

CREALITY
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Create reality, achieve dreams

Sermoon M1

Sermoon M1



3D Printer User Manual

3D打印机用户手册

V1.1

Dear Consumers,

Thank you for choosing our products. For the best experience, please read the instructions before operating the printer. Our teams will always be ready to render you the best services. Please contact us via the phone number or e-mail address provided at the end when you encounter any problem with the printer.

For a better experience in using our product, you can also learn how to use the printer in the following ways:

View the accompanied instructions and videos in the SD card.

Visit our official website www.creality.com to find relevant software/hardware information, contact details and operation and maintenance instructions.

尊敬的用户：

感谢您选择创想三维的产品。为了您使用方便，请您在使用之前仔细阅读本说明书，并严格按照说明书的指示进行操作。

创想三维团队时刻准备为您提供优质的服务。在使用过程中无论遇到什么问题，请按照说明书结尾所提供的电话、邮箱与我们联系。为了您能够更好地体验我们的产品，您还可以从以下方式获取设备操作知识：

随机使用说明：您可以在SD卡内找到相关使用说明及视频。

您还可以登陆创想三维官网(www.cxsw3d.com)寻找相关软硬件、联系方式、设备操作、设备保养等信息。

Firmware Upgrade

Please login the official website <https://www.creality.com/download>, switch the language and select the relevant printer and model and download the required firmware, you can use it after the installation is finished.

固件升级

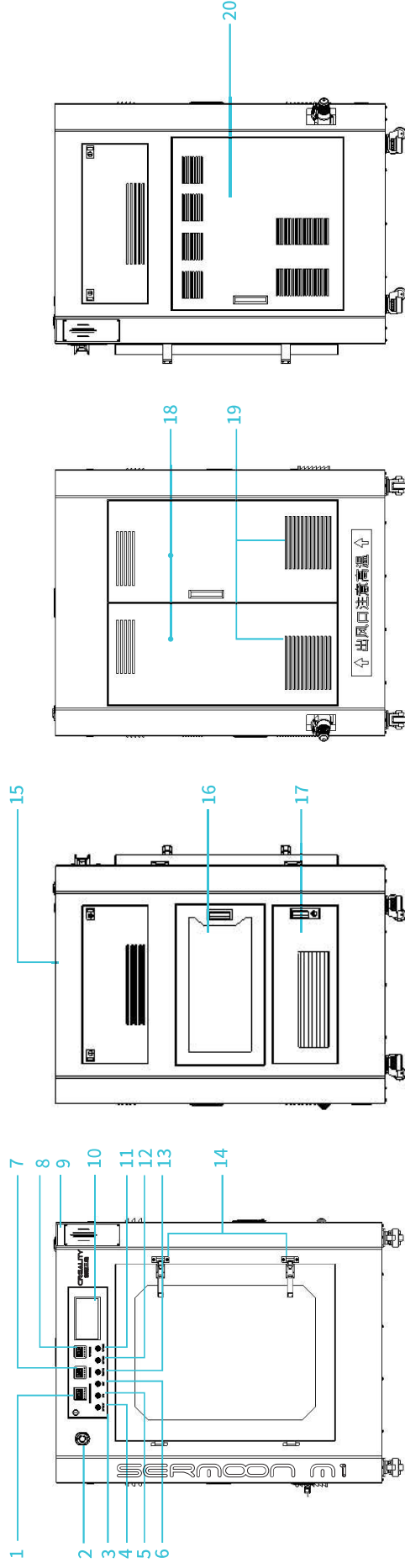
请您登录官网<https://www.cxsw3d.com>，切换语言选择相关机型与型号，下载所需固件，安装完成后即可使用。

NOTES 使用须知

- 1 Do not use the printer any way other than described herein in order to avoid personal injury or property damage.
- 2 Do not place the printer in the environment with large vibration or other instability. The shaking of the machine will affect the printing quality of the printer.
- 3 Please do not place the machine in inflammable and explosive materials or near high heat source. Please place the machine in a ventilated, cool and dust free environment.
- 4 It is recommended to use consumables recommended by the manufacturer to avoid machine damage.
- 5 Do not use any other power cable except the one supplied. Always use a grounded three-prong power outlet.
- 6 Please do not open the plastic cover during usage, otherwise the printing will be interrupted.
- 7 Do not wear cotton gloves when operating the printer. Such cloths may become tangled in the printers moving parts leading to burns, possible bodily injury, or printer damage.
- 8 Please wait a moment after the print is finished. And please wear gloves to take out the print by tools.
- 9 Clean the printer frequently. Always turn the power off when cleaning, and wipe with a dry cloth to remove dust, adhered printing plastics or any other material off the frame, guide rails, or wheels. Use glass cleaner or isopropyl alcohol to clean the print surface.
- 10 Children under 10 years should not use the printer without supervision.
- 11 This machine is equipped with a security protection mechanism. Do not manually move the nozzle and printing platform mechanism manually while booting up, otherwise the device will automatically power off for safety.
- 12 Users should comply with the laws and regulations of the corresponding countries and regions where the equipment is located (used), abide by professional ethics, pay attention to safety obligations, and strictly prohibit the use of our products or equipment for any illegal purposes. Creativity will not be responsible for any violators' legal liability under any circumstance.
- 1 请勿尝试任何使用说明中没有描述的方法来使用本机，避免造成意外的人身伤害和财产损失；
- 2 请勿将打印机放置在振动较大或者其他稳定的环境内，机器晃动会影响打印机打印质量；
- 3 请勿将本机放置在易燃易爆物中或高热源附近，请将本机放置在通风、阴凉、少尘的环境内；
- 4 建议使用厂家推荐耗材，以免造成机器损坏；
- 5 请勿在安装过程中使用其他产品电源线代替，请使用本机附带的电源线，电源插头需插在带有地线的三孔插座；
- 6 请勿在操作打印机工作时打开打印机面盖，以免影响打印；
- 7 请勿在操作打印机时戴棉手套，以防可动部件对人身造成卷入挤压和切割伤害；
- 8 在打印完后稍等片刻，带上手套后再取下打印平台，借助工具将平台上的模型取下，清理时请勿直接用手触摸；
- 9 定期清洁打印机，清洁时务必关掉电源，并用干布擦去灰尘、附着在印刷塑料或框架、导轨或车轮上的任何其他材料；使用玻璃清洁剂或异丙醇清洁印刷表面；
- 10 年龄在10岁以下的儿童，请勿在没有人员监督的情况下使用本机，以免造成人身伤害；
- 11 本机设有安全保护机制，请勿在开机状态下手动快速移动喷头及打印平台机构，否则设备会自动断电关机保护；
- 12 使用者应遵守设备所在地（使用地）相应国家、地区法律法规，恪守职业道德，注意安全义务，严禁将我司的产品或设备使用在任何非法用途上。如有违反者所应承担的相关法律责任我司概不负责；

Introduction 设备简介	01-01
Equipment Parameters 设备参数	02-02
Parts List 零部件清单	03-03
Device Installation and Function Description 设备安装和功能说明	04-05
Boot Information 开机信息	06-09
Filling the Filament 填充耗材	10-11
Leveling 调平台	12-13
Start Printing 开始打印	14-16
Attention 注意事项	17-18
Maintenance 维护保养	19-19
FDM 3D PRINTING FILAMENTS 3D打印耗材	20-25
After-Sales Service Card 售后服务卡	26-29

1. Introduction 设备简介



1. Temperature and humidity controller of filament cabin
耗材舱温度湿度控制器

2. Emergency stop button
急停开关

3. Control panel
控制面板

4. Air filter switch
空气过滤开关

5. Lighting switch
照明开关

6. Reset
复位

7. Infrared temperature controller
红外温控器

8. Heater temperature controller
暖风温控器

9. SD card / USB interface
SD卡 / USB接口

10. Touch screen
触摸屏

11. Heater switch
暖风开关

12. Infrared heating
红外加热

13. Electromagnetic door lock
电磁门锁

14. Front door lock
前门门锁

15. Top door
顶门

16. Filament cabin
耗材舱

17. Cooling equipment cabin
冷却设备舱

18. Back door
后门

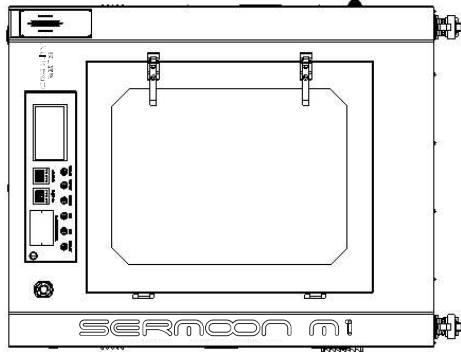
19. Air outlet
出风口

20. Electrical cabinet
电器柜

2. Equipment Parameters 设备参数

Basic Parameters 基本参数	
Model 型号	Sermoon M1
Software language 中英切换	English 中文
Print method 打印方式	SD card/USB online printing SD 卡/USB联机打印
Frame 框架	Double-layer thermostatic shell structure 双层恒温壳体结构
Molding 成型工艺	FDM
Number of nozzles 喷头数量	1
Print size 成型尺寸	400*450*500mm(length,width and height) 400*450*500mm (长*宽*高)
Layer thickness 层厚	0.1~0.4 mm
Printing speed 打印速度	30-100mm/s
Nozzle diameter 喷嘴直径	0.6 (0.4/0.8)
Nozzle temperature 喷嘴温度	≤270°C
Hot bed temperature 热床温度	≤150°C
Chamber temperature 恒温腔温度	≤90°C
Supporting materials 支持材料	PLA、ABS、PETG、HIPS、ASA、PA、PC、PP
Material diameter 材料直径	1.75mm
Support file format 支持文件格式	STL、OBJ、G-Code
Machine size 设备尺寸	1000X985X1335mm
Machine weight 机器重量	300KG
Package size 包装尺寸	1300*1300*1500mm
Package weight 包装重量	330KG
Voltage 电压	Input:AC100-120V AC200-240V Output:24v 输入:AC100-120V AC200-240V 输出:24v
Operation system 操作系统	Windows
Power 功率	3500W
Environmental requirements 环境要求	10-30°C, Humidity:20-50% 10-30°C, 湿度:20-50%
Display screen 显示屏幕	7inch 7英寸

