

Q:

The screen shows the indoor temperature, but the nozzle and heating bed cannot be heated. What's wrong with them?

A:

- 1、 Check the heating bed plug and cable to make sure they're installed correctly.
- 2、 Check heating bed resistance: about  $3\ \Omega$  , check heating pipe resistance of nozzle: about  $15\ \Omega$  . If the resistance is correct, there may be a problem with the mainboard. Please refer to the instructional video on official website to change mainboard, or contact us for after-sales support. If the resistance becomes large, the mainboard or the heating pipe is out of work.

Q:

X, Y, Z axis can move normally, but the temperature of the nozzle and heating bed is  $0^{\circ}\text{C}$  . What's wrong with it?

A:

If the ambient temperature is not  $0^{\circ}\text{C}$  , and the heating bed plug and the cables are installed correctly, then it can be concluded that the thermistor has failed. Please refer to the instructional video on official website to change thermistor, or contact us for after-sales support.

Q:

The nozzle and the heating bed can be heated, but the temperature always shows  $0^{\circ}$  , and the heating stops automatically after a few minutes.

A:

This situation is caused by the failure of the thermistor. The change of temperature can not be detected, which triggers the protection mechanism, so

the heating stops automatically.

Q:

After the machine works for half an hour or so, the printer base heated up obviously.

A:

This situation is the failure of the fan on the right side of the chassis. Replace it with the same model and the same voltage fan, and pay attention to the direction of the fan blow.

Q:

【Manual control】 The X, Y, Z, E axis does not move properly in one direction.

A:

Cut off the power, check whether the motor plug is connected correctly, and whether the tightness of the belt is reasonable.

**Note:** don't hot plugging the motor that may damage the mainboard.

Q:

【Manual】 The Z axis can only go up.

A:

Before setting to 【return to zero】, the machine cannot read the current position of the Z axis. In order to prevent the nozzle from colliding with the heating bed, the default operating point of the system is the lowest point in the Z axis, and the machine is not allowed to run to a lower point.

Q:

The extruder cannot extrude filaments, and there is no popup message on the screen.

A:

- 1、 Check whether the main cable is inserted properly and the motor line of E axis is inserted properly
- 2、 Check that whether the preheating temperature is correct. The preheating temperature should be about 200°C.
- 3、 If the extruder gear can't get stuck with filaments, the filaments should be reloaded.
- 4、 Check whether the nozzle is clogged, and if so, change the nozzle or extruder according to the instructional video on official website.

Q:

How to deal with the material leakage of the nozzle and heater?

A:

Remove the fan of the nozzle. Preheat the nozzle to 150 °, clean up the filaments, and tighten the nozzle counterclockwise with the tool. Or contact the customer service for nozzle module.

Q:

Why is there noise in the fan when it is just turned on, and the noise disappears a few minutes after the start-up?

A:

It can be improved by adding lubricating oil.

Q:

Why is there always noise in the fan?

A:

Check whether there is something in the fan or replace for a new fan.

Q:

The X or Y axis can only run in one direction.

A:

Check whether the limit switch is stuck and whether the leaf spring works properly.

Q:

When operate “ auto home”, why did the motor continue to run after the X and Y axis hit the limit switch?

A:

Check whether the plug and wiring of limit switch are normal.

Q:

Why is part of the model out of the platform when printing.

A:

Check whether the machine parameters are set correctly in the slicing software, and whether the model is beyond the platform range when slicing.

Q:

The Z axis can not move smoothly.

A:

- 1、 Smear appropriate amount of lubricating oil to the lead screw.
- 2、 Adjust the z-axis copper nut. Loosen the screw that secures the copper nut slightly.

Q:

Is there a problem with the two-pin plug of the leveling switch hanging out?

A:

It is no problem to hang in the air when you are not in use, and the plug will work only when leveling.

Q:

Is there a risk of electric shock when the two-pin plug of the leveling switch is exposed?

A:

No, the maximum operating voltage for all parts of the machine is 24V, but only 5V to the two-pin plug.

Q:

After clicking [Auto Leveling]. X and Y axis move normally. But the Z axis runs down about a few centimeters and fails to touch heating bed.

A:

This is caused by the failure of leveling switch, please purchase a new leveling switch from the official channel.

Q:

When clicking [Auto Leveling], the Z axis moves down, and the nozzle cannot stop after it hits the hot bed.

A:

1、 Check whether the leveling switch plug is properly inserted (regardless of positive or negative).

2、 Change for a new leveling switch.

Q:

After automatic leveling, why is the first layer still not stick to the heat bed?

A:

1、 Check whether the residual filaments outside the nozzle are cleaned before leveling.

2、 Clean up the printing platform before leveling.

3、 After completing 【Auto】 leveling, click 【-】 and 【ok】 to reduce the corresponding leveling compensation, and the nozzle automatically drops the corresponding height when printing the first layer, so as to ensure the adhesion of the first layer. Leveling compensation can be reset at any time when the machine is not in use, and can be set multiple times if necessary.

Q:

There is no filament extruded and there are fricative between the nozzle and the head bed.

A:

The leveling compensation is too small. Click [+] to flatten the compensation, and test it many times until it is appropriate. Leveling compensation can be reset at any time when the machine is not in use, and can be set multiple times if necessary.

Q:

Why is there no gcode file after inserting the TF card?

A:

1、 In order to protect the TF card and interface chip from damage, the system can only supply power to the relevant circuit to detect whether there is a card, so please plug the TF card in the shutdown state or restart the power supply after plugging the card.

