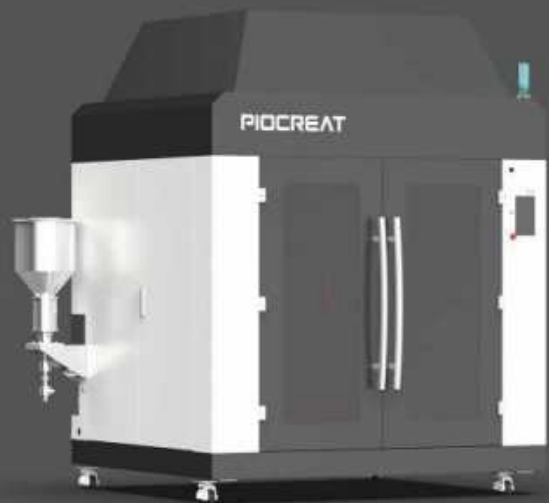


PIOCREAT



G12 FGF

熔粒构造

3D Printer User Manual

3D打印机使用说明书

V1.0



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 USB drive.

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。

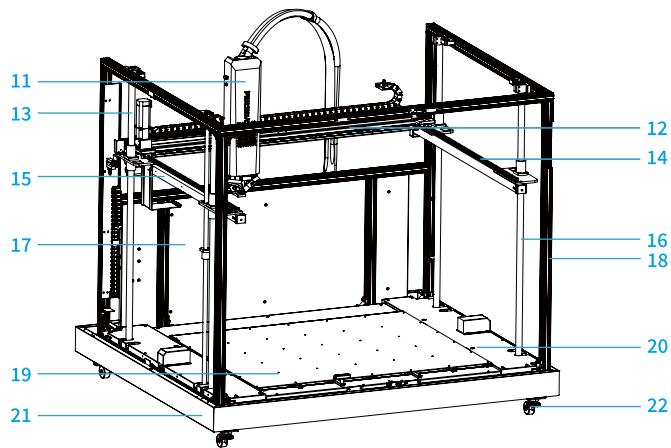
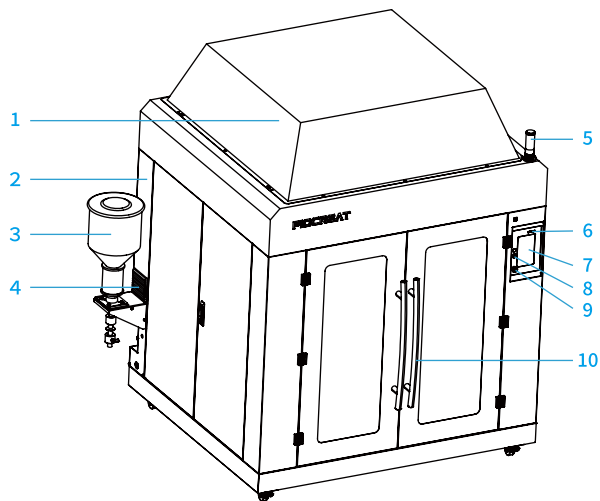
NOTES 使用须知

