

PIOCREAT

G5Pro 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 SD card.

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SD卡内找到相关使用说明及视频。

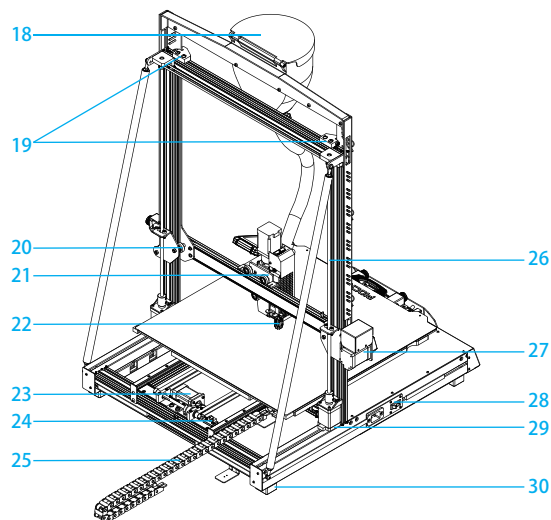
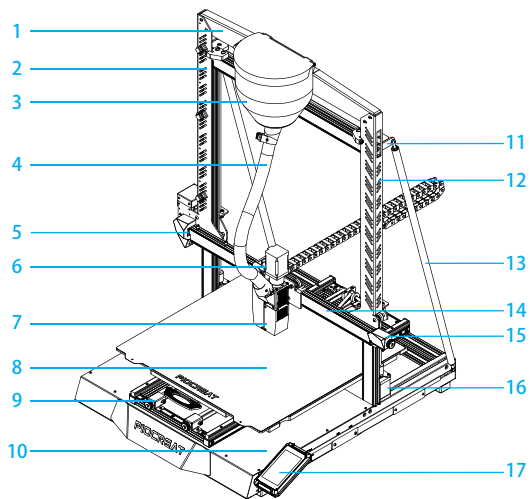
NOTES 使用须知

- 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. Pico3D 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，电源插头需接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。

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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 X轴限位开关 X-axis limit switch
- 6 螺杆挤出电机 Screw extrusion motor
- 7 螺杆套件 Screw kit
- 8 热床平台 Hot bed platform
- 9 Y轴皮带调节座
Y-axis belt adjustment seat
- 10 主板电源盒 Motherboard power box

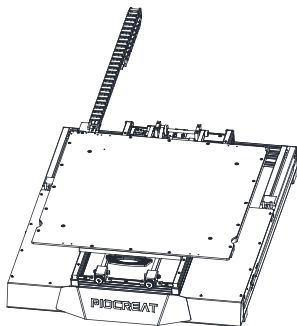
- 11 拉杆固定板 Tie rod fixing plate
- 12 龙门右侧钣金 Gantry right sheet metal
- 13 拉杆 Pull rod
- 14 X轴横梁滑轨 X-axis beam slide
- 15 X轴皮带调节座
X-axis belt adjustment seat
- 16 Z轴电机 (Z2) Z-axis Moto (Z2)
- 17 触摸操作屏 Touch operation screen
- 18 料桶上盖 Drum cover
- 19 龙门左右钣金导向组件 Gantry left and right
sheet metal guide components
- 20 Z轴滑动滚轮组件 Z-axis sliding roller assembly

- 21 X轴滑动滚轮组件 X-axis sliding roller assembly
- 22 CR-Touch自动调平组件 CR-Touch Auto Leveling Kit
- 23 Y轴电机套件 Y-axis motor kit
- 24 Y轴限位开关 Y-axis limit switch
- 25 Y轴拖链组件 Y-axis energy chain components
- 26 Z轴T型升降丝杆 Z-axis T-type lifting screw
- 27 X轴电机 X-axis Moto
- 28 电源组合开关 Power Combination Switch
- 29 Z轴电机 (Z1) Z-axis Motor (Z1)
- 30 支撑脚垫 Support feet

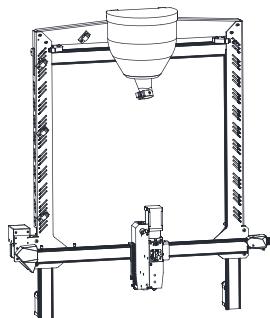
Basic Parameters 基本参数

Model 型号	G5 Pro
Printing Size 成型尺寸	500X500X500mm
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 (可选3.0)
X-Y axis positioning accuracy X-Y轴定位精度	±0.1mm
Filament 打印材料	PLA/PETG/PETG+10%GF/ABS/PA6/PS/GPPS/PP/PP+30%GF/TPE/TPV/TPU/15-5PH and other composite materials 等复合材料
Slice Software 可兼容切片软件	Creality Print/Cura/Simplify3D
File Format 切片支持格式	STL、OBJ、AMF、3DMF
File Transfer 打印方式	Storage card 存储卡脱机
Bed Temp 热床最高温度	≤130°C
Nozzle Temp 喷嘴最高温度	≤400°C
Resume Printing 断电续打	YES 支持
Auto Leveling 自动调平	YES 支持
AUX Leveling 辅助调平	YES 支持
Language 语言	English/Chinese 中英切换
Computer Operating System 电脑操作系统	Windows XP/7/8/10 MAC/Linux
Printing Speed 打印速度	0~100mm/s
Power Supply 额定电压	Input 输入:AC100-240V 50/60Hz Output 输出:DC 24V
Nominal power 额定功率	1.25KW

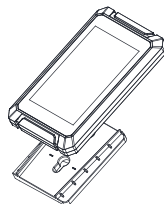
3. Package Content 零部件清单



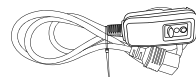
1 Base Frame | 底座 x1



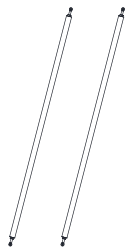
2 Gantry Frame | 龙门架 x1



3 Display | 显示屏 x1



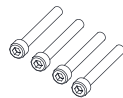
4 Power Cord | 电源 x1



5 Pull rods | 拉杆 x2



6 Front transition plate of material tube | 料管前面过渡板 x1



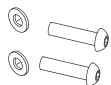
7 Sems Screw | 组合螺丝
M4*30 x3
M5*40 x4



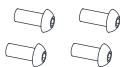
8 Hexagon flat round head screws | 内六角平圆头螺丝
M5*12 x2

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



- 9 Hexagon flat round head screws | 内六角平圆头螺丝
M5*20 x2
M5 Flat pad | M5平垫 x2



- 10 Hexagon flat round head screws | 内六角平圆头螺丝
M4*8 x4



- 11 Cross recessed pan head tapping screws | 十字槽盘头自攻螺丝 M3*8 x2



- 12 PLA granules for consumables | 耗材PLA颗粒 *2kg x1

Tool list 工具包清单



- 13 Metal blade x 1
金属铲刀



- 14 Storage Card & Card Reader x1
存储卡和读卡器



- 15 Hex socket screwdriver set x1
内六角螺丝刀套装



- 16 Nozzle0.8 x1
Nozzle1.0 x1
喷嘴



- 17 Nozzle Cleaner x1
通针



- 18 Leveling fixture x1
调平治具



- 19 Nippers x1
剪钳



- 20 Socket wrench x1
套筒扳手



- 21 Crepe Paper x1
美纹纸



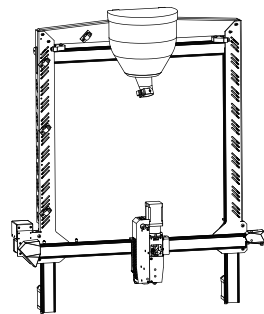
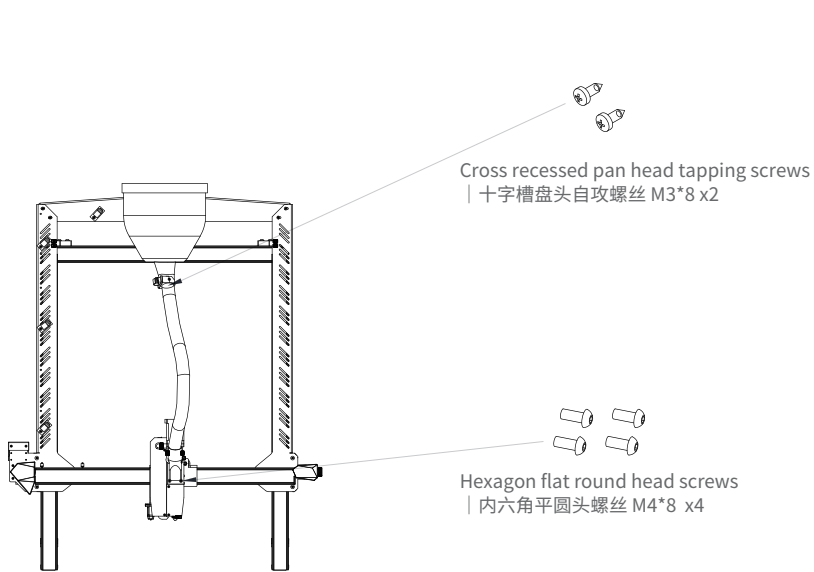
- 22 4*150 black rolled strip x10
扎带