3. Package Content 零件清单



1 Machine | 整机



















2 Toolbox | 工具箱



3 Consumables (PLA) x2 | 耗材 (PLA)

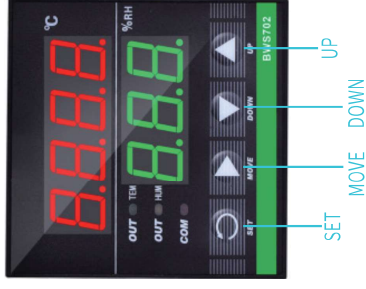
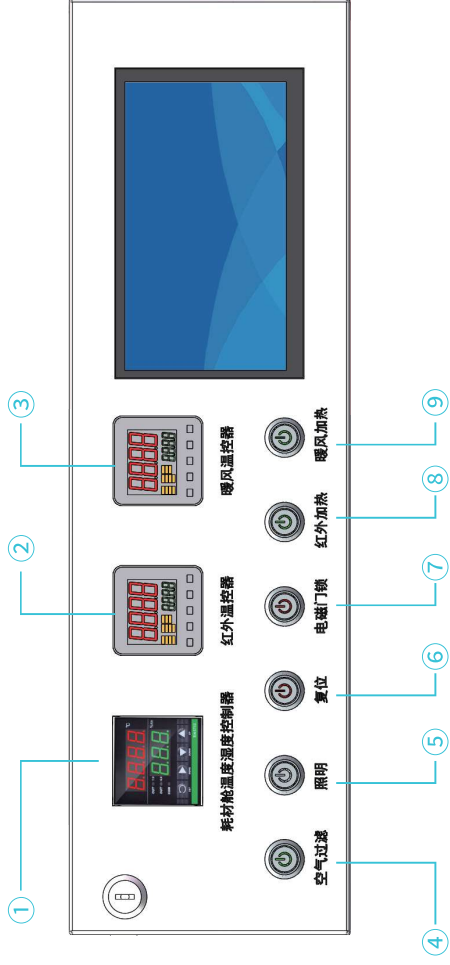
Toolbox Content 工具箱内容

- | | | | |
|---|---|--|---|
|  |  |  |  |
| 1 Teflon tube
喷头套件 | 5 Needle
通针 | 9 USB data cable
USB数据线 | 13 Solid glue
固体胶 |
|  |  |  |  |
| 2 Shovel
铲刀 | 6 Utility knife
美工刀 | 10 Teflon tube (Spare)
铁氟龙管 (备品) | 14 Cable ties
扎带 |
|  |  |  |  |
| 3 Warranty card/
Certificate of quality
保修卡/合格证 | 7 Power cable
电源线 | 11 SD card/读卡器 | 15 Lubricating oil
润滑油 |
|  |  |  |  |
| 4 Wrench kit
扳手工具包 | 8 Sleeve wrench 7#
套筒扳手7号 | 12 Spare parts bag
备品包 | 16 Cooling liquid
冷却液 |

4. Device Installation and Function Description 设备安装和功能说明

This model is the whole machine delivery type. After receiving the machine, you only need to confirm whether the machine is in good condition and whether the accessories in the kit are complete. After receiving the goods, please operate according to the product manual or contact after-sales and professional personnel to guide the installation and debugging. Please confirm whether the site meets the use conditions before equipment operation, so as to avoid personal and property losses caused by potential safety hazards.

该机型为整机发货类型，您收到机器后只需确认机器是否完好，工具包内配件是否齐。收到货后，请按照产品说明书进行操作或联系售后及专业人员进行指导安装和调试。设备运行前请确认场地是否满足使用条件，以免造成安全隐患而导致人身和财产损失。

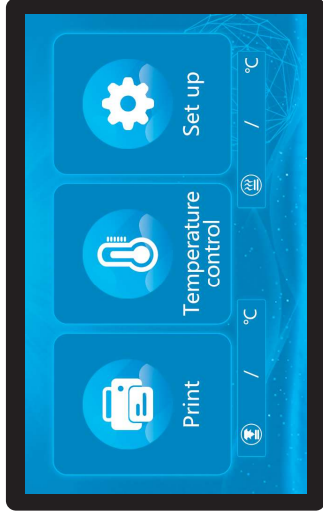


- ① Temperature and humidity controller for consumable compartment: Use "SET" to select temperature or humidity for adjustment, "MOVE" to select the number to be adjusted, and "UP" and "DOWN" to increase or decrease the selected number.
耗材舱温湿度控制器：通过“SET”选择温度或湿度进行调节，“MOVE”选择所需调整的数字，“UP”“DOWN”对所选数字进行增减。
- ② Infrared temperature controller: the white font is the current temperature (unit °C), and the green font is the setting temperature (unit °C). The number to be adjusted can be selected through the middle button " " and the number can be adjusted through the " " " " " " two buttons. After the adjustment, press the first button " " on the left twice to return to the initial interface.
红外温控器：白色字体为当前温度（单位°C），绿色字体为设置温度（单位°C），可通过中间按键“ ”选择需要调整的数字，并通过“ ”“ ”两个按键对数字进行调整，调整结束后，按动两次左边第一个按键“ ”回到初始界面即可。
- ③ Heater temperature controller: the use method is the same as that of infrared temperature controller.
暖风温控器：使用方法与红外温控器一致。

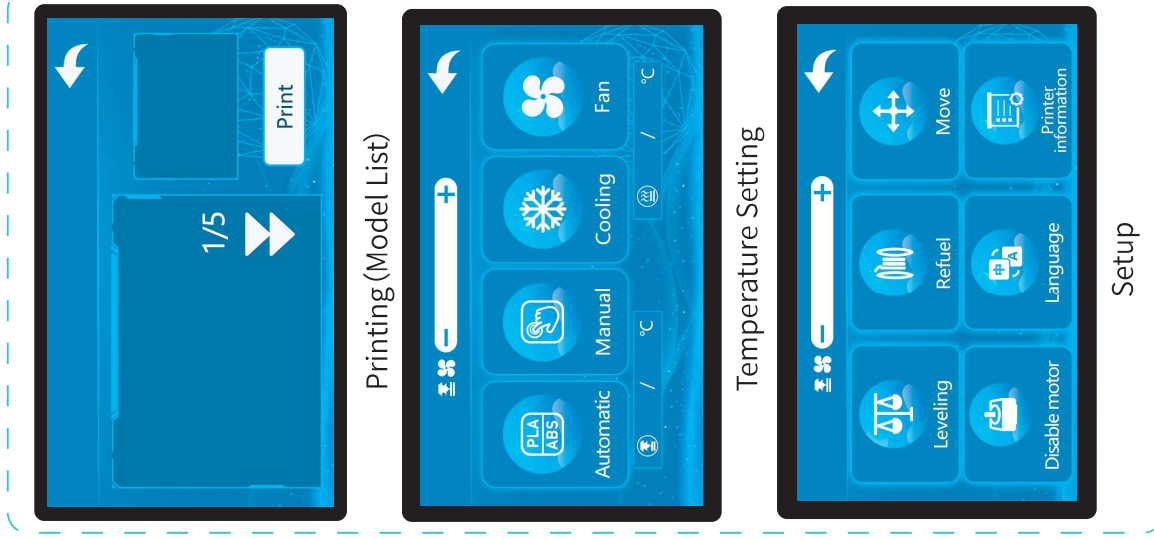
5. Device Installation and Function Description 设备安装和功能说明

- ④ Air filtration: turn on this function when printing ABS / HIPS and other consumables with strong odor, or when it is necessary to cool the printing chamber.
空气过滤: 打印ABS/HIPS等气味较大耗材时, 或需对打印腔进行降温时, 开启该功能。
- ⑤ Lighting: Control cavity lighting switch.
照明: 控制打印腔照明开关。
- ⑥ Power on: control the display screen and main-board to turn on and off.
复位: 控制显示屏、主板开启和关闭。
- ⑦ Electromagnetic door lock: when the temperature in the printing chamber is below 60 °C, press the switch, and the electromagnetic access control switch will be unlocked within 15 seconds
电磁门锁: 当打印腔内温度60°C以下时, 按动开关后, 电磁门禁开关在15秒内解锁。
- ⑧ Infrared heating: the heating system is powered on and off (only when the set temperature is higher than the current temperature, the infrared heating function will start to work).
红外加热: 暖风系统电源通断 (只有当设定温度高于当前温度, 红外加热功能才会开始工作)。
- ⑨ Warm air heating: the power supply of the heating system is on and off (only when the set temperature is higher than the current temperature, the heating function will start to work).
暖风加热: 暖风系统电源通断 (只有当设定温度高于当前温度, 暖风加热功能才会开始工作)。