- 1 Before using the device, ensure that the power supply is properly connected to the air source. The pressure of the air source must be above 0.6MPa and the voltage of the power supply must be 220V AC.
- 2 Do not use the printer any way other than described herein in order to avoid personal injury or property damage.
- 3 Do not place the printer near any heat source or inflammables or explosive objects. We suggest placing it in a well-ventilated, low-dust environment.
- 4 Do not expose the printer to violent vibration or any unstable environment, as this may cause poor print quality.
- 5 It is recommended to use consumables recommended by the manufacturer to avoid machine damage.
- 6 Do not use any other power cable except the one supplied. Always use a grounded three-prong power outlet.
- 7 Do not touch the nozzle or printing surface during operation as they may be hot. Keep hands away from machine while in use to avoid burns or personal injury.
- 8 Do not wear gloves or loose clothing when operating the printer. Such cloths may become tangled in the printer's moving parts leading to burns, possible bodily injury, or printer damage.
- 9 When cleaning debris from the printer hotend, always use the provided tools. Do not touch the nozzle directly when heated. This can cause personal injury.
- 10 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 of the frame, guide rails, or wheels. Use glass cleaner or isopropyl alcohol to clean the print surface before every print for consistent results.
- 11 Children under 10 years of age should not use the printer without supervision.
- 12 Please use PLA granular raw material for startup test. If you need to change the material during use, please empty the material residue in the barrel and extruder, then add new material to print.
- 13 Users shall comply with related nation and region's laws, regulations and ethical codes where the equipment or produced prints by it is used, and users of our product shall not use aforesaid products to print any end-use products, objects, parts or components or any other physical prints that violate the national or regional laws, regulations and ethical codes where herein referred product and produced prints by it is located.

- 1 设备使用前请确认接电并接好气源，气源压力要求0.6MPa以上，接电电压要求220V AC；
- 2 请勿尝试任何使用说明中没有描述的方法来使用本机，避免造成意外人身伤害和财产损失；
- 3 请勿将本机放置在易燃易爆物品或高热源附近，请将本机放置在通风、阴凉、少尘的环境下；
- 4 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；
- 5 建议使用厂家推荐耗材，以免造成机器损坏；
- 6 请勿在安装过程中使用其他产品电源线代替，请使用本机自带的电源线，电源线需接插额定电流≥30A的空气开关；
- 7 请勿在打印机工作时接触喷嘴以及热床，以防止出现高温烫伤，造成人身伤害；
- 8 请勿在操作机器时佩戴手套或缠绕物，以防可动部件对人身部件造成卷入挤压和切割伤害；
- 9 在打印完毕后及时利用喷头的余温借助工具将喷头上的耗材清理干净，清理时请勿直接用手触摸喷头，以防烫伤；
- 10 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；
- 11 年龄在15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；
- 12 客户开机测试请使用PLA颗粒原材料，使用过程中如果需要更换材料，请将料筒和挤出机中的材料残余清空后添加新材料打印；
- 13 使用者应遵守设备打印产品与设备所在地及相应国家及地区法律、法规，恪守职业道德，严禁使用我司产品打印有违与设备所在地及相应国家、地区法律禁止的任何产品或物件；