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 feed tube 安装下料管

1 Take a Phillips screwdriver, and use 2PCS-M3*8 Phillips pan head screws to fix the front transition plate of the feeding tube as shown in the figure;
取十字螺丝刀，用2PCS-M3*8十字槽盘头螺丝把下料管前面过渡板按图所示固定；

2 Then take the No. 2 Allen key, and fix the front transition plate to the position shown in the figure above with the 4PCS-M4*8 Allen head screw.
再取2号内六角扳手，用4PCS-M4*8内六角平圆头螺丝固定前面过渡板到上图所示位置。



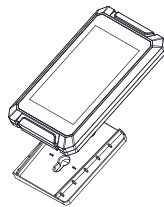
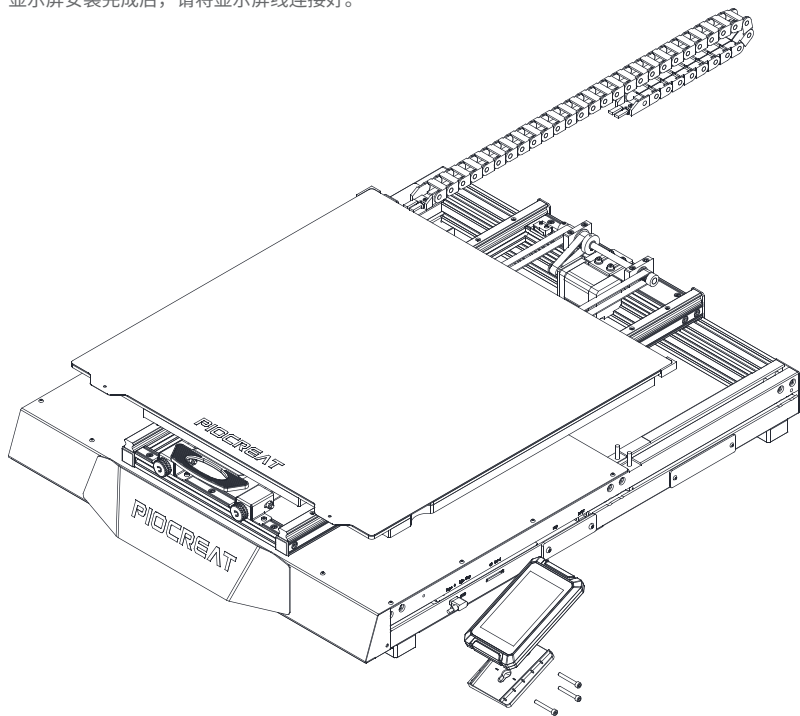
2 Gantry Frame | 龙门架 x1



6 Front transition plate of material tube | 料管前面过渡板 x1

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 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。



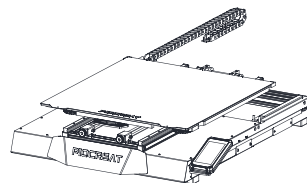
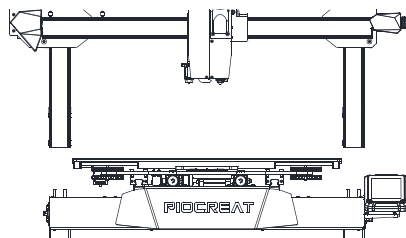
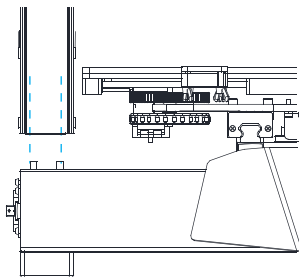
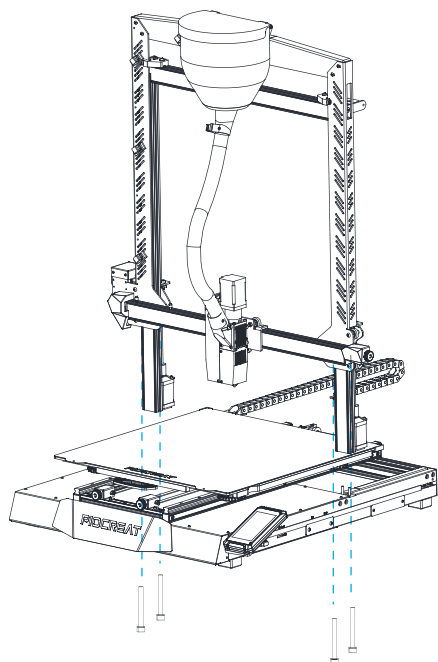
3 BDisplay | 显示屏 x1



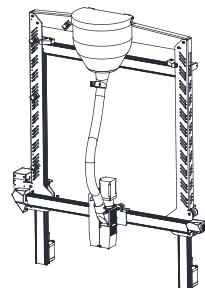
7 M4x30 Hexagon flat
round head screws x3
| M4x30 内六角圆柱头螺丝 x3

4. Install the Gantry Frame 安装龙门架

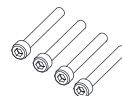
Take gantry + base, gantry profile on the base step position, assembly and lock according to the picture by 4PCS-M5*40 combination screw.
取龙门架+底座，龙门架型材对好底座台阶位置，通过4PCS-M5*40组合螺丝按图所示装配锁好。



1 Base Frame | 底座 x1

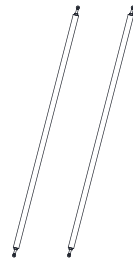
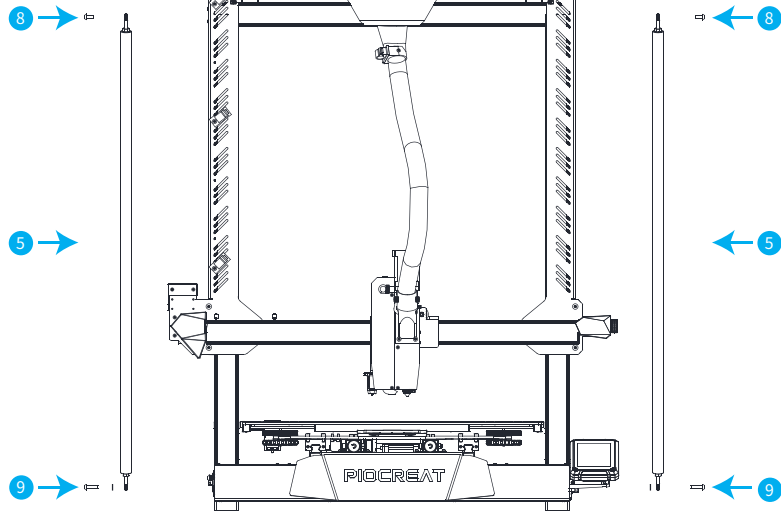


