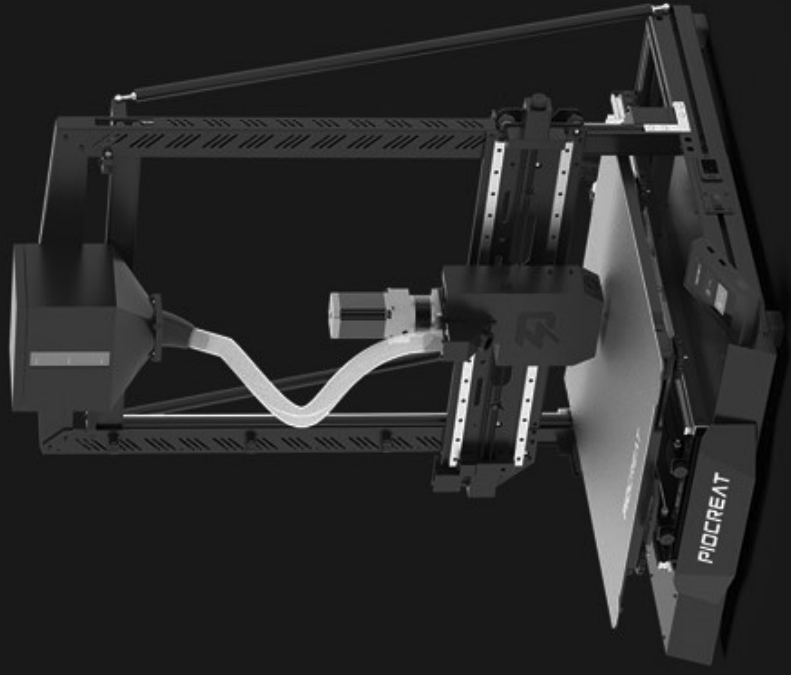


PIOCREAT

G5Ultra

FGF 熔粒构造



3D Printer User Manual

3D打印机使用说明书

V2.0

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 U disk.

尊敬的用户：

感谢您选择创想三帝的产品。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。创想三帝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、邮箱与我们进行联系。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U盘内找到相关使用说明及视频。

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 near any heat source or flammable or explosive objects. We suggest placing it in a well-ventilated, low-dust environment.
- 3 Do not expose the printer to violent vibration or any unstable environment, as this may cause poor print quality.
- 4 Please use recommended resin to in case damage of machine.
- 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 or 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. Pricreat 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、少尘的环境下；
- 3 请勿将打印机放置在振动较大或者其他不稳定的环境下，机器晃动会影响打印机打印质量；
- 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 常做产品维护，定期在断电的情况下，用干布对打印机做机身清洁，拭去灰尘和粘结的打印材料、导轨上的异物；
- 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或打印平台机构，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同概不负责。

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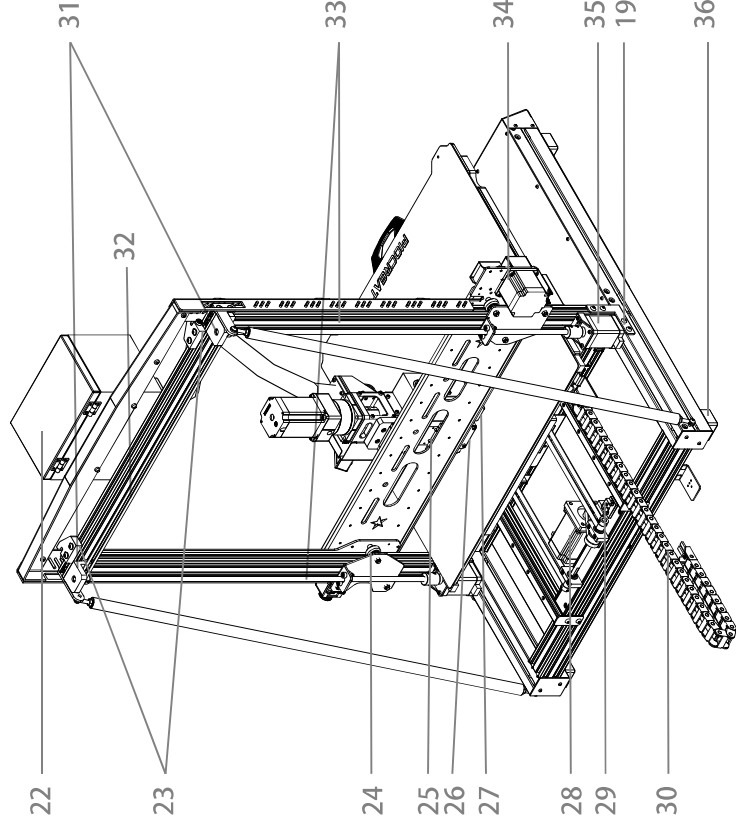
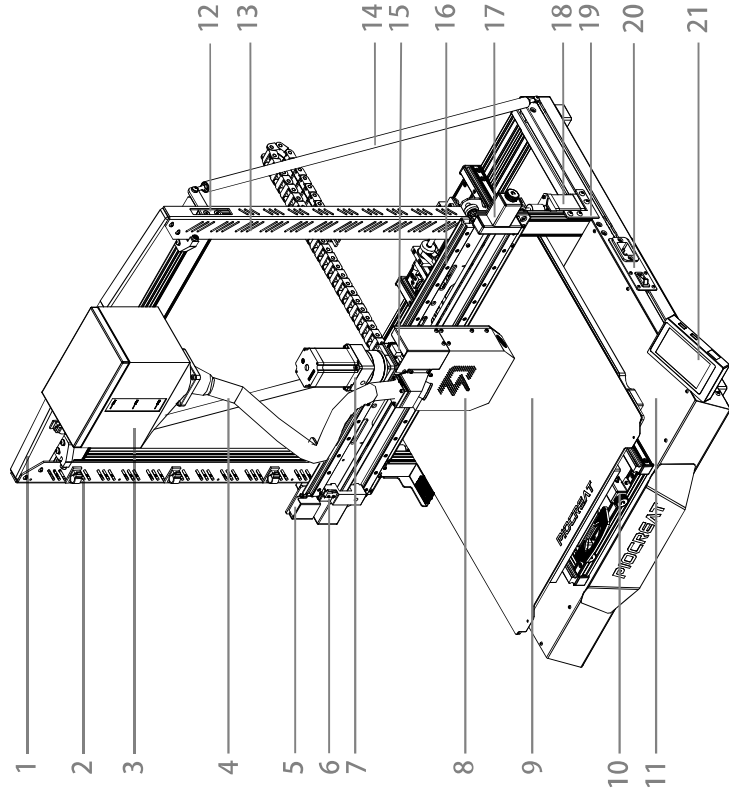
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1. Introduction 设备简介



- 1 龙门顶部钣金 Gantry top sheet metal
- 2 龙门左侧钣金 Gantry left sheet metal
- 3 装料桶 Loading barrel
- 4 下料管 Feeding tube
- 5 喷头信号端子 Nozzle signal terminal
- 6 X轴限位开关 X-axis limit switch
- 7 螺杆挤出电机 Screw extrusion motor
- 8 螺杆套件 Screw kit
- 9 热床平台 Hot bed platform
- 10 Y轴皮带调节座 Y-axis belt adjustment seat
- 11 主板电源盒 Motherboard power box
- 12 拉杆固定板 Tie rod fixing plate

- 13 龙门右侧钣金 Gantry right sheet metal
- 14 拉杆 Pull rod
- 15 喷头控制板 Nozzle control panel
- 16 X轴线性导轨 X-axis linear guide
- 17 X轴皮带调节座 X-axis belt adjustment seat
- 18 Z轴电机 (Z2) Z-axis Motor (Z2)
- 19 L型连接片 L-shaped connecting piece
- 20 电源组合开关 Power Combination Switch
- 21 触摸操作屏 Touch operation screen
- 22 料桶上盖 Drum cover
- 23 龙门左右钣金导向组件 Gantry left and right sheet metal guide components

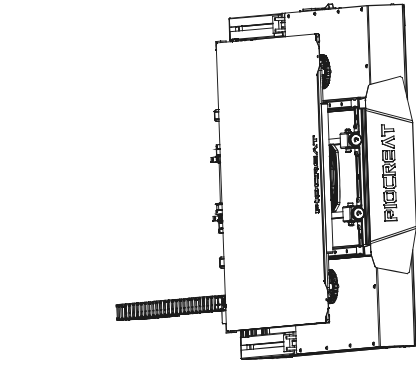
- 24 Z轴滑动滚轮组件 Z-axis sliding roller assembly
- 25 X轴滑动组件 X-axis sliding component
- 26 测距检测组件 Ranging detection component
- 27 喷嘴散热风扇 Nozzle cooling fan
- 28 Y轴电机套件 Y-axis motor kit
- 29 Y轴限位开关 Y-axis limit switch
- 30 Y轴拖链组件 Y-axis energy chain components
- 31 Z轴固定座组件 Z-axis fixed seat assembly
- 32 Z轴同步皮带 Z-axis timing belt
- 33 Z轴T型升降丝杆 Z-axis T-type lifting screw
- 34 X轴电机 X-axis Motor
- 35 Z轴电机(Z1) Z-axis Motor (Z1)
- 36 支撑脚垫 Support feet

2. Equipment Parameters 设备参数

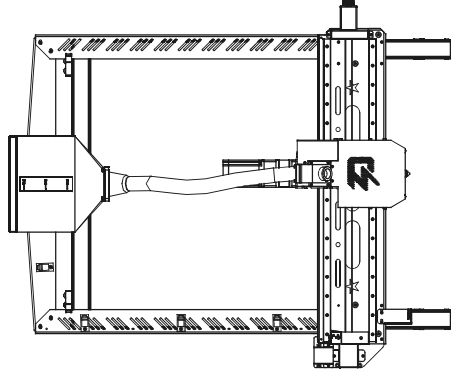
Basic Parameters 基本参数

Model 型号	G5Ultra
Printing Size 成型尺寸	500x500x400mm
Molding Tech 成型技术	FGF
Nozzle Number 喷头数量	Single nozzle 单喷头
Slice Thickness 切片层厚	0.2-1.0mm
Nozzle Diameter 喷嘴直径	0.4-2.0mm (optional 可选3.0), standard 标配0.8mm, 1.0mm, 2.0mm
X-Y axis positioning accuracy X-Y轴定位精度	±0.1mm
Filament 打印材料	PLA\PC\ABS\PETG\PETG-GF/PP/TPU/PA-CF/ABS-CF/PC-CF and other composite materials 等复合材料
Slice Software 可兼容切片软件	Picreat_Slicer/Cura/Simplify3D
File Format 切片支持格式	STL、OBJ
File Transfer 打印方式	USB/WIFI
Bed Temp 热床最高温度	≤120°C
Max temp of nozzle upper section 喷嘴 upper 段最高温度	≤360°C
Max temp of nozzle lower section 喷嘴 lower 段最高温度	≤420°C
Continue printing after restoring power 断电续打	YES 支持
Continue printing after adding materials 断料续打	YES 支持
Auto Leveling 自动调平	YES 支持
Language 语言	English/中文/Deutsch/Español/Français/Italiano/日本語/Portugal/Русский язык/Türkce
Computer Operating System 电脑操作系统	Windows XP/7/8/10 MAC/Linux_x64
Printing Speed 打印速度	0~220mm/s
Power Supply 额定电压	AC100-110V&AC220-240V 50/60Hz
Nominal power 额定功率	1450W

