

Hugh Lyman

To: Shaan Dholakia
Subject: RE: Missing Wire for Extruder
Attachments: BOTMILL EMAIL JULY 27.txt
Importance: Low

Shaan,

I cannot understand what is the matter with you people.

Can 't you read or is your short term memory faulty. TWO ASSEMBLED EXTRUDERS WITH MOTOR AS ORDERD!!!!

I ordered in good faith from your company and prepaid through PayPal back June 22, 2011 the following:

One each Axis 2.1 3D printer through your website Botmill.com as per the following advertisement:

" BotMill is now able to offer you a kit that is the closest thing to an ikea-like DIY 3D Printer! This kit comes with:

-A BotMill Axis with all assemblies pre-built for an easy to understand assembly process. (Not so, in red print I respond to each promise)

NEW Extruder for 1.75mm filament with 0.35 nozzle! (On June 22nd when I ordered, two extruders were included)

-Aluminum heated bed fully built and tested with roll of kapton tape (Got this)

-Pre-assembled Generation 6 electronics or RAMPS (the latest electronics), All electronics come fully assembled/complete and ready to plug in.

-All cables tied and individually bagged assemblies. (Nothing tied I have to assemble and solder all cables.)

-You choice of 5LB PLA (any color you'd like) (Received Aug 19 NOT THE COLOR I ORDERD.)

-10 hours of technical support over phone, unlimited support via livechat (No phone support yet, won't even give me as requested a phone number)

-BotMill USB Drive loaded with over 50 3D files for your printing pleasure as well as all instructions, videos, and software. (None received)

-All the tools necessary, wrenches, keys, files, and tweezers (Received one set of keys and a cheap screw driver, no wrenches, files or tweezers)

The BotMill Axis Plus is the most advanced printer for it's price on the market. We have included all the reprop advancements in our kit as well. Show off to all your friends with your new 3D printer kit.

Our new Extruder:

This extruder is not yet available on any other printer we offer. The extruder is one of the most reliable ones around and you will get thousands of printing hours out of it. You can even reload the plastic filament while the printer is in motion! (Extruders not yet received, last shipment received Aug 19th have a bunch of parts, but no assembled extruders and no step motors)

The quality of print:

All parts assembled have been done to perfection. Unlike building the entire kit from scratch, with this almost "fully" assembled kit, you can rest easy knowing that we have included the latest in software settings and calibration. We will make sure you are making 3D prints just like the ones we make.

Easy to use:

Once assembled, simply plug in the power cord and USB, open the program from the USB drive, load a file, warm up your printer and PRINT!

Extra Details:

Interface: Connect and Print through USB

Size: 20" (W) x 16" (D) x 14" (H)

Build Area: 8" x 8" x 5.5"

Weight: 15.5LB's

Generation 6 Electronics

Upgraded universal (volt changing) power supply - comes spliced for easy installation on electronics.

(Received, not spliced and not 110v plug in cord)

Capable of printing with ABS and PLA

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Aug 19, 2011, at 7:11 PM, Hugh Lyman wrote:

Gil,

As I thought I would assemble the Extruder, I now find I do not have the 4 wire lead with the white end connector and the motor.

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Saturday, September 17, 2011 9:17 AM
To: 'Gil Mayron'
Cc: 'A.Bowyer@bath.ac.uk'
Subject: RE: Hugh Lyman

Gil,

I have returned from Alaska and I find no promised parts.

As requested by Adrian Bowyer I am copying this to him.

Hugh

From: Gil Mayron [<mailto:gil@botmill.com>]
Sent: Monday, August 29, 2011 11:34 AM
To: 'Hugh Lyman'
Subject: RE: Hugh Lyman

Hugh,

Thank you for your email.
I will make sure all gets resolved.
We are working on this matter as I type this email.

I will personally see this through – as well as make sure other customers never run in to this problem.

Kind regards,

Gil.

From: Hugh Lyman [<mailto:hlyman@comcast.net>]
Sent: Monday, August 29, 2011 1:55 PM
To: 'Gil Mayron'
Subject: RE: Hugh Lyman

Gil,
Thanks for your reply.
I will be happy to abide by your wishes when you abide by mine.
I am leaving for Alaska the end of this week and will not return till Sept 17th.
If the parts I listed are not received by the time I return it will be my displeasure to prepare a complete log of all emails between us, in a PDF format for distribution to the 3D forums and your competitors. I tried for a refund through PayPal but they refused as you run me passed the 45 day limit.
True you have communicated with me, but you never have yet sent me the right parts.
If you send me a return prepaid label I will return to you all the unassembled parts I now have after I receive the correct parts.
It would be nice to resolve this issue and I look forward again to you ability to deliver.

Respectfully,

Hugh Lyman

From: Gil Mayron [gil@botmill.com]
Sent: Monday, August 29, 2011 6:00 AM
To: 'Hugh Lyman'; A.Bowyer@bath.ac.uk
Subject: RE: 3D printer parts needed
Attachments: image001.jpg

Hugh,

From my understanding, Shaan has been communicating with you in regards to your kit issues.

We have always sent out everything you requested.

If you are missing anything, please email me directly (while copying Shaan) as to what you need and I will make sure to send out ASAP.

We have worked closely with you to resolve all.

Gil.

From: Hugh Lyman [mailto:hlyman@comcast.net]
Sent: Saturday, August 27, 2011 9:48 AM
To: A.Bowyer@bath.ac.uk
Cc: gil@botmill.com
Subject: 3D printer parts needed
Importance: Low

Adrian,

Back on June22nd of this year I purchased an Axis 2.1 Plus 3D printer from BotMill here in the USA. I still have not received all the parts.

This Kit was to have all parts assembled but the frame as you can see on their Website. (BotMill.com)

As they have failed to deliver I need to purchase a few parts to finish assembling my machine.

Where can I purchase a fully assembled extruder for BotMill Mendel printer and a nema 17 motor?

FYI: Attached is a copy of my last email sent to them which is self explanatory.

I think BotMill is broke and going out of business as they cannot deliver the parts.

Your reply will be greatly appreciated.

Thank you,

Hugh Lyman



360-825-5036

253-569-9596

hlyman@comcast.net

www.paddingpressmagic.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Monday, August 29, 2011 6:15 AM
To: hlyman@comcast.net
Subject: Missing Items from you're order

Hugh,

We understand you've been most patient with us as we've worked to try to complete you're order. We want to find a solution to this conflict ASAP, please let me know what we can do for you, as I understand we still need to send you the following:

- BotMill USB
- USA Power cord
- heated bed w/purge plate cut-out on proper side
- fully assembled extruder (1.75)

If there's anything left out please advise. We want to make this better and never have we done our customers wrong. Please contact me at you're earliest convenience and we will have a parcel en route to you asap.

Thanks

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

Hugh Lyman

From: Adrian Bowyer [A.Bowyer@bath.ac.uk]
Sent: Monday, August 29, 2011 6:55 AM
To: 'Hugh Lyman'
Subject: Re: 3D printer parts needed

Hugh,

If you have the time, could you please e-mail me in a week/10 days and let me know whether or not BotMill have finally supplied you with what they should have?

Best wishes

Adrian

Dr Adrian Bowyer
http://en.wikipedia.org/wiki/Adrian_Bowyer
<http://reprap.org>

On 29/08/11 13:59, Gil Mayron wrote:

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>
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> *Sent:* Saturday, August 27, 2011 9:48 AM
> *To:* A.Bowyer@bath.ac.uk
> *Cc:* gil@botmill.com
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> Your reply will be greatly apprcieated.
>
> Thank you,
>
> *Hugh Lyman*
>
> *Email Picture*
>
> 360-825-5036
>
> 253-569-9596
>
> hlyman@comcast.net <<mailto:hlyman@comcast.net>>
>
> www.paddingpressmagic.com <<http://www.paddingpressmagic.com>>
>
> www.zapper101.com <<http://www.zapper101.com>>
>

Hugh Lyman

From: Gil Mayron [<mailto:gil@botmill.com>]

Sent: Monday, August 29, 2011 9:11 AM

To: 'Hugh Lyman'

Cc: 'Shaan Dholakia'

Subject: Hugh Lyman

Hugh,

We will be sending all out to you as soon as we can. We are waiting on another shipment of thermistors to hit our doors any day now.

Furthermore – please note that I will not communicate with you if you will be posting and sharing emails and information between our company and yourself.

I would like to resolve all asap so we can move forward. I have always communicated with you and so has Shaan.

If you would like a refund, please send all back to us before we process check. Otherwise, please allow us a couple of days to get everything together to send to you.

Gil.

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Thursday, August 11, 2011 1:42 PM
To: Hugh Lyman
Subject: Your Order

Hugh,

Thank you greatly for you're patience.

Please use the reference below to track the parcel which is being sent via UPS. It contains everything you were missing from the original parcel. Please note we that with regards to the hardware we've added more than you requested just in case. Here's what's in there:

- fully assembled heated bed
- thermistor
- power supply
- wade's extruder hardware
- optoflags
- circuit board brackets (belt clamps for X-Axis included also, I believe you had said you were missing those as well--I could be wrong)
- M4x40 cap screws
- M4 nylock nuts
- M3x20 cap screw
- M3x25 cap screw (we do not carry M3x30 so we provided the 20 & 25)
- M3 nylock
- M3 nut
- additional motor wire
- 5LB 1.75 PLA on spool (we did not have natural, but had white so we included it as well)

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

>
>
>
> ----- Original Message -----
> From:
> <iShip_Services@iship.com>
>
> To:
> <FRED@BOTMILL.COM>
> Cc:
>

Hugh Lyman

Sent: Wednesday, August 24, 2011 12:09 PM
To: hlyman@comcast.net
Subject: Resolution of Your Claim - Case # PP-001-430-055-372

Hello Hugh Lyman,

PayPal has concluded the appeal of the following buyer complaint.

Here are your claim details:

Transaction Details:

Seller's Name: Rami Mayron
Seller's Email: contentmediainc@hotmail.com Transaction Date: 06/23/2011 Transaction Amount:
1199.95 Transaction ID: 5KA06733X1823225A Case Number: PP-001-430-055-372

To qualify for the PayPal Purchase Protection, claims must be filed within 45 days from the date of the transaction. In this case, the claim was submitted after the 45 day deadline. Therefore, we are unable to offer a resolution toward this matter at this time. We regret any confusion in this matter and would encourage you to contact the seller for resolution.

The case has also been noted for future reference.

Again, we value your business and regret that you have had this experience. To avoid similar experiences in the future, visit the PayPal Security Center by clicking the "Security Center" link in the upper right-hand corner of any PayPal webpage.

