



FAQ

Q: How do the points get into the glass and why is the surface not damaged?

A: The laser beam is directed by a lens and focused in the glass. The energy density is at its greatest at the focal point. This concentrated energy is sufficient to destroy the lattice structure of the glass at that point. A fine, visible crack is produced. The energy density is insufficient for this effect on the surface of the glass.

Q: What happens with my point cloud after my order has been completed?

A: The file is deleted. For a repeat order we need the file again.

Q: What is included in the file *.ecp?

A: The file *.ecp (EasyCrystalPoints) contains details about the size of the glass, the number of points and the actual points.

Q: Are any other glass formats available?

A: Yes. To be able to provide these unique items at an affordable price, we have chosen a limited number of formats. Even so, other formats and quantities are also available on request.

Q: When converting my model into a point cloud, I also obtain the internal surfaces. These are not normally visible!

A: This is intentional. Not only the outer skin of the model is converted but also all the other surfaces. The surfaces that you do not wish to see in the glass cube, must be previously removed with your 3D program.

Q: Which formats can be imported?

A: Most suitable is STL. Up to now, importing other formats has been possible without restrictions. Additional formats: 3DS, DXF, OBJ, point files from scanners in XYZ, ECP and CAD formats. Most 3D programs should support the export of these formats. Very helpful is the "Deep Exploration from the Right Hemisphere" program.

Q: Why is the EasyCrystal software free-of-charge?

A: This is a highly complex software that we make available to you free-of-charge. Why? We want to make a profit! The software enables you to order individual, internally engraved glass cubes at a very affordable price. We have no expense with the design and do not need to prepare any galley proofs, screen shots or similar items. We have invested this saving in the software, which you can now use free-of-charge. Have fun with it!