6. Boot Information 开机信息



Boot Screen



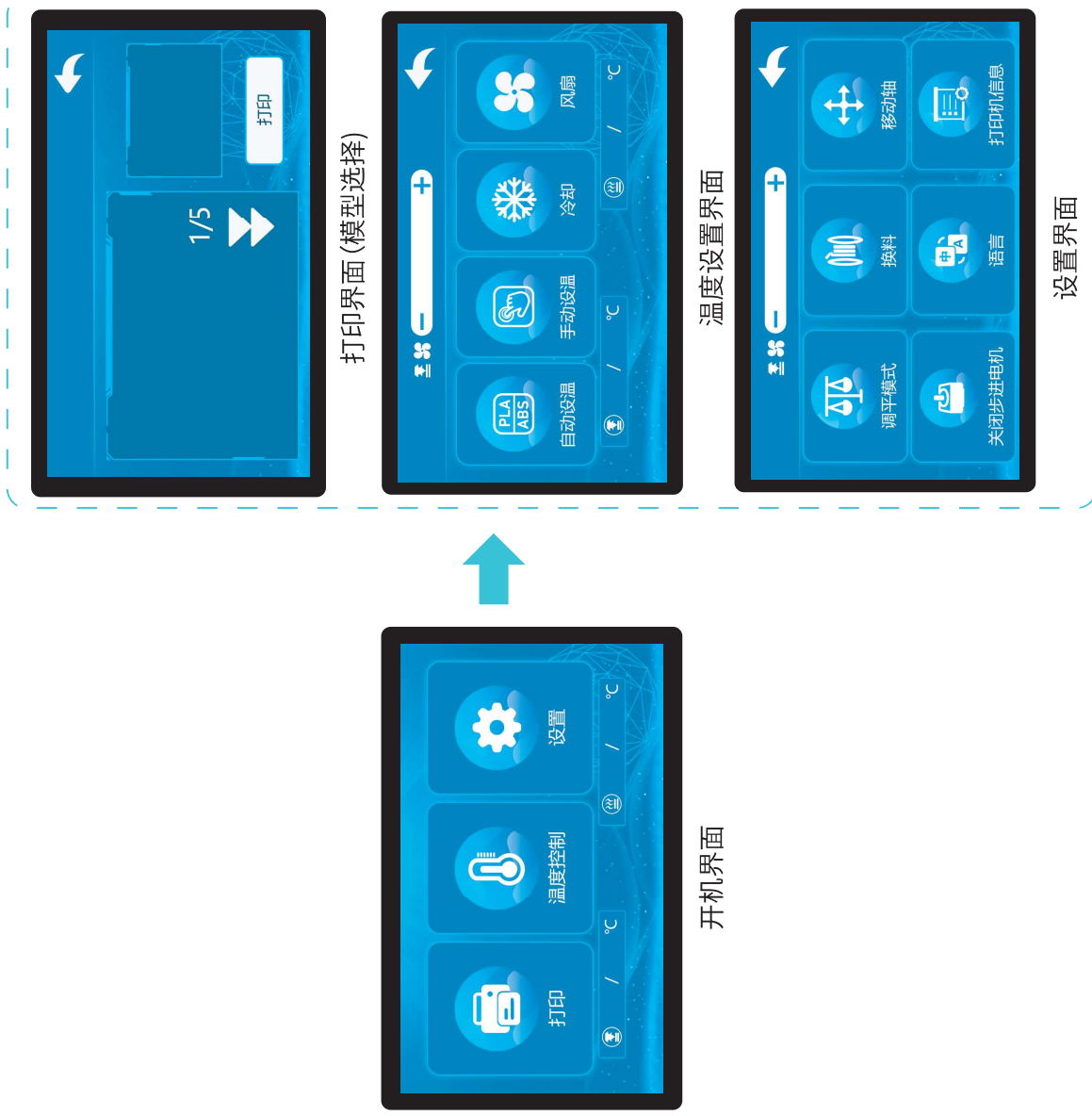
Printing (Model List)

Temperature Setting

Setup

Automatic temperature setting: Automatically heating to the preset temperature according to the selection
Manual setting: Set the target temperature manually
Cooling: Cooling nozzle
Fan: Manual control of the top of the machine can control the operation of the fan

Leveling mode: Manual five point auxiliary leveling mode
Refuelling: Manual feeding and returning
Moving axis: Move each axis and return to zero
Turn off the stepper motor: Turn off the stepper motor control
Language: Language choice
Printer information: Equipment specifications and model parameters



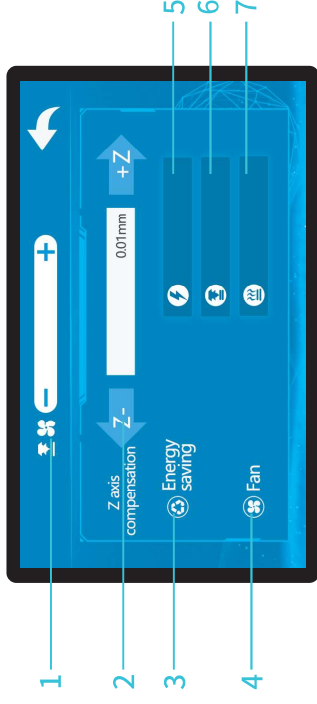
自动设温:根据选择自动加热到预设温度
 手动设温:手动设置目标温度
 冷却:降温
 风扇:手动控制机器顶部可控制风扇的运转

调平模式:手动五点辅助调平模式
 换料:手动进退料
 移动轴:移动各轴及回零
 关闭步进电机:关闭步进电机控制
 语言:语言选择
 打印机信息:设备规格型号参数

8. Boot Information 开机信息



Printing Interface (Printing)



Adjustment

Printing Interface (Printing)

- | | | |
|----------------------------|---------------------------------|----------------|
| 1. Status | 5. Stop print (Non-recoverable) | 9. Time |
| 2. Nozzle temp/Preset temp | 6. Pause (Recoverable) | 10. Adjust |
| 3. Bed temp/Preset temp | 7. Model name (Letter, Number) | 11. Background |
| 4. Progress | 8. Eco | 12. Progress |

Adjustment

- | | |
|---|--|
| 1. "Air volume" +: Control the air cooling volume of nozzle | 5. Print speed: Adjust print speed (100 is the slicer speed) |
| 2. Z calibration: Z calibrate manually (professional) | 6. Nozzle temp: Adjust nozzle temperature |
| 3. Eco: Automatically shut down hot bed after certain time printing | 7. Bed temp: Hot bed temperature |
| 4. Fan: ON/OFF fan (Note: for details, please refer to page 16) | |

9. Boot Information 开机信息



- 1 正在打印...
- 2 已启动节能模式
- 3 192 / 190 °C
- 4 32 / 0 °C
- 5 16 % 3:20
- 6 调整

打印页面 (打印中)



- 1 Z轴补偿: 0.01mm
- 2 Z-
- 3 节能
- 4 风扇
- 5 +Z
- 6
- 7

操作选项

打印页面 (打印中)

1. 打印状态
2. 喷头预设温度/目前温度
3. 热床预设温度/目前温度
4. 打印进度

5. 停止本次打印 (不可恢复打印)
6. 暂停本次打印 (可恢复打印)
7. 打印文件名称 (英文及数字)
8. 节能模式是否开启

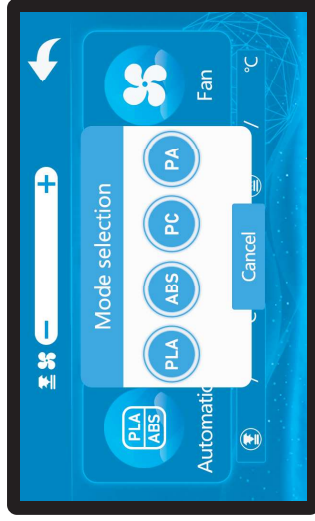
9. 打印耗时
10. 调整选项
11. 打印背景
12. 打印进度条

操作选项

- 1.- “风量”+: 控制喷嘴气冷风量
2. Z轴补偿: Z轴手动补偿误差 (专业人员使用)
3. 节能: 节能模式开启打印一段时间后会自动关闭热床。
4. 风扇: 顶门风扇的开启与关闭 (注: 详细请参考16页)

5. 打印速度: 打印速度的调整 (100为切片设置速度)
6. 喷头温度: 喷头温度调整
7. 热床温度: 热床温度调整

10. Filling the Filament 填充耗材

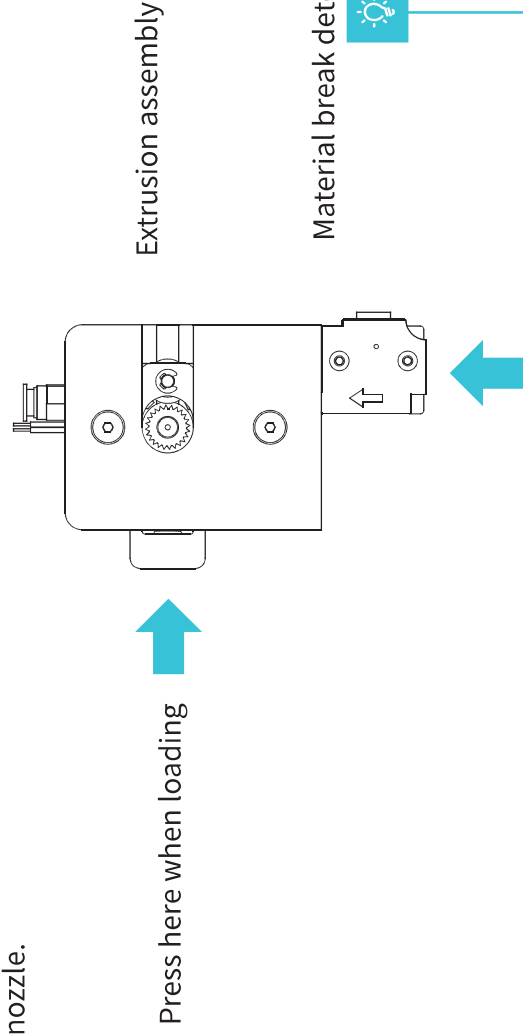


First touch preheat, heating the nozzle.



Touch to change filament, send filament to extrusion clip, then touch feeding.

Cut the filament as bevel angle by diagonal pliers, send the filament through Material Cutoff Detector Switch, then press the extrusion clip and send the filament to extrusion device, when the filament pass through the extrusion gear then touch Feeding. Till filament come out from the nozzle that means you finished filament loading. Please note that all the printer had been tested in factory so there is remnant filament in the nozzle. May it's different color as you use now, then you just need to extrude a little more filament to extruding out all the remnant in the nozzle.



Tips: How to change filament?

When change the filament you need to heating up the nozzle temperature to 200°C first. In “Filament” option, touch “out” then the filament will exit automatically, next you touch “in” to change a new filament.

