FAQ

Common member questions.

- Member FAQ

Member FAQ

Access and hours

When can I get in? Members with a paid Monthly or Annual membership have 24/7 access. New members in their introductory period get access through the mobile app. See **Hours and Access**.

Which door do I use? The rear door. The front door is only used for public events.

Can I let someone in who is not a member? You can bring guests to tour the space, but they may not use any equipment. Never leave a door unlocked or propped open. See **Guests, Family Members and Pets**.

Tools and training

Can I use a tool I already know how to use? Not until you are checked off on it here. All corded tools require training, even for experienced pros, because our equipment may be modified. See **How Certification Works**.

Where can I see what equipment we have? In Atlas.

Can I borrow a tool to use at home? Not without prior board approval.

A tool is broken. What do I do? Stop using it, tag it out of service and report it. See **Tagging a Tool Out of Service and Reporting It** in Shop Safety.

Materials and storage

Can I use the shop's materials and scrap? Shop materials and scrap are for members with a paid Monthly or Annual membership. During the introductory period, bring your own. For anything you plan to sell, use your own materials. See **Consumables** and **Scrap, Shared Materials and Recycling**.

Can I leave my project here? Only in a designated storage area or on a cart with working wheels, labeled with your name and the date. Unlabeled items are treated as community property. See the **Storage Policy**.

Is the free shelf a lost and found? No. Anything on the free shelf is free to take. Items left there for more than two months are put into long-term storage or donated.

Can I donate tools or materials? Yes, but get approval from an area coordinator or the board **before** you bring them in.

Everyday life in the shop

Can I play music? Yes. On weekdays from 9:00 AM to 4:00 PM keep the volume down for our neighboring businesses. Outside those hours, just be courteous to other members. See **Parking, Loading and Neighbors**.

Can I eat in the shop? Yes, but take your food and food trash with you when you leave. Food left overnight attracts pests.

Can I use the conference room? Any member can use it when it is free. Reservations are only needed for hosted events. See the **Conference Room Policy**.

Can I have packages delivered to the space? No. Do not use the space's address for personal shipments, forms or correspondence without board approval.

Membership and money

How much is membership? Current rates are always on waukeshamakers.com.

How do I pay dues or change my membership? Log in to your member profile at waukeshamakers.com. You can also mail a payment or use the secure drop box in the lab; put your name on it and a note saying what it is for.

What if my payment is late? There is a 7-day grace period before access is paused.

Who do I ask for help? Email info@waukeshamakers.com, ask in #general on Discord, or talk to a board member.

Safety

What do I do in an emergency? Call 911. Evacuate the building for fire, chemical spills or other hazardous conditions. See **Emergency Information** in Shop Safety.

How do I report an accident or near miss? Email info@waukeshamakers.com or message a board member in #general on Discord. See **Incident and Near-Miss Reporting**.

Is the space on camera? Yes. The space has security cameras for the safety of members and property. Footage is reviewed only when needed for security or an incident report.