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1. Introduction 设备简介



1 顶部钣金护罩 Top sheet metal shield

2 顶部钣金1 Top sheet metal 1

3 存料漏斗 Storage hopper

4 散热风扇 The cooling position

5 三色报警灯 Three-color warning light

6 USB接口 USB interface

7 操作屏幕 Operation screen

8 照明灯开关 Light switch

9 急停按钮 Emergency button

10 前门拉手 Door handle

11 E轴挤出组件 E-axis extrusion components

12 X轴模组 X axis module

13 左侧升降模组 Left lift module

14 Y轴模组 (右) Y-axis module (right)

15 Y轴模组 (左) Y-axis module (left)

16 右侧升降模组 Right lifting module

17 电箱机柜 Electric box cabinet

18 铝型材框架 Aluminium frame

19 热床平台 Hot bed platform

20 平台封板 Platform boards

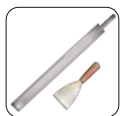
21 钣金底座 Sheet metal base

22 福马脚轮 Support casters

Basic parameters 基本参数

Model 型号	G12
Printing Size 成型尺寸	1200x1000x1000mm
Molding Tech 成型技术	FGF
Nozzle Number 喷头数量	1
Slice Thickness 切片层厚	0.2~2.0mm
Nozzle Diameter 喷嘴直径	0.8~4.0mm
Precision 打印精度	±0.5mm
Granular Materials 打印材料	PLA/PETG/PETG+10%GF/PVC/ABS/PC/PA/HDPE/TPU/EVA PC+ABS/PA+Fiber/WPC and other composite materials 等复合材料
Support File Format 支持文件格式	STL、OBJ、3MF
File Transfer 打印方式	U disk/WIFI U盘、WIFI
Bed Temp 热床最高温度	≤130°C
Nozzle Temp 喷嘴最高温度	≤450°C
Resume Printing 断电续打	YES 支持
Dual Z-axis 双Z轴	YES 支持
Auto Leveling 自动调平	YES 支持
Language 语言	English/Chinese/German/Spanish/French/Japanese/Italian/Portuguese 英语/简体中文/德语/西班牙语/法语/日语/意大利语/葡萄牙语
Computer Operating System 电脑操作系统	Windows/7/8/10 MAC/Linux_x64
Rated Power 额定功率	7000W

Tool list 工具包清单



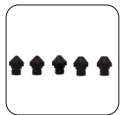
- 1 Metal blade
金属铲刀
x1



- 2 U Disk (random color)
U盘 (颜色随机)
x1



- 3 Wrench
扳手套件
x1



- 4 Nozzle
喷嘴 1.2/1.5/2.0/3.0/4.0
x1



- 5 Open-end wrench
开口扳手
x3



- 6 Wrench
扳手
x2



- 7 Granular raw material
ABS颗粒原材料25KG
x1



- 8 Thermocouples
热电偶
x1



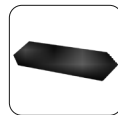
- 9 3D printing platform glue
3D打印平台胶
x1



- 10 Screwdriver
螺丝刀
x2



- 11 Intake pipe
进气管
x1



- 12 Step clamp
直齿压规M12_70×25×13
x8

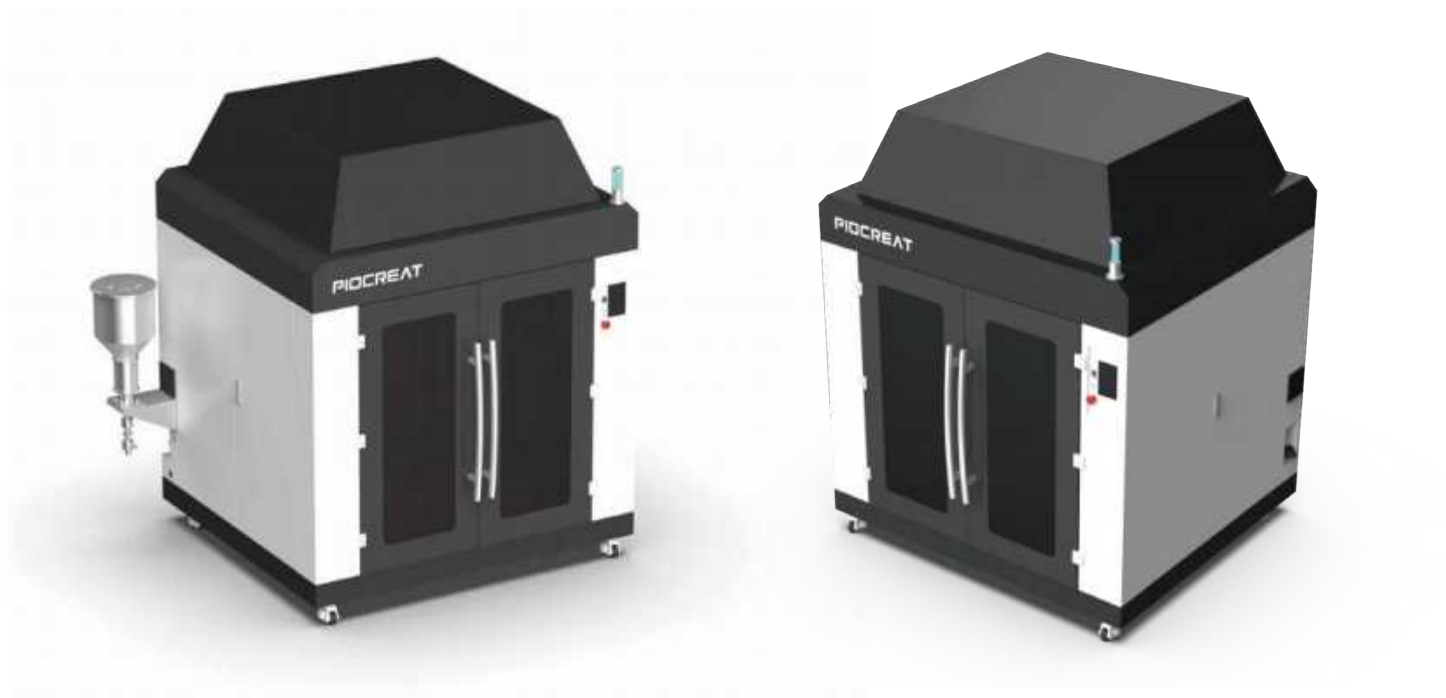
Tips: the above accessories are for reference only, in kind prevail!

