



5 October, 2015

To Whom It May Concern:

We are graduate students at the Georgia Institute of Technology, and we have been using a Hyrel 3D printer since April of 2015. Over the past few months, we have been very pleased with the performance of our machine.

Although we now know that Hyrel offers good products, we did have some concerns, including buying a 3D printer from a small company that began as a Kickstarter project. Being a small company, we were unsure if Hyrel would have the necessary resources to assist us in troubleshooting issues when they arose. However, Hyrel has been helpful in resolving any technical difficulties we have encountered over the phone or via Skype.

Before discovering Hyrel, we had been using the Afinia H480 3D printer. The Afinia machine was first acquired due to its low cost and robustness, but only limited filament diameter variations were tolerated on this machine. For our research, we make our own filaments from pellets to use as feedstock in 3D printers. Since it is difficult to create filaments with consistent diameters, we were unable to print parts on the Afinia printer. In contrast, one of the rollers in the printhead on the Hyrel machine is spring-mounted so it takes a larger range of filament diameter including our filaments. With a Hyrel 3D printer, we also have better control over the extrusion process. There are many settings that are adjustable, such as temperature, speed, fill patterns, fill density, and layer height. These adjustable settings have allowed us to print with a variety of materials instead of just the common 3D printing materials, such as ABS.

We would recommend Hyrel 3D printers to other universities. Although there are cheaper, commercially available 3D printers, the superior control of various settings and parameters makes Hyrel 3D printers the obvious choice for our research.

Sincerely,

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