

Help with Traps Set II (Stefan, Jeff?)

Posted by TheDungeonDelver - 2006/04/19 17:23

Hey guys...

I can't believe I haven't mentioned this before, but at any rate here goes: in my Traps Set II, the swinging spiked log trap has two chains that permit it to swing down and smack incautious characters. Now this is pretty nifty to spring during a game BUT...the chains I find are far too short for the purpose: they basically are too short to allow the log to sit on the posts. Even thinking too hard at it will cause the log trap to fall down and that gets frustrating during gaming.

Do I have a defective piece, was this on purpose, and what can I do to remedy it?

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Help with Traps Set II (Stefan, Jeff?)

Posted by dudebird - 2006/04/19 18:42

my spiked log doesn't actually fit in the supports. it's too bad, but i understand that casting can create minor warping and whatnot. i am actually yet to use the swinging log, come to think of it...

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Help with Traps Set II (Stefan, Jeff?)

Posted by TheDungeonDelver - 2006/04/19 19:31

I've used it a couple of times; IIRC it actually fit in one AD&D module I ran as written. But because of the instability it was more of a descriptive thing than actually tripping the trap...

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Help with Traps Set II (Stefan, Jeff?)

Posted by Wereweasel - 2006/04/20 03:18

Mine works just fine.

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Help with Traps Set II (Stefan, Jeff?)

Posted by camoudragon - 2006/04/20 12:27

sorry to report i have the same problem. besides that i do not really use that piece - if you prebuild you can't cover it up and if you want to put it in while play your hands have to be very very still. but it looks very good in my collection!

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Help with Traps Set II (Stefan, Jeff?)

Posted by DaggerdaleDM - 2006/04/20 15:12

I had to fiddle with mine. You can get the post to twist up the chains without actually wrapping them around the post. Look carefully at the chains. If they are twisted you can sort of curl the post in an "S" pattern to untwist the chains. I had to play with this because only one of the chains was twisted. I know this all sounds really simplistic but just one twist of the chain on one side can keep the log from fitting in it's notches. And one twist in the chain is hard to spot. I hope this helps.

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Help with Traps Set II (Stefan, Jeff?)

Posted by L - 2006/04/20 15:17

I noticed that this particular piece is kind of "trigger happy," but I think it was deliberately designed this way so that the trigger actually works. If the chains weren't a bit short, the log might not fall as readily. On mine, it doesn't take much to trigger it, but it does unfailingly work when you hit the right spot.

OF course, there's short and then there's SHORT....

L

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Help with Traps Set II (Stefan, Jeff?)

Posted by Bezultek - 2006/04/20 17:26

The chains on my trap piece was also a little short. I fixed it by adding a few new "links" with electrical wire. It would be pretty easy just to replace the entire chain, if you can find a suitable sinister looking chain.

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Help with Traps Set II (Stefan, Jeff?)

Posted by Stefan - 2006/04/20 21:11

AAAAaaarrggg!

Unfortunately, We had some troubles with some of these chains...sometimes they can be fixed as mentioned above, some others are just a little tricky and require deft hands, and then some are just plain defective...they required so much work to create at the factory and were more tricky to produce than first imagined even though the concept was so cool...we pushed the envelope a little on this one...

I apologize to anyone that got a "bad egg"

If anyone has a malfunctioning piece and want's a new one just send us the bad one and we will replace

it with a new one.

Once again, please don't hesitate to bring up any quality issues to us about any of our products. We are always willing to stand by our products and also to IMPROVE them if possible.

Sincerely,

Stefan Pokorny.

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Help with Traps Set II (Stefan, Jeff?)

Posted by TheDungeonDelver - 2006/04/21 04:23

AAAAaaarrggg!

Unfortunately, We had some troubles with some of these chains...sometimes they can be fixed as mentioned above, some others are just a little tricky and require deft hands, and then some are just plain defective...they required so much work to create at the factory and were more tricky to produce than first imagined even though the concept was so cool...we pushed the envelope a little on this one...

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Sincerely,

Stefan Pokorny.

Thanks as always, Stefan; I'll try to see how fixable the problem is and if not drop you an email, 'k?

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Help with Traps Set II (Stefan, Jeff?)

Posted by blairgb - 2006/04/21 05:15

Well, since you asked, the Den Of Evil sets that dudebird and I got are kinda warped. My guess is that was due to them being thinner than other sets?

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Help with Traps Set II (Stefan, Jeff?)

Posted by Stefan - 2006/04/21 22:20

Dear Blair,

Please send the sets or the warped pieces back to Jeff and we will replace them for you. They should not be warped!

Really sorry about that.

Stefan.

Well, since you asked, the Den Of Evil sets that dudebird and I got are kinda warped. My guess is that was due to them being thinner than other sets?

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Help with Traps Set II (Stefan, Jeff?)

Posted by blairgb - 2006/04/22 02:02

Oh don't worry about it Stefan, it's not a big deal..certainly not worth the fuss with the shipping and waiting, etc. I've still got a weekly D&D game going...can't do w/o the possibility of evil dens. Besides, I don't want to be taking sets out of circulation with this being a limited edition.

The pieces just don't line up completely even, not enough to detract from my enjoyment, but enough that my fussy eye picks it out. If I make a room, there's minor uneven gaps between the floors, horizontally and vertically, and things aren't 100% square. I'll take some pics. Heck, if I had the scratch, I'd still buy more sets.

I'm sure it wouldn't be so noticeable if it wasn't for the geometrical motif.

Just notice something sweet when I was doing a layout with DOE, it almost completely color matches that awesome cavernouse staircase base from the McFarlane Dragon's Sorcerers Dragon Clan & Human Wizard...they look great together!

