your unboxing experience?

Posted by ScottSherman - 27 Sep 2012 11:51

So I talked to the WE folks on the phone yesterday. It seems that they are about to start sending out the Pro Packs and upgrades to folks who have been waiting for all the little improvements that have been delaying them. I expect that there will be a lot of folks who have put off making the purchase to see what was rolling out and if it is as good as what has been anticipated and discussed.

I must be away for a bit so I asked WE to hold my Pro Pack 2 for me for an additional week before sending it. In the mean time, I must say, I am very anxious to see it.

For those of you who are or will soon be receiving your new or upgraded WEP system, it would be great if you could rip off an unboxing experience using your new iPhone 5 or Samsung Galaxy or what every you use to make videos or photos and post them here or on YouTube with a link, that would be outstanding.

I expect that once these new systems start arriving, there will be both good and bad experiences. Let's start some discussion of the good and bad experiences so we can either mutually enjoy our new stuff or if there is a problem that emerges, we can get it resolved together.

Thanks for participating.

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Re: your unboxing experience?

Posted by PhilipPasteur - 19 Oct 2012 08:29

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about 280 mm

Billabong wrote:

wickededge wrote:

Okay, that's not good!

Poor Clay, I hope this is a "one off".

He can't be everywhere.

edit - Can someone please tell me how long the new bar is? (in mm)

Got a feeling it's going to hang over the edges of my store bought wooden block mount. ☹

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Re: your unboxing experience?
Posted by FredHermann - 19 Oct 2012 12:38

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So problem resolution.

I contacted Clay directly, he's shipping me a different bar. Neither one of us can think of how this slipped past the multiple levels of quality control, so if you open your box, and it's not right, call directly, and they will fix it.

I love this company, and am jealous of the combination of great customer base, and the accountability of the various people working with Clay and WE. If everyone was in a situation like this, I think life would be easier.

On a positive note, this really doesn't immediately affect me, I still have the old arms and such, so I can play this weekend.

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Re: your unboxing experience?
Posted by Scott Sherman - 19 Oct 2012 12:51

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Kind of funny... in another thread I asked why send out two sets of arms and two bars with the PP2? I guess this finally puts that discussion to rest. I am now pretty happy to have a back up in the event of part failure. Even the best made product can fail especially when it is a moving part.

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Re: your unboxing experience?
Posted by FredHermann - 21 Oct 2012 10:40

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I have a question for the group. The arms for the upgrade seem to have a fairly rough finish compared to the older ones. Anyone else have this? It seems the rougher surface would sand the insides of the stone holders.

I took mine to my power buffer and smoothed them up a bit, and I'm considering waxing them for an even smoother surface.

So far I've done 3 knives, and only cut myself once.

Safety tip...when you have the knife in the vice don't reach over it to get something. 🙂

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Re: your unboxing experience?
Posted by leomitch - 21 Oct 2012 11:05

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A sage piece of advice Fred!Heed Fred guys and gals!

Leo

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Re: your unboxing experience?
Posted by iamtwon - 21 Oct 2012 12:50

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Jewelers polish and a drill. I think I may do it myself.

9m15s is where I tried to make the link start, but it's not cooperative. So, skip to 9m15s.

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Re: your unboxing experience?
Posted by FredHermann - 21 Oct 2012 21:11

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One thing to consider, polishing is sanding. It removes metal, so don't overpolish or you'll have skinny rods like the version one.

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Re: your unboxing experience?

Posted by wickededge - 24 Oct 2012 16:18

Thanks guys for the suggestions and prodding to include some assembly instructions for the Pro-Pack II! It's funny the things I take for granted after working with the sharpener for so long. I spent some time making drawings and writing the instructions and posted them here: Wicked Edge Pro-Pack II Assembly Instructions . You can also download a PDF that includes a packing list here: Wicked Edge Pro-Pack II Assembly Instructions - Download . A printed version will go out with any new ones we ship and I'll be filming a video on it soon.

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