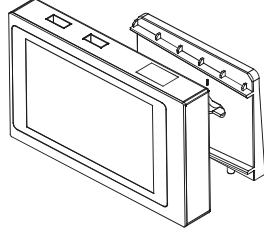
3. Package Content 零部件清单



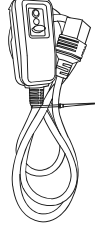
1 Base Frame | 底座 x1PCS



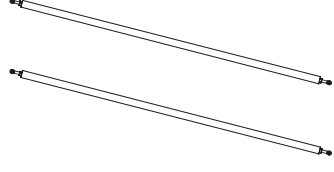
2 Gantry Frame | 龙门架 x1PCS



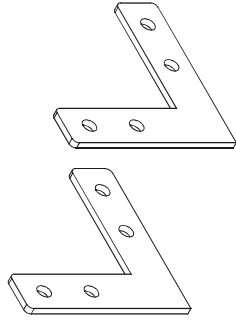
3 Display | 显示屏 x1PCS



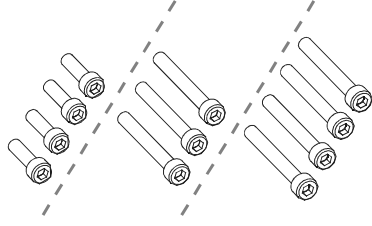
4 Power Cord | 电源 x1PCS



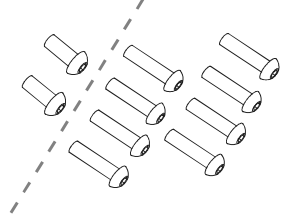
5 Pull rods | 拉杆 x2PCS



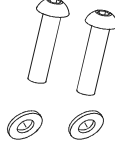
6 L-shaped connecting piece
|L型连接片 x2PCS



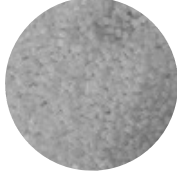
7 Sems Screw | 组合螺丝
M3*6 x4PCS
M4*30 x3PCS
M5*40 x4PCS



8 Hexagon flat round head
screws | 内六角平圆头螺丝
M5*12 x2PCS
M5*18 x8PCS



9 Hexagon flat round head
screws | 内六角平圆头螺丝
M5*20 x2PCS
M5 Flat pad | M5平垫 x2PCS



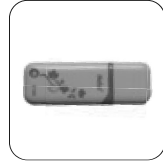
10 ABS granules for
consumables |
耗材ABS颗粒
2KG x1PCS

Tips: the above accessories are for reference only, in kind prevail!

注意:以上配件仅供参考,请以实物为准!

3. Package Content 零部件清单

🔧 Tool list 工具包清单



11 U Disk (random color)
U盘 (颜色随机) x1



12 Wrench
扳手套件 x1



13 Open-end wrench
开口扳手 x4



14 Screwdriver
螺丝刀 x3



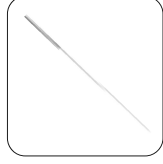
15 Metal blade x 1
金属铲刀



16 Nozzle0.8 x1
Nozzle1.0 x1
Nozzle2.0 x1
喷嘴



17 Socket wrench x 1
套筒扳手



18 Nozzle Cleaner x2
通针



19 Nippers x1
剪钳



20 4*150 black
rolled strip x10
扎带

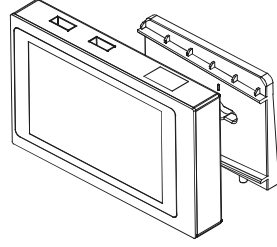
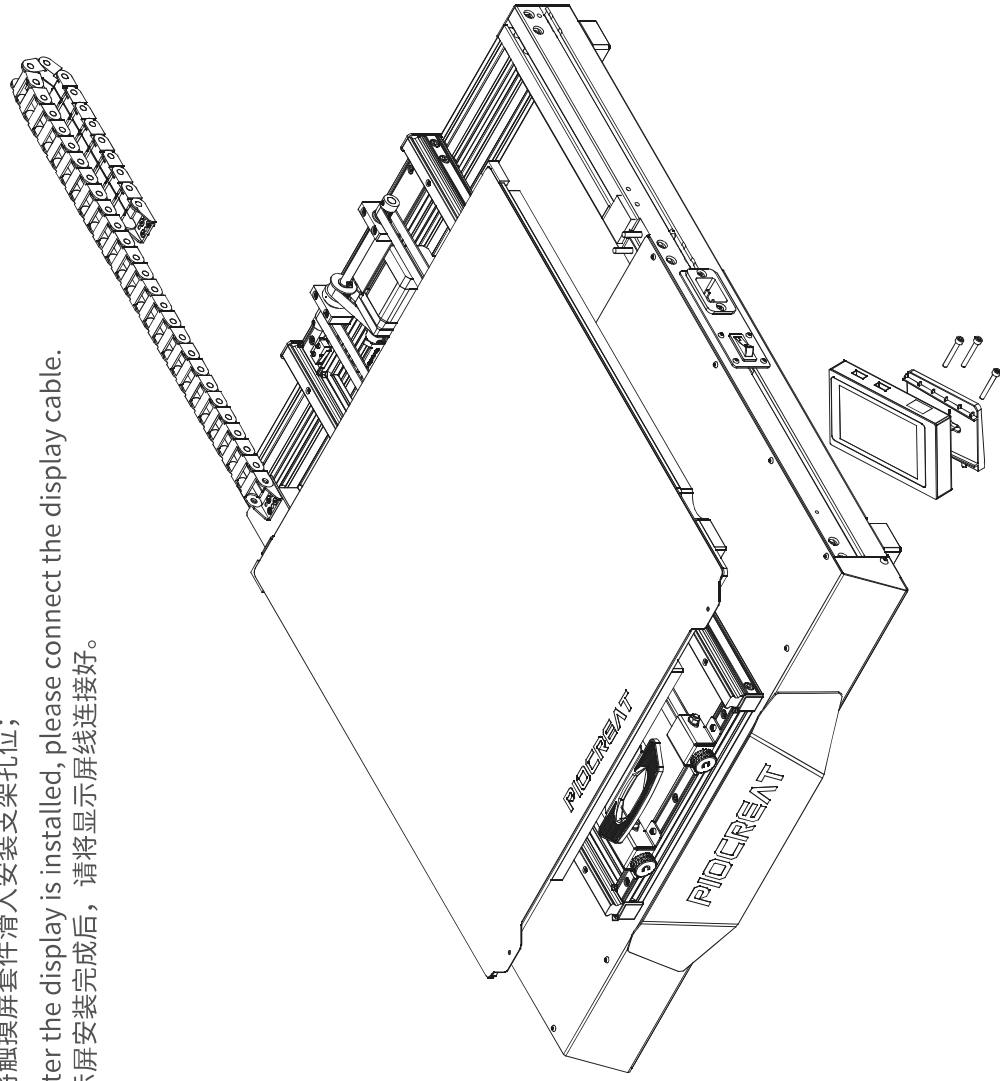
Tips: the above accessories are for reference only, in kind prevail! 注意: 以上配件仅供参考, 请以实物为准!

4. Install the Display 安装显示屏

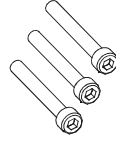
1 Use the No. 3 Allen wrench to fix the screen bracket with 3PCS-M4*30 Allen head screws in the position as shown in the figure;
用3号内六角扳手，将屏幕支架用3PCS-M4*30 内六角圆柱头螺丝固定在如图所示位置；

2 Then slide the touch screen kit into the mounting bracket hole;
再将触摸屏套件滑入安装支架孔位；

3 After the display is installed, please connect the display cable.
显示屏安装完成后，请将显示屏线连接好。



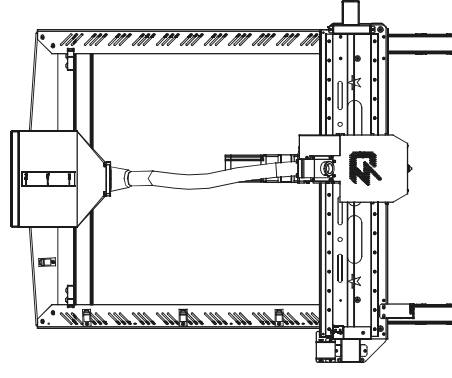
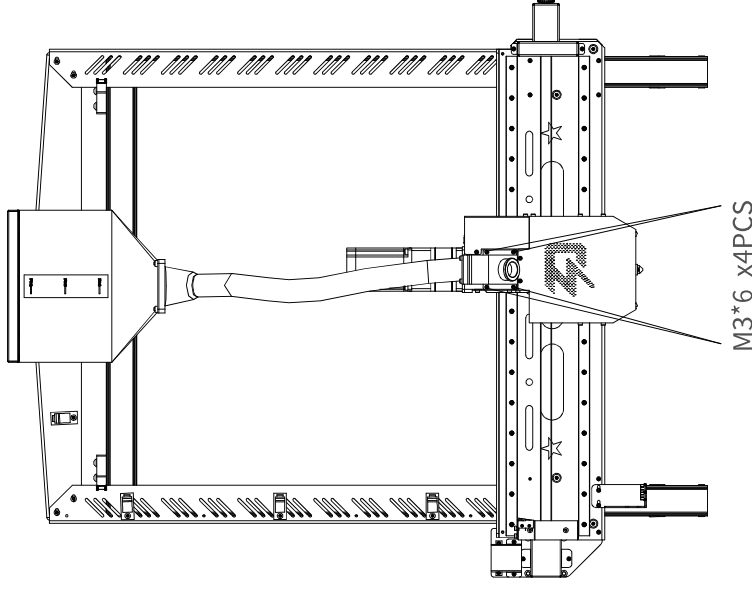
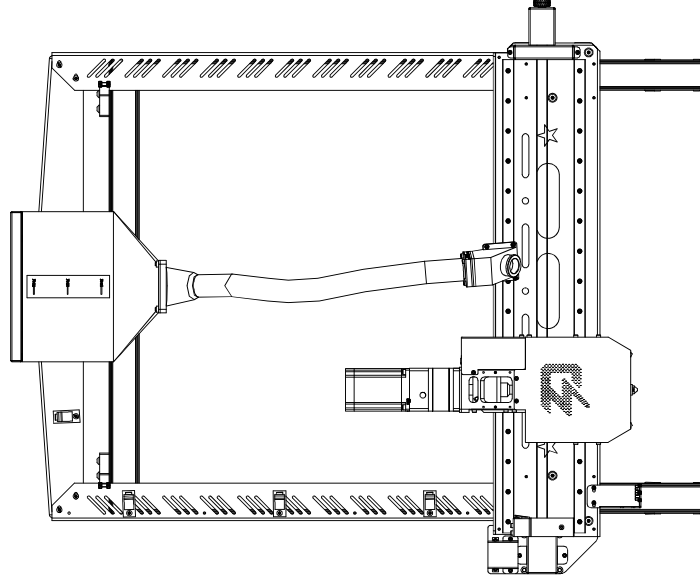
3 Display | 显示屏 x1



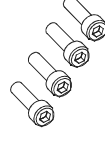
7 M4x30 Hexagon flat
round head screws x3
| M4x30 内六角圆柱头螺丝 x3

4. Install the feed tube 安装下料管

1 Take the No. 2 hexagonal wrench and use 4PCS-M3*6 hexagonal cylindrical head screws to fix the feed inlet assembly to the print head, as shown in the picture.
取2号内六角扳手，用4PCS-M3*6 内六角圆柱头螺丝把进料口组件固定到打印头上，如图所示位置。