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Help with Traps Set II (Stefan, Jeff?)

Posted by Wereweasel - 2006/04/22 03:10

blairgb,

Did you manage to buy that McFarlane Dragon retail, or was it online?

I've been wanting to get one since L first posted it a while back, but haven't found any in the stores I've checked so far.

If I know there on sale in the stores up here, I'll be out checking for it again asap.

Thanks.

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Help with Traps Set II (Stefan, Jeff?)

Posted by blairgb - 2006/04/22 19:00

Dudebird bought a bunch of them retail, and I was the one that had to do all the work getting the damn boxes open, and then oohing and ahing....

...over the bases!

Anyways, Stefan, here are some pics of the warping I was talking about:

- <http://img.photobucket.com/albums/v133/goatsblood/4cae84bd.jpg>
- <http://img.photobucket.com/albums/v133/goatsblood/7fe8a5e2.jpg>
- <http://img.photobucket.com/albums/v133/goatsblood/7fe8a5e2.jpg>
- <http://img.photobucket.com/albums/v133/goatsblood/7fe8a5e2.jpg>
- http://img.photobucket.com/albums/v133/goatsblood/IMG_4012.jpg
- http://img.photobucket.com/albums/v133/goatsblood/IMG_4011.jpg
- <http://img.photobucket.com/albums/v133/goatsblood/713d5845.jpg>
- <http://img.photobucket.com/albums/v133/goatsblood/b5980eca.jpg>

Umm, I still love our DOE sets!

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Help with Traps Set II (Stefan, Jeff?)

Posted by Stefan - 2006/04/23 06:42

Blair Dude,

Yes, your like me man, a perfectionist. From the pics I can see that the pieces don't line up absolutely perfectly...If you want to send the DOE in we will replace it no questions asked...but I'll be real honest man, like you said yourself, It's not a huge thing...and resin warps naturally a centimeter here and there as each one is hand made...it's not plastic, so I'm not sure we will be able to meet your exacting standards...I know your not really complaining and your a great customer, yes, it's also true that the linear and smooth pattern of the floor makes the irregular lines stand out more than in our other dungeon pieces, but I will say that the DOE castings are as good as any others we have done If not better...anyway, I asked, and you were kind enough to post the pics, so thank you, I am not at all trying to say that your not right right...you are right, they are not perfect. we will replace them if you want.

Thanks dude, I hope you still have faith in us.

We will always do as best we can within our means.

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Help with Traps Set II (Stefan, Jeff?)

Posted by blairgb - 2006/04/23 20:19

Stefan,

Haha, like I said no worries. If you think I'm a perfectionist...you gotta see my mess of an apartment! Looking at the sets, my hypothesis is that one of the two sets was more irregular than the other, and in our "We Got DOE! We gotta play with it right away!" the two sets got mixed up.

Anyways, my concern was that there may have been a quality control issue that slipped by you guys. My exacting standards are pretty much "It's exactly awesome looking!"

Besides, in my campaign, almost every instance of the usage of DOE is to represent ancient structures....so them being slightly irregular works, the ancient ruins have shifted slightly over the millenia....

Haha, I will always have faith in you! You are the king of modular rpg terrain, and you earned that crown by you dedication.

I know that you guys, heck I've heard the stories, are practically pulling your hair out by the roots on occasion due to your high standards!

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Help with Traps Set II (Stefan, Jeff?)

Posted by Stefan - 2006/04/24 06:10

Thank you Blair,

You are a great guy! I/we appreciate it.

I'll send an e-mail note to the factory. They inspect all the pieces there before shipping and then we also do spot checks upon delivery at the warehouse...of course, some subtle things are not what we are able to inspect or else we would probably have to increase our costs across the board...thanks for your understanding, and once again, we would be happy to replace or refund your pieces as always, I am proud to say that in 10 years and tens of thousands of orders I have only had 2 customers ever demand a flat out refund (one was simply a mistake) and in all other cases we were able to satisfy any problems with replacements and such...

I think overall most people are generally very happy with what they get, or we wouldn't have lasted this long. Especially now, we realize that it is absolutely crucial for us to maintain the highest level of quality control with our customers paying in advance (pre-orders)

You have all trusted us with your hard earned money and you deserve to have that trust rewarded. I think that the fact that so many of you have trusted us by pre-ordering so many sets in advance is a testament to our reputation. Heck, now I'm starting to sound downright corporate...I'm sorry, but I just want to say that as always I/we want to get it right. We are proud of what we do.

Anyway, Thanks again Blair for accepting the pieces with small warpage. And as always, you can call directly to Jeff with any product issues at 618-549-7100

Sincerely,

Stefan.

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Help with Traps Set II (Stefan, Jeff?)

Posted by jkratzer - 2006/04/24 11:41

Stefan;

Keep in mind that if we didn't feel we could trust you, you know what you could do with the idea of pre-ordering!

You started, and Jeff has continued, the too-often-forgotten policy of "The customer is always right." Now, that policy has gotten lost in the corporate mindset of profit, profit, profit! Fortunately for the gaming universes(s), you aren't corporate (other than LLC, which re-establishes the idea of incorporation as self-defense)! So DF doesn't subscribe to the "screw the customer, get the bucks" mentality.

Again, Stefan & Jeff (and the gang, never forget the gang!) - thank YOU for remembering where you came from, and how to take good care of us.

THAT, sir, is why we believe in Dwarven Forge, and why we keep coming back for more. And why we are willing to bet OUR hard-earned cash on YOUR hard-won skills and talent, and your honesty.

See ya in Indy!

Jim

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