

Troubleshooting

Issue	Remedy
<p>My Z slide isn't moving when I press the relevant buttons in the Control panel as well as in the software.</p>	<ol style="list-style-type: none"> 1. Press the power button to shut down the device then unplug the power supply and the USB from the side of the printer. 2. Wait for 10 seconds and reconnect. 3. Check and clean the Z slide with the help of Q tips if any dust particles or debris are present in the z slide then lubricate it with any lubricant oil. 4. If the problem persists, you need to replace the z slide. Please contact your support team.
<p>The built model fell off the build platform or nothing substantial was built.</p>	<ol style="list-style-type: none"> 1. Filter your material using a strainer to ensure there is no debris left from the failed job in it. 2. Wipe out and check your material tray (resin tank) to ensure it is still in good condition. 3. Check the expiry date of the material and use the material within the suggested time period mentioned by the material manufacturer. 4. Damaged Teflon film, scratches, holes or wear in the material tray (resin tank) will cause this build failure. Must order new ones. 5. Dirty optics: clean the glass below the material tray after every print. 6. If this is not the case and you still cannot get a good job after straining or using fresh material, you may have an issue with your LED or the homing position of the build platform. Call technical support.
<p>Sporadic blurring on the printed model.</p>	<p>It is caused by contaminated material from alcohol or some other chemical.</p> <ol style="list-style-type: none"> 1. Pour the old material into a separate container. Do not pour it back into a new or unused material container. 2. Clean out the material tray completely with dry soft paper towels only, don't use any chemicals. 3. Clean the corners of the material tray with dry Q tips. 4. Replace with new material and rebuild parts. <p>To avoid future contamination:</p> <ul style="list-style-type: none"> • Do not place any chemicals near the material tray or resin. ● Do not post-clean the part near the material tray, and do not clean the build platform with any chemicals but only dry paper towels.
<p>Partial build failure</p>	<p>This could be several things or a combination of the following:</p> <ul style="list-style-type: none"> • Damaged, scratches, holes, or wear in the material tray (resin tank) will cause a build failure. • Weak supports. A weak or improperly placed support

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	<p>will cause a part feature not to build. Add additional supports to the failed area.</p> <ul style="list-style-type: none"> • A small feature is not completely attached to the main body of the part. In Utility software check to ensure there is no gap, all small features are completely attached, and the part is a single entity.
<p>Error code 5 Top Sensor NG! Please reboot!</p>	<ol style="list-style-type: none"> 1. Press and hold the power button for a few seconds to shut down the device then unplug the power supply and the USB from the side of the printer. 2. Wait for 10 seconds and reconnect. 3. If restarting does not work and an error message appears <ul style="list-style-type: none"> ▪ please click more than 10 times in the blank space and Press the shutdown button once then Click NO to skip the error message. ▪ Try to control the motor up and down in engineering mode If the motor does not move, observe whether the value below has changed. ▪ Try to control the motor up and down in engineering mode Observe the motor movement and use a metal piece to block the top limit sensor when pressing the up command. If the motor stops while blocking the sensor it means that the bottom limit sensor is normal. If the top limit sensor is normal, remove the screws of the rear panel and try to plug and unplug the power cable of the stepping motor from the mainboard, then restart the machine. <div data-bbox="560 1308 874 1503" data-label="Image"> </div> <ol style="list-style-type: none"> 4. If the problem persists, please contact your support team.
<p>Error code 6 Bottom Sensor NG! Please reboot!</p>	<ol style="list-style-type: none"> 1. Press and hold the power button for a few seconds to shut down the device then unplug the power supply and the USB from the side of the printer. 2. Wait for 10 seconds and reconnect. 3. If restarting does not work and an error message appears <ul style="list-style-type: none"> ▪ please click more than 10 times in the blank space and Press the shutdown button once then Click NO to skip the error message. ▪ Try to control the motor up and down in engineering mode Observe the motor movement and use a metal piece to block the bottom limit sensor when pressing the down

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	<p>command. If the motor stops while blocking the sensor it means that the bottom limit sensor is normal. If the bottom limit sensor is normal, remove the screws of the rear panel and try to plug and unplug the power cable of the stepping motor from the mainboard, then restart the machine.</p> <p>4. If the problem persists, call technical support.</p>
<p>Error Code 7. Projector communication NG!</p> <p>Please call the service and reboot!</p>	<p>When the connection error appears:</p> <ol style="list-style-type: none"> 1. Press and hold the power button for a few seconds to shut down the device then unplug the power supply and the USB from the side of the printer. 2. Wait for 10 seconds and reconnect. 3. If the problem persists, remove the screws of the rear panel and both sides of the ID panel. Then try to unplug and plug-in the light engine signal cable and light engine power cable from the mainboard then restart the machine. 4. If it does not help, contact your support team.
<p>Error code 8. UV LED Power NG!</p> <p>Please call the service and reboot!</p>	<ol style="list-style-type: none"> 1. Press and hold the power button for a few seconds to shut down the device then unplug the power supply and the USB from the side of the printer. 2. Wait for 10 seconds and reconnect. 3. If the problem persists, remove the screws of the rear panel and both sides of the ID panel. Then try to unplug and plug-in the light engine signal cable and light engine power cable from the mainboard, then restart the machine. 4. If the problem persists, call technical support.
<p>[Error 404] Upload Fail! Printing file 3dp check fail.</p>	<p>The printing file format is wrong.</p> <ol style="list-style-type: none"> 1. Regenerate the 3dp file in Utility software. 2. If it does not help, contact Service & Support.
<p>[Error 405] Upload Fail! Printing file extra parameters format fail.</p>	<p>The printing file format is wrong.</p> <ol style="list-style-type: none"> 1. Regenerate the printing file in the Utility software. 2. If it does not help, contact Service & Support.
<p>[Error 406] Upload Fail! Can not copy 3dp file.</p>	<p>It means that your printer does not have enough free space to load the job file. When this error appears:</p> <ol style="list-style-type: none"> 1. Check the memory usage in the printer information menu. 2. Go to the print menu on the touch panel of the device then click on the machine menu and delete a few jobs or 3dp files from there to free up some space. 3. If the problem persists, call technical support.
<p>[Error 408] Upload Fail! Printing thickness is</p>	<p>The layer thickness information of the printing file does not match that of the device.</p>

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invalid!	<ol style="list-style-type: none">1. Regenerate the layer thickness of the job in the Utility software.2. If the problem persists, call technical support.
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