2 Gantry Frame | 龙门架 x1



3 Sems Screw | 组合螺丝
M5*40 x4

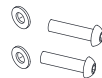
4. Install the Pull Rod 安装两侧拉杆



5 Pull rods | 拉杆 x2

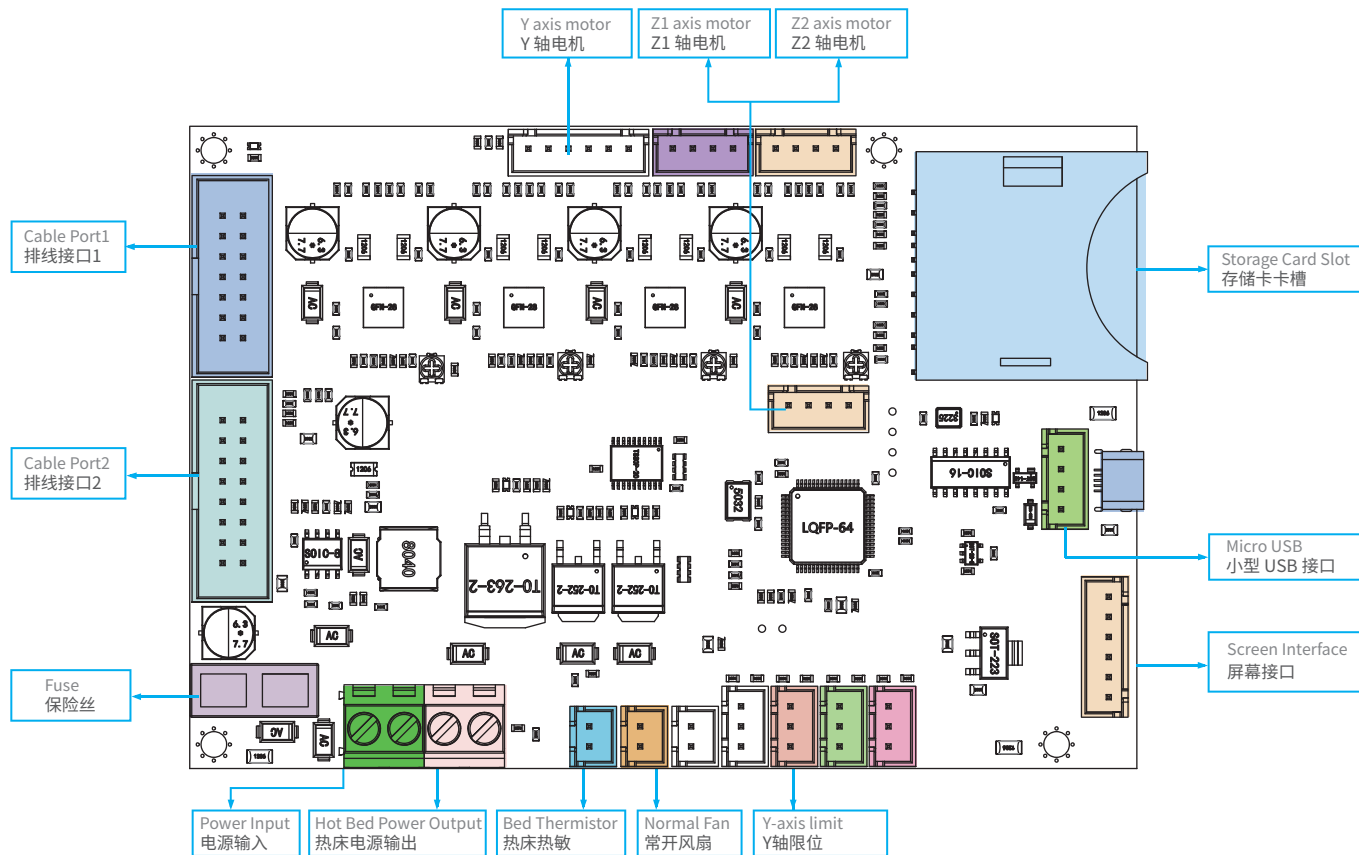


8 Hexagon flat round head screws
| 内六角平圆头螺丝 M5*12 x2

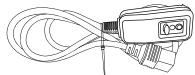


9 Hexagon flat round head screws
| 内六角平圆头螺丝 M5*20 x2
M5 Flat pad | M5平垫 x2

5. Circuit Wiring 电路接线



5. Cable Connection 设备接线

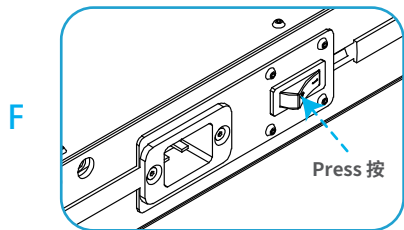
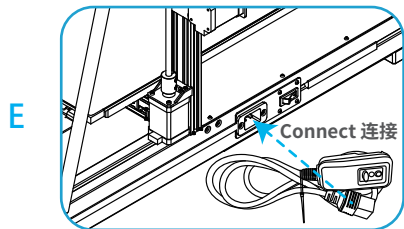
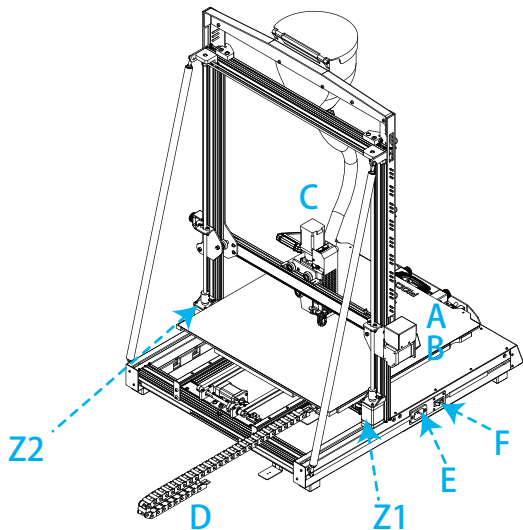


4 Power Cord | 电源线 x 1



Reminder: Due to the large power of the equipment, it needs to be equipped with a socket with a current value of not less than 16A that meets the national standard.

温馨提示：由于设备功率较大需要配备符合国家标准电流值不低于16A的插座。



- A. 16pin port cable (screw motor + CR-Touch + fan + nozzle thermocouple + thermistor). 16pin端口排线(螺杆电机+CR-Touch+风扇+喷嘴热电偶+热敏电阻)
- B. 14pin port cables (X-axis motor cable + X-axis limit switch). 14pin端口排线(X轴电机线+X轴限位开关)
- C. Connect the screw component cable + screw extrusion motor wiring 连接螺杆组件排线+螺杆挤出电机接线
- D. Connect Z-axis (Z1&Z2) motor cable 连接Z轴 (Z1&Z2) 电机线
- 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

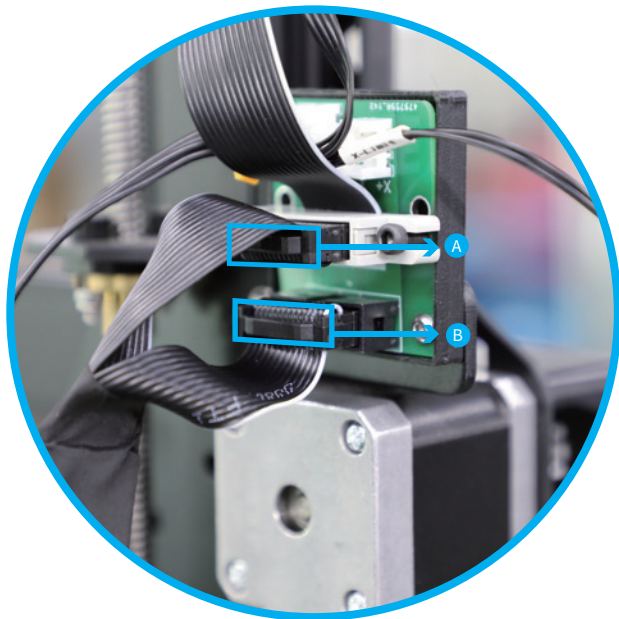
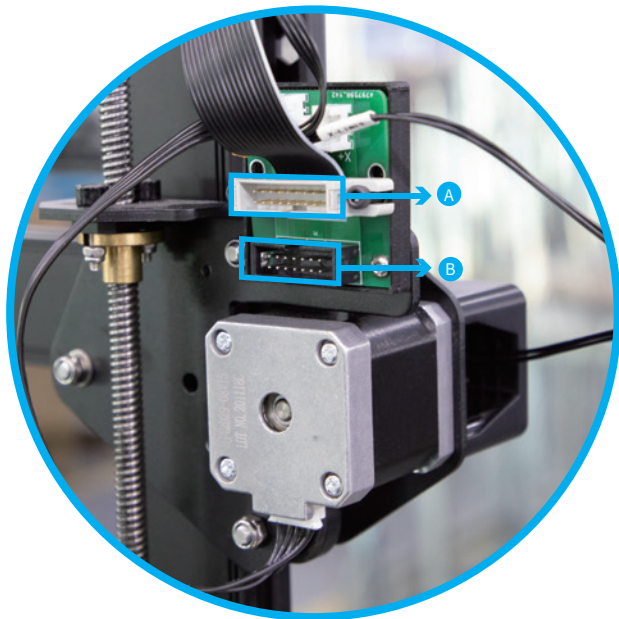