If you have any further questions, please feel free to contact us again.

Sincerely,
PayPal

> Sent:
> Thu, 11 Aug 2011 10:50:27 -0700
> Subject:
> Shipment Notification from The UPS Store #4441
>
> A carrier shipping label has been generated for the shipment to HUGH
> LYMAN and is at The UPS Store #4441 awaiting carrier pickup.
>
> It will be picked up from The UPS Store #4441 by UPS on Thursday,
> August 11, 2011.
>
> =====
> SHIPMENT INFORMATION
> =====
> SENDER
> BOT MILL
> --
> (Sender's street address omitted intentionally from this email) US, FL
>
> RECIPIENT
> HUGH LYMAN
> --
> (Recipient's street address omitted intentionally from this email)
> ENUMCLAW, WA 98022-9722 US
>
> SHIPPED THROUGH
> The UPS Store #4441
> (954) 473-1188
>
> MESSAGE FROM SENDER
> --
>
> CARRIER & SERVICE
> UPS Ground
>
> TRACKING & REFERENCE
> Carrier Trk: 1Z31X0R20345422267
> Shipment ID: MM6WVK6GS72SU
> Order/Item #: FR
> Reference #: 14 15 15
>
> SHIP DATE
> Thursday, August 11, 2011
>
> EXPECTED DELIVERY DATE
> Friday, August 19, 2011 End of Day
>
> =====
> TRACKING INFORMATION
> =====
> To get complete tracking information, click the following link:
>
> <http://iship.com/track/trk.asp?t=MM6WVK6GS72SU>
>
>
> NOTE: Tracking information may not be available until several hours
> after the carrier picks up the packages. Carriers normally pick up in

> the late afternoon.
>
> =====
> QUESTIONS OR CONCERNS ABOUT THIS SHIPMENT?
> =====
> If you have questions regarding this shipment, contact the facility
> listed in the SHIPPED THROUGH section above.
>
> =====
> DO NOT REPLY DIRECTLY TO THIS E-MAIL
> =====
> Questions or Comments: <mailto:customerrelations@mbe.com> Technical
> Support: <mailto:customerrelations@mbecom>
>
>
> *****
> On-Line manifesting and tracking technologies powered by iShip(r).
> Shipping Insight.(r)
>
>
> Thursday, August 11, 2011 10:50 AM Pacific Daylight Time

Hugh Lyman

From: Gil Mayron [gil@botmill.com]
Sent: Thursday, August 11, 2011 10:16 AM
To: Hugh Lyman
Cc: 'Shaan Dholakia'
Subject: RE: Shipment

Good Afternoon Hugh,

My apologies - I have been travelling non-stop.
Please note that Shaan will be giving you a tracking number in a couple of hours. We have sent out your parcel today.

All the best,

Gil.

Gil Mayron
BotMill 3D Printers
gil@botmill.com
www.BotMill.com

Follow us on twitter @BotMill

On Thu, 11 Aug 2011 06:53:55 -0700, Hugh Lyman wrote:

> Thank You
>
> Thank You
>
> Thank you
>
> Hugh
>
> FROM: Shaan Dholakia [<mailto:shaan@botmill.com>]
> SENT: Thursday, August 11, 2011 6:25 AM
> TO: Hugh Lyman
> SUBJECT: Re: Shipment
>
> Hugh,
>
> I will update you with tracking later this afternoon. You will not be
> disappointed.
>
> Best Regards,
>
> Shaan Dholakia
>
> BotMill 3D Printers
>
> <http://www.BotMill.com> [1]
>
> shaan@botmill.com [2]
>
> Follow us on Twitter @BotMill

>
> On Aug 10, 2011, at 7:38 PM, Hugh Lyman wrote:
>
> Shaan,
>
> No speaking needed, just ship as I have instructed.
>
> Here's the deal, you give me the server I now need and I will stay of
> the blogs, if not I am mad.
>
> Sorry, but you have put me back three weeks in my commitments.
>
> Hugh
>
> FROM: Shaan Dholakia [<mailto:shaan@botmill.com>] [3]
> SENT: Wednesday, August 10, 2011 3:09 PM
> TO: Hugh Lyman
> SUBJECT: Re: Shipment
>
> Hugh,
>
> I will speak to Gil about this and see what we can do about express
> shipment. He is currently out of town however will be returning
> tomorrow, upon which I will address this matter immediately. The
> parcel will be going out tomorrow regardless.
>
> Best Regards,
>
> Shaan Dholakia
>
> BotMill 3D Printers
>
> <http://www.BotMill.com> [4]
>
> shaan@botmill.com [5]
>
> Follow us on Twitter @BotMill
>
> On Aug 10, 2011, at 11:44 AM, Hugh Lyman wrote:
>
> Shaan,
>
> Thanks for the update.
>
> However, I was promised by Gil last Saturday that it would be sent no
> later than last Monday.
>
> Again I am disappointed in the promises I have had.
>
> Now, I expect it to be shipped no less than 2nd day delivery, wherein
> I should get this Friday.
>
> USPS Priority Mail is OK.
>
> I want you to confirm this shipping arrangement by return reply.
>
> Thanks,

>
> Hugh
>
> FROM: Shaan Dholakia [<mailto:shaan@botmill.com> [6]]
> SENT: Wednesday, August 10, 2011 5:28 AM
> TO: Hugh Lyman
> SUBJECT: Re: Shipment
>
> Hi Hugh,
>
> We have not shipped yet however Gil (who is currently out of town and
> is returning tomorrow) has given the production team strict
> instructions to make sure it goes out tomorrow with our batch of
> accessory orders to be sent out. I am to personally ensure you're
> parcel is included with this outgoing batch of orders and I will see
> that it is sent out accordingly. Please await tracking for the parcel
> and thank you very much for you're patience throughout this process.
>
> Best Regards,
>
> Shaan Dholakia
>
> BotMill 3D Printers
>
> <http://www.BotMill.com> [7]
>
> shaan@botmill.com [8]
>
> Follow us on Twitter @BotMill
>
> On Aug 9, 2011, at 4:58 PM, Hugh Lyman wrote:
>
> Did it ship???

>
> FROM: Shaan Dholakia [<mailto:shaan@botmill.com> [9]]
> SENT: Tuesday, August 09, 2011 5:37 AM
> TO: Hugh Lyman
> SUBJECT: Re: Shipment
>
> Hugh,
>
> Good News.
>
> We expect the heated beds to arrive at our facility today. Hopefully
> they arrive early enough so we can get you're parcel out before the
> cutoff this afternoon. We will do our best to ensure this.
>
> Thanks again.
>
> Best Regards,
>
> Shaan Dholakia
>
> BotMill 3D Printers
>
> <http://www.BotMill.com> [10]
>

> shaan@botmill.com [11]
>
> Follow us on Twitter @BotMill
>
> On Aug 8, 2011, at 6:06 PM, Hugh Lyman wrote:
>
> Gil,
>
> Where is my shipment.
>
> No Tracking number received.
>
> Hugh
>
> Shaan Dholakia
>
> shaan@botmill.com [12]
>
> Shaan Dholakia
>
> shaan@botmill.com [13]
>
> Shaan Dholakia
>
> shaan@botmill.com [14]
>
> Shaan Dholakia
>
> shaan@botmill.com [15]
>
>
>
> Links:
> -----
> [1] <http://www.BotMill.com>
> [2] <mailto:shaan@botmill.com>
> [3] <mailto:shaan@botmill.com>
> [4] <http://www.BotMill.com/>
> [5] <mailto:shaan@botmill.com>
> [6] <mailto:shaan@botmill.com>
> [7] <http://www.BotMill.com/>
> [8] <mailto:shaan@botmill.com>
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> [14] <mailto:shaan@botmill.com>
> [15] <mailto:shaan@botmill.com>

Hugh Lyman

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shaan@botmill.com

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We have not shipped yet however Gil (who is currently out of town and is returning tomorrow) has given the production team strict instructions to make sure it goes out tomorrow with our batch of accessory orders to be sent out. I am to personally ensure your parcel is included with this outgoing batch of orders and I will see that it is sent out accordingly. Please await tracking for the parcel and thank you very much for your patience throughout this process.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 9, 2011, at 4:58 PM, Hugh Lyman wrote:

Did it ship???

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Tuesday, August 09, 2011 5:37 AM

To: Hugh Lyman
Subject: Re: Shipment

Hugh,

Good News.

We expect the heated beds to arrive at our facility today. Hopefully they arrive early enough so we can get your parcel out before the cutoff this afternoon. We will do our best to ensure this.

Thanks again.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 8, 2011, at 6:06 PM, Hugh Lyman wrote:

Gil,

Where is my shipment.
No Tracking number received.

Hugh

Shaan Dholakia
shaan@botmill.com

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Wednesday, August 10, 2011 5:28 AM
To: Hugh Lyman
Subject: Re: Shipment

Hi Hugh,

We have not shipped yet however Gil (who is currently out of town and is returning tomorrow) has given the production team strict instructions to make sure it goes out tomorrow with our batch of accessory orders to be sent out. I am to personally ensure your parcel is included with this outgoing batch of orders and I will see that it is sent out accordingly. Please await tracking for the parcel and thank you very much for your patience throughout this process.

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Shaan Dholakia
shaan@botmill.com

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Tuesday, August 09, 2011 1:59 PM
To: 'Shaan Dholakia'
Subject: RE: Shipment

Did it ship???

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Tuesday, August 09, 2011 5:37 AM
To: Hugh Lyman
Subject: Re: Shipment

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Good News.

We expect the heated beds to arrive at our facility today. Hopefully they arrive early enough so we can get your parcel out before the cutoff this afternoon. We will do our best to ensure this.

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No Tracking number received.

Hugh

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, August 08, 2011 3:07 PM
To: 'gil@botmill.com'
Cc: 'Shaan Dholakia'
Subject: Shipment

Gil,

Where is my shipment.
No Tracking number received.

Hugh

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Saturday, August 06, 2011 9:09 AM
To: 'gil@botmill.com'
Subject: RE: BotMill Order - Hugh Lyman

Gil,

Thanks your efforts will be appreciated

Hugh Lyman

-----Original Message-----

From: Gil Mayron [<mailto:gil@botmill.com>]
Sent: Saturday, August 06, 2011 8:25 AM
To: Hugh Lyman
Subject: Re: BotMill Order - Hugh Lyman

Hi Hugh,

Sorry for the quick reply. I will respond to the rest of your email later on.
I can ship out all either today, however, most likely Monday as I may not make the cut off time today.

