Cavernous lake issue
Posted by Zot - 2013/03/04 01:59

Hi all. I'm having a bit of a quality issue with the Cavernous Lake Expansion set I got last week. I just wanted to throw this out there and see if other DF fans have seen the same thing. It seems that on the edge of the pieces the translucent water material is separating from the base material resulting in discoloration. My other lake set and river set don't have this issue. See pictures below.

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Re:Cavernous lake issue
Posted by Zot - 2013/03/04 02:02

Pics
http://www.dwarvenforge.com/images/fbfiles/images/DF1.JPG
http://www.dwarvenforge.com/images/fbfiles/images/DF2.JPG

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Re:Cavernous lake issue
Posted by jls304 - 2013/03/04 05:03

I think this has happened before with few of the water sets. You are probably better off just contacting Dwarven Forge directly. This company has THE best customer service anywhere.

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Re:Cavernous lake issue
Posted by monkplayer - 2013/03/04 19:46

@Zot
Don't sweat it! I had this happen a month ago to only one piece. Email jeff and he will take care of it with no hassels at all. DF is very receptive to always standing behind a defective product.

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Re:Cavernous lake issue
Posted by Thod - 2013/03/05 08:04

Zot

Indeed - this has happened in the past and it seems I also just have to deal with a bad batch.

The problem is that it is very difficult to predict if/when it happens - apart of opening a lot of boxes (which I will do soon for the European shop).

I've also been looking in ways to fix the problem. The problem appears when a small amount of air gets between the two layers which leads to light diffraction. I've tried to spray a tile on the side using WD-40 - a lubricant better known (at least in the UK) to grease bicycle chains.

The good news - it works immediately and the pieces look perfect again. But it seems it comes (partly) back a day later. It could be evaporation.

I would NOT RECOMMEND DOING YOURSELF - at least not yet. I want to check for a solvent that is readily available, has low evaporation and is able to get into the tiniest cracks (right viscosity) and is not altering the resin or the paintwork.

In the meantime - if you are in Europe - contact me with problems. If you are in the US - contact Jeff. I'm mainly working on the above as I feel it is a waste not to be able to use the pieces if everything else is okay.

I've temporarily taken the set off the shop until I had an opportunity to look at more sets myself.

As I said - I've now been able to fix them temporarily - but I'm still working on a long term fix and some testing. It is an interesting side project as I'm working on solvents and solvent replacements right now at my work and we just bought a database for industrial replacements. Lets see if I can use this knowledge here for DF.

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Re:Cavernous lake issue
Posted by Zot - 2013/03/06 03:01

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Thod,

Thanks for the in depth answer. I was wondering if there was some kind of fix for this in the nature of what you mentioned. Otherwise the pieces are all fine. A quick fix would save DF and us fans time and money. Please keep me updated on your experiments.

I'm based in Japan but buy from DF US so I will contact Jeff in regards to this. He's looked after me very well in the past so I know everything will be cool.

Cheers,
Zot

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Re:Cavernous lake issue
Posted by lpkchri1 - 2013/03/06 05:40

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Message removed at original poster's request.

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Re:Cavernous lake issue
Posted by Thod - 2013/03/06 08:05

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lpkchri1

That looks absolutely horrible. I'm sure Jeff will follow it up in the US.

I've pulled the sets from the European shop and should get 6 sets from different boxes on Friday delivered to my place. This should allow me to get a better idea how widespread this is.

I only had a single set from the last container at my place - with two pieces having issues. The worst is also the Whirlpool and it seems that piece is most affected. It is a shame as my personal sets are all fine.

I promised to update you

Here is a photo before

http://www.dwarvenforge.com/images/fbfiles/images/IMG_1984.jpg

and here it is after

http://www.dwarvenforge.com/images/fbfiles/images/IMG_1985.jpg

It works instantaneously - but I still need to work out how to make it permanent. At the moment around 10% of the problem re-appears a day later.

I will do more experiments once I have more bad tiles.

Thod

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Re:Cavernous lake issue
Posted by dandare - 2013/03/06 08:47

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I have one each of the Lake / River / expansion sets and to-date the only issue I have had is with the Whirlpool (Already reported directly to Thod as I am in Europe).
Compared to these photo's mine is not the worst but far from acceptable. Same type of problem at the edges where 'air' bleeds in from the sides & spoils the look. (Never good looking at a imperfect piece but must say that I am particularity sorry to read/see that 'lpkchri1' has had so many issues... It is good that you have reported them. Does indeed look like you were hit by a 'bad batch' ?)

I am however posting mainly to say that to read of the odd manufacture issue does not really bother me. (Pity the manufacturer does not QA before shipment to you guys centrally at DF - but I am sure you are

looking into that..)

What is great to hear and gives total peace of mind is that DF are so active on this forum and genuinely seem to sort out every & all issues.
I know that (Once Thod has a replacement) that I will get a perfect Whirlpool and apart from a bit of a wait it will be hassle free.
Whilst the main reason I buy DF is that the DF sets are absolutely stunning and IMHO the best in the world. Another important part when buying anything that has a 'premium' price is that the service and after sales support is also good. Which it is. ...and with humor and grace.
That is echoed back by all the other really active and supportive members that I can feel through my screen are all trying to help, support an encourage each other and DF forward to an even bigger & better DF future.