Caution/警告

- 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。

5. Equipment Wiring 设备接线

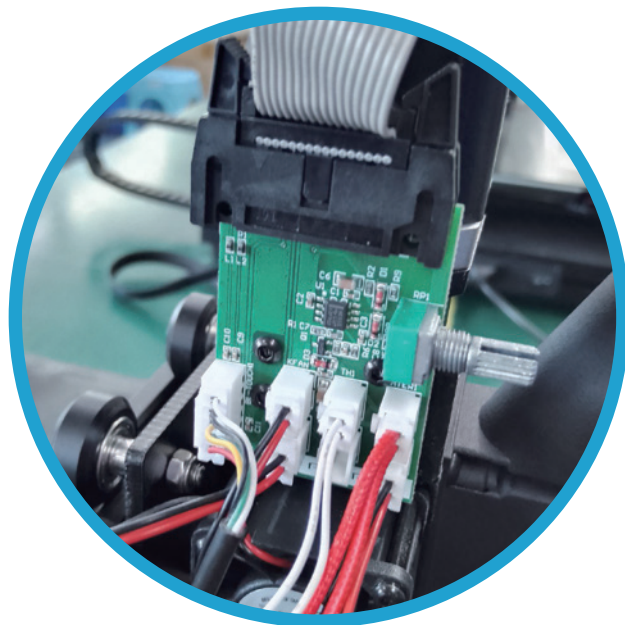
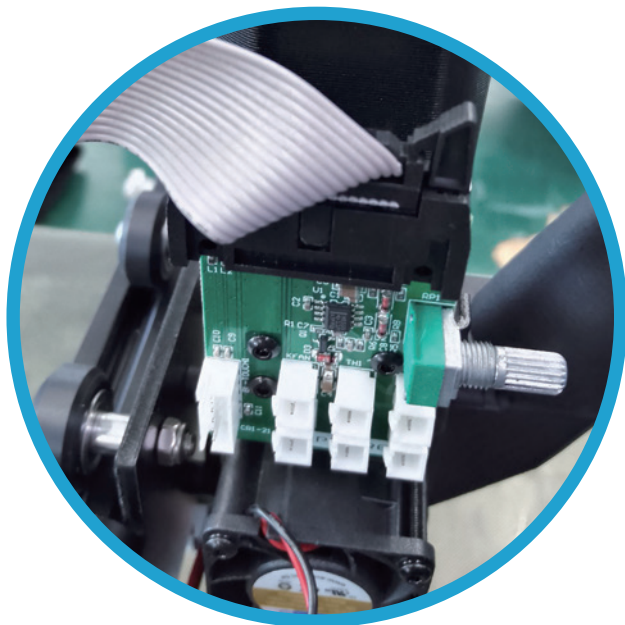
- 1 Connect the adapter terminal male of the sprinkler kit as shown at A position interface.
连接喷头套件转接端子公端，如图示A位置接口。
- 2 Connect the X axis motor and the line transfer terminal male of X axle limit switch. B position interface as shown.
连接X轴电机，X轴限位开关线转接端子公端，如图示B位置接口。



● 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。

5. Equipment Wiring 设备接线

Insert the extrusion motor cable + 16P cable into the corresponding motor port position and the corresponding socket of the adapter board.
将挤出电机线+16P排线插入对应电机口位置及转接板对应插口即可。

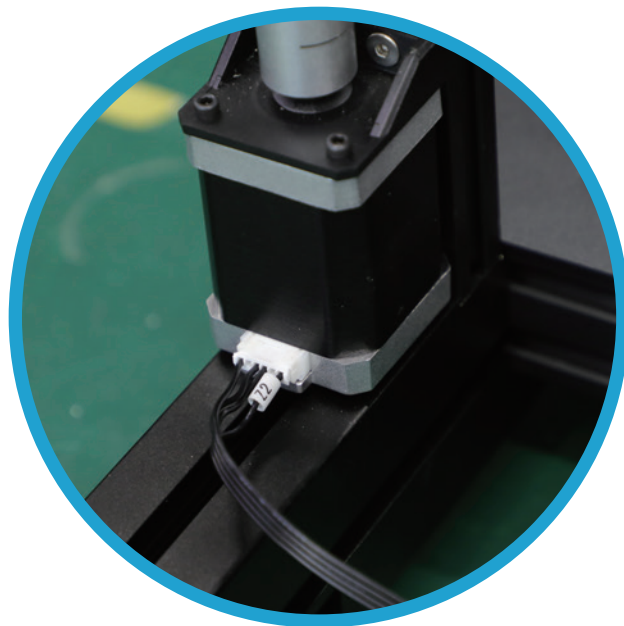
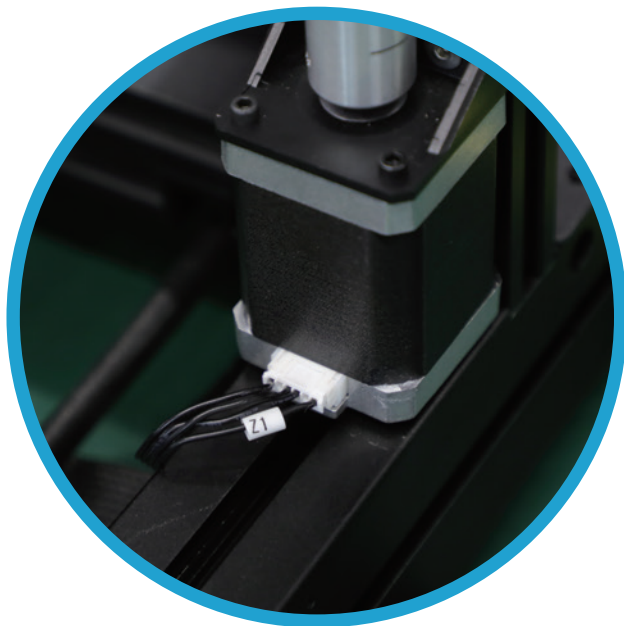


● Note: Do not plug and unplug the motor cable with power on, otherwise the motor will be damaged.
注意：不能带电拔插电机线，否则会损坏电机。

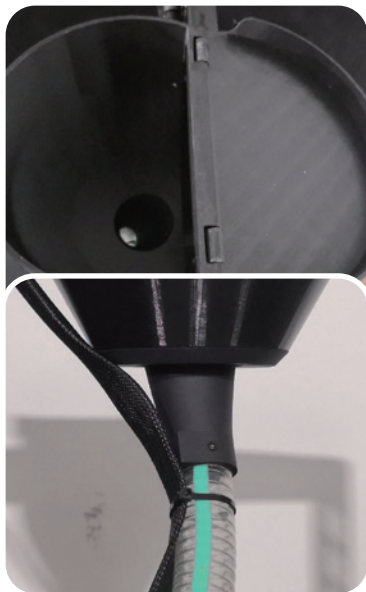
5. Equipment Wiring 设备接线



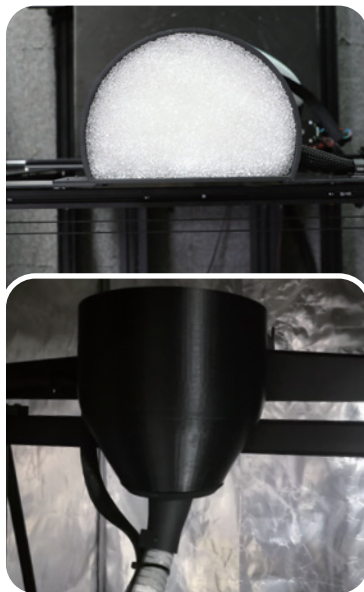
Insert the wires marked with the Z1/Z2 motor wire numbers into the corresponding Z-axis motors.
分别将标有Z1/Z2电机线号的线插入对应位置的Z轴电机即可。



● 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。



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



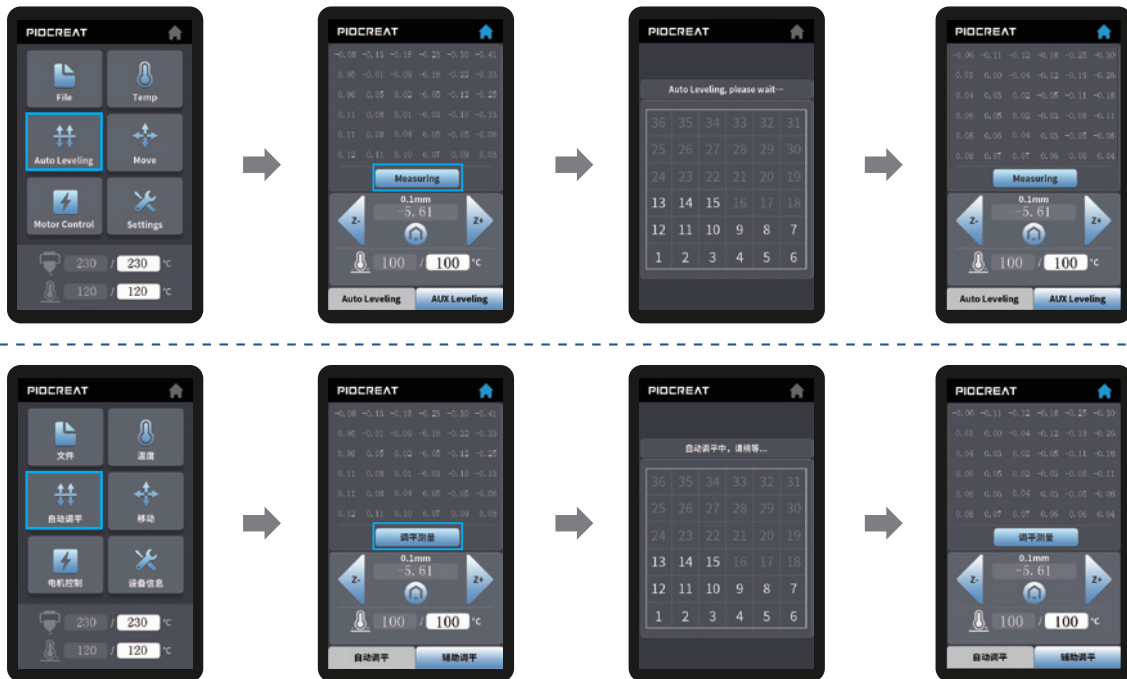
2 The pellet (diameter 1.0~5.0mm) material is loaded into the feeding barrel.
将颗粒（直径1.0~5.0mm）原料装入下料漏斗中。



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

7. Level Platform 调平台

- 1 Select “Level” to automatically level. 选择首页 调平，即可自动调平；
- 2 After the leveling is completed, adjust the Z-axis compensation value according to the adhesion of the printing consumables and the glass. 调平完成后，依据打印耗材与打印平台的粘附情况，适当调节Z轴补偿值。



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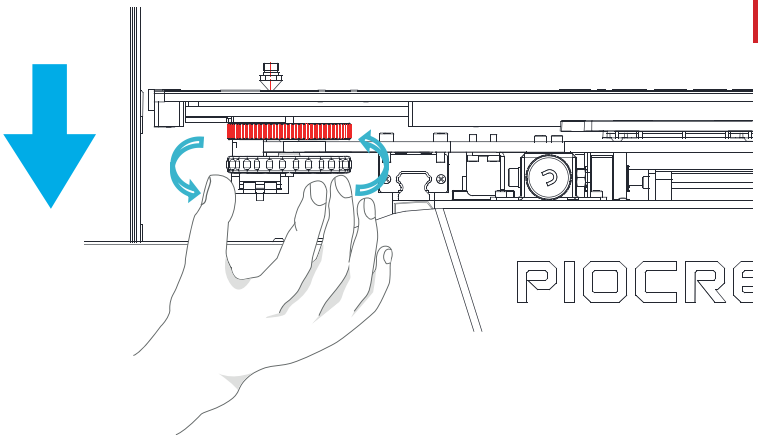


Do not beat the feeding tube or press the glass platform in the leveling process;
调平过程中不要拍打下料管或者按压打印平台；

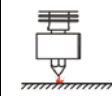
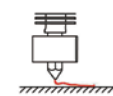
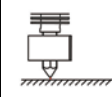
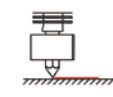
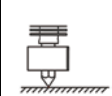
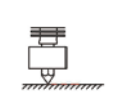
7. Bed Leveling 调平平台

According to the above leveling data, the mechanical auxiliary leveling of the four angles is adjusted accordingly, The specific operation is to loosen the black lock knob first, and then adjust the red knob according to the above data. If the data is negative, it should be adjusted clockwise, if it is positive, it must be adjusted counterclockwise. After leveling lock below corresponding black knob; That is, mechanical auxiliary leveling completed.

根据上图调平数据后，相对应四个角的机械辅助调平进行调节，具体操作为先松开黑色锁定旋钮，再根据上图数据对应调节红色旋钮，如果数据为负值，则应顺时针调整，如果为正值，则必须逆时针调整；调平后锁紧下面对应黑色旋钮；即机械辅助调平完成。



⚠

		❌ The nozzle is too far away from the platform, so the consumables can not adhere to the platform. 喷嘴离平台太远，耗材无法粘附在平台上。
		✅ Filament are extruded evenly, just sticking on the platform. 耗材挤出均匀，刚好贴在平台上。
		⚠ The nozzle is too close to the platform, and the filament are not extruded enough, even scraping the platform. 喷嘴离平台太近，耗材挤出不足，甚至刮坏平台。

8. Preheat Settings 预热设置

Note: the printing preheating parameter standard has been adjusted when leaving the factory. PLA preheating standard: nozzle temperature 200°C, Hot bed temperature 60°C, ABS preheating standard: nozzle temperature 240°C, hot bed temperature 70°C. If it needs to be adjusted for printing materials or other reasons, you can temperature → on the front page of the interface PLA/ABS preheating setting for parameter adjustment.

注意: 打印预热参数标准出厂时已调整好, PLA预热标准: 喷嘴温度200°C, 热床温度60°C, ABS预热标准: 喷嘴温度240°C, 热床温度70°C。若因打印材料或其他原因需要调整, 可以在界面首页温度→PLA/ABS预热设置进行参数调整。