Sent from Gil Mayron's blackberry

-----Original Message-----

From: "Hugh Lyman" <hlyman@comcast.net>
Date: Sat, 6 Aug 2011 08:20:26
To: 'Gil Mayron' <gil@botmill.com>
Subject: RE: BotMill Order - Hugh Lyman

Gil,

Thanks for your reply and getting involved.

I am missing the following parts:

1. 1.75mm Wade's Extruder (assembled with thermistor) with mounting hardware
2. 3.00mm Wade's Extruder (assembled with thermistor) with mounting hardware
3. Heated Bed with mounting hardware (4 ea M4x50mm Cap Screws & Nuts)
4. Power Supply
5. Optoflags
6. Mounting hardware for Plexiglas panel. (I have two brackets)
7. 16 each M4x40mm Cap Screws with nuts (I have plenty of washers)
8. 6 each M3x20mm Cap Screws with nuts (I have washers)
9. Wire & fittings to extend leads from extruders to electronic panel if needed.
10. 5 lbs of 1.75mm Black Filament.
11. 5 lbs of 1.75mm Natural Filament (I'll send eCheck when delivered)

I need a picture or diagram or instructions of where the extruder's wiring connects to the electronic panel.

Right now I have the X axis drive belt attached using sheet metal screws.

I have a few parts of an unassembled extruder. Photo attached.
The USB cable sent is only long enough to reach the table top, but won't reach the laptop.

Attached is a photo of my printer at this date. Six weeks since order was placed. Also attached is a PDF file picture of the electronic controller. Please comment with arrows where the extruder wiring connects.

I have two inventions to get made that are scheduled for demonstration in Alaska the first week of Sept. So I am in a sweat.

I have been asking Shaan for 2nd day delievery as UPS took 10 days on first shipment. Please confirm shipping date.

Sincerely,
Hugh Lyman

-----Original Message-----

From: Gil Mayron [<mailto:gil@botmill.com>]
Sent: Friday, August 05, 2011 7:18 PM
To: Hugh Lyman
Cc: 'Shaan Dholakia'
Subject: BotMill Order - Hugh Lyman

Good Evening Hugh,

I hope all is well.
I will be in the warehouse tomorrow and will make sure all necessary parts go out to you.
Please prepare for me an email with a list of the parts/items you need.
Furthermore, in regards to instructions, please send any questions my way (copying shaan) and I will also make sure you can have a phone or skype conversation with one of our technicians next week to help you complete your build.

We certainly want to do well by our clients.

Please let me know if I can help answer any further questions.

All the best,

Gil.

Gil Mayron
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Gil Mayron
BotMill 3D Printers
gil@botmill.com
www.BotMill.com

Follow us on twitter @BotMill

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Saturday, August 06, 2011 8:23 AM
To: 'Gil Mayron'
Cc: 'Shaan Dholakia'
Subject: FW: BotMill Order - Hugh Lyman
Attachments: DSC00447.JPG; DSC00441.JPG; Electronic Controller Photo.pdf

I failed to copy Shaan.

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To: 'Gil Mayron'
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Subject: BotMill Order - Hugh Lyman

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All the best,

Gil.

Gil Mayron
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gil@botmill.com
www.BotMill.com

Follow us on twitter @BotMill

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Friday, August 05, 2011 6:19 PM
To: 'Shaan Dholakia'
Cc: 'gil@botmill.com'
Subject: Times Up

Shaan,

I sorry but I am forced to file my complained with PayPal.

I want to get from BotMill a refund for enough to purchase the remaining parts to complete this 3D printer from some other supplier.

Most of my requests have been ignored.

I will wait till Monday Aug 8th.

Further I am going on the blogs and explain the terrible experience I have had with your company.

I have never in my 82 years have had such a bad experience.

Best Regards,

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Friday, August 05, 2011 7:49 AM
To: 'Shaan Dholakia'
Subject: RE: Heated Bed Mounting Screws

Thanks Shaan,

You mentioned that the heated bed would be in this week.
When are you going to ship.
Please ship all you got today 2nd day delivery. I've ask for this now for a week.
If your broke I'll pay!!!!
Please!!!!

Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Friday, August 05, 2011 6:10 AM
To: Hugh Lyman
Subject: Re: Heated Bed Mounting Screws

Hugh,

Please pardon the delayed response as I was again out of the office yesterday.

No problem. We will add this to the list. Just to clarify the screws we usually use to mount the bed are M4x40, however, just to have options we will add both.

The m4x50 would actually make it a little easier, actually.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com

On Aug 4, 2011, at 7:23 PM, Hugh Lyman wrote:

Shaan,

You need to add to the hardware list the following:

4 each 4x50mm Cap screws for mounting the Heated Bed Assembly.

Please confirm.

Thanks,

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Friday, August 05, 2011 6:10 AM
To: Hugh Lyman
Subject: Re: Heated Bed Mounting Screws

Hugh,

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No problem. We will add this to the list. Just to clarify the screws we usually use to mount the bed are M4x40, however, just to have options we will add both.

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Thanks,

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Thursday, August 04, 2011 4:23 PM
To: 'Shaan Dholakia'
Subject: Heated Bed Mounting Screws

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4 each 4x50mm Cap screws for mounting the Heated Bed Assembly.

Please confirm.

Thanks,

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, August 03, 2011 4:14 PM
To: 'Shaan Dholakia'
Subject: RE: Missed sending the picture

Shaan,

I have studied the Extruder Hot End V5 before and have the following questions and needs:

1. I don't have any Qualtex adhesive, I have got a tube of Super Glue. Is this what I use?
2. I don't have the brown, black, yellow and blue wire.
3. I do have a black and white wire with a two prong connector at one end.
4. However, I thought the extruders were to come assembled!!!
5. Also send me the needed wire.
6. What color wires go to 1A, 1B, 2A, 2B?
7. Where on the motherboard does everything connect?

FYI:
I almost bought a RapMan 3D printer and the reason I went with yours is that it had a two week delivery and the parts were all assembled except the frame.

You have always answered my emails, except sometimes do not answer all my requests. Such will you ship 2nd day delivery and is it going to get shipped this week? What is the amber plastic sheet, Availability of natural PLA 1.75mm, and the price, etc?

And last, when will it ship???

As Ever,

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Wednesday, August 03, 2011 2:45 PM
To: Hugh Lyman
Subject: Re: Missed sending the picture

Hi Hugh,

It appears you have an extra resistor. No problem - You want to use the green one.

Here are instructions for the hot end:

<http://botmill.com/index.php/extruder-hot-end-v5>

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Aug 3, 2011, at 5:41 PM, Hugh Lyman wrote:

Shaan,

My wife interrupted me and I failed to attach the Extruder Picture of what I got, here it is:

Note there is no hardware such as bearing etc.

What is the small black diode for and where does it go? Assemble instructions would be nice.

<image003.jpg>

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, August 03, 2011 2:53 PM
To: 'Shaan Dholakia'
Subject: RE: Shipping Parts

Follow Up Flag: Follow up
Flag Status: Flagged

Thanks, Shaan,

Any idea when they can ship?

Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Wednesday, August 03, 2011 2:42 PM
To: Hugh Lyman
Subject: Re: Shipping Parts

Hi Hugh,

No problem. The items have been added to our list and we will make sure it's all there.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 3, 2011, at 5:31 PM, Hugh Lyman wrote:

Shaan,

Looks good except you need to add to the list the following items:

1. 12 each M4x40mm Cap Screws with lock nuts.
2. 6 each M3x30mm Cap Screws with nuts.
3. 5 lbs of 1.75mm filament.
4. 15 inches of 4 wire ribbon to hook up the extruder motor with.

Attached is a picture of the extruder parts I have. So include all parts necessary to complete the two extruders (1.75mm & 3.00mm).

The Kapton tape I have is only ¼" wide and the piece in the video looks like it is 8"x8" piece of plastic and appears to be just resting on the bed. It is shown in the third video down from the top of the video's. It appears to me to be a plastic sheet of some kind that the parts are printed on. What is it and can you furnish me with one?

Further I wish to buy a 5 lb coil of 1.75mm filament in the natural color. Tell if you have it and how much it will cost me and can you ship with the other items. If so I will send money.

Last, can you honor my shipping request to get it to me in 2 days?

Awaiting you reply,

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]

Sent: Wednesday, August 03, 2011 1:39 PM

To: Hugh Lyman

Subject: Re: Shipping Parts

Hi Hugh,

The following are the components we will include in your final package:

- heated bed
- thermistor
- power supply
- wade's extruder hardware
- optoflags
- circuit board brackets w necessary hardware

I apologize for any confusion but if I am leaving something out please let me know and we'll make sure it's included. I'm referring to items aside from the original 5 listed. I've made a note about the circuit board brackets, however if I've forgotten something please advise.

Finally, the amber colored sheet is kapton tape, which should already be in your possession. We apply it to the bed, however it's optional. As is the painters tape which should also already be in your possession.

Thank you for your patience and the kind words.

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shaan@botmill.com

Follow us on Twitter @BotMill

On Aug 3, 2011, at 11:22 AM, Hugh Lyman wrote:

Shaan,

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Please note that I had to splice to extend the wires from the three step motors to reach the electronics board and therefore I don't have any ribbon wire left.

Make sure there is enough wire for the extruder motors to reach the panel.

Can you make me a packing list of the parts, items and fasteners you are sending.

I noticed from one of your video's that you use an amber color sheet on top of the bed for the printed parts to print on. What is it and do you supply it with the bed?

Your fast response will be appreciated.

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]

Sent: Wednesday, August 03, 2011 5:44 AM

To: Hugh Lyman

Subject: Re: Shipping Parts

Hugh,

I apologize as I was not in the office the past two days due to an unforeseen family emergency. I should be back in later today at which point I will address your missing items.

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Aug 2, 2011, at 4:45 PM, Hugh Lyman wrote:

Shaan,

Not having had a reply to my last email of yesterday, requesting that you ship what parts are ready, I assume you are not shipping them today.

Please advise.

Hugh

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Wednesday, August 03, 2011 2:45 PM
To: Hugh Lyman
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shaan@botmill.com

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On Aug 2, 2011, at 4:45 PM, Hugh Lyman wrote:

Shaan,

Not having had a reply to my last email of yesterday, requesting that you ship what parts are ready, I assume you are not shipping them today.

Please advise.