注意: 以上配件仅供参考, 请以实物为准!

4. Device installation 设备安装



The equipment is delivered by the whole machine. After receiving the goods, please operate according to the operation video in the random file.
设备采用整机发货，收到货后，请按照随机文件内的操作视频进行操作。



5. Circuit wiring 电路接线



6. Equipment wiring 设备接线

Note: Before using the equipment, please make sure to connect the electricity and the air source. The air source pressure must be above 0.6MPa, and the electrical voltage must be 220V AC.

The maximum power of the whole machine can reach 7000W. The external power cord requirements: 3 cores with a diameter of 4 square meters are directly connected to the circuit breaker of the electric box.

注意：设备使用前请确认接电并接好气源，气源压力要求0.6MPa以上，接电电压要求220V AC。
整机最大功率可达7000W，外部电源线要求：线径3芯4平方的线直接接到电箱空开上。





1 Make sure the pneumatic conveyer at the bottom of the funnel and the discharge pipe are properly connected

确保漏斗下端的气力输送器和下料管都连接好。



2 The particle (diameter 2.0~5.0mm) into the storage material funnel

将颗粒（直径2.0~5.0mm）原料装入存储料漏斗中。



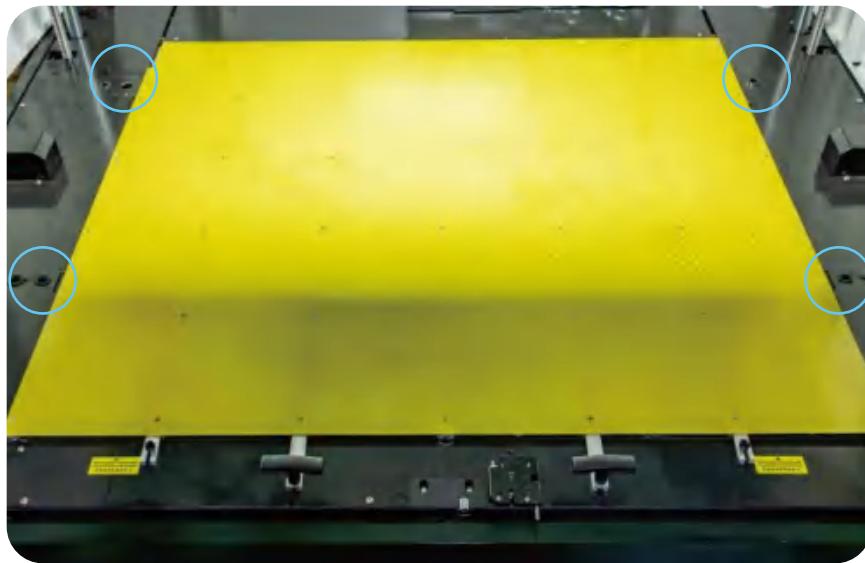
3 Cover funnel top cover after filling.