2 Gantry Frame | 龙门架 x1

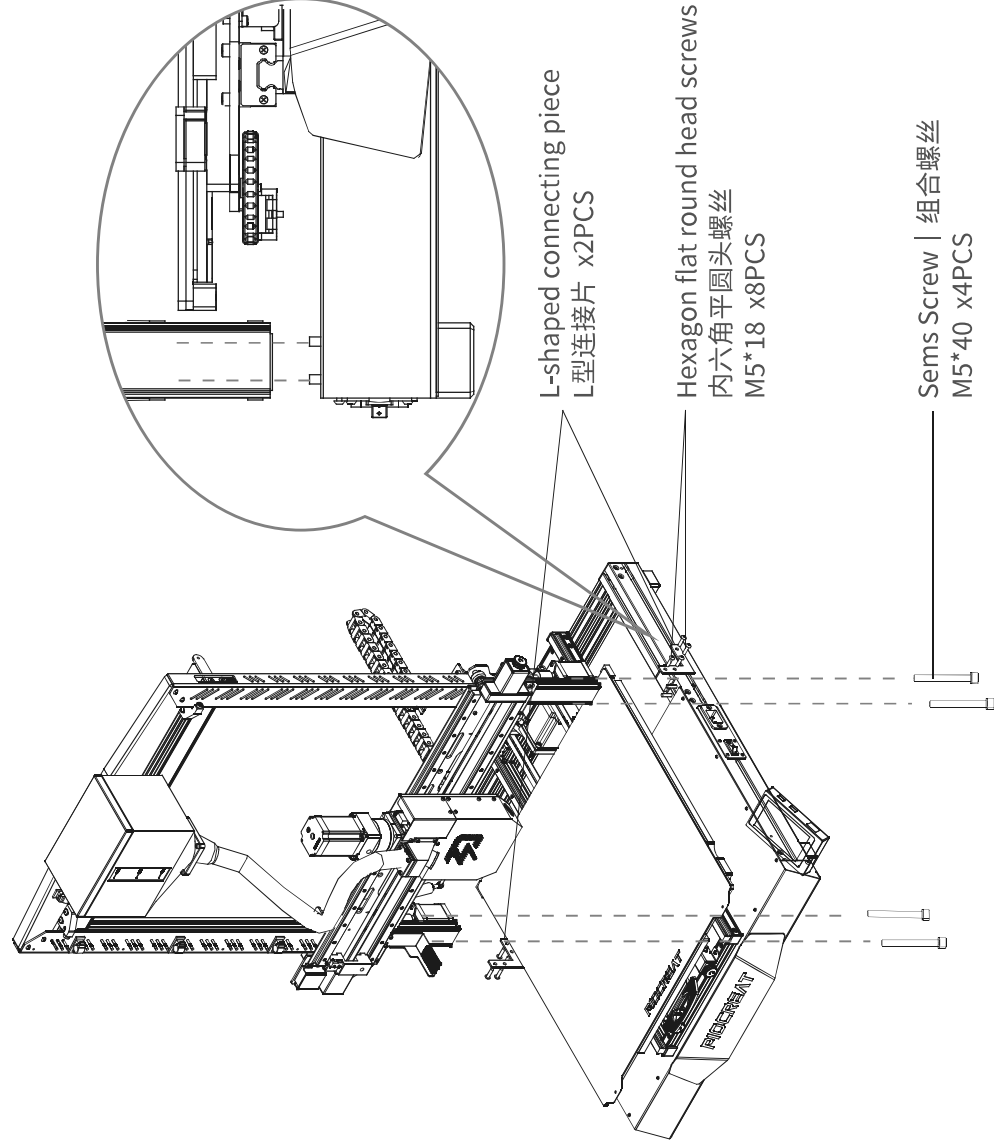


7 Sems Screw | 组合螺丝
M3*6 x4PCS

4. Install the Gantry Frame 安装龙门架

1 Take gantry + base, gantry profile on the base step position, assembly and lock according to the picture by 4PCS-M5*40 combination screw.
取龙门架+底座，龙门架型材对好底座台阶位置，通过4PCS-M5*40组合螺丝按图所示装配锁好。

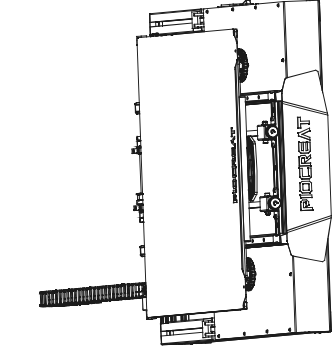
2 Take 2PCS-L type connecting piece + 8PCS-M5*18 hexagonal flat round head screws and fix and lock them as shown in the picture.
取2PCS-L型连接片+8PCS-M5*18内六角平圆头螺丝进行如图所示，进行固定锁紧。



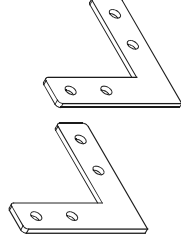
L-shaped connecting piece
L型连接片 x2PCS

Hexagon flat round head screws
内六角平圆头螺丝
M5*18 x8PCS

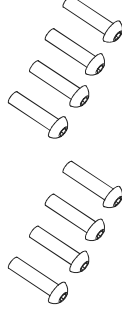
Sems Screw | 组合螺丝
M5*40 x4PCS



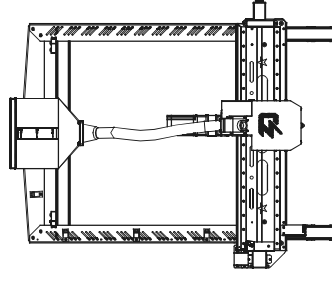
1 Base Frame | 底座 x1PCS



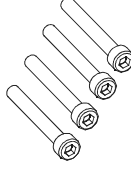
6 L-shaped connecting piece
L型连接片 x2PCS



8 Hexagon flat round head screws
内六角平圆头螺丝
M5*18 x8PCS

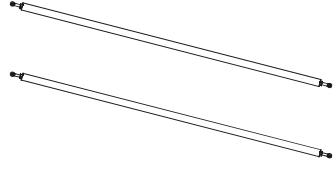
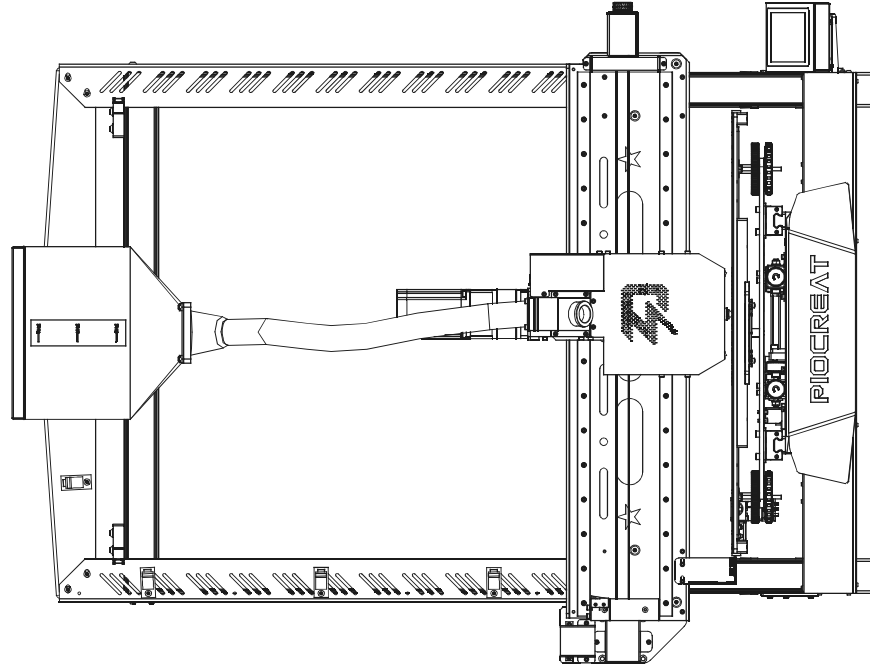


2 Gantry Frame | 龙门架 x1PCS



7 Sems Screw | 组合螺丝
M5*40 x4PCS

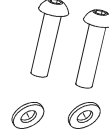
4. Install the Pull Rod 安装两侧拉杆



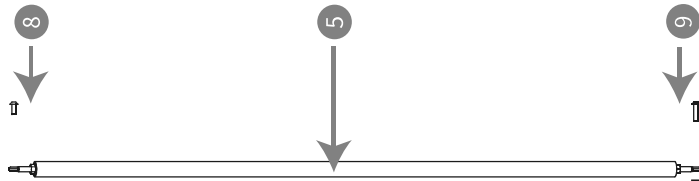
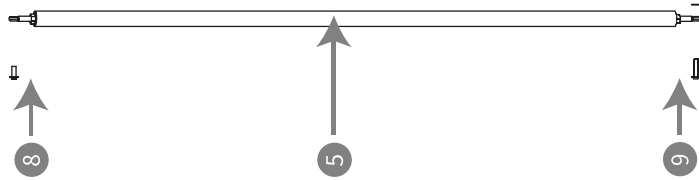
5 Pull rods | 拉杆 x2PCS



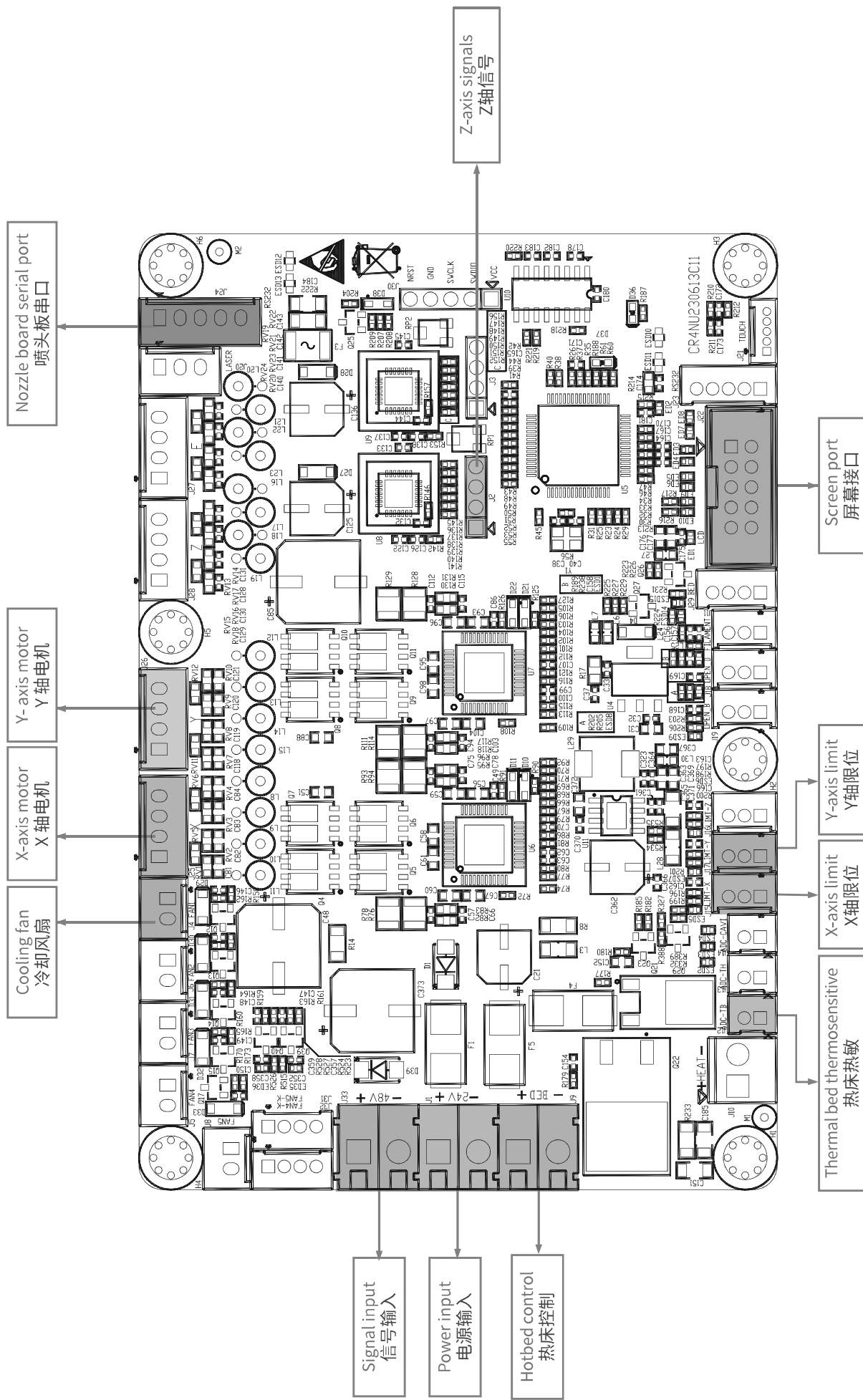
8 Hexagon flat round head screws
| 内六角平圆头螺丝 M5*12 x2PCS



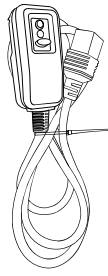
9 Hexagon flat round head screws
| 内六角平圆头螺丝 M5*20 x2PCS
M5 Flat pad | M5平垫 x2PCS



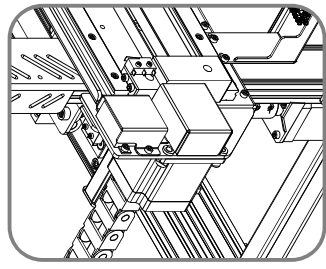
5. Circuit Wiring 电路接线



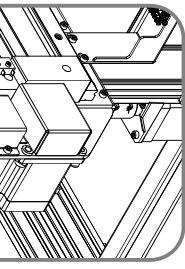
6. Cable Connection 设备接线



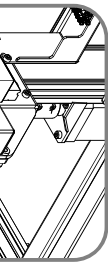
4 Power Cord | 电源线 x 1PCS



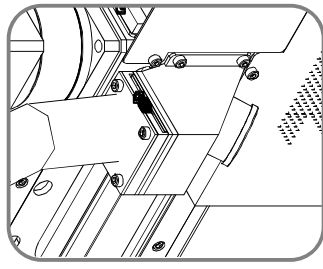
A



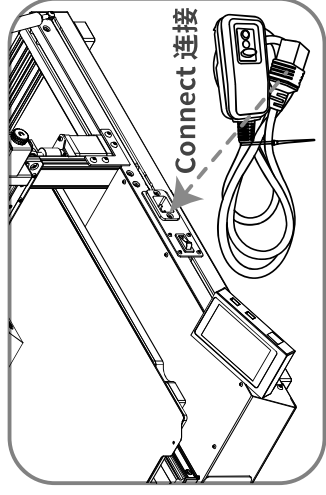
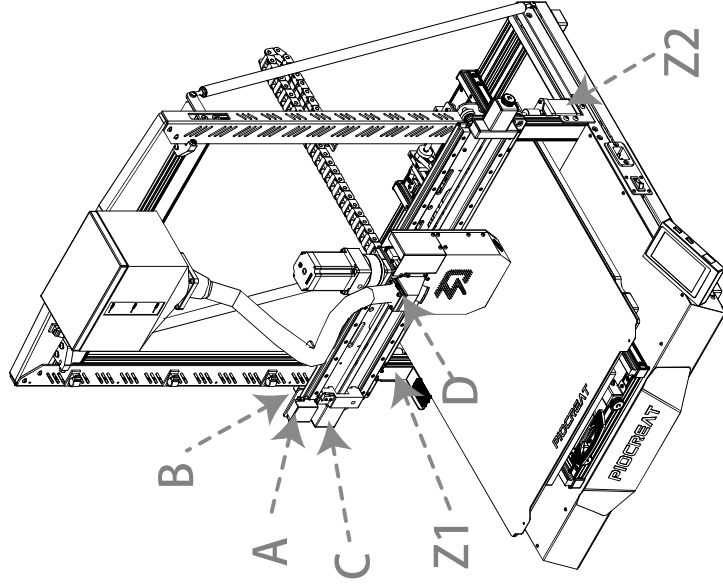
B



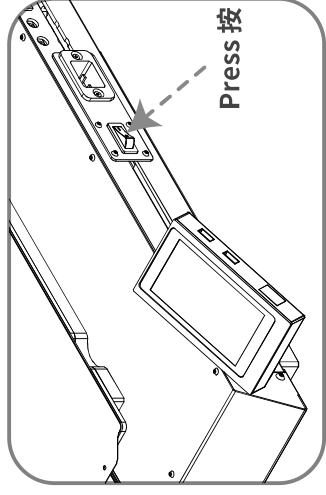
C



D



E



F

Caution/警告

- Do not connect or disconnect the cables when the machine is powered on.

当机器通电时，请勿连接或断开连接线。

A、6pin plug-in terminal block (nozzle board serial port cable + nozzle board power cable)
6pin对插式接线端子(喷头板串口线+喷头板电源线)

B、X-axis motor X轴电机

C、X-axis limit switch X轴限位开关

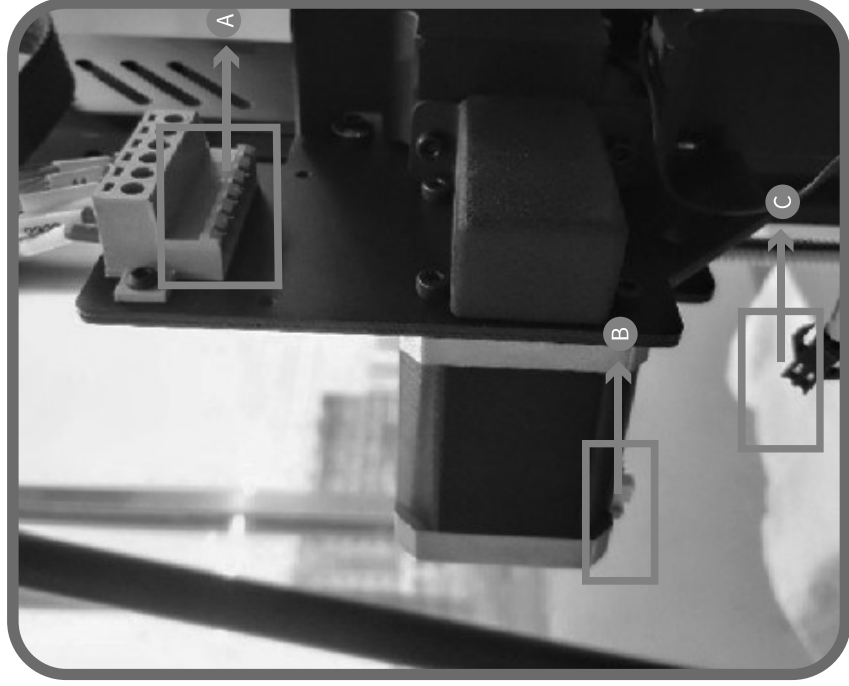
D、Material breakage detection line port 断料检测线端口

E、Connect it to the power cord and turn on the power 连接电源线，打开电源

F、Press the power button and wait the display screen to start 按下开关按钮，等待显示屏启动

6. Equipment Wiring 设备接线

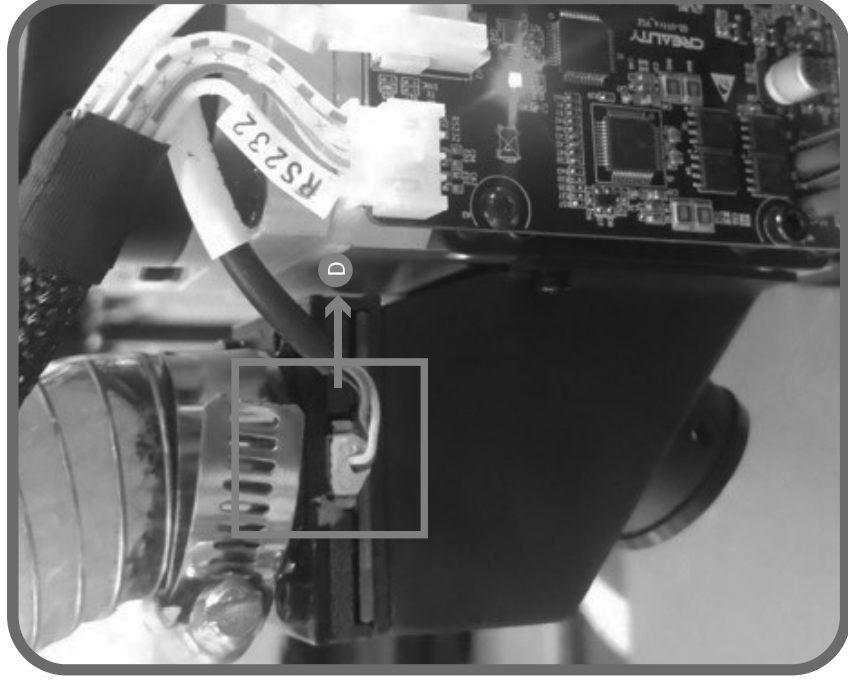
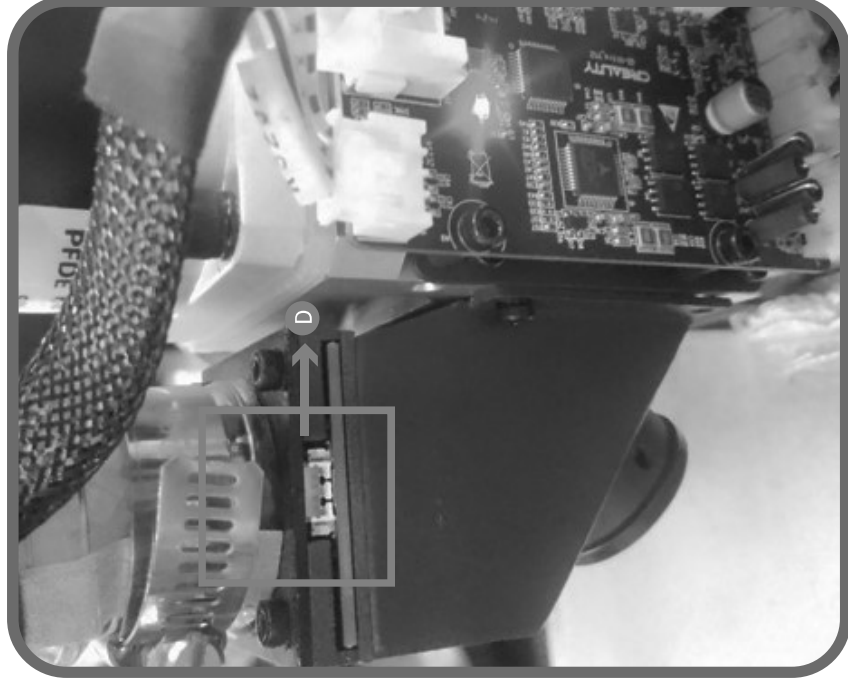
- 1 Connect the plug-in terminal block, as shown in the picture A position interface.
连接对插式接线端子插头，如图示A位置接口。
- 2 Connect the X-axis motor, as shown in the picture B position interface.
连接X轴电机，如图示B位置接口。
- 3 Connect the X-axis limit switch adapter terminal male, as shown in the picture C position interface.
连接X轴限位开关转接端子公头，如图示C位置接口。



- Note: Do not plug and unplug the motor cable with power on, otherwise the motor will be damaged.
注意：不能带电拔插电机线，否则会损坏电机。

6. Equipment Wiring 设备接线

Insert the material breakage detection line terminal into the material breakage detection switch port, as shown in the picture at position F.
将断料检测线端子插入断料检测开关端口，如图示F位置接口。



- Note: Do not plug and unplug the motor cable with power on, otherwise the motor will be damaged.
注意：不能带电拔插电机线，否则会损坏电机。

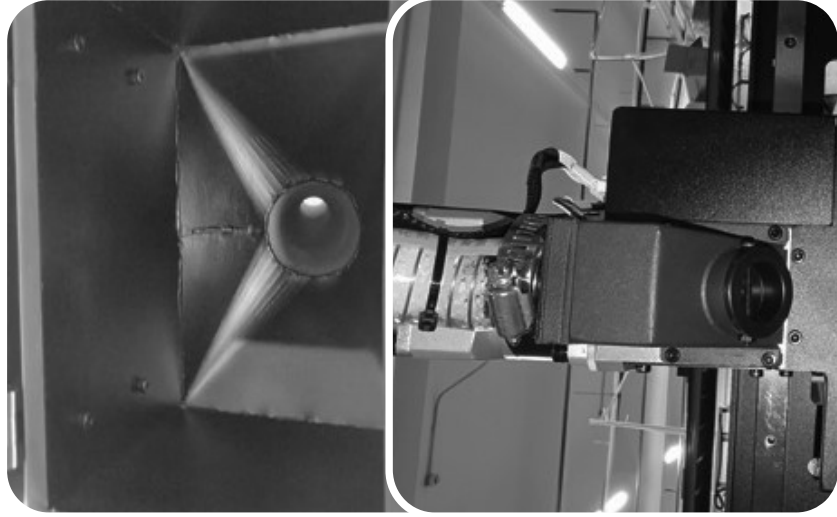
6. Equipment Wiring 设备接线

Insert the wires marked with the Z1/Z2 motor wire numbers into the corresponding Z-axis motors.
分别将标有Z1/Z2电机线号的线插入对应位置的Z轴电机即可。

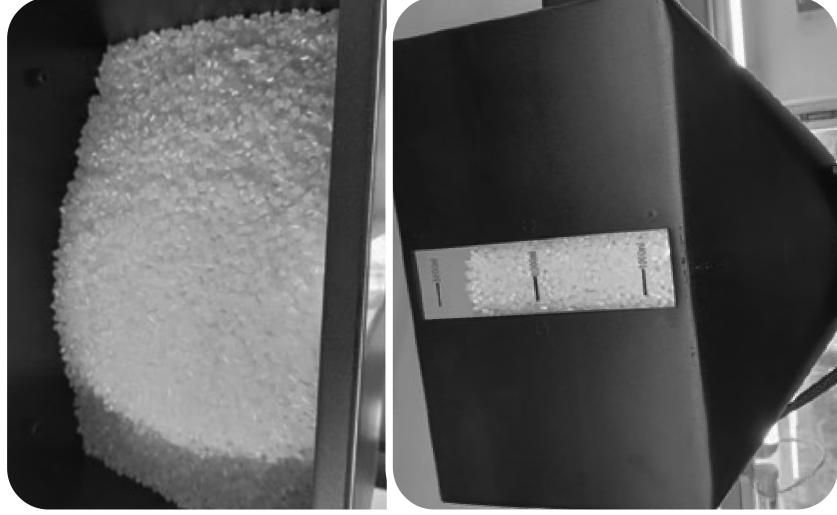


- Note: Do not plug and unplug the motor cable with power on, otherwise the motor will be damaged.
注意：不能带电拔插电机线，否则会损坏电机。

7. Load Filament 装载原材料



1 Check whether the feeding tube is connected properly.
检查下料管是否都连接好。

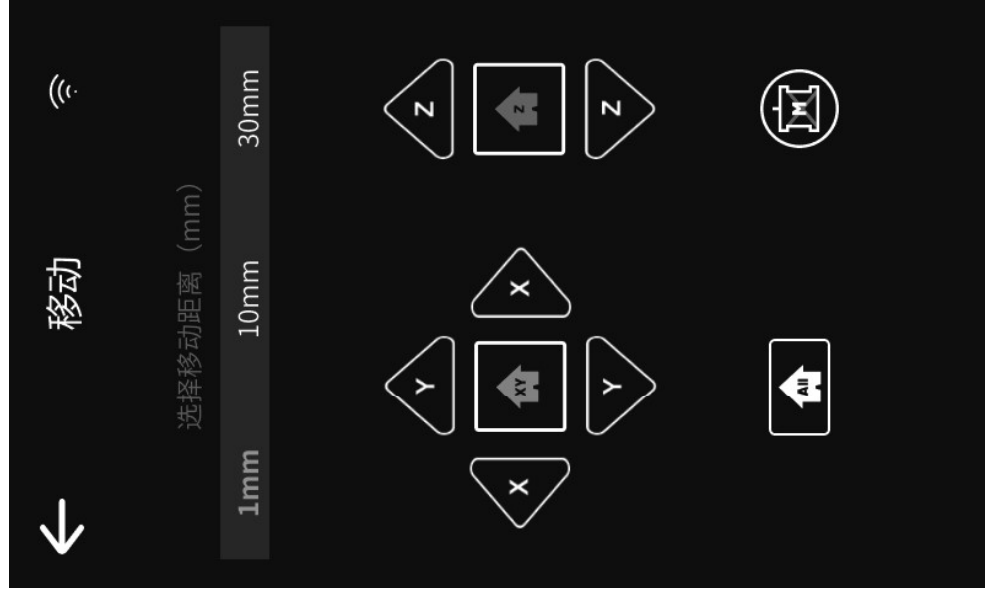


2 The pellet (diameter 1.0~5.0mm) material is loaded into the feeding barrel.
将颗粒（直径1.0~5.0mm）原料装入下料漏斗中。



3 Fill with material and cover with barrel cover.
料装满后盖上漏斗盖。

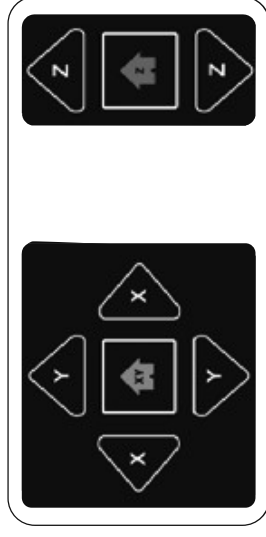
8.Mobile interface operating instructions 移动界面操作说明



轴移动方法 ①



1. 选择移动距离



2. 点击对应轴可在对应轴移动对应距离

轴移动方法 ②

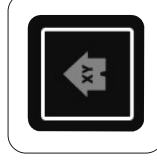


点击将为电机解锁
解锁后可自由推动X轴和Y轴

轴归零



点击将 XYZ 轴归零
(可用于第一次上电检测三轴运行状态)



点击将XY轴归零

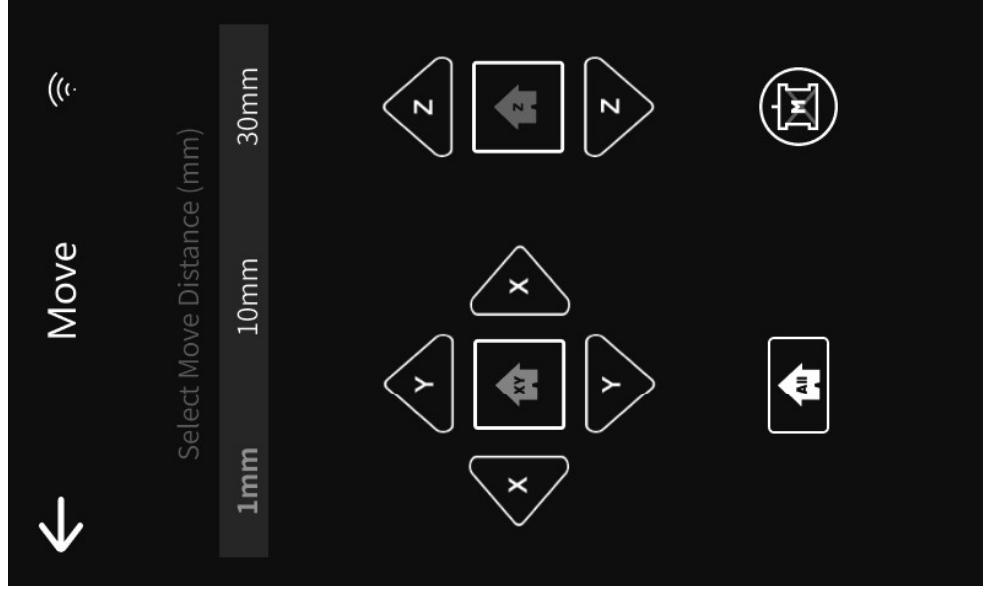


点击将Z轴归零



Note: The current interface is for reference only. Due to the continuous upgrade of functions, the actual version of the software/firmware UI shall prevail.
注意:当前界面仅供参考,由于功能不断升级,实际以最新版本软件/固件UI为准。

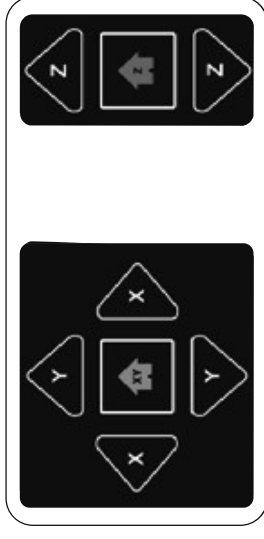
8.Mobile interface operating instructions 移动界面操作说明



Axis movement method ①



1. Select Move Distance



2. Click on the corresponding axis to move the corresponding distance in the corresponding axis

Axis movement method ③



Click to unlock the motor
After unlocking, you can freely push the X axis and Y axis

Axis zero



Click Zero XYZ Axis
(can be used to detect the three-axis operation state at the first power-on)



Click to zero XY axis



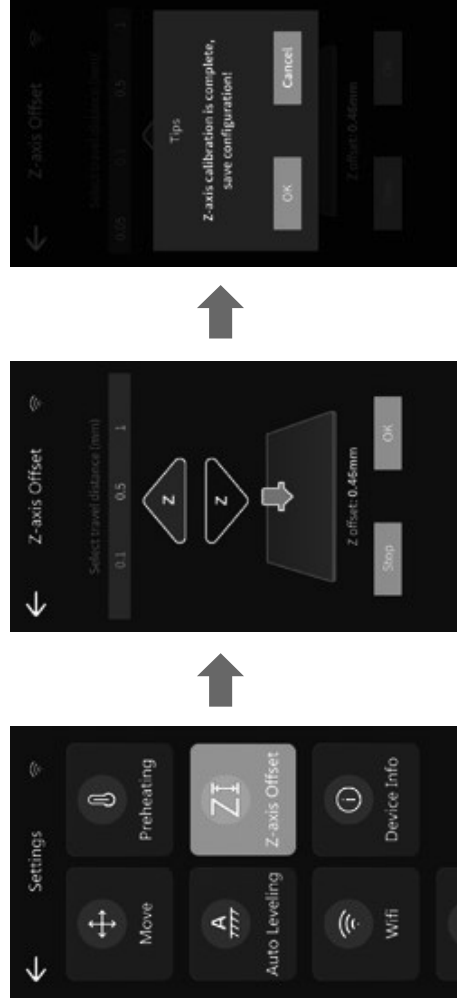
Click to zero Z axis



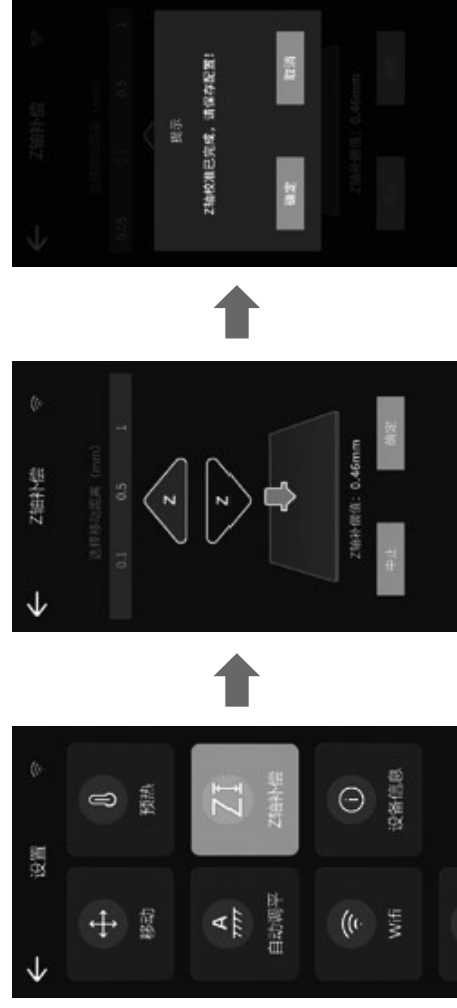
Note: The current interface is for reference only. Due to the continuous upgrade of functions, the actual version of the software/firmware UI shall prevail.
注意:当前界面仅供参考,由于功能不断升级,实际以最新版本软件/固件UI为准。

9. Z-axis Offset Z轴补偿

Select **Z-axis offset**, wait for the nozzle movement to complete, select the **moving distance**, and adjust the **Z-axis compensation value** up and down so that the height from the nozzle to the platform is almost the thickness of A4 paper (0.08-0.1mm). Click **OK** to save the Z-axis compensation value when completed. 选择 **Z轴补偿**，等待喷头移动完成后，选择 **移动距离**，上下调整 **Z轴补偿值**，使喷嘴到平台的高度差不多是A4纸的厚度(0.08-0.1mm)，完成后点击 **确定** 保存Z轴配置。



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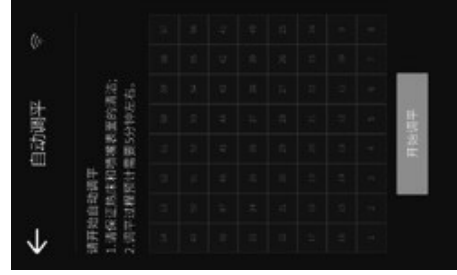
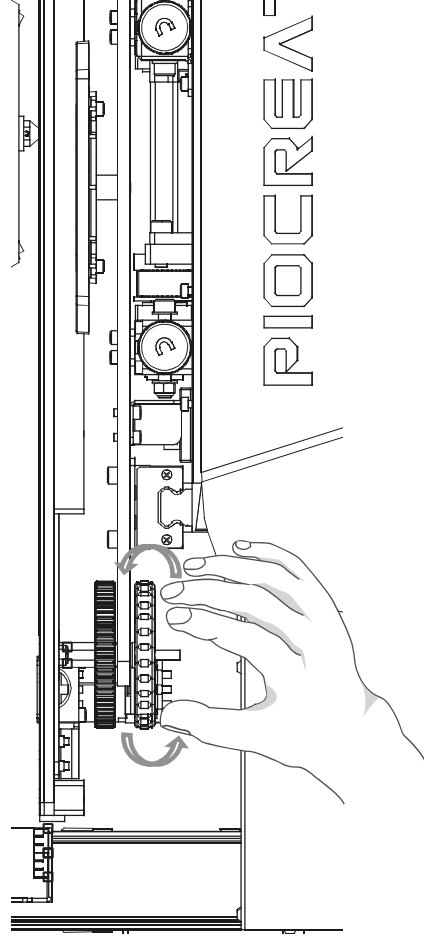
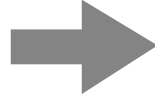
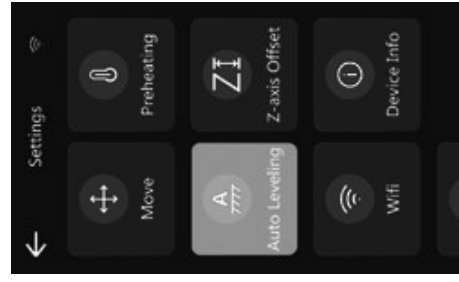
Note: The current interface is for reference only. Due to the continuous upgrade of functions, the actual version of the software/firmware UI shall prevail.
注意:当前界面仅供参考,由于功能不断升级,实际以最新版本软件/固件UI为准。

10. Level Platform 调平平台

1 Select **Auto Leveling** to automatically level. 选择 **自动调平**, 即可自动调平。

2 If the automatic leveling data differs greatly (1mm), please correct the platform by adjusting the black knob under the platform. If the data is a negative value, it should be adjusted clockwise. If it is a positive value, it should be adjusted counterclockwise. After the adjustment is completed, automatically level it again to check the flatness of the platform. If the difference is still large, repeat the above operations;

若自动调平数据差异较大(1mm), 请通过调整平台下方**黑色旋钮**校正平台, 如果数据为负值, 则应顺时针调整, 如果为正值, 则应逆时针调整。调整完成后并再次**自动调平**检验平台平整度, 若差异依然较大, 需重复以上操作;



Do not beat the feeding tube or press the glass platform in the leveling process;
调平过程中不要拍打下料管或者按压打印平台;

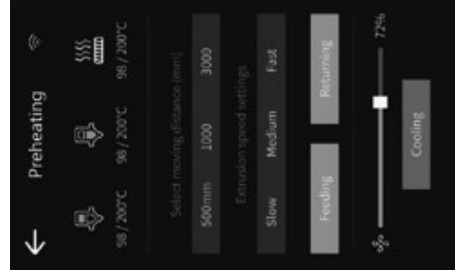
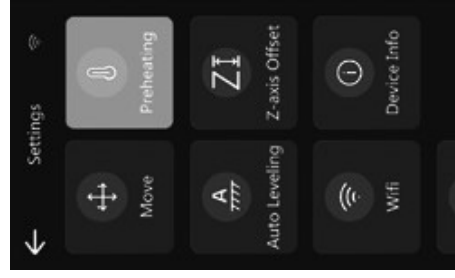


Note: The current interface is for reference only. Due to the continuous upgrade of functions, the actual version of the software/firmware UI shall prevail.
注意: 当前界面仅供参考, 由于功能不断升级, 实际以最新版本软件/固件UI为准。

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11. Preheat Settings 预热设置

- 1 For the first printing, you need to extrude material in advance. Click Preheat and then click the nozzle preheat icon to set the corresponding preheating temperatures for the upper part of the nozzle and the lower part of the nozzle according to different materials. Wait for the nozzle to heat up to the predetermined temperature, select the extrusion distance and extrusion speed, and click Feed until the material is extruded smoothly before normal printing operations can be performed. **第一次打印需要提前挤料，点击**预热**再点击**喷头预热**图标，根据不同材料设置相应的喷头上段与喷嘴下段预热温度，等待喷头加热达到预定温度，选择**挤出距离**和**挤出速度**点击**进料**，直至有材料顺利挤出后可进行正常打印操作。**
- 2 Click Preheat, click the platform preheat icon, set the corresponding platform preheat temperature according to different materials, and preheat the platform in advance before printing. **点击**平台预热**图标，根据不同材料设置相应的平台预热温度，打印前提前预热平台。**



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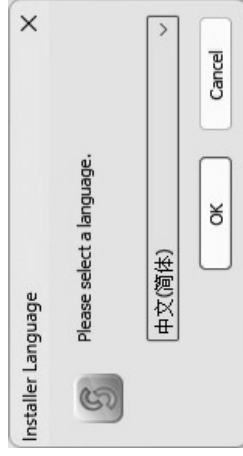
Note: The current interface is for reference only. Due to the continuous upgrade of functions, the actual version of the software/firmware UI shall prevail.
注意:当前界面仅供参考,由于功能不断升级,实际以最新版本软件/固件UI为准。

12. Download and install software and Configuration Wizard 软件下载 | 安装 | 配置向导

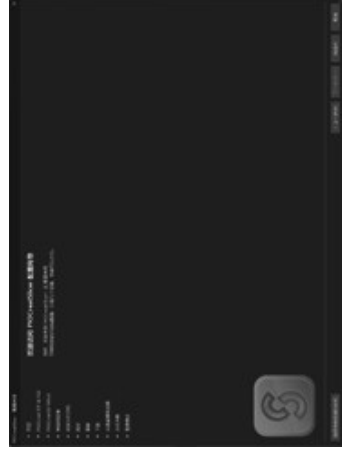
Welcome to the Picoeater_Slicer Configuration Wizard! This configuration wizard helps you with the initial configuration; with just a few settings, you can print. 欢迎访问Picoeater_Slicer配置向导！此配置向导可帮助您进行初始配置；只需几个设置，您就可以打印。



1 Download the software from official website(www.picoeater3d.com) or find the software in storage card for installation. 登录官网下载(www.szc3d.com)或者在U盘里找到软件并安装。



2 Double click to open the software. | 打开软件



3 ①Click Configuration Wizard (open by default for first-time installation) →②Select 3D Printers→③Select Materials→④Configure finish.



3 ①点击配置向导(首次安装默认打开) →②选择导入机型→③选择导入耗材→④完成配置。

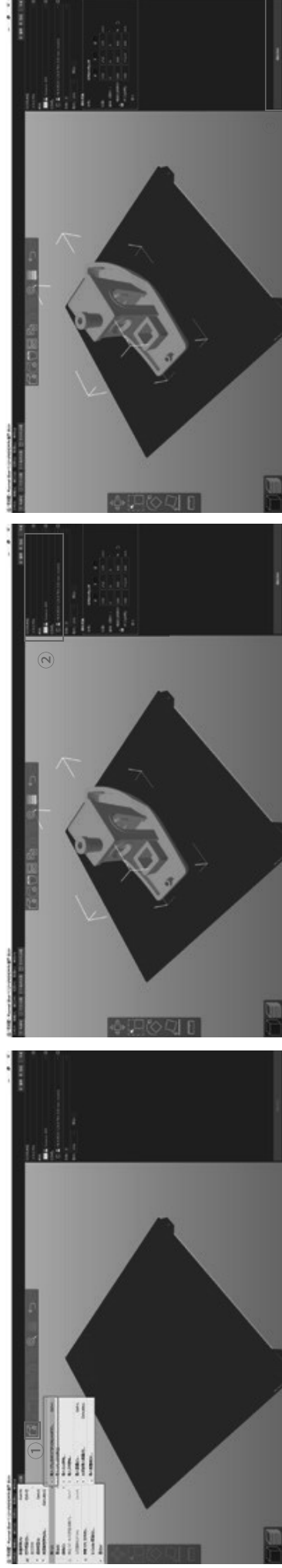
12. Model Slicing 模型切片

- 1 ① Import model → ② Select the 3D Printer type, select the Material, select the Printer → ③ Click Slice now.
- 2 ① 导入模型文件 → ② 选择打印机类型，选择耗材，选择打印机 → ③ 点击现在切片。

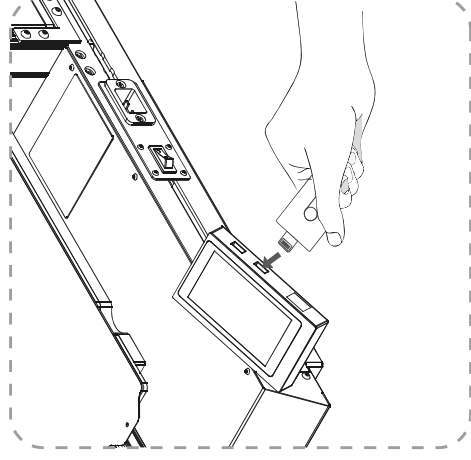


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12. Off-line print 脱机打印操作



- 3 Generate G-Code File .gcode, and save the gcode file to U disk.
导出G-Code文件.gcode → 保存到U盘



The file name supports both Chinese and English, numbers, and common symbols (the length of the file name is limited to 20 characters).

文件名支持中英双语，数字，以及常用符号（文件名长度限制在20个字符内）。

- 4 Insert the U disk
插入U盘

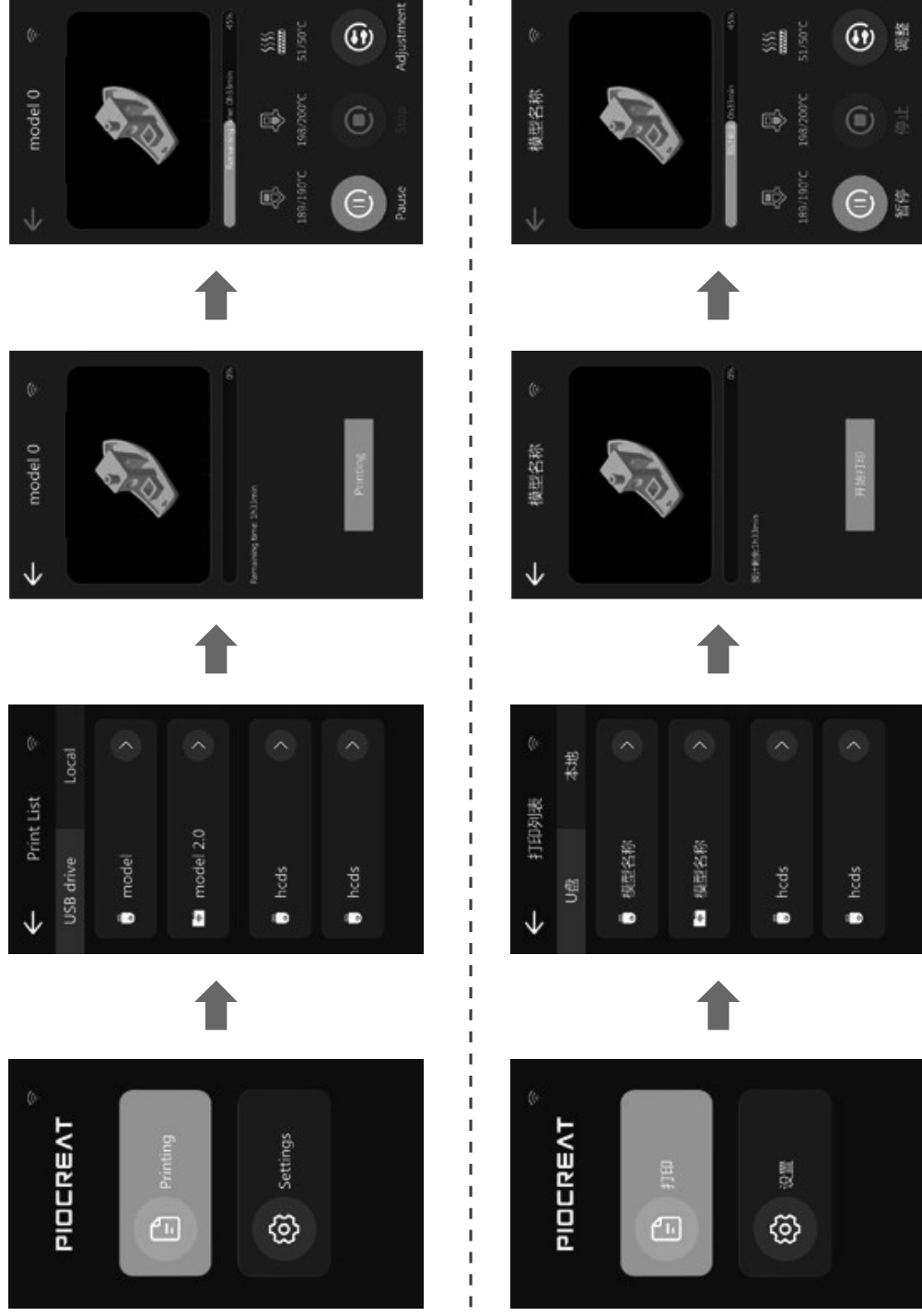


Notes: For details on the software instructions, please refer to the slicing software manual in the U disk.

温馨提示：软件使用说明详情，请见U盘内切片软件使用手册。

12. Start Printing 开始打印

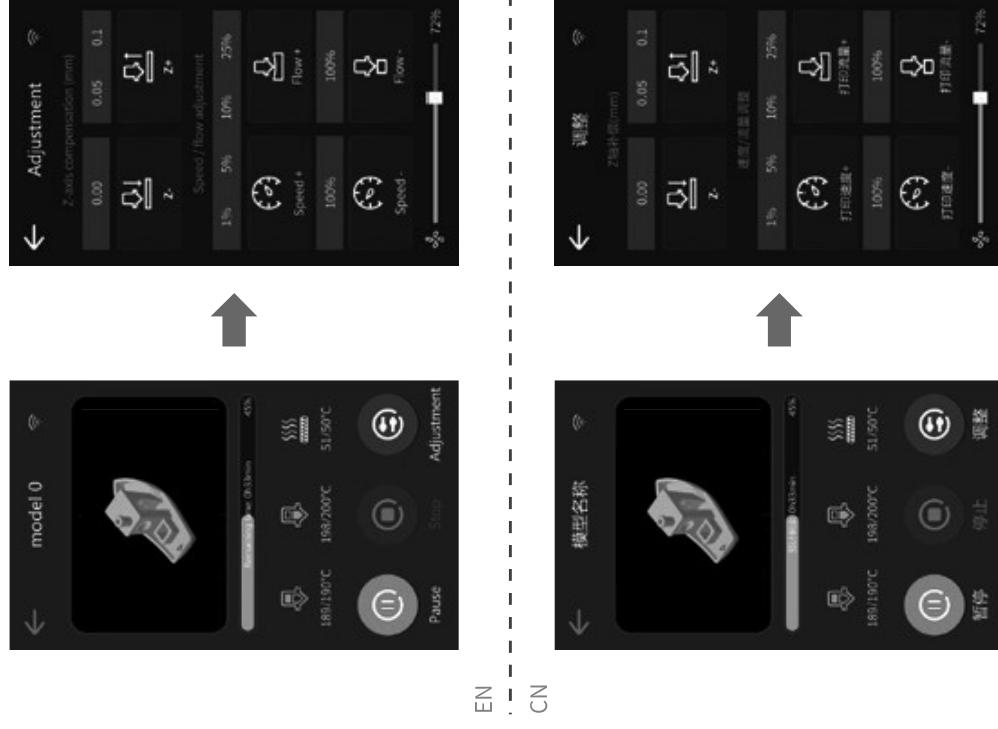
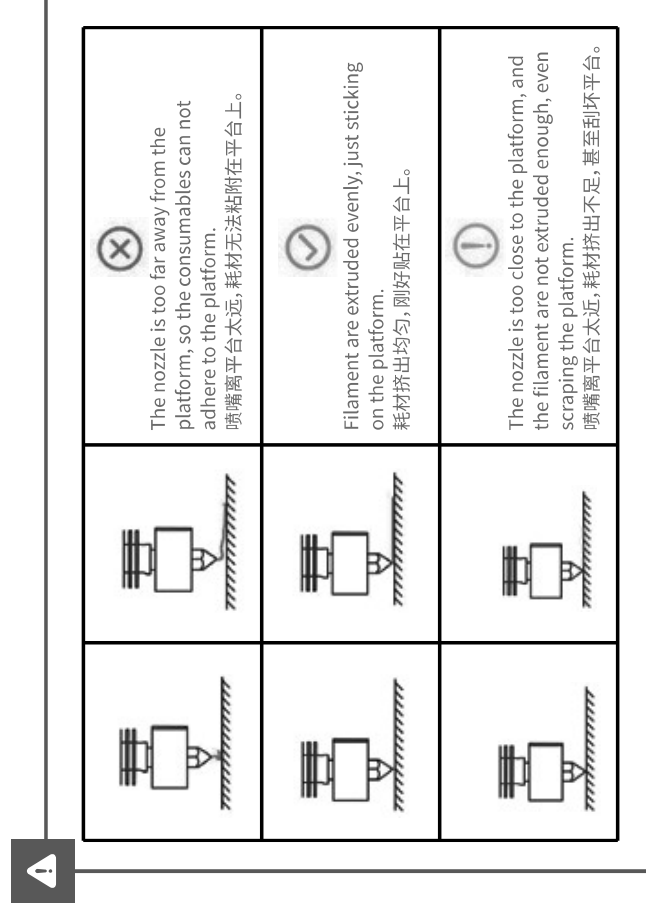
After selecting a file to start printing, you can adjust printing related parameters in real time.
点击**打印**，选择**打印文件**再点击**开始打印**。



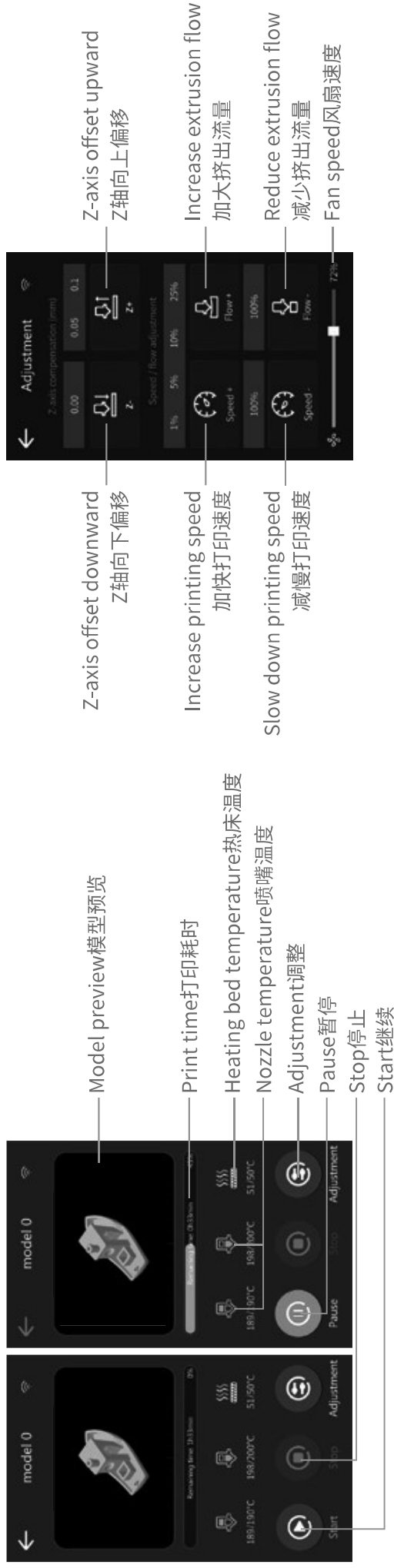
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12. Start Printing 开始打印

After starting printing, you can observe the printing status and adjust printing related parameters in real time.
开始打印后，您可以观察打印状态时调整打印相关参数。