Hugh

Shaan Dholakia

shaan@botmill.com

Shaan Dholakia

shaan@botmill.com

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

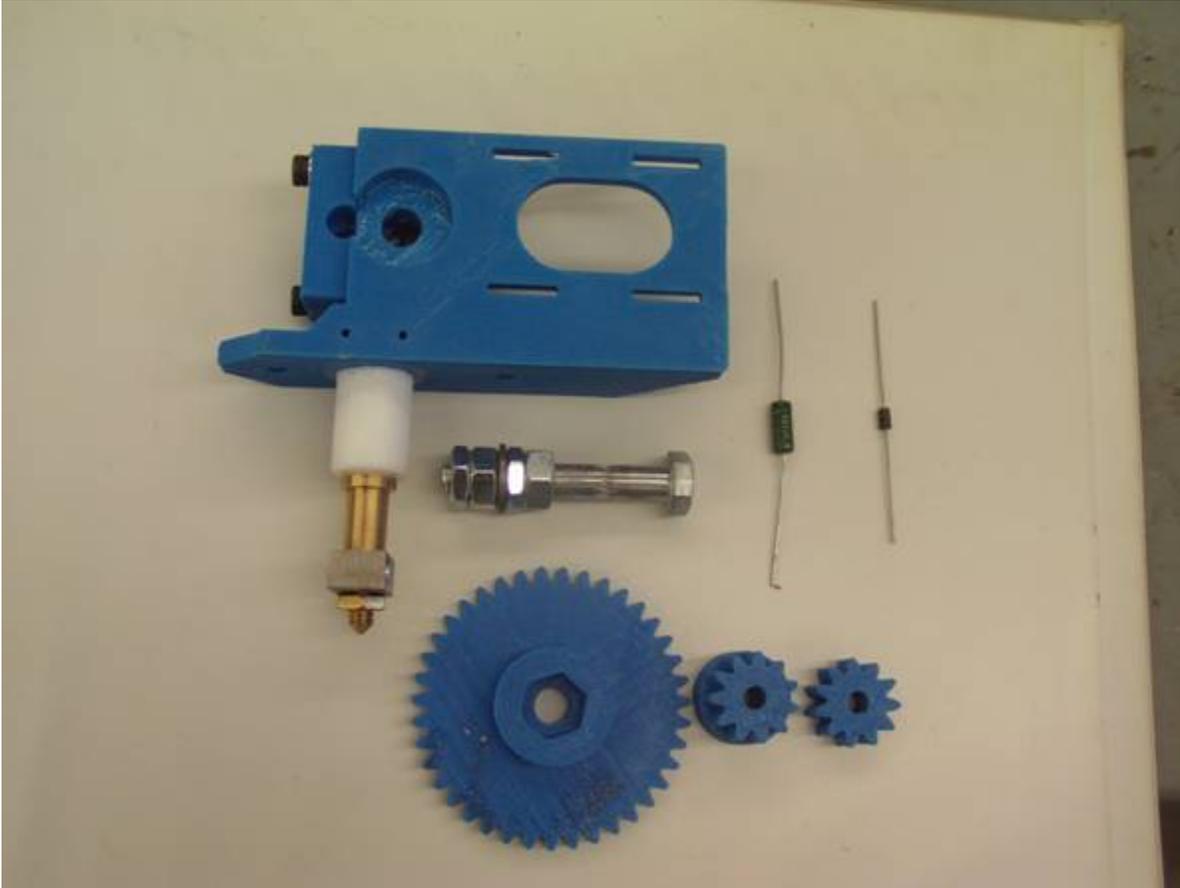
From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, August 03, 2011 2:41 PM
To: 'Shaan Dholakia'
Subject: Missed sending the picture

Shaan,

My wife interrupted me and I failed to attach the Extruder Picture of what I got, here it is:

Note there is no hardware such as bearing etc.

What is the small black diode for and where does it go? Assemble instructions would be nice.



Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, August 03, 2011 2:32 PM
To: 'Shaan Dholakia'
Subject: RE: Shipping Parts

Shaan,

Looks good except you need to add to the list the following items:

1. 12 each M4x40mm Cap Screws with lock nuts.
2. 6 each M3x30mm Cap Screws with nuts.
3. 5 lbs of 1.75mm filament.
4. 15 inches of 4 wire ribbon to hook up the extruder motor with.

Attached is a picture of the extruder parts I have. So include all parts necessary to complete the two extruders (1.75mm & 3.00mm).

The Kapton tape I have is only ¼" wide and the piece in the video looks like it is 8"x8" piece of plastic and appears to be just resting on the bed. It is shown in the third video down from the top of the video's. It appears to me to be a plastic sheet of some kind that the parts are printed on. What is it and can you furnish me with one?

Further I wish to buy a 5 lb coil of 1.75mm filament in the natural color. Tell if you have it and how much it will cost me and can you ship with the other items. If so I will send money.

Last, can you honor my shipping request to get it to me in 2 days?

Awaiting you reply,

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Wednesday, August 03, 2011 1:39 PM
To: Hugh Lyman
Subject: Re: Shipping Parts

Hi Hugh,

The following are the components we will include in your final package:

- heated bed
- thermistor
- power supply
- wade's extruder hardware
- optoflags
- circuit board brackets w necessary hardware

I apologize for any confusion but if I am leaving something out please let me know and we'll make sure it's included. I'm referring to items aside from the original 5 listed. I've made a note about the circuit board brackets, however if I've forgotten something please advise.

Finally, the amber colored sheet is kapton tape, which should already be in your possession. We apply it to the bed, however it's optional. As is the painters tape which should also already be in your possession.

Thank you for your patience and the kind words.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 3, 2011, at 11:22 AM, Hugh Lyman wrote:

Shaan,

Sorry about the emergency, hope all is well.

Please note that I had to splice to extend the wires from the three step motors to reach the electronics board and therefore I don't have any ribbon wire left.

Make sure there is enough wire for the extruder motors to reach the panel.

Can you make me a packing list of the parts, items and fasteners you are sending.

I noticed from one of your video's that you use an amber color sheet on top of the bed for the printed parts to print on. What is it and do you supply it with the bed?

Your fast response will be appreciated.

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Wednesday, August 03, 2011 5:44 AM
To: Hugh Lyman
Subject: Re: Shipping Parts

Hugh,

I apologize as I was not in the office the past two days due to an unforeseen family emergency. I should be back in later today at which point I will address your missing items.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>

shaan@botmill.com

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shaan@botmill.com

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, August 03, 2011 8:22 AM
To: 'Shaan Dholakia'
Subject: RE: Shipping Parts

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Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Tuesday, August 02, 2011 1:46 PM
To: 'Shaan Dholakia'
Subject: Shipping Parts

Shaan,

Not having had a reply to my last email of yesterday, requesting that you ship what parts are ready, I assume you are not shipping them today.

Please advise.

Hugh

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, August 01, 2011 3:39 PM
To: 'Shaan Dholakia'
Subject: RE: Where are my parts

FYI Shaan,
I did not receive your email this morning.
Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Monday, August 01, 2011 1:12 PM
To: Hugh Lyman
Subject: Re: Where are my parts

Hugh,

As per my email to you earlier this morning we were simply waiting for the heated bed as it's the final missing component.

All other items are currently in stock as they have arrived in past days. We have been communicating with you as promptly as possible, please note we are doing the best we can. We are aware of all missing items and will send over a package once the bed's arrive. If you have any alternate suggestions that you would deem appropriate, please notify us and we will try to accommodate the request to our best ability.

Note that we understand you're frustration and are offering our best attention with you're order.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 1, 2011, at 3:35 PM, Hugh Lyman wrote:

Shaan,

I am expecting a tracking number for the shipment of the rest of the needed parts.

I about through with you guys.

Tomorrow I am filling a claim with PayPay.

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, August 01, 2011 1:44 PM
To: 'Shaan Dholakia'
Subject: RE: Where are my parts

Shaan,

If you are waiting for the heated bed and it has shipped how come you can't track it and know when it will arrive. If it is coming from China then it could be another month.

Right now I suggest you ship me all you got so I can finish up using the unheated bed temporarily.

If you ship it USPS Priority Mail, Medium Flat Rate Box, it only cost \$10.50 and I will get it in 2 to 3 days.

Do it now and it may get out tonight.

Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Monday, August 01, 2011 1:12 PM
To: Hugh Lyman
Subject: Re: Where are my parts

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Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, August 01, 2011 12:35 PM
To: 'Shaan Dholakia'
Cc: 'gil@botmill.com'
Subject: Where are my parts

Shaan,

I am expecting a tracking number for the shipment of the rest of the needed parts.

I about through with you guys.

Tomorrow I am filling a claim with PayPay.

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Sunday, July 31, 2011 1:25 PM
To: 'Shaan Dholakia'
Subject: 3D Printer Assembly Update

Shaan,

I have the electronics all hooked up except the extruder as previously reported through email. Finally got the Connect To Printer working. Devise Manager showed the connection as COM4. Repsnapper was only showing COM3. To get it to show COM4 depends on CONNECTING the USB to the Printer before Repsnapper is run.

Now I just phantom printed my first part which took 18 minutes.

If I just had the rest of the parts you owe me I could be on my way.
WHEN ARE YOU SENDING THEM TO ME???

Please reply ASAP

Hugh

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Friday, July 29, 2011 1:29 PM
To: 'Shaan Dholakia'
Subject: RE: How to mount electric panel to plastic support panel
Attachments: DSC00437.JPG; DSC00432.JPG

Shaan,

There were not brackets to mount the motherboard to the acrylic.
I took the board apart and drill two holes and mounted the motherboard.
Needed is the wiring diagram etc for the heated bed.

All the electrical connection are made.

I made a temporary opto flag for the x axis.

I hooked up my Temporary power supply.

I have steady green led lights on the opto switches.

I have a flashing green led on the motherboard.

The USB cable is plugged into my laptop. (Using a cord I had, the one sent is too short (17" long)

Using RedSnapper.

1. Connect to printer (COM3 was the only option)
2. Load STL file.
3. Convert to Gcode
4. Loaded Gcode
5. Print.

Error message not connected to printer.

What is the procedure for trouble shooting?

The only thing I can change on the Printer is + and – polarity on the PLUG.

What should be the +, the outside or the inside of the plug??

Please advise.

Hugh

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
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On Jul 27, 2011, at 5:36 PM, Hugh Lyman wrote:

Shaan,

I forgot that I can't figure out how to mount the electric panel to the base plastic panel.
There are no fasteners and only two horizontal and two vertical slots.
Please help me with this.

