decided to take a chance. How to fix this. Upload some good videos of your facility and add some professionalism in this way. I now know that not all processes are done in house, so this needs to be made clear so that when someone sees the list of materials they don't think that all of those processes are done on site. When I first saw this list of materials being offered, along with the videos and images I found online of your facilities, I thought that perhaps this was just wishful thinking on the part of Kraftwurx and so that didn't make you look good. :)

Also, some of the processes that are being offered are not currently competitive with other 3D printing services. I'm sure you guys are aware of this, but you should tell people why this is for each material. Sterling silver for example, you guys are the only ones offering 0.1 mm resolution whereas everyone else is offering 0.3 mm resolution. Ergo, that's I payed nearly twice the price as what everyone else is offering. And along this line too, the description for each material needs to be improved.

You need to provide more communication as to what's happening with an order. If you look in my account inbox you can see an issue about this being discussed, which I'm sure will be resolved by this upcoming Monday. One of your competitors is very good at this and you guys should look into how they are doing it, they even provide an RSS feed to customers with real time updates about orders. PM me, if you're not sure what competitor I'm referring to.

What's good about Kraftwurx? The business model is BRILLIANT! You will definitely make a fortune with this!

The uploading, setting up an account, setting up a store and the general operation of the site is working and looking very good in my opinion.

Keep up the great work! :cheer:

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## Re:What would you like from Kraftwurx.com?

Posted by Marco CM - 2012/12/05 18:34

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Hello, these are all very good suggestions. We will take into consideration each one. Please see the response to your message regarding order order.

Please feel free to provide more constructive criticisms.

-Marco V  
Community Manager

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