11. Filling the Filament 填充耗材

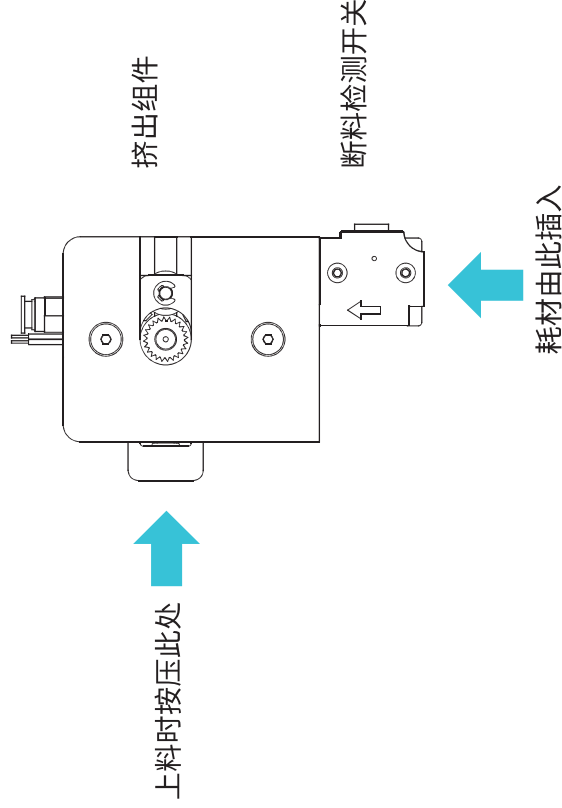


根据耗材类型,将喷嘴升温



点击换料,将耗材手动通过断料检测后,送入挤出夹,再点击进料即可。

将耗材端用斜口钳剪成斜角,手动将耗材通过断料检测开关,用手按住挤出夹,再将耗材送入挤出装置,当耗材穿过挤出齿轮后即可点击进料。等到耗材从喷头处溢出时,则表示耗材加载完成。需要注意的是,由于机器在出厂时都经过测试,故喷头内会有残余的耗材,可能与您想使用的耗材颜色不一致。这时,您只需再挤出一小段耗材即可将喷头内的残余耗材挤出完全,接下来就可以打印您想要的颜色。(如图所示)

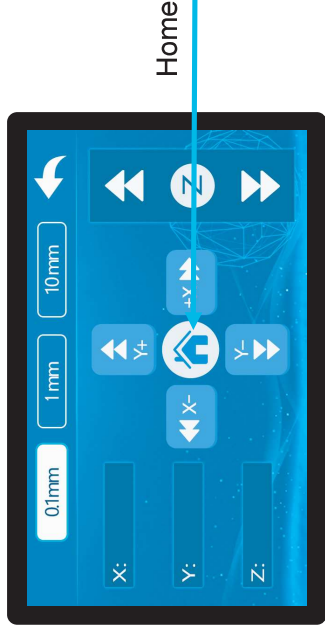
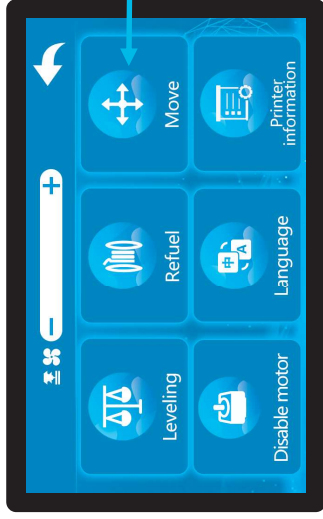


提示:如何换料?
当您想要更换耗材时,也需要先将喷头温度升到200°C。在换料选项中点击退料,耗材会自动退出,在进行上料操作即可。

12. Leveling 调平平台

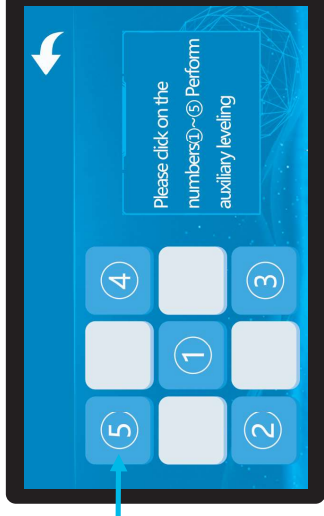
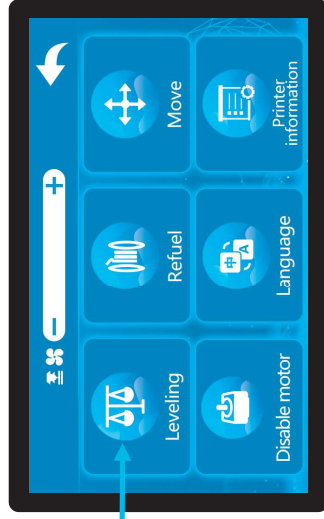
① Auto Home

Touch "Move" make each axis return to zero then start your next step.



② Leveling

After all axis return to zero, touch "leveling", then touch "point 1", when nozzle come to "Point 1", then touch "Point 2", "Point 3", "Point 4" & "Point 5" but make sure the nozzle follow it accordingly.



- ③ When nozzle move to 1,2,3,4,5 accordingly, screw the leveling nut, adjust the platform position, make the nozzle about 0.05mm above the platform, then put an A4 paper between them to make sure the nozzle make scratch on the paper.
- ④ Repeat step 1, 2 & 3 if necessary.

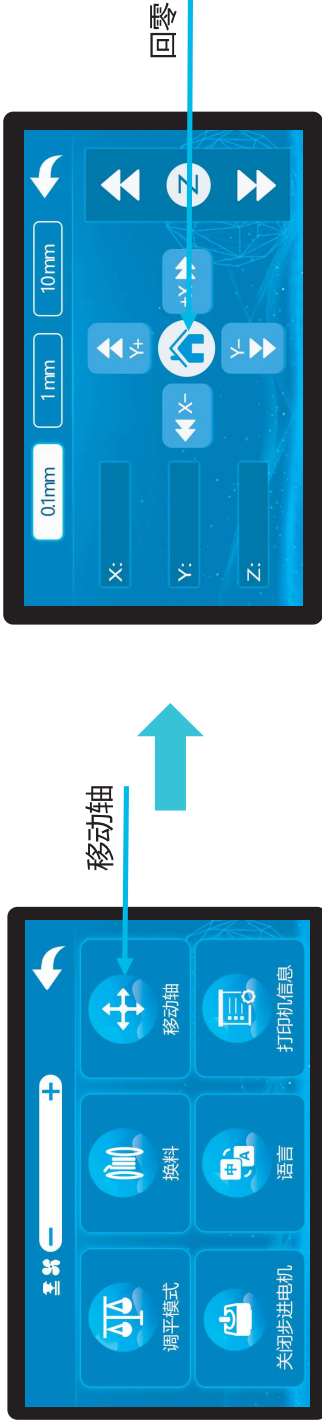


You can find the more details about how to leveling in the memory card, please read it before leveling.

13. Leveling 调平平台

① 回零

点击移动轴后点击各轴回零，等待打印机各轴回到原点后再进行下一步操作。



② 调平模式

当各轴回零后，点击调平模式，再点击第一点，等喷头移动到相应的位置后再点击第二点。然后依次将喷头移动到第三点、第四点、第五点进行调平操作。



③ 当喷头依次移动到12345五点时，拧动调平螺母，调节打印平台的位置，使平台与喷头间的距离大约在0.05mm，即可以在两者间塞入一张A4纸的距离，当喷头能在A4纸上产生划痕时即可。

④ 如有必要，可重复上1、2、3步的步骤。

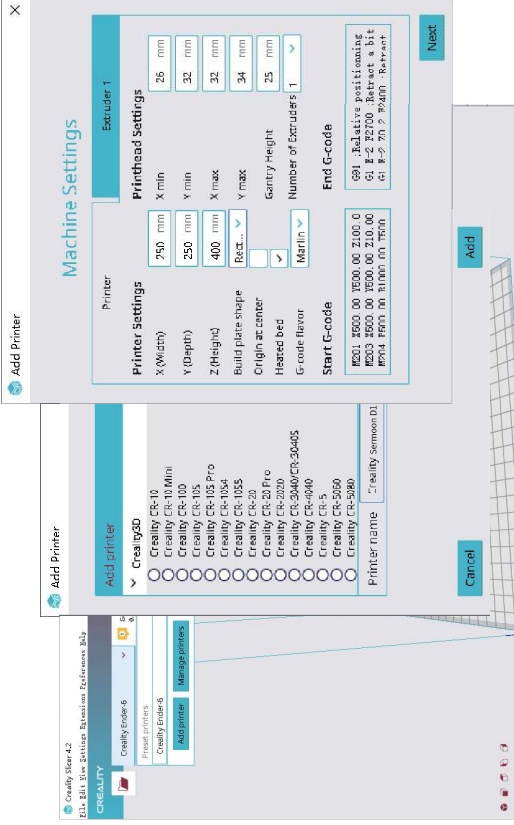


详细调平教程可在存储卡中随机文件内找到，请阅读后再尝试调平。

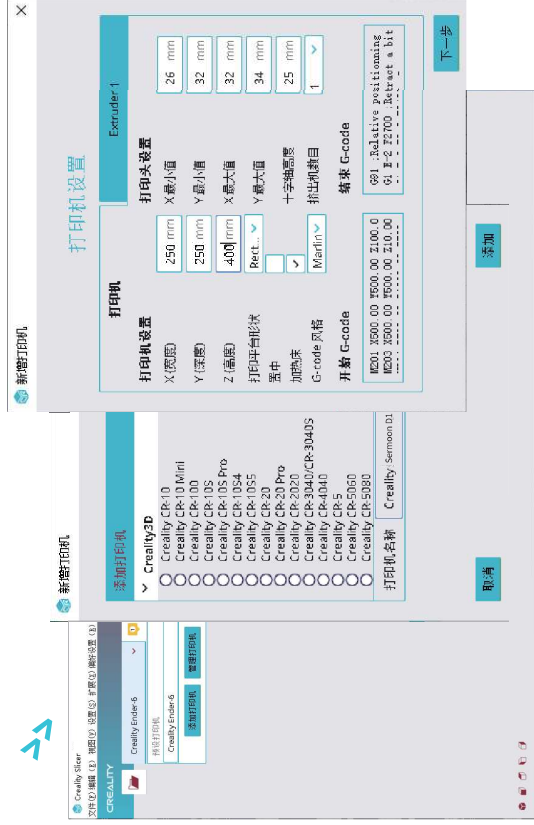
14. Start Printing 开始打印



1. Double click to install the software. | 安装软件
2. Double click to open the software. | 打开软件



3. Select language → Next → Select your machine → Next → Finish.



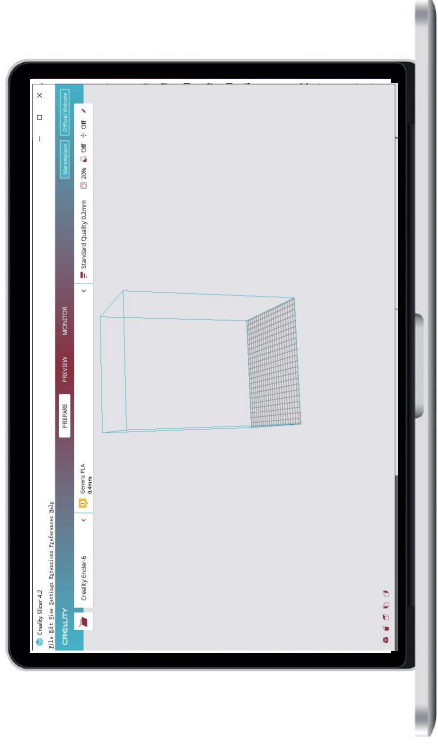
3. 依次选择语言 → Next → 选择对应机型 → Next → Finish, 完成设置。