Hugh

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Thursday, July 28, 2011 1:10 PM
To: Hugh Lyman
Subject: Re: How to mount electric panel to plastic support panel

Hugh,

Do you have circuit board brackets in your parcel? They are small square pieces that we use to mount the board on the acrylic. I am not in the office right now however i'll provide a picture first thing tomorrow.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
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Hugh

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Thursday, July 28, 2011 1:06 PM
To: Hugh Lyman
Subject: Re: Update to my previous email

Hugh,

My apologies for any confusion, in my original email I was under the impression you didn't receive any electronics. The board itself is a fully assembled unit, only opto's need to be installed. For the Z-Axis, the endstop is mounted using one of the plastic springs and the special plastic piece - the Z-Axis optobracekt. It is to be mounted on the leadscrew base piece, as an FYI. If you do not have this piece we will make sure it is sent with the aforementioned missing items. I apologize for the inconvenience however today I was not in the office due to unforeseen circumstances and as a result I was unable to ship out a parcel to you.

This is a wiring diagram for the RAMPS board, courtesy of RepRap -
http://reprap.org/wiki/File:RAMPS_wiring_diagram.png

This is a general info page for the electronics, also courtesy of RepRap -
http://reprap.org/wiki/Arduino_Mega_Pololu_Shield

The power supply you have mentioned should work fine, however we will still be sending you a brand new unit asap.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>

Follow us on Twitter @BotMill

On Jul 27, 2011, at 5:26 PM, Hugh Lyman wrote:

Shaan,

Thanks for your reply.

I have decided to assemble the electronics as I have the time right now and I thing everything is here to do so.

But, I need to find where I can get **schematics for the plug-ins and diagrams for other connections**. I haven't found them yet on the internet.

Also, I have a 12v shop power supply I can use temporarily. Its voltage is 13.8, 3amps, max 5 amps. Will that work?

I have the end stops for the x & y axis mounted but not the z axis as I see no attachment parts. I will make one out of wood for now.

The electric panel has two each plug-ins for each of the x, y & z axis. Do we just use one each?

The carriage is ok and ready for the extruder. Don't forget the 3mm extruder.

If you can ship me today what is ready by Priority Mail medium flat rate box (\$10.50) I would get Saturday and not 10 days later with UPS.

Also, if you do, I will order another coil of PLA and you can ship it with what is left to ship, and I pay the freight. But \$25 shipping is to steep. I can get filament elsewhere for \$10.50 shipping.

Ship today and advise.

Thanks,

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]

Sent: Wednesday, July 27, 2011 1:39 PM

To: Hugh Lyman

Subject: Re: Update to my previous email

Hi Hugh,

With regards to your missing items, thermistors and PLA have arrived at our facility as of this week. We have already put aside what will be your parcel, and we are waiting to fill it with the rest of the missing items, which we expect to have in hand soon (power supply, heated bed, electronics, USB drive)

We will also include extra fasteners as per your request.

Please note the carriage and extruder is not assembled however the barrel is installed in the extruder and all you have to do is install it's hot end. Then, simply attach the carriage together on the X-Axis and you are good to go. If this is an issue please advise and we will offer other solutions.

We greatly appreciate your business Hugh, and we will do whatever we have to do to ensure your experience with us as pleasant as possible.

Best Regards,

Shaan Dholakia

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On Jul 27, 2011, at 3:45 AM, Hugh Lyman wrote:

Shaan,

I want to apologize if I sounded a little pissed in my last email. I've had a couple cocktails and have cooled off a bit.

I remember when I ordered the Axis 2 Plus that it was to come with two extruders, one 3mm and one 1.75 mm.

Now reviewing your website you are only showing the 1.75mm extruder. As per one of your previous emails you noted that I will get the two extruders.

I have copied the description of the specifications from your website and it is here added with red bold verifying my needs:

Note that the word ASSEMBLY is misspelled and IT'S should be ITS, you may wish to have these corrected.

-A BotMill Axis **with all assemblies pre-built** for an easy to understand assembly process.

NEW Extruder for 1.75mm filament with 0.35 nozzle!

-Aluminum heated bed fully built and tested with roll of kapton tape

-Pre-assembled Generation 6 electronics or RAMPS (the latest electronics), **All electronics come fully assembled/complete and ready to plug in.**

-All cables tied and individually bagged assemblies.

-You choice **of 5LB PLA** (any color you'd like)

-10 hours of technical support over phone, unlimited support via livechat

-BotMill USB Drive loaded with over 50 3D files for your printing pleasure as well **as all instructions, videos, and software.**

-All the tools necessary, wrenches, keys, files, and tweezers

The BotMill Axis Plus is the most advanced printer for **it's** price on the market. We have included all the reprop advancements in our kit as well. Show off to all your friends with your new 3D printer kit.

Our new Extruder:

This extruder is not yet available on any other printer we offer. The extruder is one of the most reliable ones around and you will get thousands of printing hours out of it. You can even reload the plastic filament while the printer is in motion!

The quality of print:

All parts assembled have been done to perfection. Unlike building the entire kit from scratch, with this almost "fully" assembled kit, you can rest easy knowing that we have included the latest in software settings and calibration. We will make sure you are making 3D prints just like the ones we make.

Easy to use:

Once **assembled**, simply plug in the power cord and USB, open the program from the USB drive, load a file, warm up your printer and PRINT!

Extra Details:

Interface: Connect and Print through USB

Size: 20" (W) x 16" (D) x 14" (H)

Build Area: 8" x 8" x 5.5"

Weight: 15.5LB's

Generation 6 Electronics

Upgraded universal (volt changing) power supply - comes spliced for easy installation on electronics.

Capable of printing with ABS and PLA

Note that I have highlighted in red the things that pissed me off. Forget the tools as I have all I need. (all that was sent was a set of allen wrenches and a screwdriver).

But, I do want the extruders and the electronics fully assembled as advertized.

Further, I need more assembly fasteners. The following is a recap of need parts:

1. (2) Assembled Extruders with opto-flag end stops
2. (1) Power Supply
3. (1) Heated Bed
4. (1) Thermistor
5. (1) Assembled Electronics ready to plug in
6. (1) 5lb Coil of 1.75mm PLA Filament Color Black
7. All fasteners to attach the above parts
8. Additional frame fasteners, (12) M4x40mm and (1) M3x20mm, I have plenty of small washers.

Now, when can I get these items so I can finish up and start making needed parts??

Thanks,

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Thursday, July 28, 2011 9:29 AM
To: 'Shaan Dholakia'
Subject: Motor wiring colors

Follow Up Flag: Follow up
Flag Status: Flagged

Shaan,

I have the electrical wiring done except for the motor hooks ups.
I need the color coding for:

A1
A2
B1
B2

Please send ASAP as I am waiting.

Hugh

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, July 27, 2011 2:40 PM
To: 'Shaan Dholakia'
Subject: electric panel

Shaan,

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Sent: Wednesday, July 27, 2011 2:27 PM
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Subject: RE: Update to my previous email

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-Pre-assembled Generation 6 electronics or RAMPS (the latest electronics), **All electronics come fully assembled/complete and ready to plug in.**

-All cables tied and individually bagged assemblies.

-You choice **of 5LB PLA** (any color you'd like)

-10 hours of technical support over phone, unlimited support via livechat

-BotMill USB Drive loaded with over 50 3D files for your printing pleasure as well **as all instructions, videos, and software.**

-All the tools necessary, wrenches, keys, files, and tweezers

The BotMill Axis Plus is the most advanced printer for **it's** price on the market. We have included all the reRap advancements in our kit as well. Show off to all your friends with your new 3D printer kit.

Our new Extruder:

This extruder is not yet available on any other printer we offer. The extruder is one of the most reliable ones around and you will get thousands of printing hours out of it. You can even reload the plastic filament while the printer is in motion!

The quality of print:

All parts assembled have been done to perfection. Unlike building the entire kit from scratch, with this almost "fully" assembled kit, you can rest easy knowing that we have included the latest in software settings and calibration. We will make sure you are making 3D prints just like the ones we make.

Easy to use:

Once **assembled**, simply plug in the power cord and USB, open the program from the USB drive, load a file, warm up your printer and PRINT!

Extra Details:

Interface: Connect and Print through USB

Size: 20" (W) x 16" (D) x 14" (H)

Build Area: 8" x 8" x 5.5"

Weight: 15.5LB's

Generation 6 Electronics

Upgraded universal (volt changing) power supply - comes spliced for easy installation on electronics.

Capable of printing with ABS and PLA

Note that I have highlighted in red the things that pissed me off. Forget the tools as I have all I need. (all that was sent was a set of allen wrenches and a screwdriver).

But, I do want the extruders and the electronics fully assembled as advertized.

Further, I need more assembly fasteners. The following is a recap of need parts:

1. (2) Assembled Extruders with opto-flag end stops
2. (1) Power Supply
3. (1) Heated Bed
4. (1) Thermistor
5. (1) Assembled Electronics ready to plug in
6. (1) 5lb Coil of 1.75mm PLA Filament Color Black
7. All fasteners to attach the above parts
8. Additional frame fasteners, (12) M4x40mm and (1) M3x20mm, I have plenty of small washers.

Now, when can I get these items so I can finish up and start making needed parts??

Thanks,

Hugh Lyman

Shaan Dholakia

shaan@botmill.com

Why am I doing this? I ordered a Axis Plus 2.1 which was to have all parts assembled except the frame with two week delivery.

After two months I still do not have the right parts.

I hereby request that you send me **OVERNIGHT** two assembled extruders (1.75mm & 3mm) with one motor, the correct power supply cable and the correct heated bed assembly. I expect to get them by next Tuesday meaning you need to ship **Monday!!!**

Also you promised me a phone number for support help. Not yet received. Do you have support help?

I hope my request will be honored.

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Wednesday, July 27, 2011 1:39 PM
To: Hugh Lyman
Subject: Re: Update to my previous email

Hi Hugh,

With regards to your missing items, thermistors and PLA have arrived at our facility as of this week. We have already put aside what will be your parcel, and we are waiting to fill it with the rest of the missing items, which we expect to have in hand soon (power supply, heated bed, electronics, USB drive)

We will also include extra fasteners as per your request.

Please note the carriage and extruder is not assembled however the barrel is installed in the extruder and all you have to do is install it's hot end. Then, simply attach the carriage together on the X-Axis and you are good to go. If this is an issue please advise and we will offer other solutions.

We greatly appreciate your business Hugh, and we will do whatever we have to do to ensure your experience with us as pleasant as possible.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 27, 2011, at 3:45 AM, Hugh Lyman wrote:

Shaan,

I want to apologize if I sounded a little pissed in my last email. I've had a couple cocktails and have cooled off a bit.