料装满后盖上漏斗上盖。

8. Removal of lifting rings 拆除吊环



Note: After unpacking, the four lifting rings must be removed to prevent interference and collision when the equipment is powered on.
注意：拆箱后需将4个吊环拆除，防止设备上电运行造成干涉撞击。



9. Interface information 界面信息

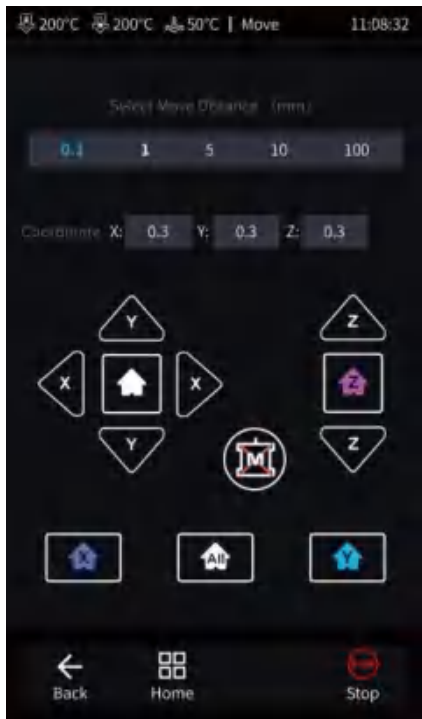
The main interface looks as follows. 主界面外观如下:



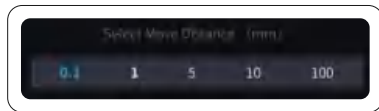
EN : CN



Note: The UI is for reference only, please refer to the actual UI.
注意：界面仅供参考，实际以UI为准。



Axis movement method ①

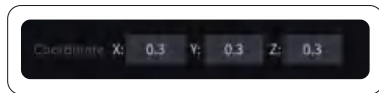


1. Select Move Distance



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

Axis movement method ②



After entering the value within the maximum printing range in the XYZ corresponding coordinate box, click the blank interface again, and the print head will move in turn according to the set coordinate value.

Axis movement method ③



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

axis zero



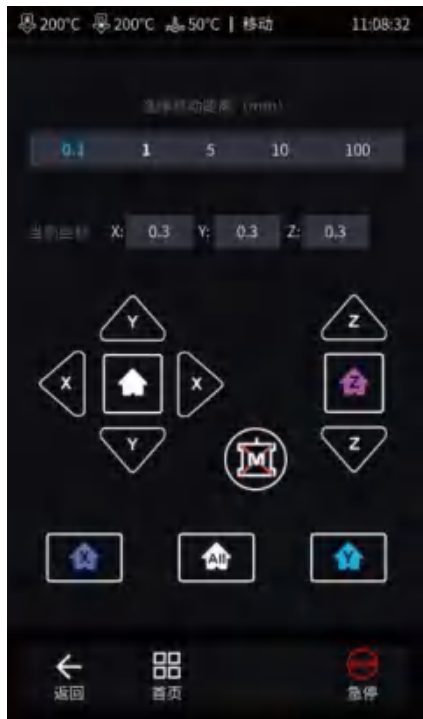
Click Zero XYZ Axis
(can be used to detect the three-axis operation state at the first power-on)



Click to zero X axis



Click to zero Y axis



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



在 XYZ 相应坐标框输入最大打印范围内的数值后，再点击空白界面，打印头会按设置坐标值依次进行移动。

轴移动方法 ③



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)



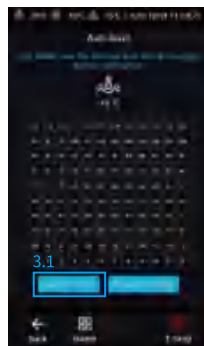
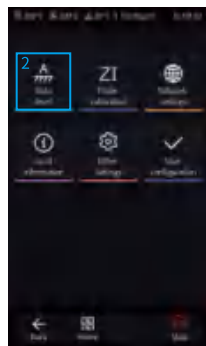
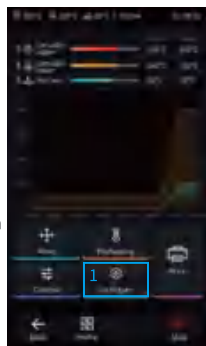
点击将X轴归零