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9. Model Slicing 模型切片

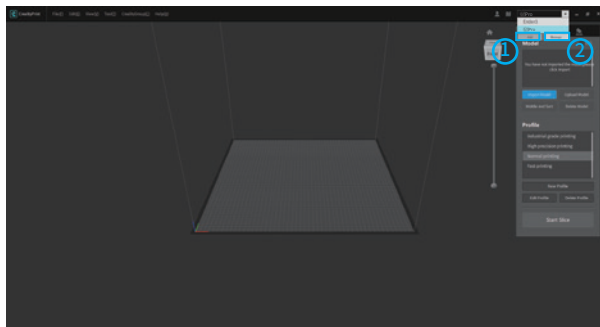


Figure 1

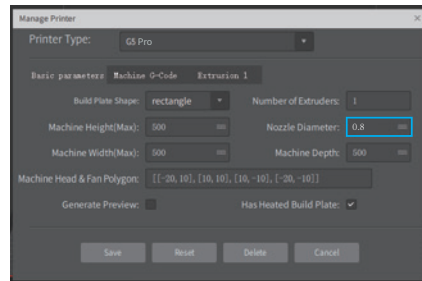
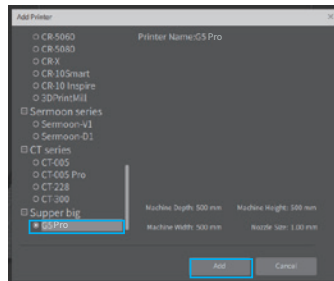
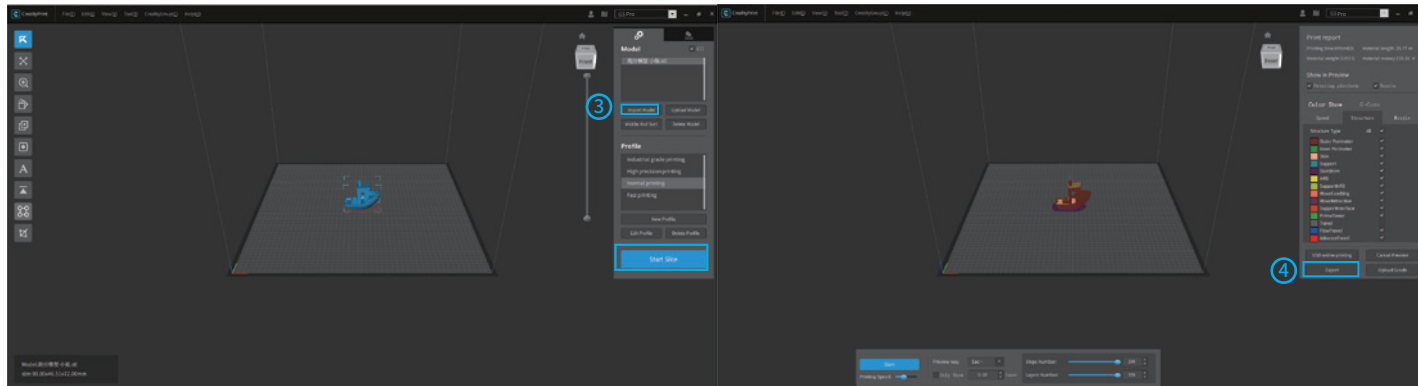


Figure 2

- 1 Open the software, click **Add**, enter the add printer interface (Figure 1), find the G5 Pro model among all models, and then click **Add** to complete the addition.
- 2 Click **Manage** to enter the printer management interface (Figure 2), and check whether the **nozzle diameter** matches the nozzle diameter currently used by the machine. If it does not match, modify it to be consistent.



- 3 Click to **import model**, add the STL model that needs to be sliced and printed, and then click to **start slicing**.
- 4 You can use the mouse to drag the progress bar directly below to view the slice preview, and click **Export** after confirming that the slice is complete.

9. Model Slicing 模型切片

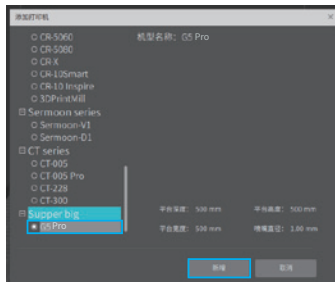
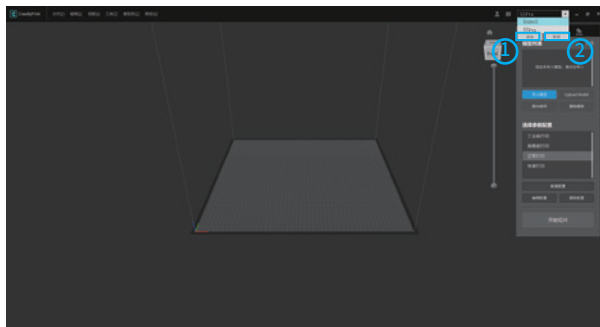


图1

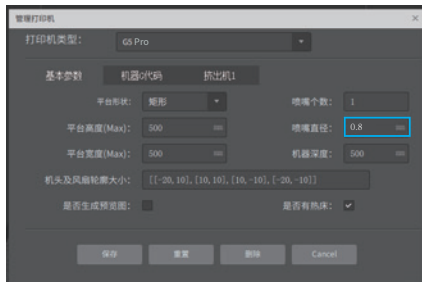
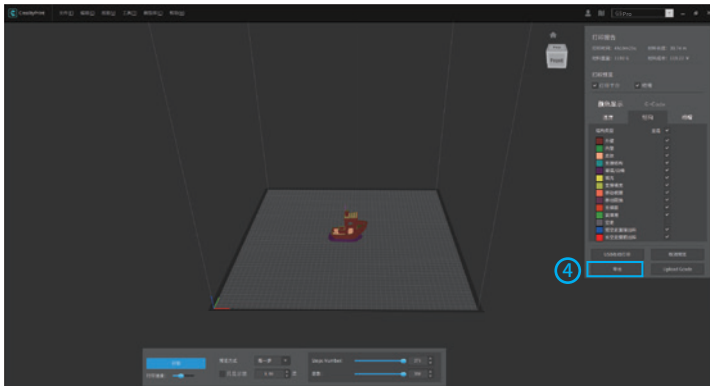
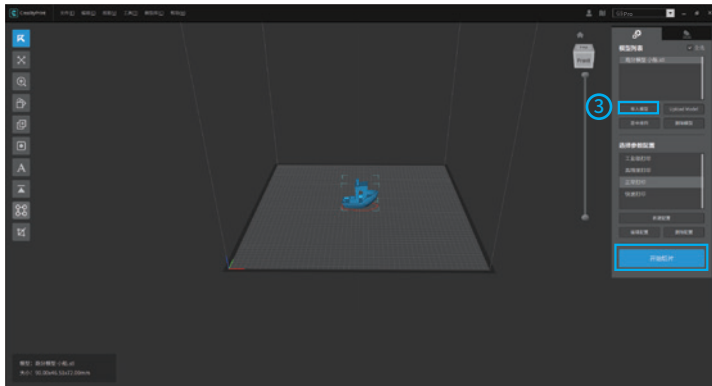


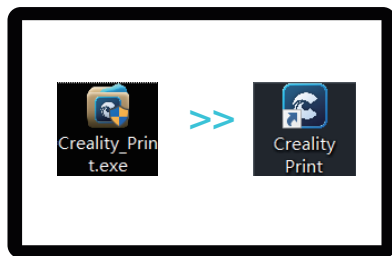
图2

- 1 打开软件，点击**添加**，进入添加打印机界面（图1），在所有机型中找到G5 Pro机型，再点击**新增**，完成添加。
- 2 点击**管理**，进入管理打印机界面（图2），查看**喷嘴直径**是否与机器当前使用的喷嘴直径相匹配，如不匹配，修改成一致。

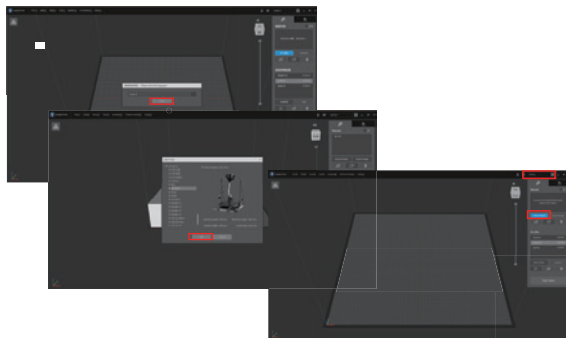


- 3 点击**导入模型**，添加需要切片打印的STL模型，再点击**开始切片**即可。
- 4 可用鼠标拖拽正下方进度条，查看切片预览，确认无误后点击**导出**，切片完成。

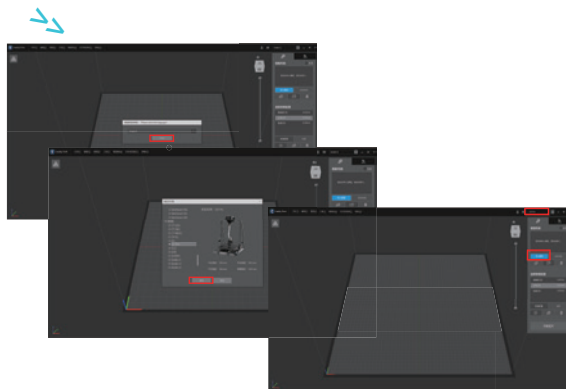
10. Off-line print 脱机打印操作



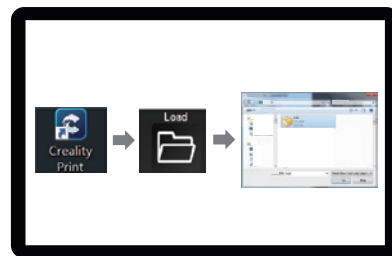
1. Download the software from official website (www.szc3d.com) or find the software in storage card for installation.
登录官网下载(www.szc3d.com)或者在存储卡里找到软件并安装
2. Double click to open the software. | 打开软件



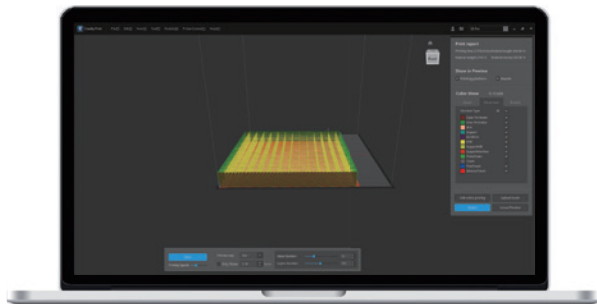
➤ 3. Select language→Next→Select your machine→Next→Finish.



