



Makers Unite Collaborative Emergency Response

Frequently Asked Questions

Q: Should I request a new part ID for each set that I print?

A: Just one part ID per drop off/mail package. Please don't drop/mail off less than 3 at a time.

Q: I'm dropping off/mailling multiple bags of parts - do I need a waiver for each bag?

A: No, we only need a waiver with your first drop-off. Leave us a note that you have a waiver on file with future drop offs.

Q. I forgot my waiver when dropping off my prints/I don't have a paper printer, what do I do?

A: We'll keep a stack of waivers next to the drop off box. Please fill one out here when you're dropping off your parts and stick the waiver in one of the bags with your parts.

Q: Is it ok to send you a batch with different types of filament in it?

A: Yes.

Q: Are drop offs only during business hours?

A: No. There is a drop box outside that is accessible 24/7. As of right now, staff is there between 10am and 4pm to collect them, but the process is meant to be contactless and we will not be receiving any parts directly from a person. If you need to send us a message about parts you've dropped off, email april@openworksbmore.com and include your name and parts number in the subject line of the email.

Q: What part should I be printing?

A: The [Prusa RC2 file](#) or Prusa RC3 is what we are requesting. Please do not send us other designs, as we want to ensure that we can maintain production with parts that work together.

Q: My printer is too small to print the Prusa RC2 file, but I can fit Prusa RC1 file and I really want to help out. Can I still participate?

A: If your print bed cannot fit the RC2/3 file, please print the bottom part of the shield frame only and send in as many as possible. Check out the #makersunite channel on Slack for images/suggestions that folks have posted and shared with multiple bottom pieces on a plate.



Q: What are the print parameters and filament needed?

A: PETG is ideal, but ABS and PLA are acceptable. 30% infill, .25 layer height, 3 perimeter shells, no raft or supports. If you are getting solid, strong results with a .3 - .4 layer height that is acceptable.

Q: Do I have to use ziploc bags?

A: Ziploc bags are **strongly preferred**. Other plastic bags will do in a pinch. Please make sure they are labeled with your part #'s assigned from the We The Builders site.

Q: Can I put more than one set in a bag?

A: You can, but please no more than 5 in one bag. If you have too many in a bag it will not be able to fit Please make sure your part ID is on **each** bag.

Q: Do I mark the part and the bag?

A: No, just mark each bag.

Q: Can I use hairspray or tape on the bed of my printer to help with adhesion?

A: We suggest/prefer an Elmer's glue stick for adhesion but, hairspray will work if that's what you have on hand. Please rinse with warm water before sending in if you use anything to aid adhesion.

Q: Is there an upper limit of parts?

A: No. We will take as many as you can give us.

Q: How many do you need?

A: At least 25,000.

Q: Do you need volunteers for assembly?

A: At this time, we are well staffed for assembly demands.

Q: My parts have some cosmetic flaws, should I still give them to you?

A: Yes, as long as it is wearable and the pegs/strap hooks are in place and functional, we want it. If it is unacceptable we will pull it during quality control.

Q: Do you need contacts for hospitals in the area?

A: Our friends at Innovations Works Baltimore are working directly with local hospitals and medical systems to take orders for facemasks. Local hospitals/healthcare facilities can purchase PPE through the flattenthecurvebaltimore.com website. We do not ship. All purchases must either be picked up from our facility or delivered.

Q. You guys are charging folks for PPE? I thought it was free/being donated.

A: Here is a breakdown of what it costs to produce the masks that we are selling at cost

<https://docs.google.com/spreadsheets/d/1EOqsPxxggaWm8l2LKzEkqbPi5euPtTBI-zh9oUTjBPog/edit#gid=0>

For a more in depth explanation of how this all works please see the thread pinned in the #makersunite channel in Slack.

Q: What sanitation method are you using?

A: We are sanitizing incoming parts in an alcohol bath to disinfect upon arrival and they sit in quarantine for 3 days before being they leave our facility. They will be sanitized by the hospitals upon delivery.

Q: You're making a CNC routed design? I have access to a CNC router and would love to help out!

A: