



Print Business Outage Checklist

When something breaks, work the list top to bottom. For UK 3D-print sellers on Bambu, Etsy and Shopify.

Not official guidance. This is independent, practical advice, not legal, financial or platform advice. It is not affiliated with or endorsed by Bambu Lab, Etsy, Shopify or any payment provider. Platforms change their tools and policies often, so always check the linked official page before you act. Facts checked October 2026.

00 The first 15 minutes (any incident)

- ☐ **Is it just you?** Check the official status page (right) before changing settings.
- ☐ **Write the start time down** and keep a short log: what you saw, what you tried, what changed.
- ☐ **List the affected orders.** Which orders are due to dispatch in the next 72 hours?
- ☐ **Stop it getting worse.** If you can't fulfil, pause new orders: Etsy *Vacation Mode*, or set the affected Shopify products to draft or turn on the store password page.
- ☐ **Tell customers early.** Message anyone whose dispatch date is at risk *before* it slips (template in section 05).
- ☐ **Don't fight the platform.** Avoid making lots of listing edits or relisting during an incident or policy review.

Service	Official status page
Bambu Lab (cloud printing, binding, MakerWorld)	status.bambulab.com
Etsy	etsystatus.com
Shopify	shopifystatus.com
Stripe	status.stripe.com
PayPal	paypal-status.com

01 Bambu cloud down / can't send prints

- ☐ Check status.bambulab.com: look at *Printer Services > Cloud printing / Binding*.
- ☐ **Fastest fallback: print from storage.** Export the sliced file from Bambu Studio to the printer's microSD card (or a USB drive on models that use one), insert it and start the job **from the printer's screen**. You don't need the cloud or the LAN settings for this.
- ☐ **LAN Only mode** (for sending from Bambu Studio over your own Wi-Fi). Turn it on **on the printer**: *Settings > LAN Only* on X1/H2 series. On P1, it's under *Settings > WLAN*. Then connect in Bambu Studio using the printer's **access code**, and its IP address if Studio can't discover it.
- ☐ **X1 series**: a microSD card must be inserted to start a LAN-mode print.
- ☐ **Developer Mode** is only needed for third-party software such as OrcaSlicer. It needs LAN Only to be on, and it disconnects the printer from Bambu Cloud. Read Bambu's risk notice before enabling it.

Prep now: keep a spare microSD card and a reader at the printer, with pre-sliced files for your best-sellers on it. Note each printer's IP and access code. Do a test print from the SD card once a month.

02 Etsy listing removed or shop suspended

- ☐ Check your email, **including spam**, and *Shop Manager > Policy violations*. Look for a banner on your dashboard.
- ☐ **Removed listing:** if you're eligible, use *View & appeal > Start an appeal*. You appeal **each listing separately**, usually within **180 days**, and you **only get one appeal** per listing. Etsy is rolling out appeals for Creativity Standards, Prohibited Items and IP removals over 2026. If you don't see the option, your listing may not be eligible yet.
- ☐ **Copyright (DMCA) takedown:** a counter notice is for **copyright claims only**, not trademark claims. You file it through the unique link in Etsy's email. It's a legal statement and your details go to the person who complained. If they don't tell Etsy about court action within 10 business days, the listing may be reactivated. Get advice if you're unsure.
- ☐ **Permanent suspension:** fix every outstanding issue first, such as listings, open cases and unpaid bills. Then use Etsy's **Appeals Center** within **6 months**. Explain what went wrong, what you've fixed and what you'll do differently.
- ☐ **Removed from search, but not suspended?** You can usually still fulfil orders, message buyers, give refunds and print labels. Keep shipping.
- ☐ **Know the 3D-print rule.** Items made with a 3D printer must be based on **your own original design**. A "commercial licence" for someone else's STL does **not** meet Etsy's Creativity Standards. Use your own photos.

Prep now: back up your listing text and photos somewhere other than Etsy. Keep proof that each design is yours, such as CAD source files and dated drafts.