3.依次选择语言→下一步→选择对应机型→下一步→结束,完成设置.



4.Open Creality_Print → Load (Read file) → Select file.
打开Creality切片软件→Load (读取文件) →选择文件。



5.Generate G-code, and save the gcode file to storage card.

生成 G 代码文件→保存到存储卡

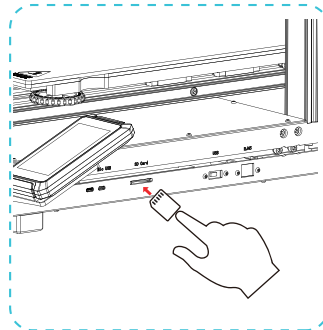


The file name supports both Chinese and English, numbers, and common symbols (the length of the file name is limited to 20 characters).

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)。



Warning: Please don't insert or remove the storage card during printing.
警告：在打印过程中，禁止插拔存储卡。



6.Insert the storage card

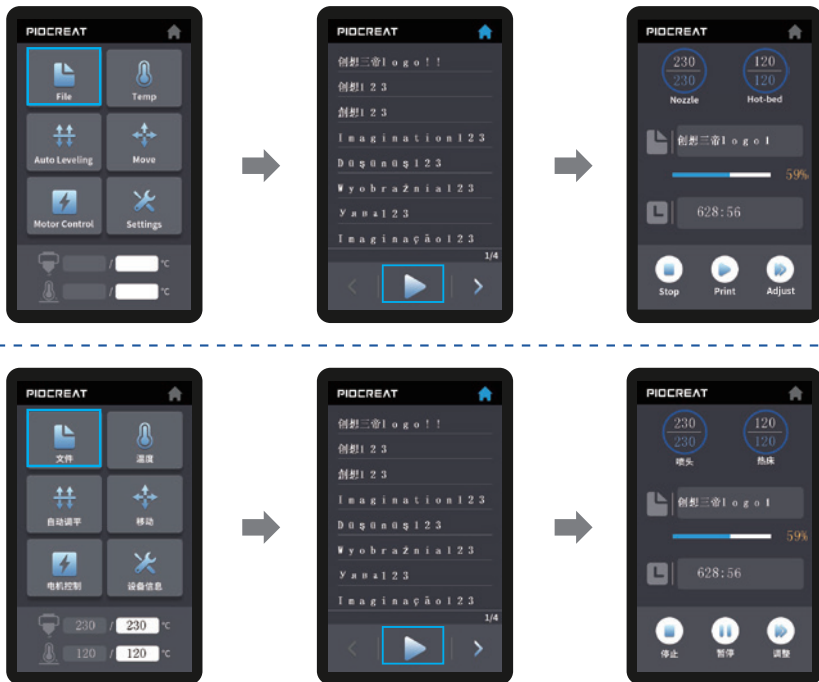
插入存储卡



Notes: 1、 For details on the software instructions, please refer to the slicing software manual in the storage card.
2、 Saved files can only be copied to the root directory of the SD card, not to subfolders.

温馨提示：1、 软件使用说明详情，请见存储卡内切片软件使用手册。
2、 保存的文件只能拷贝到SD卡根目录下，不能放在子文件夹里。

11. Start Printing 开始打印

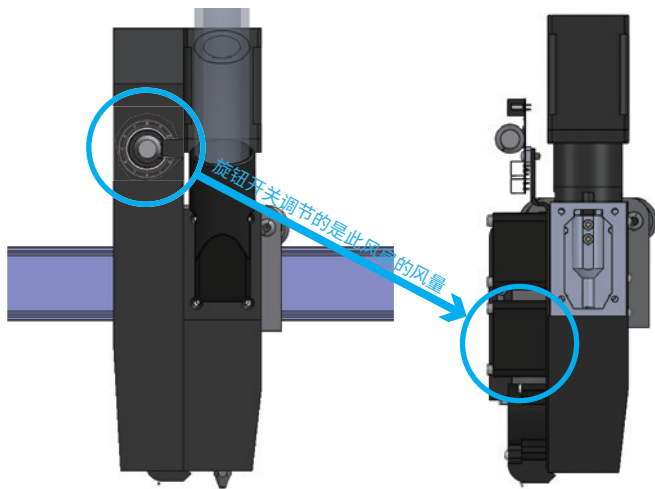
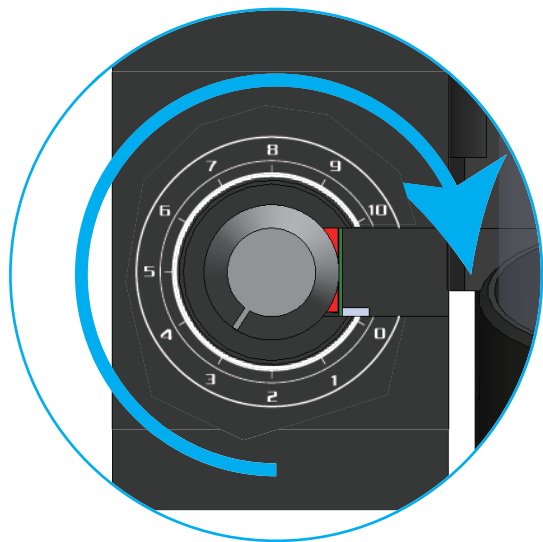