点击将Y轴归零

10.Level platform 调平台

Please level the platform following the steps below, leveling data can be checked in the UI.
 -> Configuration
 -> Auto Leveling
 -> Start calibration / Restart-calibration

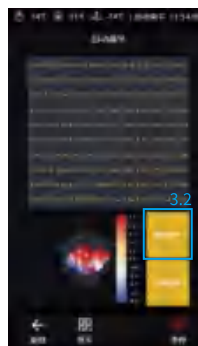
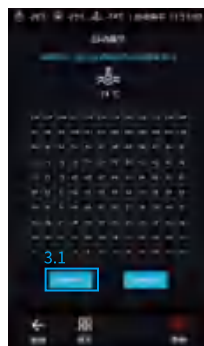
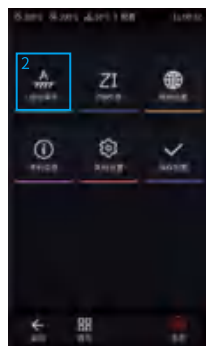
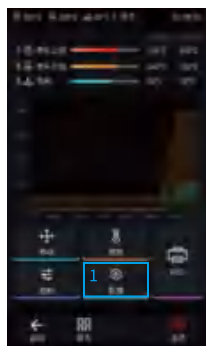


EN
 CN

Leveling the interface for the first time

Restart calibration interface

首页点击
 -> 配置
 -> 自动调平
 -> 开始调平/重新调平
 来进行调平操作，并可在自动调平
 界面看到调平数据；



首次调平界面

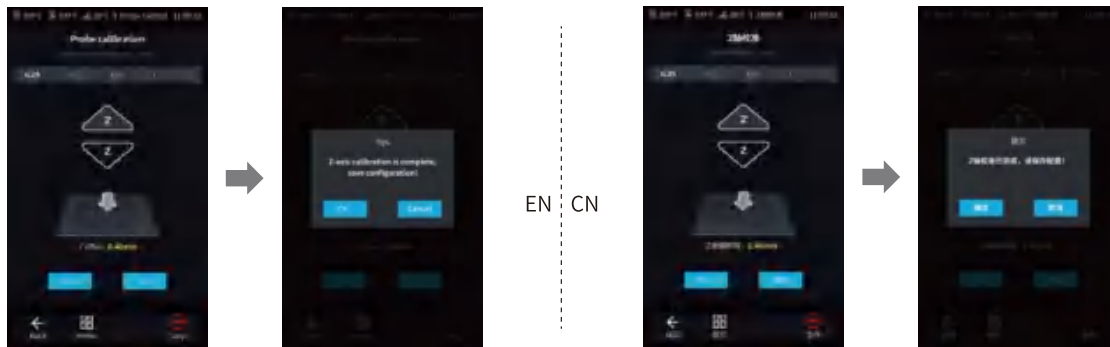
重新调平界面



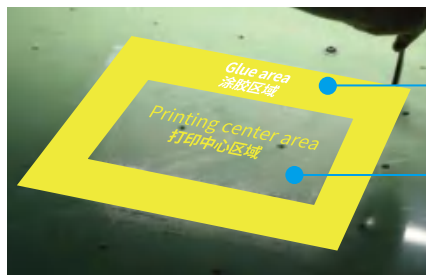
Do not beat the feeding pipe or press the fiberglass platform in the leveling process;
 调平过程中不要拍打打下料管或者按压玻纤平台；