I plan to by another river & lake set in the future (when funds allow) & have no hesitation at all. I both like & trust DF.

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Re:Cavernous lake issue
Posted by lpkchri1 - 2013/03/06 14:42

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I had Jeff send me a couple of replacement pieces, I am waiting to see if they start exhibiting this behavior before trying to replace more pieces.

In my experience, they seem to do this after some time (generally around a week to a month). Not sure why that is, but I have seen this with all three of the sets with water. I got three of the lake expansion sets and so far virtually all of the pieces have this issue.

I have wondered if it has something to do with the climate? I live in an area that is quite dry (low humidity).

Thanks for the ideas on fixing the issue, I may give that a try.

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Re:Cavernous lake issue
Posted by Stefan - 2013/03/06 20:07

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HHmmm...checking...really sorry for the issues...as always we will set it right one way or another....
if it's such a repeating issue might it be your climate? I have no idea, how do you store them? You said it tends to happen after a week or month once you have them in your place so that is perhaps an issue, since they seem to show up OK? I do not know the circumstances...Don't forget they have been traveling by boat for a month, then sitting in our warehouse for who knows how long, and still fine until you have them there? Not saying this is your fault at all, please understand me...we believe it is never the customers fault...but this has not happened with everyone's pieces...it does happen once and a while, as folks are posting pictures right away here on the forums when things are not perfect, which is fair, but which doesn't help our business as you may know...especially right before our big kickstarter

launch...sigh...just our luck...If it is a widespread problem we will just have to come up with a different way to make rivers and lakes as in no clear resin, which would be a shame I think, but unavaoidable, so i hope not....

But don't worry, we shall replace your sets with good ones or else give a full refund... as always we stand by our quality, i have had 1 or 2 pieces out of 50 with a slight issue myself...but I'm happy to have the resin clear water tiles anyway, just cause they are so kool when they are OK....

sigh...

perhaps you had bad luck, we will help:)

Stefan

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Re:Cavernous lake issue

Posted by Harneloot - 2013/03/07 00:20

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I have a few tiles in my lake sets like that and just cough it up to production problems and ignore the issue when the pieces are on the table. Doesn't hurt my gaming experience.

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Re:Cavernous lake issue

Posted by lpkchri1 - 2013/03/07 00:29

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I don't want to give the impression that there are issues with these sets, that is not my intent. I seen this thread and thought I could get additional information as it is along the line of what I have been experiencing.

I know that Jeff will make things right, I have nothing but good things to say about Dwarven Forge and the service I receive. I want to note that I have over 100 sets now and I love this stuff.

To your questions, I store my Dwarven Forge pieces in plastic bins and drawers (very similar to what I have found in the storage threads on this site.) For these specific sets, I left them in the boxes that they came in for the first month to make sure nothing I was doing with them was causing a problem. Some of the tiles did have these issues when I opened the boxes, it is not all occurring after I get them, it is just that they seem to "spread" over time.

I have no worries that this will get taken care of, any issue I have ever had has been taken care of. I am going to get more information before I figure out what I am going to do, thanks for the responses.

I will follow-up privately with Jeff.

Thank you again for your time and for these products, they have greatly enhanced my game!

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Re:Cavernous lake issue
Posted by Zot - 2013/03/13 08:32

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Stefan,

In no way do I want to cause DF problems. Yes I had problems with some pieces but hey production hiccups happen. Fact it your product is the gold standard for terrain and your customer service and accessibility to your customers is top-notch. Nobody can touch you guys.

If a future DF fan sees the Kickstarter and decides to investigate this forum before funding your project I think all the love and respect the fans have for you guys and the product are plainly visible all over the various posts. This can only serve to convince them that joining the DF community is a wise decision.

Can't wait to see the Kickstarter. This could really wreck my beer budget for the next month.

Cheers,
Zot

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Re:Cavernous lake issue
Posted by Stefan - 2013/03/13 15:16

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Zot wrote:
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Can't wait to see the Kickstarter. This could really wreck my beer budget for the next month.

Cheers,
Zot

Zot,

Thank you so much! But do NOT suppress the Beer budget....there are other ways to save money...cheap Ramen? Riding bike/skateboard/walking to work? ....lol....well, there is always PBR....I learned to drink that while living in Seattle...$1.75 on tap at Shorty's bar...

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Re:Cavernous lake issue
Posted by Harneloot - 2013/03/13 21:11

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Zot wrote:
 Yes I had problems with some pieces but hey production hiccups happen. Fact it your product is the gold standard for terrain and your customer service and accessibility to your customers is top-notch. Nobody can touch you guys.

Exactly!

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Re:Cavernous lake issue
Posted by gkrstic - 2013/03/18 15:56

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So I recently received four lake sets, and unfortunately three of them are affected with this flaw, with one set almost totally off. I've reached out to Jeff, but in the meanwhile if anyone has a good/permanent fix for this issue, it would be most appreciated. (Would hate to have to go through the whole repacking/shipping/return/exchange hassle).

Still a big DF fan, just kind of bummer to find so many tiles unplayable right out of the box. Thanks everyone!

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