



Te Au Pūngao

Technology & Innovation Hub

Prototyping Policy and Procedures

Effective Date: 19 February 2025

Website: www.teaupungao.com

Purpose

Te Au Pūngao provides access to 3D printing, 3D scanning, and prototyping facilities to support innovation, prototyping, and learning. This document outlines the terms of use, acceptable practices, and user responsibilities.

General Terms of Use

- Users must adhere to all **safety guidelines** and comply with instructions from Te Au Pūngao staff.
- Equipment may only be used for **lawful purposes**.
- Te Au Pūngao reserves the right to **deny or revoke access** at its discretion.
- Users are responsible for their own materials and **data storage**.
- By using Te Au Pūngao facilities, users accept **full responsibility** for their activities and agree to this policy.

Equipment Use & Access

3D Scanner Hire

Acceptable Use

The 3D scanner may only be used for lawful purposes. Users must not scan objects that:

- Contain **copyrighted or patented designs** without permission.
- Are **reflective, transparent, or highly textured** unless prepared appropriately.

Hire Process

- Users must book scanner hire through the Te Au Pūngao website.
- Te Au Pūngao **does not provide processing services** – users must process scan data themselves.

3D Printing

Acceptable Use

The 3D printer may only be used for lawful purposes. Users must not create material that:

- Violates any **law or regulation**.
- Is unsafe, harmful, or poses a risk (e.g., **weapons or weapon accessories**).
- Is obscene, offensive, or **inappropriate** for Te Au Pūngao's environment.
- Infringes on **intellectual property rights** (copyright, patents, trademarks).

Te Au Pūngao reserves the right to deny any print request.

Submission & Processing

- Users must submit **.STL files (max 25MB)** via email to 3D@teaupungao.nz.
- Staff will review files for **printability and cost estimation**.

Printing Guidelines

- **Max build volume:** 256 x 256 x 256 mm.
- Print time varies; during busy periods, completion may take up to **21 working days**.

Ownership of Prints

- **Users retain all intellectual property rights** over their designs.
- By submitting a print request, users grant Te Au Pūngao a non-exclusive, royalty-free licence to display images of completed prints for promotional purposes unless otherwise requested in writing.

Prototyping Room

Acceptable Use

Users must:

- Use tools **responsibly and safely**.
- Return tools in **clean, working condition**.
- Follow all **safety guidelines and PPE requirements**.

Te Au Pūngao reserves the right to revoke access for improper use.

Prohibited Activities

- **No hazardous processes** (e.g., welding, chemical treatments).
- **No modification or disassembly of Te Au Pūngao equipment**.
- **Off-site use of tools or equipment** without prior permission from Te Au Pūngao staff.

Bookings & Access

- **All equipment requires pre-booking** through the Te Au Pūngao website.
- Only **qualified users** may operate equipment.
- Qualified users must **complete a training session or skill assessment** with Te Au Pūngao staff.
- **Certifications are valid for 12 months** and must be renewed annually.

Pricing

- Pricing is outlined in the **Prototyping Services Price List** and is also available on the Te Au Pūngao website.
- **Prices are subject to change.** Prices on the website are the most up-to-date and apply at the time of booking.
- Users will receive a **cost estimate before printing or at time of booking.**

Collection & Storage

- **All completed prints must be collected within seven days**, after which they become the property of Te Au Pūngao.
- Te Au Pūngao **stores print files for 14 days after printing** and will be permanently deleted thereafter.
- Te Au Pūngao **does not store scanned files** – users must save them to their own storage.
- Only the **individual who submitted the request** may collect their item.

Enforcement & Dispute Resolution

Access Revocation

Te Au Pūngao reserves the right to deny or revoke access for any violation of this policy.

Appeals Process

- Users may submit an **appeal in writing** to appeals@teaupungao.com.
- Appeals will be reviewed within **14 days**, and decisions are final.

Refund & Dispute Resolution

- Refunds **are not provided** for user-submitted design errors.
- If a print fails due to **machine error**, Te Au Pūngao will offer a **reprint at no additional cost**.

Liability & Indemnification

- Users acknowledge that they operate Te Au Pūngao's equipment **at their own risk**.
- Te Au Pūngao is **not liable** for any injury, damage, or loss resulting from the use of its facilities.
- Users agree to **indemnify Te Au Pūngao** against any claims arising from their activities.
- If equipment is **damaged due to improper use**, users may be required to **cover repair or replacement costs**.

Definitions

- **Users** – Individuals who access and use Te Au Pūngao's services and facilities.
- **Te Au Pūngao Staff** – Employees or authorised personnel responsible for overseeing facility operations, enforcing policies, and providing assistance where applicable.
- **3D Printing** – The process of creating a physical object from a digital model using a 3D printer.
- **3D Scanner** – A device that captures a digital model of a physical object for measurement, analysis, or reproduction.
- **Prototyping Room** – A workspace equipped with tools for small-scale fabrication and assembly.
- **STL File** – A file format used for 3D printing that represents a digital model in a format compatible with slicing software.
- **Personal Protective Equipment (PPE)** – Safety gear required for using tools and equipment.
- **Intellectual Property (IP)** – Copyrights, trademarks, or patents that protect original designs and creations.



Level 1, 33 Arthur Street, Blenheim 7201

info@teaupungao.com | www.teaupungao.com



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