4. Open Creaform 3D slicer → Load (Read file) → Select file.

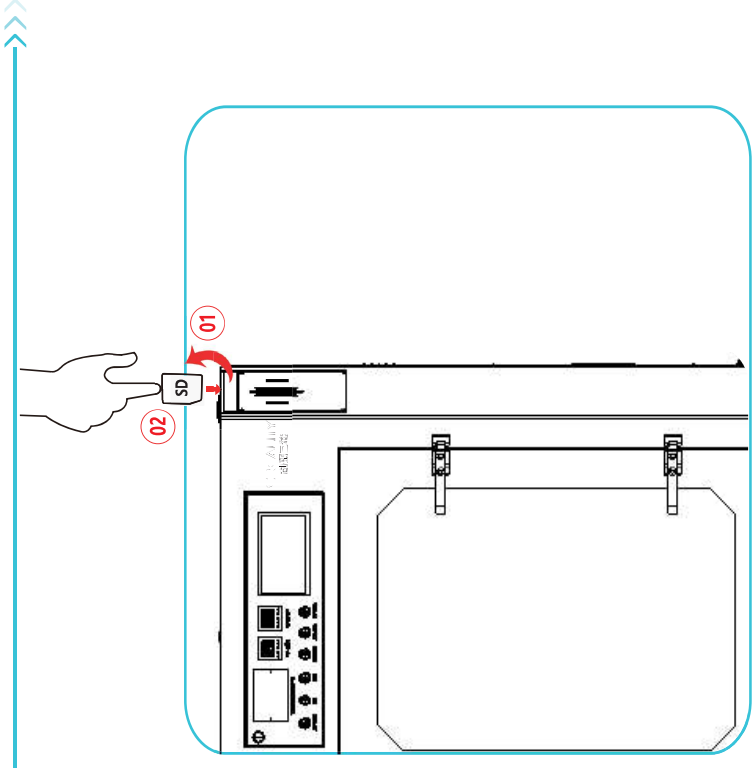
打开创想三维切片软件 → Load (读取文件) → 选择文件。

15. Start Printing 开始打印



5. Generate G-code, and save the gcode file to storage card.
生成G代码→保存到存储卡。

Note: File names must be Latin letters or numbers, not Chinese characters or other special symbols
注意：文件名需为拉丁字母或数字，不能为汉字或其他特殊符号

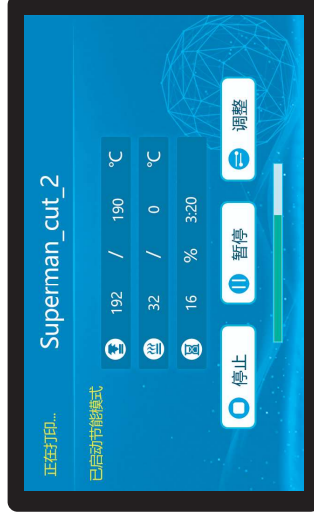
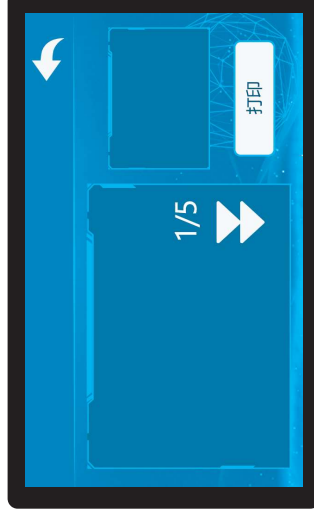
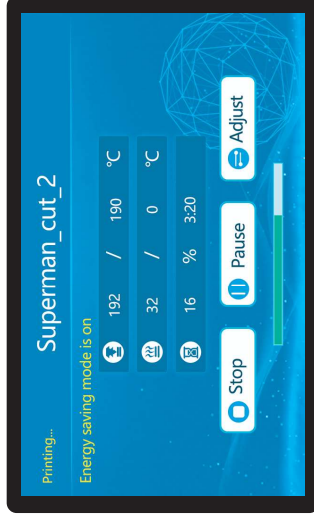
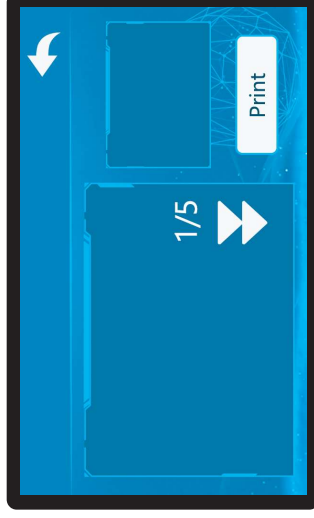
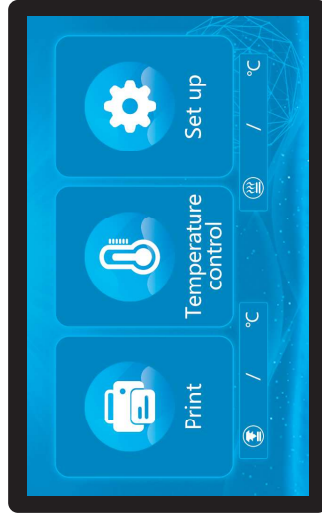


6. Insert the storage card → Print → Select the file to be printed.
插入存储卡→点击打印控件→选择要打印的文件。



For details on the software instructions, please refer to the slicing software manual in the memory card!
软件使用说明详情, 请见存储卡内切片软件使用手册!

16. Start Printing 开始打印



Warning: ① Do not save more than 20 files in the memory card.
 ② Do not put any other files except Gcode. Otherwise, it may cause unstable operation of the machine or printing failure.
 ③ Please don't insert or remove SD card during printing.

警告: ① 存储卡内打印文件不要超过20个。
 ② 不要放入除Gcode文件外的其他文件。否则可能导致机器运行不稳定或打印失败。
 ③ 在打印过程中, 禁止插拔SD卡。



Warning: When printing high-temperature consumables, when the internal temperature of the fuselage is higher than 60 °C for more than 10 minutes, the internal cooling fan will automatically turn on and cannot be turned off. When the internal temperature of the fuselage is lower than 60 °C, the fan will automatically turn off.

温馨提示: 在打印高温耗材时, 机身内部温度高于60°C超过10分钟时, 内部散热风扇将自动开启且无法关闭, 当机身内部温度低于60°C风扇将自动关闭。

1.Safety Precautions

- (1) This equipment is a high temperature 3D printer. It is strictly forbidden to operate without professional training. Before use, it is necessary to confirm that the place of use is in a ventilated, cool and dust-free environment. It is strictly prohibited to stack inflammable and explosive materials within 1m around the equipment. If printing high-temperature consumables, make sure that the fan on the top of the equipment is running normally, so as to avoid damage to the electronic equipment due to the internal heat can not be dissipated.
- (2) The device is designed with high temperature access control linkage system. When the temperature in the printing chamber is above 60 °C and the equipment is in normal operation, the access control cannot be removed. When printing high-temperature consumables, it is strictly forbidden to open the front door in any way. In case of special circumstances, it is also necessary for professionals to operate under the condition of necessary protection.
- (3) In normal use of the equipment, the outer shell will not cause high temperature burn hazard to the user. Do not transform or remove the pavements and functional parts inside the equipment, so as to avoid potential safety hazards to the equipment and operators.
- (4) Please use the coolant supplied with the equipment in strict accordance with the precautions of the product packaging. Do not put the coolant in a place that children can touch. If it enters the eyes, please wash it with plenty of water immediately and see a doctor in time.

2.Operation Precautions

- (1) The equipment shall be placed on the flat ground, and the four Fuma wheels at the bottom shall be locked to ensure the stability of the equipment during operation.
- (2) After printing high-temperature consumables, do not shut down or open the front door quickly. Open the front door normally after the temperature cools down to the door access is unlocked. Otherwise, it is easy to cause model fracture, warping and other defects, and there is a risk of high temperature burns.
- (3) The equipment is equipped with a non detachable printing platform (carbon silicon crystal glass) as standard, and a customized detachable printing platform is available. The detachable printing platform needs to be taken out and put in smoothly. Before printing, the printing platform should be firmly fixed to avoid model dislocation caused by platform movement in the printing process.
- (4) This equipment uses two sets of independent constant temperature chamber temperature control systems of hot bed, warm air and quartz heating tube to heat the printing chamber at constant temperature. The user can set the temperature according to the actual printing demand, but the temperature of warm air is not more than 90 °C and the quartz heating tube is not more than 120 °C.
- (5) Only 1kg consumables can be used in the consumable cabin, and only two rolls of consumables can be stored at the same time.
- (6) The temperature and humidity controller is used for drying and dehumidification of consumables in the consumable cabin. Please carry out drying and dehumidification according to the requirements of the actual consumables manufacturers. Over drying will lead to brittle consumables and easy to fracture.
- (7) It takes a long time to dry the consumables in the consumables cabin. If it is necessary to dry the consumables quickly, it is recommended to put the consumables on the hot bed and turn on the hot air heating function to dry the consumables.
- (8) Do not open the door panel components with keys, such as water-cooled and air-cooled cabin door, top door, electrical cabinet door, back door, etc. except for special circumstances. If it needs to be opened, it must be supervised by professional personnel.
- (9) The air filter switch is generally used when printing ABS, hips and other consumables with strong odor, and can also be used to quickly reduce the temperature in the cavity after printing high-temperature consumables.
- (10) The place where the equipment is used should ensure the stable power supply capacity of 16a, so as to avoid the problems of printing model abnormality and power burnout caused by voltage instability caused by full load power supply of the equipment.