I remember when I ordered the Axis 2 Plus that it was to come with two extruders, one 3mm and one 1.75 mm.

Now reviewing your website you are only showing the 1.75mm extruder. As per one of your previous emails you noted that I will get the two extruders.

I have copied the description of the specifications from your website and it is here added with red bold verifying my needs:

Note that the word ASSEMBLY is misspelled and IT'S should be ITS, you may wish to have these corrected.

-A BotMill Axis **with all assemblies pre-built** for an easy to understand assembly process.

NEW Extruder for 1.75mm filament with 0.35 nozzle!

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8. Additional frame fasteners, (12) M4x40mm and (1) M3x20mm, I have plenty of small washers.

Now, when can I get these items so I can finish up and start making needed parts??

Thanks,

Hugh Lyman

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Wednesday, July 27, 2011 12:45 AM
To: 'Shaan Dholakia'
Subject: Update to my previous email

Shaan,

I want to apologize if I sounded a little pissed in my last email. I've had a couple cocktails and have cooled off a bit.

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8. Additional frame fasteners, (12) M4x40mm and (1) M3x20mm, I have plenty of small washers.

Now, when can I get these items so I can finish up and start making needed parts??

Thanks,

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Tuesday, July 26, 2011 6:07 PM
To: 'Shaan Dholakia'
Cc: 'gil@botmill.com'
Subject: Axis 2 plus assembly
Attachments: 3D Pinter Photo.pdf; 3D Printer Parts.pdf

Shaan,

I assembled all I can of the printer and it looks good. I like the quality of the printed parts.

Attached are two PDF files of pictures of the frame and the remaining parts with comments. Please address my notes and question comments on each drawing.

What is remaining of what I have is:

1. Extruder
2. Electric Panel
3. Bed (no reason to assemble – wait for heated bed)
4. Misc parts

The frame is missing the following fasteners:

1. 8 each M4 x 40mm cap screws and nuts (I have plenty of washers)
2. 1 each M3 x 20mm cap screw for motor mounting (one was only 15mm long)

According your advertisement the only thing I had to assemble is the frame.

How come the Extruder and the Electric panel were not assembled!!!

I have no idea how to assemble either one as the instructions SUCK and the best I can tell fasteners are missing. I have been going by the RepRap instructions but there pictures don't match yours. And your pictures are not complete and have no instructions.

The gears I pressed on after reaming them a little. They are on backwards as that is what RepRap picture showed. There is no motor for the extruder.

You have got to send me an assembled extruder with motor and assembled electric panel, so all I have to do is connect the motor wires.

I will be happy to return the unused parts.

The electric panel should have the power supply also assemble to the panel.

Included with your shipment are two rods that are 495mm, and I have no idea what they are for.

Your tools suck. I'll return those also. I don't know what the screw driver set is for.

I understand that I get 10 hours of voice help. Send me your phone #, who to talk to and what hours. (I am on PDT)

And, when can I get these parts??

Note: All the bolts on the assemble X axis are rusted. Also I order the plastic parts in yellow. I got red and blue. It's OK just another FU.

FYI: I am now 82 years young. Retired Engineer, Inventing, Fishing, Golfing.

I owned and operated until 1996 a manufacturing business with 100 employees.

I own 7 patents some still active. One is shown on www.paddingpressmagic.com

I believe you have a great product but need a good complete instructional video.

Please respond, as I am anxious to get this working on several inventions I have designed.

Thanks, you have been good working with,

Hugh Lyman

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Tuesday, July 26, 2011 2:26 PM
To: Hugh Lyman
Subject: Re: Offline Message from Hugh Lyman: How do you mount the gears on the motors? P...

Hi Hugh,

The best way to mount the gear is to lightly tap it with a hammer, with something in between to avoid direct contact with the gear itself. We tend to use a pair of needle-nose pliers. For the X-Axis, Be sure to insert the gear such that the "base" of the gear is on top--meaning the toothed part of the gear is all the way down at the end of the shaft. It will ensure the belt's alignment. For the Y/Z axes, you want to insert it so the base goes down the shaft first. The base should be flush with each axis's motor bracket.

Let me know if you have more questions.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 26, 2011, at 1:40 PM, Zopim wrote:

From: Hugh Lyman <hlyman@comcast.net>

URL: <http://botmill.com/index.php/zaxis>

How do you mount the gears on the motors? Press fit, drill & glue or what?

Zopim
<http://www.zopim.com>

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

To: Shaan Dholakia
Subject: RE: Filament

Shaan,
I received the package at noon today.
I am assembling it now. NO INSTRUCTIONS.
I am working off of the instructions on the website.

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Monday, July 25, 2011 12:24 PM
To: Hugh Lyman
Subject: Re: Filament

Hi Hugh,

New supply of filament, according to the tracking information we are closely monitoring, is scheduled to arrive at our facility tomorrow. We will absolutely include with the rest of the items we are to send.

Thanks and have a great evening. Feel free to contact me if you require further assistance.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 25, 2011, at 3:15 PM, Hugh Lyman wrote:

Shaan,
What is your shipping time for 1.75mm natural color filament?
Can you ship it with the back ordered parts?
Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, July 25, 2011 12:16 PM
To: 'Shaan Dholakia'
Subject: Filament

Shaan,
What is your shipping time for 1.75mm natural color filament?
Can you ship it with the back ordered parts?
Hugh Lyman

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Monday, July 25, 2011 12:05 PM
To: Hugh Lyman
Subject: Re: Extruder

Importance: Low

Hugh,

We are trying our absolute best to procure kits in a timely fashion. We are in the midst of unprecedented delays and want to offer our sincerest apologies for that. The good news is the majority of the missing items are already in hand, and as of now we are only waiting for power supply and heated beds. We expect those soon. We will make sure a parcel is prepared for you the instant the rest of the items come in. We can understand your frustration however, and want to ensure your happiness with your experience with us. We greatly appreciate your business. Please contact me if there's anything I can for you in the meantime.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 25, 2011, at 9:31 AM, Hugh Lyman wrote:

Shaan,

Needless to say I am disappointed again with your delivery. It will be 10 days getting the first shipment. It will be assemble by tonight. Now what do I do, sit and wait another two weeks to get the rest of it. When you get the parts together please ship them overnight express. If you do you will get a better rating if the forums.

The following paragraph is from your email of July 5th: (20 days ago)

9) At the moment we are expecting the arrival of a few key components that are necessary to complete your order. We hope to assume delivery of these items this week, which will allow us to complete your order. Please note our production team is aware of your order and is working non-stop to complete it in a timely fashion. Your patience is most appreciated. I've made a note to get some information tomorrow, I'll report with answers tomorrow.

Please make sure the 3mm extruder is included.
Have a nice day.

Hugh Lyman

From: Shaan Dholakia [<mailto:shaan@botmill.com>]

Sent: Monday, July 25, 2011 5:22 AM

To: Hugh Lyman

Subject: Re: Extruder

Hugh,

I believe we have sent just the 1.75 however we can send you the 3mm as well. Please note that the changes made are for future customers, as you placed your order when it was both we can send the second one as well. Please note because it had been some time since you placed the order we decided to send it to you, despite the fact that there are a few items missing. They are:

- Thermistor
- Power supply
- Wade's extruder hardware
- fully assembled heated bed
- opto-flags

Please note that all missing items are already en route to our facility and we expect them to arrive any day. In fact, we accepted delivery of thermistors, opto-flags and wade's hardware on Friday. the heated beds and power supplies should be here sometime this week. Once they do we will prepare a new parcel with the missing items. We will make sure you are provided tracking for the additional package as well. Regardless of the missing items, you will be able to build the frame and get the machine erected to the point where all you will need to do is construct the extruder and mount it on. I'm more than happy to walk you through this simple task when you reach it. Finally, we've included a non-heated bed for you to install in the meantime. It's very easy to swap it out for the heated bed. If you have any questions, feel free to contact me.

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

Shaan Dholakia

shaan@botmill.com

On Jul 24, 2011, at 6:36 PM, Hugh Lyman wrote:

Shaan,

Tracking my order says it will be delivered Monday the 25th. (tomorrow)

In checking the specifications it notes that it comes with the 1.75mm extruder.
Is the 3mm extruder also included.

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Sunday, July 24, 2011 3:37 PM
To: 'Shaan Dholakia'
Subject: Extruder

Shaan,

Tracking my order says it will be delivered Monday the 25th. (tomorrow)

In checking the specifications it notes that it comes with the 1.75mm extruder.
Is the 3mm extruder also included.

Hugh Lyman

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Monday, July 18, 2011 2:00 PM
To: Hugh Lyman
Subject: Re: My Order

Hugh,

My apologies, wrong tracking. Please disregard that tracking number. The one below you will find more accurate.

1Z31X0R20344860652

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 18, 2011, at 4:57 PM, Hugh Lyman wrote:

Shaan,
In checking the TRACKING NUMBER again for my shipment it shows the weight at 0.20 lbs.
What is the correct weight of the shipment?
Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Monday, July 18, 2011 1:16 PM
To: Hugh Lyman
Subject: Re: My Order

Hi Hugh,

Please pardon this delayed response, I am just realizing my message to you from Friday is oddly still sitting in my outbox, sorry about that. Below is tracking for your Axis 2.1 PLUS;

1Z31X0R20344874852

I hope this information finds you well. Please contact me if you have any questions.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Jul 18, 2011, at 2:29 PM, Hugh Lyman wrote:

Shaan,

Are you shipping my order today!!!

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, July 18, 2011 1:57 PM
To: 'Shaan Dholakia'
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Are you shipping my order today!!!

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, July 18, 2011 11:30 AM
To: 'Shaan Dholakia'
Subject: My Order

Shaan,

Are you shipping my order!!!

Hugh Lyman

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Thursday, July 14, 2011 4:32 PM
To: 'Shaan Dholakia'
Subject: RE: My Order

Shaan,
Thanks for that quick reply.
I will watch for the tracking #.
Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Thursday, July 14, 2011 3:51 PM
To: Hugh Lyman
Subject: Re: My Order

Hugh,

Please note our production team is aware of your order. We apologize for the one week delay, we can understand your frustration. We have spent the early part of the week clearing out all Axis 2.1 orders, and today and tomorrow will be spent clearing out Axis 2.1 PLUS orders. Therefore please expect tracking for your order either tomorrow or Monday. If you have any more questions, let me know.

All the best,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 14, 2011, at 6:19 PM, Hugh Lyman wrote:

Shaan,

Well, it has been three weeks now since I placed my order.
Your last email mentioned shipping was close.
What does close mean?
I have two inventions waiting for prototypes.
Please tell me the truth, if not I would like a refund so I can order from someone else.
I suggest you change your Website with a more real shipping time and correct the Dash Board as it doesn't work.
If you can't ship by Monday, July 18, 2011, and am going to ask PayPal to refund my money.