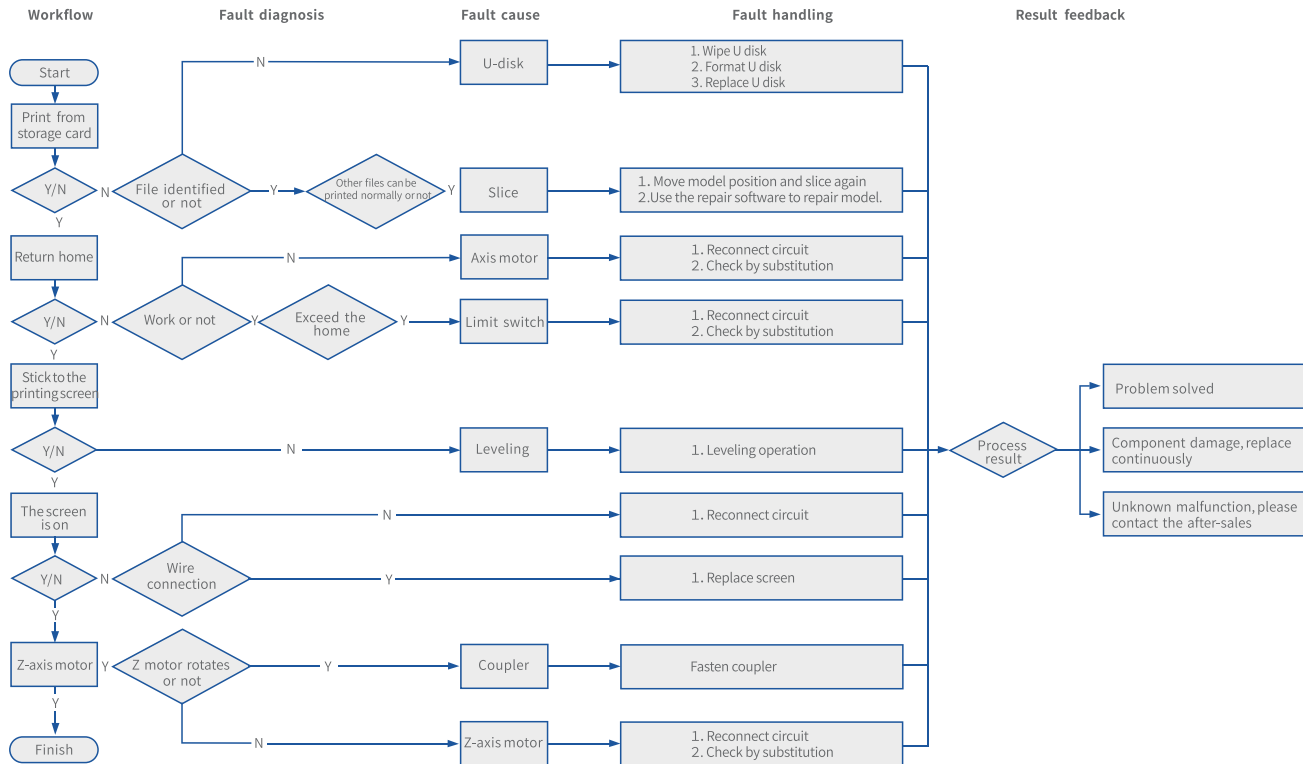
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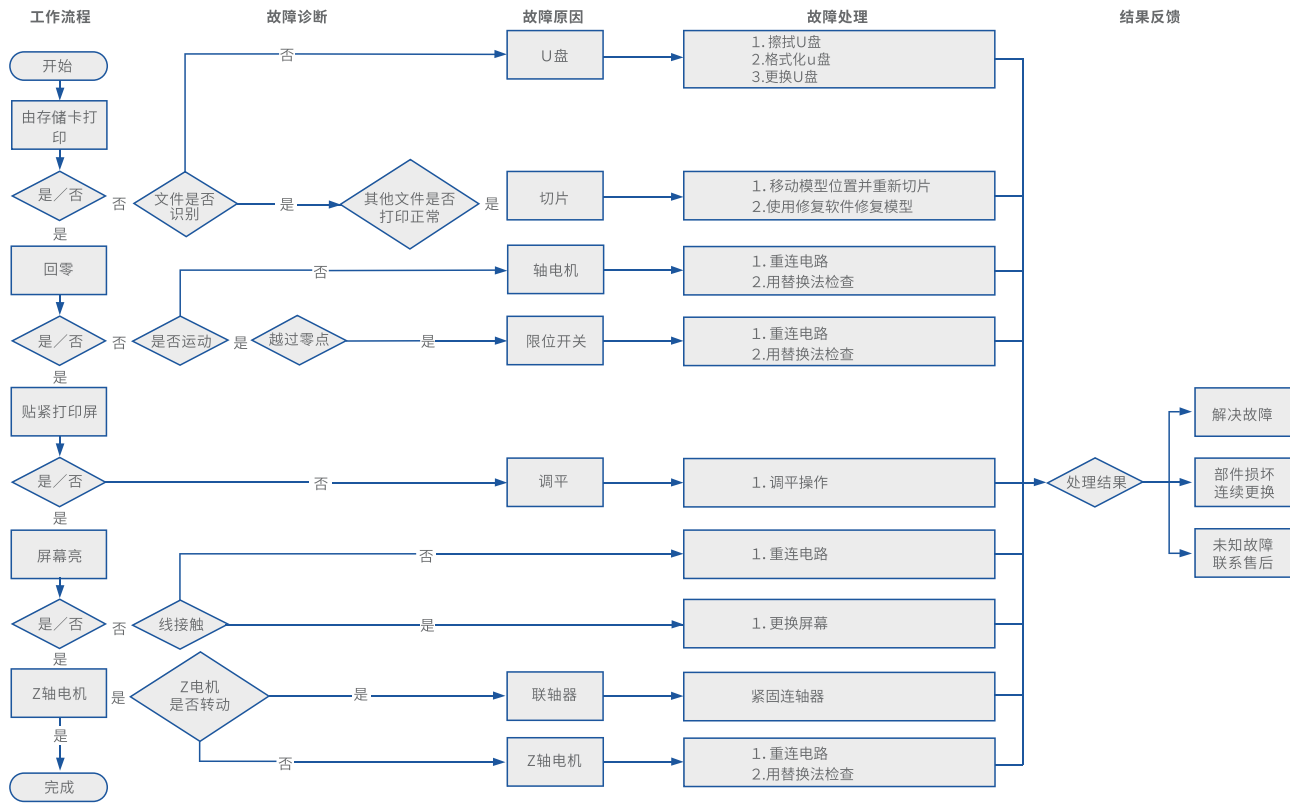
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12. Nozzle Fan Settings 喷头风扇设置

- 1 As shown in the figure above, the fan air will increase by rotating the knob clockwise and will decrease by rotating the knob counterclockwise.
如图所示，顺时针旋转旋钮，风扇风量会逐渐增大；逆时针旋转旋钮，风扇风量会逐渐减小。
- 2 Turn the knob clockwise to the maximum (and scale 10) before printing; the pure PETG material is rotated to the scale range of 4-6 prior to printing.
在使用本公司提供的耗材中除却纯PETG材料外，其余材料在打印前需把此旋钮顺时针旋转至最大（及刻度10）；
纯PETG材料在打印前需把此旋钮旋转到4-6这的刻度范围内。
- 3 When printing and testing other particle consumables of unknown brands, rotate the knob clockwise to the maximum (and scale 10) before printing, then preheat the nozzle and then the extrusion material. If the extrusion temperature is correct (i. e., the correct extrusion temperature of the material), the output is smooth and the feeding state is normal; print the material according to the standard of the scale 10.
If the extrusion temperature is correct (i. e., the correct extrusion temperature of the material), the material is not smooth, try to rotate the knob counterclockwise, adjust one scale each time, adjust to wait 1-2 minutes to squeeze out the material again, until the extrusion is not stuck.
在打印测试其他未知品牌的颗粒耗材时，打印前先把旋钮顺时针旋转至最大（及刻度10），再预热喷头接着挤出材料，
在确认挤出温度无误（即材料的正确挤出温度）的情况下，如未出现挤出电机卡顿，出料顺畅，出料状态正常；
则按旋钮在刻度10的标准去打印该材料。如在确认挤出温度无误（即材料的正确挤出温度）的情况下，出现挤出电机卡顿，出料不顺畅，则尝试逆时针旋转旋钮，
每次调节一个刻度，调节完需等待1-2分钟再次挤出材料，直至挤出无卡顿即可。







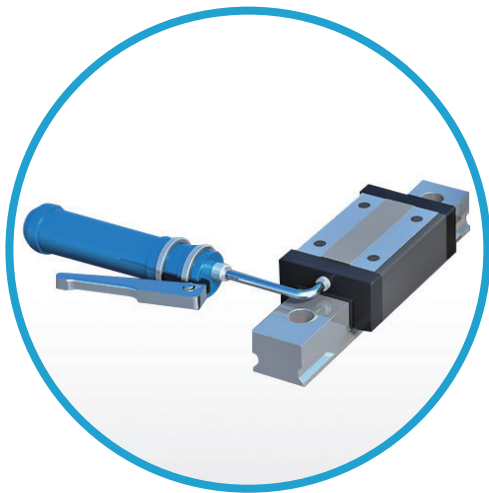
14. Maintenance 机器部件保养

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, 建议客户使用油黏滯力约为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



Scan the code to know more

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 priorly contact local seller or contact us via [Email: after@piocreat 3d.com](mailto:after@piocreat3d.com) for support.

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

15. 售后服务卡

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、污迹、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，配件不全或未按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；由于包装纸盒或打包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	/



扫码了解更多

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

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 正常的使用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**SD卡**中有相关使用资料，如在使用过程中遇到技术问题，请联系售后客服帮您解决。

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，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：周一至周五，9:00-20:30；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。



Due to the differences between different machine models, the physical objects and the final images can differ. The final explanation rights shall be reserved by Shenzhen Piocreat 3D Technology Co., Ltd.

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