1. 安全注意事项

- (1) 本设备为高温3D打印机, 严禁未经专业培训人员及未成年人使用操作。使用前需确认使用场所为通风、阴凉、少尘环境, 设备周围1m范围内严禁堆放易燃、易爆物品。如打印高温耗材, 需确保设备顶部风扇正常运行, 以免由于内部热量无法散发而导致电子设备损坏。
- (2) 本设备设计有高温门禁联动系统, 打印平台温度处于60°C以上且设备正常运行时, 设备门禁无法解除。当设备打印高温耗材时, 严禁以任何方式强行打开前门, 如遇特殊情况, 也需在做好必要防护的情况下, 由专业人员进行操作。
- (3) 设备正常使用中外部壳体不会对使用者造成高温灼伤隐患。切勿自行改造、拆除设备内辅装、功能部件, 以免对设备及操作人员造成安全隐患。
- (4) 设备随机配送的冷却液, 请严格按照产品包装注意事项内容使用, 请勿将冷却液放置于儿童可触碰位置, 如不慎入眼, 请立即用大量清水冲洗并及时就医。

2. 操作注意事项

- (1) 设备应放置于平整地面, 并将底部四个福马轮锁定, 以保证设备运行时的稳定性。
- (2) 设备打印高温耗材结束后, 切勿迅速关机、打开前门, 应待温度自然冷却至门禁解锁后, 正常开启前门, 否则易造成模型断裂、翘翘等缺陷, 并存在高温灼伤风险。
- (3) 设备标配有非可拆卸式打印平台(碱硅晶玻璃材质), 并有定制可拆卸式打印平台可供选择, 其中可拆卸式打印平台取出及放入需平稳操作, 打印前应确保打印平台固定牢固, 避免打印过程中出现平台移动而造成模型错位。
- (4) 本设备通过热床、及暖风、石英加热管两套独立的恒温腔温度控制系统进行打印腔体恒温加热, 用户可根据实际打印需求, 自行设定温度, 但需确保暖风温度不大于90°C, 石英加热管不大于120°C。
- (5) 耗材舱仅可使用1kg规格耗材, 且仅可同时容纳两卷耗材。
- (6) 耗材舱采用温度、湿度控制器进行耗材烘干除湿, 请根据实际使用耗材厂家的使用要求进行烘干除湿操作, 过度烘干会导致耗材变脆, 易发生断裂。
- (7) 耗材舱烘干需较长时间, 如需快速烘干耗材, 建议将耗材放置于热床上, 并开启热风加热功能, 对耗材进行烘干。
- (8) 水冷气冷舱门、顶门、电气柜门、后门等配有钥匙的门板组件, 如非特殊情况, 请勿打开, 如需打开须有专业人员在场监督。
- (9) 空气过滤开关一般在打印ABS、HIPS等气味较大的耗材时使用, 也可做高温耗材打印结束后快速降低腔内温度使用。
- (10) 使用设备的场所, 应保证具备16A稳定供电能力, 避免设备满负荷供电导致电压不稳所引起的打印模型异常、电源烧毁等问题。

维护保养

- (1) 本设备应安排专人负责设备的日常维护和保养,并定期进行检查和维护。
- (2) 在进行长时间打印或闲置较长时间的情况下,应对设备的主要电子元器件、结构部件等位置进行除尘、涂抹润滑油脂等维护保养措施。
- (3) 本设备使用水冷循环冷却系统,并配备冷却回路温度监测显示器,正常运行时,回路水温在30°C左右(夏天或高温环境会有一定浮动),当回路水温超过60°C时,应关闭设备,并检查水冷循环系统。
- (4) 打印平台在使用一段时间后,表面积较多的固体胶残留物,可使用清水或酒精擦拭去除。
- (5) 挤出机构配置大扭矩挤出电机,挤出机构处易堆积耗材残屑,需及时进行清理,避免影响挤出效果。
- (6) 打印腔内应保证清洁、干燥的打印环境,日常应对打印产生的杂物进行清理。
- (7) 水冷散热进风口位置,应及时清灰,避免影响水冷散热效果。
- (8) 正常使用情况下,无需对水冷冷却液进行更换,若冷却液存在大量缺失、严重变色、浑浊等问题,需检查是否存在漏点,并对水冷冷却液进行添加或更换。
- (9) 若需长距离移动设备,请注意贴住水泵气孔,避免冷却液溢出。

Maintenance

- (1) Special personnel shall be assigned to be responsible for the daily maintenance of the equipment, and regular inspection and maintenance shall be carried out.
- (2) In the case of printing for a long time or idle for a long time, the main electronic components and structural parts of the equipment should be dusted, greased and other maintenance measures.
- (3) The equipment uses a water-cooled circulating cooling system and is equipped with a cooling circuit temperature monitoring display. During normal operation, the water temperature of the circuit is about 30 °C (there will be a certain fluctuation in summer or high temperature environment). When the water temperature of the circuit exceeds 60 °C, the equipment should be shut down and the water-cooled circulating system should be checked.
- (4) After the printing platform has been used for a period of time, there are many solid glue residues on the surface, which can be wiped off with water or alcohol.
- (5) The extrusion mechanism is equipped with a high torque extrusion motor, which is easy to accumulate consumable debris at the extrusion mechanism, so it needs to be cleaned in time to avoid affecting the extrusion effect.
- (6) A clean and dry printing environment should be ensured in the printing chamber, and the sundries produced by printing should be cleaned daily.
- (7) The position of water cooling air inlet should be cleaned in time to avoid affecting the cooling effect.
- (8) Under normal use, there is no need to replace the water-cooled coolant. If there are a large number of missing, serious discoloration, turbidity and other problems in the coolant, it is necessary to check whether there are leakage points, and add or replace the water-cooled coolant.
- (9) If you need to move the equipment for a long distance, please pay attention to stick to the water pump air hole to avoid coolant overflow.

FDM 3D PRINTING FILAMENTS



HP-PLA

Upgraded environmentally friendly formula, matte effect, high toughness, and fine printing. The raw materials are imported from the United States, besides, there are rich colors for customers to choose.



CR-PLA CR-PETG
CR-ABS CR-TPU

Targeting at mid-end users, CR series is with transparent tray plus black-white color box design. Its slight tolerance in wire diameter contributes to stable printing quality. CR series meets your demands of daily design and prototype making.



HC-PLA HC-PETG
HC-ABS HC-TPU

HC series is cost-efficient. It's widely applicable to general FDM printer product designs on the market to meet your daily design and different prototyping needs.



EN-PLA EN-PETG
EN-ABS EN-TPU

Ender series is widely applied to general FDM printer design, which meet customers' needs of daily design and different prototyping needs.

3D PRINTER UV SENSITIVE RESIN

Standard Resin

Low shrinkage, fast printing speed, almost odorless, and it's equipped with rigidity and toughness, suitable for printing common product prototypes and display models, that's also highly compatible with LCD printers.

Low Odor Resin

Low odor, high precision, detail textures are very expressive. Good fluidity, high printing success rate. Rich colors, to meet the customer's color needs, preferred for animation manual, craft furnishing industry, etc..

ABS Like Resin

With high hardness, high toughness of physical properties and strong impact resistance, it can be directly drilled on the finished models, mainly used in industrial prototype and other fields.

Dental Cast Resin

Low shrinkage, due to the low shrinkage characteristics, the size is more accurate. It's not easy to deform under pressure after molding. Used for making porcelain teeth.

Elastic Resin

Elastic Resin features good elasticity after high-strength extruding or stretching, widely applied to damping and contacting surfaces, etc., preferred to be used by people full of originality and ideas in design.

Water Washable Resin

The model can be washed with water directly, and it's safe, environmentally friendly, with high surface accuracy, short cleaning time and low material cost. Water Washable Resin is currently one of the favorite new materials for schools, educational institutions and printing enthusiasts.

Dental Mode Resin

The surface hardness is extremely high, scratch-resistant, and has low shrinkage characteristics. It is mainly used in dental implant restoration and invisible braces printing in medical dentistry.

Toughness Resin

Toughness Resin is a medium-hard, wear-resistant, and repeatedly stretchable material. It is used in parts which need to be repeatedly stretched in friction devices.

High Temperature Resin

High Temperature Resin is mainly used in making high temperature rubber molds, which can withstand temperatures of about 200°C without cracking and maintain good strength, stiffness and thermal stability.

Jewelry Cast Resin

Widely applied to jewelry industry. Excellent combustion performance, low expansion coefficient, combustion without residue. Forming process is stable without deformation. The finished product has smooth surface and high precision.