Hugh Lyman
hlyman@comcast.net

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Thursday, July 14, 2011 3:51 PM
To: Hugh Lyman
Subject: Re: My Order

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Hugh Lyman

hlyman@comcast.net

Hugh Lyman

From: Adrian Bowyer [A.Bowyer@bath.ac.uk]
Sent: Saturday, August 27, 2011 7:40 AM
To: Hugh Lyman
Subject: Re: 3D printer parts needed

Hugh,

Sorry to hear that BotMill have let you down. As I understand it, they have just been bought by 3D Systems. People have complained about them on the RepRap Forums:

<http://forums.reprap.org/read.php?1,60035>

All the suppliers we know about are listed here:

http://reprap.org/wiki/Mendel_Buyers_Guide

Someone else in the "Fully Assembled Mendels" section may be able to help.

And the list of stepper motor suppliers is here:

<http://reprap.org/wiki/StepperMotor#Suppliers>

Best wishes

Adrian

Dr Adrian Bowyer
http://en.wikipedia.org/wiki/Adrian_Bowyer
<http://reprap.org>

On 27/08/11 14:48, Hugh Lyman wrote:

> Adrian,
>
> Back on June22nd of this year I purchased an Axis 2.1 Plus 3D printer
> from BotMill here in the USA. I still have not received all the parts.
>
> This Kit was to have all parts assembled but the frame as you can see
> on their Website. (BotMill.com)
>
> As they have failed to deliver I need to purchase a few parts to
> finish assembling my machine.
>
> Where can I purchase a fully assembled extruder for BotMill Mendel
> printer and a nema 17 motor?
>
> FYI: Attached is a copy of my last email sent to them which is self
> explanatory.
>
> I think BotMill is broke and going out of business as they cannot
> deliver the parts.
>
> Your reply will be greatly appreciated.
>

> Thank you,
>
> *Hugh Lyman*
>
> *Email Picture*
>
> 360-825-5036
>
> 253-569-9596
>
> hlyman@comcast.net
>
> www.paddingpressmagic.com
>
> www.zapper101.com
>

Hugh Lyman

From: Adrian Bowyer [A.Bowyer@bath.ac.uk]
Sent: Saturday, August 27, 2011 7:40 AM
To: Hugh Lyman
Subject: Re: 3D printer parts needed

Hugh,

Sorry to hear that BotMill have let you down. As I understand it, they have just been bought by 3D Systems. People have complained about them on the RepRap Forums:

<http://forums.reprap.org/read.php?1,60035>

All the suppliers we know about are listed here:

http://reprap.org/wiki/Mendel_Buyers_Guide

Someone else in the "Fully Assembled Mendels" section may be able to help.

And the list of stepper motor suppliers is here:

<http://reprap.org/wiki/StepperMotor#Suppliers>

Best wishes

Adrian

Dr Adrian Bowyer
http://en.wikipedia.org/wiki/Adrian_Bowyer
<http://reprap.org>

On 27/08/11 14:48, Hugh Lyman wrote:

> Adrian,
>
> Back on June22nd of this year I purchased an Axis 2.1 Plus 3D printer
> from BotMill here in the USA. I still have not received all the parts.
>
> This Kit was to have all parts assembled but the frame as you can see
> on their Website. (BotMill.com)
>
> As they have failed to deliver I need to purchase a few parts to
> finish assembling my machine.
>
> Where can I purchase a fully assembled extruder for BotMill Mendel
> printer and a nema 17 motor?
>
> FYI: Attached is a copy of my last email sent to them which is self
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>
> www.paddingpressmagic.com
>
> www.zapper101.com
>

Hugh Lyman

Sent: Wednesday, August 24, 2011 12:09 PM
To: hlyman@comcast.net
Subject: Resolution of Your Claim - Case # PP-001-430-055-372

Hello Hugh Lyman,

PayPal has concluded the appeal of the following buyer complaint.

Here are your claim details:

Transaction Details:

Seller's Name: Rami Mayron
Seller's Email: contentmediainc@hotmail.com Transaction Date: 06/23/2011 Transaction Amount:
1199.95 Transaction ID: 5KA06733X1823225A Case Number: PP-001-430-055-372

To qualify for the PayPal Purchase Protection, claims must be filed within 45 days from the date of the transaction. In this case, the claim was submitted after the 45 day deadline. Therefore, we are unable to offer a resolution toward this matter at this time. We regret any confusion in this matter and would encourage you to contact the seller for resolution.

The case has also been noted for future reference.

Again, we value your business and regret that you have had this experience. To avoid similar experiences in the future, visit the PayPal Security Center by clicking the "Security Center" link in the upper right-hand corner of any PayPal webpage.

If you have any further questions, please feel free to contact us again.

Sincerely,
PayPal

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To: hlyman@comcast.net
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If you have any further questions, please feel free to contact us again.

Sincerely,
PayPal

Hugh Lyman

To: Shaan Dholakia
Subject: RE: Missing Wire for Extruder
Attachments: BOTMILL EMAIL JULY 27.txt
Importance: Low

Shaan,

I cannot understand what is the matter with you people.

Can 't you read or is your short term memory faulty. TWO ASSEMBLED EXTRUDERS WITH MOTOR AS ORDERD!!!!

I ordered in good faith from your company and prepaid through PayPal back June 22, 2011 the following:

One each Axis 2.1 3D printer through your website Botmill.com as per the following advertisement:

" BotMill is now able to offer you a kit that is the closest thing to an ikea-like DIY 3D Printer! This kit comes with:

-A BotMill Axis with all assemblies pre-built for an easy to understand assembly process. (Not so, in red print I respond to each promise)

NEW Extruder for 1.75mm filament with 0.35 nozzle! (On June 22nd when I ordered, two extruders were included)

-Aluminum heated bed fully built and tested with roll of kapton tape (Got this)

-Pre-assembled Generation 6 electronics or RAMPS (the latest electronics), All electronics come fully assembled/complete and ready to plug in.

-All cables tied and individually bagged assemblies. (Nothing tied I have to assemble and solder all cables.)

-You choice of 5LB PLA (any color you'd like) (Received Aug 19 NOT THE COLOR I ORDERD.)

-10 hours of technical support over phone, unlimited support via livechat (No phone support yet, won't even give me as requested a phone number)

-BotMill USB Drive loaded with over 50 3D files for your printing pleasure as well as all instructions, videos, and software. (None received)

-All the tools necessary, wrenches, keys, files, and tweezers (Received one set of keys and a cheap screw driver, no wrenches, files or tweezers)

The BotMill Axis Plus is the most advanced printer for it's price on the market. We have included all the reprop advancements in our kit as well. Show off to all your friends with your new 3D printer kit.

Our new Extruder:

This extruder is not yet available on any other printer we offer. The extruder is one of the most reliable ones around and you will get thousands of printing hours out of it. You can even reload the plastic filament while the printer is in motion! (Extruders not yet received, last shipment received Aug 19th have a bunch of parts, but no assembled extruders and no step motors)

The quality of print:

All parts assembled have been done to perfection. Unlike building the entire kit from scratch, with this almost "fully" assembled kit, you can rest easy knowing that we have included the latest in software settings and calibration. We will make sure you are making 3D prints just like the ones we make.

Easy to use:

Once assembled, simply plug in the power cord and USB, open the program from the USB drive, load a file, warm up your printer and PRINT!

Extra Details:

Interface: Connect and Print through USB

Size: 20" (W) x 16" (D) x 14" (H)

Build Area: 8" x 8" x 5.5"

Weight: 15.5LB's

Generation 6 Electronics

Upgraded universal (volt changing) power supply - comes spliced for easy installation on electronics.

(Received, not spliced and not 110v plug in cord)

Capable of printing with ABS and PLA

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Aug 19, 2011, at 7:11 PM, Hugh Lyman wrote:

Gil,

As I thought I would assemble the Extruder, I now find I do not have the 4 wire lead with the white end connector and the motor.

Why am I doing this? I ordered a Axis Plus 2.1 which was to have all parts assembled except the frame with two week delivery.

After two months I still do not have the right parts.

I hereby request that you send me **OVERNIGHT** two assembled extruders (1.75mm & 3mm) with one motor, the correct power supply cable and the correct heated bed assembly. I expect to get them by next Tuesday meaning you need to ship **Monday!!!**

Also you promised me a phone number for support help. Not yet received. Do you have support help?

I hope my request will be honored.

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Sunday, August 21, 2011 6:29 PM
To: Hugh Lyman
Subject: Re: Missing Wire for Extruder

Hugh,

We apologize greatly for this inconvenience and will fix the matter right away. I spoke to management and we will gladly ship you one (1) fully assembled extruder as soon as possible. At the moment in light of our move we are trying hard to maintain normal production levels while transitioning our operation to our new facility. Things will smoothen soon and our production will ramp up quickly for all of the products we offer. However at the moment we will not be able to have the parcel sent to you for Tuesday delivery. I will try to have a concrete date for you tomorrow.

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Aug 19, 2011, at 7:11 PM, Hugh Lyman wrote:

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Also you promised me a phone number for support help. Not yet received. Do you have support help?

I hope my request will be honored.

Hugh Lyman

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Monday, August 01, 2011 9:45 AM
To: Hugh Lyman
Subject: Re: How to mount electric panel to plastic support panel

Hi Hugh,

The heated bed we are going to send will not need a wiring diagram as it is an assembled unit which will plug directly into the wall. It is separate from the board and its temperature is controlled by simply swapping out different voltage switches on the power supply itself which regulate the temp. If I am not understand you're request please advise and i'll provide you with whatever information you desire.

Furthermore please note we are expecting said heated bed to arrive in house very soon, hopefully this week. This is the final missing component we are waiting for and will be sending a parcel to you with all missing items asap. Of course there will be tracking provided as well. Let me know if you have any questions about this.

Finally, with regards to the boot up, did you install the drivers as well?

Best Regards,

Shaan Dholakia
BotMill 3D Printers
<http://www.BotMill.com>
shaan@botmill.com
Follow us on Twitter @BotMill

On Jul 29, 2011, at 4:29 PM, Hugh Lyman wrote:

Shaan,

There were not brackets to mount the motherboard to the acrylic.
I took the board apart and drill two holes and mounted the motherboard.
Needed is the wiring diagram etc for the heated bed.