03 Checkout down or payments held

- ☐ Check the status pages for your platform **and** your payment provider. Place a small test order, or check whether orders are still coming in at the usual rate.
- ☐ **Etsy Payment account reserve:** check *Shop Manager > Finances > Payment account*. Reserved money shows under *Pending*, and orders with held funds show an "Order in reserve" badge. Reasons include being a new seller, a sudden jump in sales or refunds, late dispatch and missing tracking.
- ☐ **Reduce reserves:** dispatch on time, add tracking and answer cases quickly.
- ☐ Contact the platform only through its **official help centre**. Never use links in unexpected emails or DMs, because "payment hold" phishing is common.
- ☐ **Prep now:** keep a cash buffer to cover filament and postage for a few weeks of orders.

04 Printer failure or filament stockout

- ☐ **Triage the queue.** Sort open orders by promised dispatch date and move the ones at risk to your working printers.
- ☐ **Failed print:** inspect it before you reprint. Check the nozzle, the plate adhesion and whether the filament is wet. Log the cause.
- ☐ **Spares kit:** a spare nozzle or hotend, a build plate, PTFE tube and the parts that wear out on your model.
- ☐ **Filament:** set a reorder point for every colour you sell, with a second supplier you've already tested. If you have to switch colour or brand, **tell the buyer first and get their OK**.
- ☐ **Overflow help:** if someone else prints for you, Etsy requires you to **disclose the production partner** in the listing.

05 Customer comms and UK basics

Delivery: unless you've agreed a different time with the buyer (for example, your stated processing time), you must deliver without undue delay and **within 30 days** [CRA 2015 s.28](#). If you miss the date, the buyer can set a reasonable new deadline. If you miss that too, they can cancel and get a refund.

Cancellations: for online sales, buyers generally have **14 days** to cancel. Goods made to the buyer's specification or clearly personalised are exempt [CCRs 2013](#). Faulty-goods rights still apply.

Delay message template

Hi [Name], thanks for your order of [item]. I wanted to let you know straight away that [a supplier delay / a printer fault / a platform outage] means your order will now dispatch by **[new date]** instead of [original date]. If that doesn't work for you, just reply and I'll cancel and refund in full, no problem. Sorry for the wait, and thanks for supporting a small maker. [Your name]

06 Single-point-of-failure mini-audit (10 minutes)

- ☐ Can I print if the internet is down? (Do a test print from the SD card.)
- ☐ Can I keep selling if one sales channel goes down?
- ☐ Does one printer handle more than half my orders?
- ☐ Do I have one supplier for my best-selling filament?
- ☐ Is my listing text and photos backed up off-platform?
- ☐ Is 2-factor authentication on for email, Etsy/Shopify, Bambu and my bank?
- ☐ Could someone else log in if I'm ill, using a documented, secure handover?
- ☐ Do I get an alert if my shop or website goes down? (Free: UptimeRobot, with 50 monitors checked every 5 minutes.)
- ☐ Is my order backlog in one place I can see at a glance?
- ☐ Do I have a delay message ready to send?

07 Fill in now, before you need it

Printers (keep this off your computer)		Backups & contacts	
Printer / model	IP address · access code location	Backup filament supplier	
		Overflow print partner	
		Where listing backups live	
		Emergency cover person	

Time	What happened	What I did	Orders affected

Want the full runbooks? The Maker Runbook's **Resilient Maker Kit** includes step-by-step incident runbooks, customer email templates, an order backlog tracker and a full single-point-of-failure audit. Get incidents, fixes and policy changes every week in **Maker Ops Weekly**, the free newsletter. Find both at **makerrunbook.com**.

Sources (checked October 2026)

Bambu Lab Wiki: *How to enable LAN Mode*, wiki.bambulab.com/en/knowledge-sharing/enable-lan-mode
Bambu Lab Wiki: *How to enable Developer Mode*, wiki.bambulab.com/en/knowledge-sharing/enable-developer-mode
Bambu Lab Wiki: *Print from SD card (A1)*, wiki.bambulab.com/en/a1/manual/how-to-print-from-sd-card
Bambu Lab Wiki: *Third-party integration*, wiki.bambulab.com/en/software/third-party-integration
Etsy Help: *How do I submit an appeal for a listing removed by Etsy?* (33558571339159)

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Etsy Help: *How to file a DMCA counter notice*; etsy.com/legal/ip-counter
Etsy Help: *How to reinstate your suspended account; What is a Payment Account Reserve?*
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Consumer Contracts Regs 2013 (SI 2013/3134) reg. 28; gov.uk/accepting-returns-and-giving-refunds
UptimeRobot pricing: uptimerobot.com/pricing