21. UV Sensitive Resin Parameter Information

Related Parameters	Standard Resin	ABS Like Resin	Dental Cast Resin	Elastic Resin	Water Washable Resin	Dental Mode Resin	Toughness Resin	High Temperature Resin	Jewelry Cast Resin
Viscosity	150-250MPa·s (NDJ-8S Rotational Viscometer (25°C))	200-350MPa·s (NDJ-8S Rotational Viscometer (25°C))	50-170MPa·s (NDJ-8S Rotational Viscometer (25°C))	300-1000MPa·s (NDJ-8S Rotational Viscometer (25°C))	100-350MPa·s (NDJ-8S Rotational Viscometer (25°C))	150-300MPa·s (NDJ-8S Rotational Viscometer (25°C))	150-300MPa·s (NDJ-8S Rotational Viscometer (25°C))	150-300MPa·s (NDJ-8S Rotational Viscometer (25°C))	100-150MPa·s (NDJ-8S Rotational Viscometer (25°C))
Absorption Band	355nm-410nm	355nm-410nm	355nm-410nm	385nm-410nm	385nm-410nm	355nm-410nm	355nm-410nm	355nm-410nm	355nm-410nm
Liquid Density	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.13g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.25g/cm ³ (Density meter (25°C))	1.05-1.13g/cm ³ (Density meter (25°C))
Flexural Modulus	1.882-2.385Mpa	1.192-2.525Mpa	1.192-2.525Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.192-2.525Mpa
Bending Strength	59-70MPa	68-80MPa	49-58MPa	40-70MPa	40-70MPa	59-70MPa	40-70MPa	59-70MPa	49-58MPa
Heat Distortion Temperature	80°C	80°C	75°C	80°C	80°C	80°C	80°C	220°C	65°C
Thermal Expansion Coefficient	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6
Volume Shrinkage	3.72-4.24%	3.72-4.24%	1.88-2.45%	3.72-4.24%	3.72-4.24%	1.56-1.95%	3.72-4.24%	3.72-4.24%	4.06-5.08%
Linear Shrinkage	1.05-1.35%	1.05-1.35%	0.8-1%	1.05-1.35%	1.05-1.35%	0.85-1.05%	1.05-1.35%	1.05-1.35%	1.05-1.35%
Tensile Strength	36-52MPa	42-62MPa	42-62Mpa	30-52MPa	30-52MPa	42-62MPa	30-52MPa	36-52MPa	42-62MPa
Tensile Modulus	1.779-2.385MPa	1.86-2.645MPa	1.86-2.645MPa	1.779-2.385MPa	1.779-2.385MPa	1.779-2.385MPa	1.779-2.385MPa	1.779-2.385MPa	1.86-2.645MPa
Elongation at Break	11%-20%	11%-21%	11%-20%	200%	120%	11%-20%	130%	11%-20%	11%-20%
Shore Hardness	84D	75-80D	80-88D	20-30D	80-85D	82D	65-75D	86D	65D
Glass Transition Temperature	100°C	100°C	78°C	100°C	100°C	100°C	100°C	100°C	78°C
Solid Density	1.05-1.25g/cm ³	1.05-1.13g/cm ³	1.05-1.13g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.13g/cm ³
Notched Impact Strength	44-49J/m ²	60-80J/m ²	44-49J/m ²	41-48J/m ²	41-48J/m ²	41-49J/m ²	41-48J/m ²	44-49J/m ²	44-49J/m ²

22. Filaments Parameter Information

Material	Print Temp (°C)	Bed Temp (°C)	Difficulty	Flexibility	Shrinkage	Ductility	Applicable Models
PLA Series	HP-PLA	190-220	●	●●	●	●●●	Suitable for 99% FDM models
	HP-PLAx3	190-220	●	●●	●	●●●	Suitable for 99% FDM models
	CR-PLA	190-220	●	●●	●	●●●	Suitable for 99% FDM models
	HC/EN-PLA	190-220	●	●●	●	●●	Suitable for 99% FDM models
ABS	220-260	90-110	●●●●	●●	●●●	●●●	Hot bed is needed, and Creality printer enclosure is recommended for DIY machine
PETG	230-250	60-100	●●●	●●	●●	●●●	Hot bed is needed, and Creality printer enclosure is recommended for DIY machine
TPU	210-240	50	●●	●●●●●	●	●●●●	Direct extrusion models
Silk	190-220	50-60	●	●●	●	●●	Suitable for 99% FDM models
Nylon	230-260	80-90	●●●●●	●●●	●●●●	●●●●	Hot bed is needed, and Creality printer enclosure is recommended for DIY machine
Carbon (Ordinary Type)	190-220	50-60	●	●	●	●●	Suitable for 99% FDM models
PDS Advertising Word Filament-PLA	190-220	50-60	●	●●	●	●●	Creality K5, K8, T5
Low Temperature Filament-PCL	60-100	-	●	●●●	●	●●●●	Low temperature 3D printing pen



Creality Web



Creality Cloud

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www.creality.com

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3D打印机耗材



系列

HP-PLA

升级环保配方，哑光效果，韧性高，打印细腻，原料源自美国，有丰富的颜色可选。



系列

CR-PLA
CR-ABS
CR-PETG
CR-TPU

定位中高端用户，透明盘+黑白彩盒设计，线径公差小，打印性能稳定。可以满足您日常的设计和原型制作需求。具有出色的机械性能和打印质量。



系列

HC-PLA
HC-ABS
HC-PETG
HC-TPU

高性价比款，广泛适用市面上通用型FDM打印机，可以按照您的需求量身定制，可以满足您日常的设计和不同的原型制作需求。



系列

EN-PLA
EN-ABS
EN-PETG
EN-TPU

广泛适用市面上通用型FDM打印机，可以按照您的需求量身定制，可以满足您日常的设计和不同的原型制作需求，让您的插上翅膀。

光敏树脂

刚性树脂

低收缩率，打印速度较快，低味无毒，具备刚性和韧性。适合打印普通的产品原型及展示模型，高度兼容LCD型打印机。

低气味刚性树脂

低气味，高精度，细节纹理表现力佳。流动性好，打印成功率高。色系丰富，可满足客户对颜色的需求，适用于动漫手办，工艺摆设等。

类ABS树脂

具有高硬度，高韧性的物理性能，且抗冲击能力强，可以在模型成品上直接攻牙钻孔，主要应用于工业手板等领域。

可铸造牙冠树脂

具备低收缩率的特性，尺寸更加精准。成型后硬度高，遇到压力挤压不易变形。适用于制作烤瓷牙。

弹性树脂

弹性树脂是在高强度挤压和反复拉伸下表现出优秀弹性的材料，这种新材料可应用于减震、接触面，和其他工程应用。适合有趣创意的实现。

水洗树脂

模型可直接用水冲洗，安全环保干净，表面精度高，清洁的时间和材料成本低，是目前学校、教育机构及打印爱好者的喜欢的新材料之一。

牙模树脂

表面硬度极高，耐刮，具有低收缩特性，主要应用于医疗齿科的牙模种植修复以及隐形牙套打印制作等。

柔性树脂

柔性树脂是一种中等硬度、耐磨、可反复拉伸的材料。这种材料被用于摩擦装置需要反复拉伸的零部件中。

压模树脂

压模树脂主要应用于饰品的高温橡胶翻模，能承受200°C左右的温度不开裂，并能保持良好的强度，刚度和热稳定性。

可铸造首饰树脂

广泛应用于珠宝首饰行业。燃烧性能优良，膨胀系数小，燃烧无残留。成型过程稳定不变形，成品表面光滑，精度高。

24.光敏树脂种类参数信息

相关参数	刚性树脂	类ABS树脂	可铸造牙冠树脂	弹性树脂	水洗树脂	牙模树脂	柔性树脂	压模树脂	可铸造首饰树脂
粘度	150-250MPa·s (NDJ-8S 旋转粘度仪(25°C))	200-350MPa·s (NDJ-8S 旋转粘度仪(25°C))	50-170MPa·s (NDJ-8S 旋转粘度仪(25°C))	300-1000MPa·s (NDJ-8S 旋转粘度仪(25°C))	100-350MPa·s (NDJ-8S 旋转粘度仪(25°C))	150-300MPa·s (NDJ-8S 旋转粘度仪(25°C))	150-300MPa·s (NDJ-8S 旋转粘度仪(25°C))	150-300MPa·s (NDJ-8S 旋转粘度仪(25°C))	100-150MPa·s (NDJ-8S 旋转粘度仪(25°C))
吸收波段	355nm-410nm	355nm-410nm	355nm-410nm	385nm-410nm	385nm-410nm	355nm-410nm	355nm-410nm	355nm-410nm	355nm-410nm
液体密度	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.13g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.25g/cm ³ (密度计(25°C))	1.05-1.13g/cm ³ (密度计(25°C))
弯曲模量	1.882-2.385Mpa	1.192-2.525Mpa	1.192-2.525Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.882-2.385Mpa	1.192-2.525Mpa
弯曲强度	59-70MPa	68-80MPa	49-58MPa	40-70MPa	40-70MPa	59-70MPa	40-70MPa	59-70MPa	49-58MPa
热变形温度	80°C	80°C	75°C	80°C	80°C	80°C	80°C	220°C	65°C
热膨胀系数	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6	95*E-6
体积收缩率	3.72-4.24%	3.72-4.24%	1.88-2.45%	3.72-4.24%	3.72-4.24%	1.56-1.95%	3.72-4.24%	3.72-4.24%	4.06-5.08%
线收缩率	1.05-1.35%	1.05-1.35%	0.8-1%	1.05-1.35%	1.05-1.35%	0.85-1.05%	1.05-1.35%	1.05-1.35%	1.05-1.35%
拉伸强度	36-52MPa	42-62MPa	42-62Mpa	30-52MPa	30-52MPa	42-62MPa	30-52MPa	36-52MPa	42-62MPa
拉伸模量	1.779-2.385Mpa	1.86-2.645Mpa	1.86-2.645Mpa	1.779-2.385Mpa	1.779-2.385Mpa	1.779-2.385Mpa	1.779-2.385Mpa	1.779-2.385Mpa	1.86-2.645Mpa
断裂拉伸应变	11%-20%	11%-21%	11%-20%	200%	120%	11%-20%	130%	11%-20%	11%-20%
邵氏硬度	84D	75-80D	80-88D	20-30D	80-85D	82D	65-75D	86D	65D
玻璃化温	100°C	100°C	78°C	100°C	100°C	100°C	100°C	100°C	78°C
固体密度	1.05-1.25g/cm ³	1.05-1.13g/cm ³	1.05-1.13g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.25g/cm ³	1.05-1.13g/cm ³
缺口冲击强度	44-49J/m ²	60-80J/m ²	44-49J/m ²	41-48J/m ²	41-48J/m ²	41-49J/m ²	41-48J/m ²	44-49J/m ²	44-49J/m ²