All the electrical connection are made.
I made a temporary opto flag for the x axis.
I hooked up my Temporary power supply.
I have steady green led lights on the opto switches.
I have a flashing green led on the motherboard.
The USB cable is plugged into my laptop. (Using a cord I had, the one sent is too short (17" long)

Using RedSnapper.

1. Connect to printer (COM3 was the only option)
2. Load STL file.
3. Convert to Gcode
4. Loaded Gcode
5. Print.

Error message not connected to printer.

What is the procedure for trouble shooting?

The only thing I can change on the Printer is + and – polarity on the PLUG.

What should be the +, the outside or the inside of the plug??

Please advise.

Hugh

<image002.jpg>

<image006.jpg>

From: Shaan Dholakia [<mailto:shaan@botmill.com>]

Sent: Thursday, July 28, 2011 1:10 PM

To: Hugh Lyman

Subject: Re: How to mount electric panel to plastic support panel

Hugh,

Do you have circuit board brackets in your parcel? They are small square pieces that we use to mount the board on the acrylic. I am not in the office right now however i'll provide a picture first thing tomorrow.

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

On Jul 27, 2011, at 5:36 PM, Hugh Lyman wrote:

Shaan,

I forgot that I can't figure out how to mount the electric panel to the base plastic panel.

There are no fasteners and only two horizontal and two vertical slots.

Please help me with this.

Hugh

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, July 25, 2011 6:32 AM
To: 'Shaan Dholakia'
Subject: RE: Extruder

Importance: Low

Shaan,

Needless to say I am disappointed again with your delivery.

It will be 10 days getting the first shipment. It will be assemble by tonight. Now what do I do, sit and wait another two weeks to get the rest of it.

When you get the parts together please ship them overnight express. If you do you will get a better rating if the forums.

The following paragraph is from your email of July 5th: (20 days ago)

9) At the moment we are expecting the arrival of a few key components that are necessary to complete your order. We hope to assume delivery of these items this week, which will allow us to complete your order. Please note our production team is aware of your order and is working non-stop to complete it in a timely fashion. Your patience is most appreciated. I've made a note to get some information tomorrow, I'll report with answers tomorrow.

Please make sure the 3mm extruder is included.

Have a nice day.

Hugh Lyman

From: Shaan Dholakia [mailto:shaan@botmill.com]
Sent: Monday, July 25, 2011 5:22 AM
To: Hugh Lyman
Subject: Re: Extruder

Hugh,

I believe we have sent just the 1.75 however we can send you the 3mm as well. Please note that the changes made are for future customers, as you placed your order when it was both we can send the second one as well. Please note because it had been some time since you placed the order we decided to send it to you, despite the fact that there are a few items missing. They are:

- Thermistor
- Power supply
- Wade's extruder hardware
- fully assembled heated bed
- opto-flags

Please note that all missing items are already en route to our facility and we expect them to arrive any day. In fact, we accepted delivery of thermistors, opto-flags and wade's hardware on Friday. the heated beds and power supplies should be here sometime this week. Once they do we will prepare a new parcel with the missing items. We will make sure you are provided tracking for the additional package as well. Regardless of the missing

items, you will be able to build the frame and get the machine erected to the point where all you will need to do is construct the extruder and mount it on. I'm more than happy to walk you through this simple task when you reach it. Finally, we've included a non-heated bed for you to install in the meantime. It's very easy to swap it out for the heated bed. If you have any questions, feel free to contact me.

Best Regards,

Shaan Dholakia

BotMill 3D Printers

<http://www.BotMill.com>

shaan@botmill.com

Follow us on Twitter @BotMill

Shaan Dholakia

shaan@botmill.com

On Jul 24, 2011, at 6:36 PM, Hugh Lyman wrote:

Shaan,

Tracking my order says it will be delivered Monday the 25th. (tomorrow)

In checking the specifications it notes that it comes with the 1.75mm extruder.

Is the 3mm extruder also included.

Hugh Lyman

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
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Best Regards,

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shaan@botmill.com
Follow us on Twitter @BotMill
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Is the 3mm extruder also included.

Hugh Lyman

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Tuesday, July 05, 2011 4:14 PM
To: Hugh Lyman
Subject: Re: ? & update

Importance: Low

Hi Hugh,

Yes the filament will be fine, despite the variations in width. I'll get you some measurements tomorrow.

Best Regards,

Shaan Dholakia

On Jul 5, 2011, at 7:03 PM, Hugh Lyman wrote:

Shaan thanks,

#1. If you measure the diameter of the filament and it varies from 2.8mm to 3.2mm is it going to work in a 3mm nozzle?
The same with the 1.75mm filament.

I want to make a spool holder that will rotate.

Therefore, the size of the coiled filament is needed.

The inside and outside diameter of the coil and the height of the coil laying flat on a table.

Will you please ship me the 1.75mm filament with my order.

I am anxious to get the machine, I already have designed 16 parts to make.

Hugh

From: Shaan Dholakia [<mailto:shaan@botmill.com>]
Sent: Tuesday, July 05, 2011 3:29 PM
To: Hugh Lyman
Subject: Re: ? & update

Hi Hugh,

I hope all is well. To answer your questions:

1) The extruder for the Axis PLUS is the interchangeable version with diameters of .175mm and .3mm, respectively. Does this answer your question? Let me know.

2) I will need to double check on this tomorrow in the production room and get back to you.

3) see #2

4) The amount of time to assemble the Axis 2.1 PLUS is relative, depending on your skill level, however even a novice would have no problem building it. As the PLUS iteration of the Axis 2.1 comes partially assembled, I

would estimate the amount of time to get the machine assembled (not calibrated or tested) would be somewhere between 2-4 hours, again, it depends on the person building it.

5) I'm unsure of this i'll have to measure it tomorrow.

6) see #5

7) Would you mind elaborate on this question? I'm not sure I understand clearly. Are you referring to the width of the actual 5lb coil?

8) loose

9) At the moment we are expecting the arrival of a few key components that are necessary to complete your order. We hope to assume delivery of these items this week, which will allow us to complete your order. Please note our production team is aware of your order and is working non-stop to complete it in a timely fashion. Your patience is most appreciated. I've made a note to get some information tomorrow, I'll report with answers tomorrow.

Best Regards,

Shaan Dholakia

<http://www.BotMill.com>

shaan@botmill.com

On Jul 4, 2011, at 9:04 PM, Hugh Lyman wrote:

Shaan,

Happy 4th.

Questions:

1. What filament diameter tolerance with the extruder accept?
2. What is the # of ft in a 3mm 5lb spool?
3. What is the # of ft in a 1.75mm spool of filament?
4. What is the # hrs estimate for assembling the Axis 2.1 plus printer?
5. What is the inside diameter of the filament spool?
6. What is the outside diameter of the filament spool?
7. What is the width to the filament spool?
8. Is the spool loose or on a reel type spool?
9. When do you expect to ship my order for the Axis 2.1 Plus unit?

Thanks,

Hugh Lyman

Shaan Dholakia

shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Tuesday, July 05, 2011 3:29 PM
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3) see #2

4) The amount of time to assemble the Axis 2.1 PLUS is relative, depending on your skill level, however even a novice would have no problem building it. As the PLUS iteration of the Axis 2.1 comes partially assembled, I would estimate the amount of time to get the machine assembled (not calibrated or tested) would be somewhere between 2-4 hours, again, it depends on the person building it.

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3. What is the # of ft in a 1.75mm spool of filament?
4. What is the # hrs estimate for assembling the Axis 2.1 plus printer?
5. What is the inside diameter of the filament spool?
6. What is the outside diameter of the filament spool?
7. What is the width to the filament spool?
8. Is the spool loose or on a reel type spool?
9. When do you expect to ship my order for the Axis 2.1 Plus unit?

Thanks,

Hugh Lyman

Shaan Dholakia
shaan@botmill.com

Hugh Lyman

From: Shaan Dholakia [shaan@botmill.com]
Sent: Wednesday, June 29, 2011 4:40 PM
To: Hugh Lyman
Subject: Re: Questions Order # 10000150

Importance: Low

Hi Hugh,

I hope you had a nice day fishing. To answer your questions:

1) the 1.75 nozzle is for more detailed prints, not necessarily a smoother finish. In fact the larger nozzle can print wonderfully smooth pieces as well. The 1.75 is simply the one you want for the items that have many intricacies or very fine details.

2) It will take longer to print however i'm unsure how to quantify it, quite frankly, it is dependent on what exactly is being made, however, i'll check with our production crew anyway in an attempt to get you a concrete answer.

3) As long as we have it in stock, then absolutely. I'll double check this tomorrow and put it aside for you if we have it. If we don't, we are expecting more components to replenish our stock next week. I'd be happy to make sure we send it.

Let me know if you have more questions.

Best

Shaan Dholakia

On Jun 29, 2011, at 6:29 PM, Hugh Lyman wrote:

Shaan,

I got your email why I was away fishing this morning. Again thanks for the answer.

I have a few other questions at this time:

1. Does the 1.75mm filament produce a smoother finish than the 3mm?
2. Does the 1.75mm filament take longer to print. If so, how much?
3. Can I elect to have 1.75mm shipped with my Axis 2 Plus order?

Thanks,

Hugh Lyman

<image002.jpg>

360-825-5036

253-569-9596

hlyman@comcast.net

www.paddingpressmagic.com

www.zapper101.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, June 27, 2011 2:23 PM
To: 'shaan@botmill.com'
Subject: Axis 2 Plus order 10000150
Attachments: image001.jpg

Importance: Low

Shaan,

Can you give me an idea of when you can ship my order?

Thanks,

Hugh Lyman



360-825-5036

253-569-9596

hlyman@comcast.net

www.paddingpressmagic.com

www.zapper101.com

Hugh Lyman

From: Hugh Lyman [hlyman@comcast.net]
Sent: Monday, June 27, 2011 9:40 AM
To: 'Erica Mayron'
Subject: Order No. 100000150
Attachments: image003.jpg

Importance: Low

Erica,

Last Thursday June 23rd I order an Axis 2 Plus.

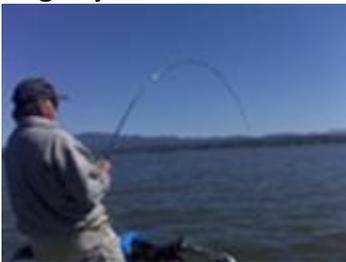
I received an email confirming the order.

I have not as yet seen any order entered into My Orders.

Please confirm that the order is being processed and will be shipped within the two week or sooner lead time.

Thanks,

Hugh Lyman



360-825-5036

253-569-9596

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