12. Operation guide 操作说明



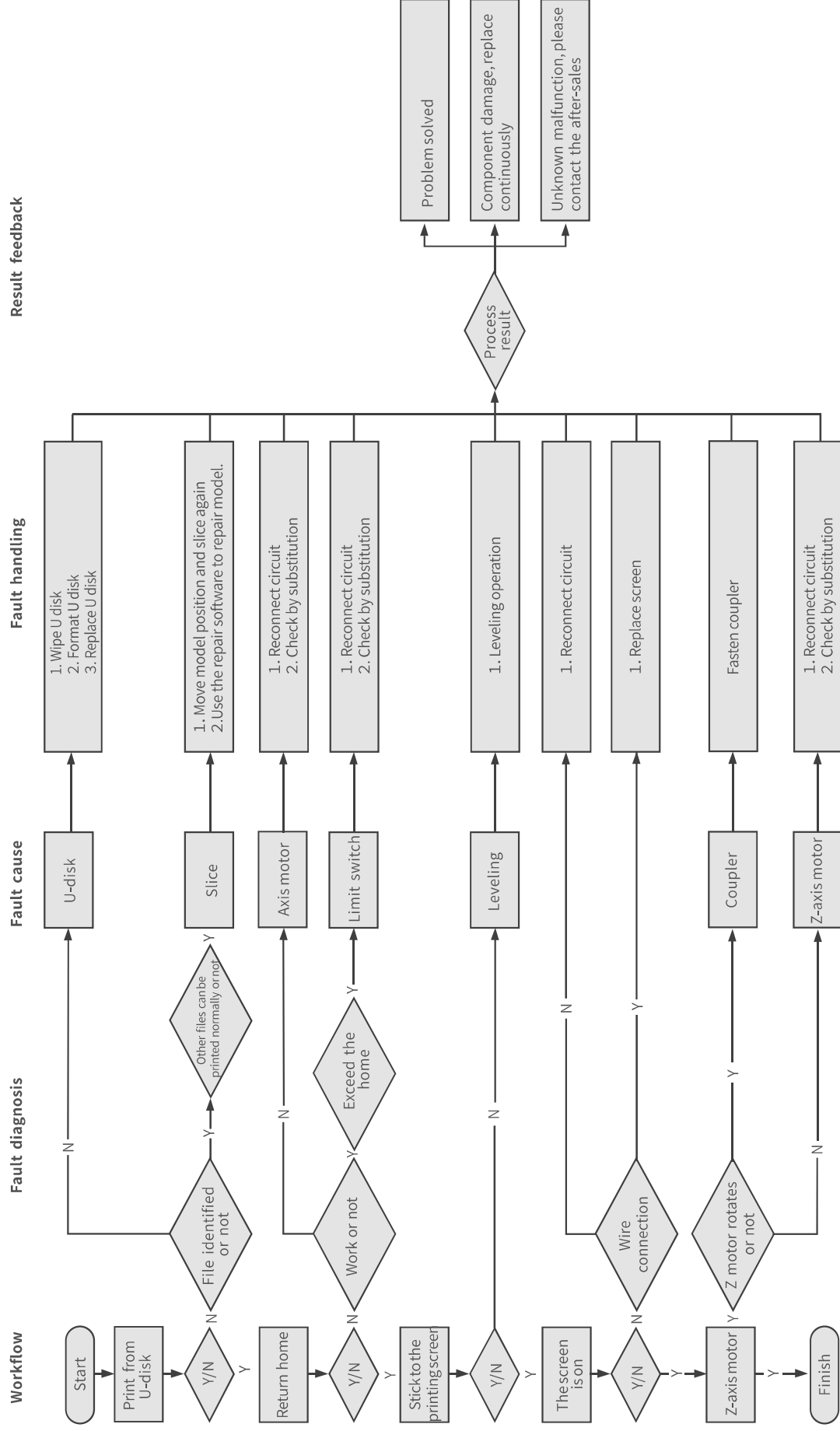
Print interface 打印界面

Setting interface 打印设置界面

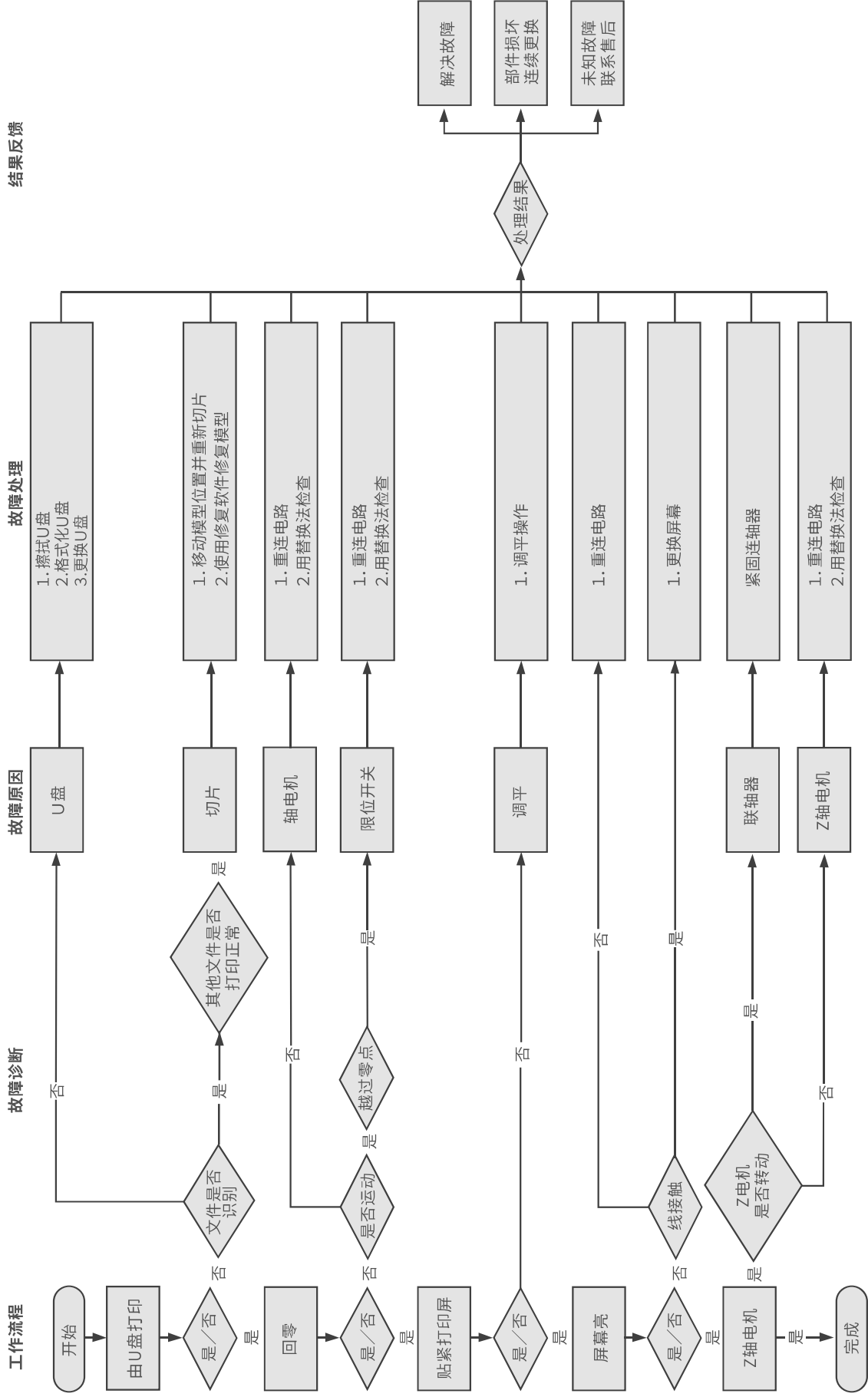
* Note: The interface is for reference only 注意：界面仅供参考

	Nozzle upper section temperature 喷嘴 upper section 温度		Start 继续		Adjustment 调整		Z-axis offset upward Z轴向上偏移		Z-axis offset downward Z轴向下偏移
	Nozzle lower section temperature 喷嘴 lower section 温度		Pause 暂停		Fan speed 风扇速度		Increase printing speed 加快打印速度		Slow down printing speed 减慢打印速度
	Heating bed temperature 热床温度		Stop 停止				Increase extrusion flow 加大挤出流量		Reduce extrusion flow 减少挤出流量

13. Troubleshooting 故障检修



13. Troubleshooting 故障检修



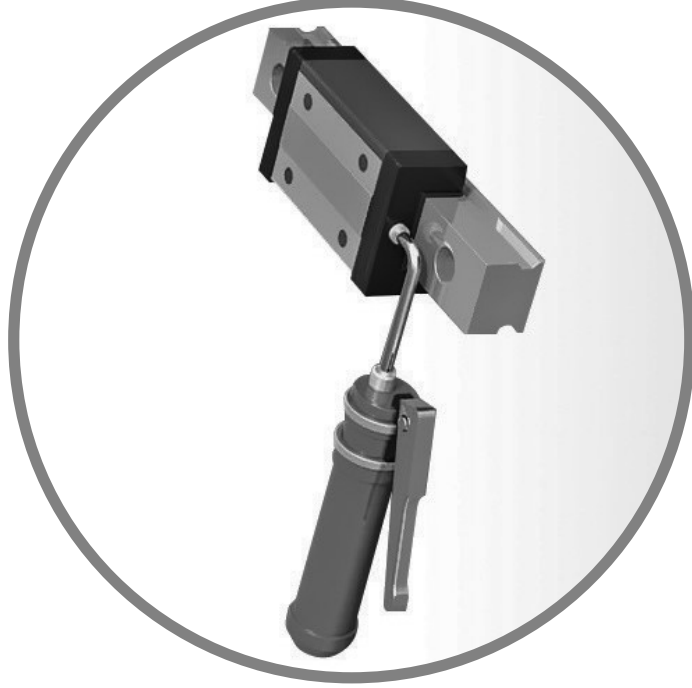
14. Maintenance 机器部件保养

Linear slide maintenance: When the machine is in use for about 3 months, the linear slide block needs to be supplemented with lubricating grease once. The grease can be injected into the slider with the aid of a grease gun from the grease nipple attached to the slider. Lubricating grease is suitable for occasions where the speed does not exceed 60m/min and there is no requirement for cooling. It is recommended that customers use lubricating oil with an oil viscosity of about 32-150cst to lubricate the linear slides;

线性滑轨保养: 当机器在使用3个月左右, 需对线性滑轨滑块进行补充润滑油脂一次, 可借助注油枪由滑块上附件油嘴, 将油脂打入滑块中, 润滑油脂适用于速度不超过60m/min,且对冷却作用无要求的场合, 建议客户使用油黏滞力约为32-150cst的润滑油润滑线性滑轨;

Screw maintenance: When the machine is in use for about 3 months, the screw needs to be supplemented with lubricating grease once. You can use ordinary brushes or tools that can lift grease. The lubricating grease is suitable for occasions where the speed does not exceed 60m/min and there is no requirement for cooling. It is recommended that customers use lithium soap grease with a dropping point not lower than 258°C.

丝杆保养: 当机器在使用3个月左右, 需对丝杆进行补充润滑油脂一次, 可借助普通毛刷或者能翘起油脂的工具, 润滑油脂适用于速度不超过60m/min,且对冷却作用无要求的场合, 建议客户使用滴点不低于258°C的锂皂润滑油脂。



15. After-Sales Service Card

Warranty Policy ←

- 1-year Limited Warranty since the date of product purchase.
- No Warranty for the Release Film and Product Gift (U disk, Gloves, Screwdriver, Paper funnel, Brush, etc.)

What Is Covered? ←

Any defects in material, workmanship of product will be covered until you provide any relating documents and information, including but not limited to:

- User of the product are in the country of purchase
- Defective product is a PIOCREAT product
- Proof of Purchase

What Is Not Covered? ←

PIOCREAT 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 consumable.

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 Email: after@piocreat3d.com for support. See www.piocreat3d.com / for specific warranty information about your product and procedures to act on a warranty claim.



Scan the code to know more

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 工具包(金属铲刀、U盘、扳手套件、喷嘴和颗粒(原材料)无保质期。收到产品后，请核对说明书工具包清单，如工具包物料有缺少或品质问题，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



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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 ←

凡购买创想三帝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**在U盘**中有相关使用资料，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 质保期内维修过的机器后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，请提供产品制造编码、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：周一至周五，9:00-20:30；周六至周日，9:00-18:30（法定节假日除外）。热线：0755-2103-9743，邮箱：after@piocreat3d.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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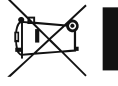


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