25. 线材种类参数信息

材质	打印温度 (°C)	热床温度 (°C)	打印难度	柔软度	收缩率	韧性	适用机型
PLA 系列	HP-PLA	190-220	●	●●	●	●●●	适配99%FDM机型
	HP-PLAx3	190-220	●	●●	●	●●●	适配99%FDM机型
	CR-PLA	190-220	●	●●	●	●●●	适配99%FDM机型
	HC/EN-PLA	190-220	●	●●	●	●●	适配99%FDM机型
ABS	220-260	90-110	●●●●	●●	●●●	需要热床, DIY机推荐使用Creality保温罩	
PETG	230-250	60-100	●●●	●●	●●●	需要热床, DIY机推荐使用Creality保温罩	
TPU	210-240	50	●●	●●●●●	●	近端挤出机型	
Silk	190-220	50-60	●	●●	●	适配99%FDM机型	
Nylon	230-260	80-90	●●●●●	●●●	●●●●	需要热床, DIY机推荐使用Creality保温罩	
Carbon (普通型)	190-220	50-60	●	●	●	适配99%FDM机型	
广告字耗材-PLA	190-220	50-60	●	●●	●	Creality K5、K8、T5	
低温打印笔耗材-PCL	60-100	-	●	●●●	●	低温打印笔	



创意官网



创意云

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服务热线：400-6133-882 0755-8523 1565

www.cxsw3d.com

www.creativitygroup.com

26. After-Sales Service Card

Return / Exchange Policy ←

- Meet return / exchange time:
 1. The e-commerce platform supports the return of goods without reason within 7 days, that is, the product signing time is 7 days after 168 hours.
 2. Due to the quality problem of the machine and non-human damage, you can apply for return and replacement within 15 days after signing.
 3. If the goods are purchased through another contract and the time of return and exchange is signed, the contract shall prevail, and the freight standard shall be subject to the after-sales service card.
- No damage, scratch, stain, crack, deformation, etc.; Random accessories, tools, gifts, packaging, etc. are required to be complete and intact. According to our after-sales inspection, if the appearance of the product received by return / exchange is damaged, the parts are incomplete or the problem is caused by not packing and mailing according to the original packaging, the customer shall bear the corresponding expenses, and the specific loss and expenses shall be sent back to the professional after-sales personnel for inspection and accounting.
- No damage, scratch, stain, crack, deformation, etc.; Random accessories, tools, gifts, packaging, etc. are required to be complete and intact. According to our after-sales inspection, if the appearance of the product received by return / exchange is damaged, the parts are incomplete or the problem is caused by not packing and mailing according to the original packaging, the customer shall bear the corresponding expenses, and the specific loss and expenses shall be sent back to the professional after-sales personnel for inspection and accounting.
- If the consumables are used, the customer shall bear the cost of the consumables; Because the packing box or packing frame cannot be used again after returning to the factory, the customer should bear the packing fee; The specific loss and cost should be sent back and checked by professional after-sales personnel.
- When exchanging goods, the customer needs to send the machine back first, and the company will arrange the delivery in time after receiving the machine.

Return / Exchange Freight Standard ←

Type	Classification	Return freight	Outbound freight
Exchange goods	Non quality problems	Customer commitment	Company commitment
	Quality problems	Company commitment	Company commitment
Return goods	Non quality problems	Customer commitment	/
	Quality problems	Company commitment	/

What Is Not Covered? ←

CREALITY does not guarantee the service as a result of:

1. The proof of purchase being altered or made illegible.
2. The product label or serial number on the product being altered or made illegible.
3. Normal wear of accessories or consumables for use as release film.
4. Malfunction or damage caused by personal retrofitting or improper installation and usage.
5. Malfunction or damage caused by use in non-recommended working environments.
6. Malfunction or damage caused by overuse (overload) or wrong maintenance (damp, mildew, etc.)
7. Malfunction or damage caused by Force Majeure (fire hazard, earthquake, lightning and floods, etc.)
8. Malfunction or damage caused by the use of other brand parts or consumables.

27. After-Sales Service Card

Warranty policy ←

- **Warranty period**
 1. The whole machine is guaranteed for one year.
 2. UV lamp warranty for six months, 2K screen warranty for three months.
 3. Release film, gifts (U disk, screwdriver, gloves, paint brush, paper hopper, scraper, etc.) have no shelf life. After receiving the product, please check the parts list in the instruction manual. If there is a shortage or quality problem in the gift, you can contact the after-sales department to apply for replacement or replacement within 7 days.
- **Warranty within warranty period:**

After the company's after-sales inspection, the company provides free maintenance service; if it is a non-quality problem caused by human, the customer should bear the cost of the corresponding repair after the company's after-sales inspection, the company provides free maintenance service; if it is a non-quality problem caused by human, the customer should bear the cost of the corresponding replacement parts, no maintenance costs; placement parts, no maintenance costs.
- **Maintenance beyond the warranty period**

The customer is responsible for all the labor costs, parts costs, packaging costs, round-trip freight and other costs incurred in the maintenance process.

Return To Factory Maintenance Freight Standard ←

Type	Return time	Return freight	Outbound freight
Non quality problems	Within three months	Customer commitment	Company commitment
	More than three months	Customer commitment	Customer commitment
Quality problems	Within one month	Company commitment	Company commitment
	One to three months	Customer commitment	Company commitment
	More than three months	Customer commitment	Customer commitment

Technical Support ←

Please enjoy our technical support of the whole lifetime (Except technical problem beyond product itself) after purchase the product while product documents as user manual attached in U disk for instruction.
Please provide product Serial Number when apply for technical support.

Kindly Notification ←

Please read the user manual and warranty card carefully before the use.
For any service, Please priority contact local seller or contact us via
E-mail: cs@creality.com for support.

退/换货政策 ←

- 一、满足退/换货时间
- ① 电商平台购买支持7天无理由退货，即产品签收时间起算，满168小时为7天。
 - ② 因机器品质问题，非人为损坏的情况，签收后15天内可申请退换货。
 - ③ 如另通过合同购买且有签订退换货时间的以合同为准，运费标准以售后服务卡为准。
- 二、产品外观要求无损伤、划痕、污渍、裂纹、变形等；随机配件、工具、赠品、包装等要求齐全完好。经我司售后检测判定，如退/换货收到的产品外观损坏，配件不全或因未按照原包装打包邮寄导致的问题，客户需承担相应的费用，具体损耗及费用需寄回后经专业售后人员进行检测核算。
- 三、非质量问题退/换货，如使用了耗材，客户需承担耗材的费用；由于包装纸盒或打木架返厂后是无法二次使用的，因此客户需承担包装费；具体损耗及费用需寄回后经专业售后人员进行检测核算。
- 四、因不喜欢、不想要、拍错、使用不当、不满意产品等原因造成的退换货，退回运费需客户自行承担。
- 五、换货时，客户需先将机器寄回，公司收到机器后会及时安排发货。

退/换货运费标准 ←

类型	分类	寄回运费	出库运费
换货	非品质问题	客户承担	公司承担
	品质问题	公司承担	公司承担
退货	非品质问题	客户承担	/
	品质问题	公司承担	/

保修政策 ←

- 一、质保期
- ① 整机保修一年。
 - ② UV灯保修六个月，2K屏保修三个月。
 - ③ 离型膜、赠品（U盘、螺丝刀、手套、油漆刷、纸漏斗、铲刀等）无保质期。收到产品后，请核对说明书部件清单，如赠品有缺少或品质问题，7天内可联系售后申请补发或更换。
- 二、质保期内保修：经我司售后检测判定为品质问题，公司提供免费维修服务；如果是人为导致的非品质问题，客户需承担相应更换的配件费用，无需承担维修费。
- 三、质保期外维修：由客户承担维修过程中产生的人工费、配件费、包装费、来回运费等所有费用。

返厂维修运费标准 ←

类型	返厂时间	返厂运费	出库运费
非品质问题	三个月以内	客户承担	公司承担
	三个月以上	客户承担	客户承担
品质问题	一个月以内	公司承担	公司承担
	一至三个月	客户承担	公司承担
	三个月以上	客户承担	客户承担

下列情况不列入质保范围 ←

- ① 无法提供有效的机器制造编码、购买凭证和保修卡，或信息被涂改、字迹模糊、无法辨认等。
- ② 正常的磨损而造成的部件损坏。
- ③ 未按说明书指导，不正确安装、使用及操作，或私自对机器进行改装而造成机器故障或损坏。
- ④ 在非机器规定的工作环境下使用而造成机器故障或损坏。
- ⑤ 由于滥用（超出工作负荷等）或维护不当（受潮、进液、浸泡、发霉等）造成机器故障或损坏。
- ⑥ 由于不可抗因素（如：火灾、地震、雷击、水灾等）造成机器故障或损坏。
- ⑦ 由于使用其他品牌部件或低质量耗材造成的设备故障或损坏。
- ⑧ 未经官方授权的服务点维修过的机器。

技术支持 ←

凡购买创想三维3D打印机，均可享受（除产品本身之外）终生技术支持，如超越产品本身的技术问题恕不提供。本产品中有关使用资料，如在使用过程中遇到技术问题，请联系售后服务帮您解决。

温馨提示 ←

- ① 使用机器前请仔细阅读说明书和售后服务卡。
- ② **质保期内维修过后的机器仍享有剩余质保服务。**
- ③ 退/换货及返厂维修需按原包装寄回机器，以免快递过程中产生其他问题，建议妥善保存好产品原包装。
- ④ 申请质保服务时，需提供产品制造编码、购买凭证、订单号、保修卡、发票等信息。如未提供，公司有权拒绝提供质保服务。
- ⑤ 服务时间：周一至周五周六 8:30~20:45（法定节假日除外） 热线：400-6133-882 邮箱：cs@creality.com

WARRANTY

Before returning the product and filling in a warranty, please contact after-sale person for going through after-sale formality. And attach this warranty card along with the returned machine.

Repair Change Return

Name: _____ Telephone: _____

Address: _____

Serial Number: _____ Order Number: _____

Channel: Platform Offline

Date of purchase Day _____ Mon. _____ Year _____



Note: Client need filling in basic infor. and return reasons. Repair records shall retain for technicians.

Malfunction And Damage Depiction Or Return And Change Reasons/
Suggestions:

Repair Records:

产品保修卡

产品寄回前请先联系售后专员，为正常进行售后处理，请务必填写此卡，并随机器寄回。

返修 换货 退货

客户名称：_____ 联系电话：_____

收件地址：_____

机器制造编码：_____ 订单编号：_____

购买渠道：电商平台 线下

购买日期：_____年____月____日

故障描述或退、换货原因和建议：

维修情况记录：

↓
温馨提示：基本信息及返厂原因为客户必填项，维修情况记录部分为维修人员填写项。

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