2、 Folders and models in all folders are not displayed. Please place the print

model directly in the root directory of the TF card.

3、 The file format of the slice is incorrect.

Q:

Why do some models print the wrong layer?

A:

- 1、 It is possible that the belt is too loose. Check and tighten the belt.
- 2、 Check whether the screws of the wheel in the wrong direction are tightened.
- 3、 Check the printing speed on the slicing software, and it is recommended that between 30~60mm/s.
- 4、 Check whether the fan on the right side of the sheet is working properly. Abnormal heat dissipation will cause motor driver overheating, which will cause miss layers.
- 5、 Replace the model. If there are missing layers in every model, contact the customer service for after-sales assistance or refer to the instructional video on official website to replace the mainboard.

Q:

Why I could not plug in?

A:

- 1、 Check if the wrong socket is inserted.
- 2、 Check whether there is something in the socket.
- 3、 If the plug is deformed or damaged, please contact after-sales for new wiring.

Q:

Why does it stop automatically in the process of printing?

A:

- 1、 In the online printing process, computer shutdown, computer crash, bad USB connection and other phenomena will cause print termination.
- 2、 Slice files are interrupted when they are saved to TF cards, resulting in missing files.
- 3、 Aging of TF Card.
- 4、 Check for power failure, material shortage, etc.

Q:

Why is there no filaments in the process of printing?

A:

- 1、 If clogged, manually withdraw the filament, cut off a section before feeding. If not restored, please check the venturi or refer to the instructional video on official website to replace the nozzle.
- 2、 If the extruder wears out the filaments, please manually withdraw the filaments, and cut off a section before feeding again.
- 3、 If the temperature of the nozzle shows 0°C, and the extruder is running, but no filaments is discharged, indicating that the thermistor is out of order, please refer to the instructional video on official website to replace the thermistor.
- 4、 If the temperature of the nozzle shows ambient temperature, and the extruder is running, but no filaments is discharged, indicating the failure of the heating pipe, please refer to the instructional video on official website to replace the hotend.
- 5、 Check whether the material is curled, winded, etc.
- 6、 Some models, especially printers with remote extruder, are not suitable for printing with flexible filaments.

7、 The temperature of the nozzle is too low to melt the filaments and be extruded. Please raise the printing temperature of the nozzle.

**Q:**

Why does the temperature of the nozzle fluctuate?

**A:**

The temperature of nozzle is always a dynamic process. It will fluctuate around 3 degrees due to the influence of discharging speed, room temperature, ventilation and other factors.

**Q:**

Why does the platform sway?

**A:**

Printing platform has been debugged and tested before it is manufactured, but it will inevitably loosen in the process of transportation and use. Tighten the eccentric column beneath the printing platform properly with the wrench in the package to adjust the clamping force between V wheel and Y axis.

**Q:**

The heights on both sides of the X axis are inconsistent and the V wheel is loose.

**A:**

Tighten the eccentric column on the V-wheel appropriately with a wrench (marked by concave points).

**Q:**

How to solve the problem of preheating for a long time in winter.

**A:**

1、 Add insulated silicone sleeve for the aluminium heating block on the nozzle.

2、 Add insulated cotton to the bottom of the heating bed.

**Q:**

Why is the power switch light on, but the screen is not on?

**A:**

The failure should be caused by the burning of the safety pipe of the mainboard.

There is an extra safety pipe for replacement in the package.

**Q:**

How to solve the problem that the center of hot bed is too high or too low?

**A:**

- 1、 Use automatic leveling.
- 2、 Use the median value for manual leveling.
- 3、 Add a glass to the heating bed.

**Q:**

【Auto Leveling】 What do the nine numbers in the bottom left corner of the interface mean?

**A:**

The reference point of automatic leveling is 5\*5, but it can only show 9 points, which represent the horizontal reference value of the corresponding points of the heating bed.

**Q:**

Why it has warp edge when printing?

**A:**

- 1、 Warping edge is usually due to incorrect setting of leveling compensation parameters. When printing the first layer, the distance between the nozzle and

the printing platform is relatively long, resulting in printing cannot adhere to the heating bed.

2、Contaminants such as grease, dust, etc. should be wiped with alcohol after the temperature of the heating bed drops to normal temperature.

3、The printing platform is too smooth. Please cover the printing platform with a masking paper, or a special PC film for 3D printing, or stick the platform with solid glue.

4、The shrinkage rate of each filament is different. The filaments with high shrinkage rate (such as ABS) is easy to warp edges. PLA material is recommended.

5、When printing, the air-conditioner blows against the model, which can easily cause warping. The ideal condition is to prevent the air flow near the printer, or to find ways to keep warm.

**Q:**

Why is the cross section of the printed model easy to crack?

**A:**

1、It may be that the printing temperature of the nozzle is too low, resulting in bad stickiness between layers. Please increase the printing temperature of the nozzle.

2、Insufficient discharging. Check the setting of the diameter of filaments, nozzle diameter and discharging rate for slicing software

3、The shrinkage rate of each filament is different. Printing big models with the filaments with high shrinkage rate (such as ABS) is easy to crack. PLA material is recommended.

4、 When printing, the air-conditioner blows against the model, which can easily cause warping. The ideal condition is to prevent the air flow near the printer, or to find ways to keep warm.

**Q:**

After the lack of material in the middle of printing, the filament is stuck between the filament detector and the extruder. How to solve the problem?

**A:**

Cut the filaments from the filament detector to the extruder with pliers, and then click [Filament-Load] to unload the remaining filament.