11. Probe calibration Z轴补偿

- 1 After leveling is completed, adjust the Z-axis compensation value according to the adhesion between the printing consumables and the fiberglass.
调平完成后，依据打印耗材与玻纤平台的粘附情况，适当调节 Z轴补偿值。



- 2 Pour the platform glue on the fiberglass platform, and apply it evenly.
(Note: After determining the maximum range of the model, apply platform glue to the edge of the maximum range of the printed model.)
在玻纤平台上倒上平台胶水并涂抹均匀。（注：确定模型最大范围后，在打印模型最大范围的边缘涂抹平台胶。）



Platform Glue: Apply to the largest edge of the printed model.
平台胶：在打印模型最大范围的边缘涂抹

No need to apply glue in the printing center area.
打印中心区域不用涂胶



3D printing platform glue
3D打印平台胶
x1



You can find relevant instruction videos on the USB flash drive.
您可以在U盘内找到相关指导视频。

12.Preheat settings 预热设置

Note:

on the main interface, click **Preheating** to enter the preheating interface, default setting **PLA** or **ABS** is optional, and customized temperature of nozzle and hotbed is available.

The preheating data standard was set in factory.

The extruder upper is located on the top part of the extruder(near the motor),the extruder lower is located on the bottom part of the extruder(near the nozzle).

The temperature setting of the extruder upper and the extruder lower is different. generally, the extruder lower temperature is 10°C higher than the extruder upper.

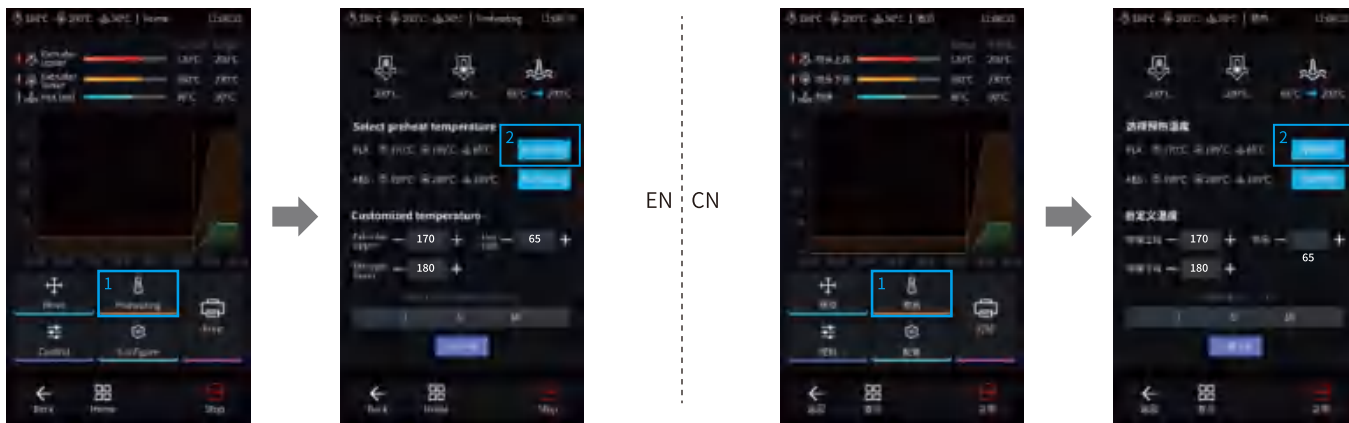
注意:

主界面点击 **预热** 进入预热界面，可选择 **PLA** 或 **ABS** 开始预热，或自定义喷嘴上下段温度和热床温度。

打印预热参数标准出厂时已调整；

喷头上段，是螺杆上端的位置（靠近电机），喷头下段，是螺杆最下端的位置（靠近喷嘴）；

喷头上段和喷头下段的温度设置不是相同的温度，喷头下段的温度设置一般要高于喷头上段的温度10°C左右；



Note: The UI is for reference only, please refer to the actual UI.

注意：界面仅供参考，实际以UI为准。

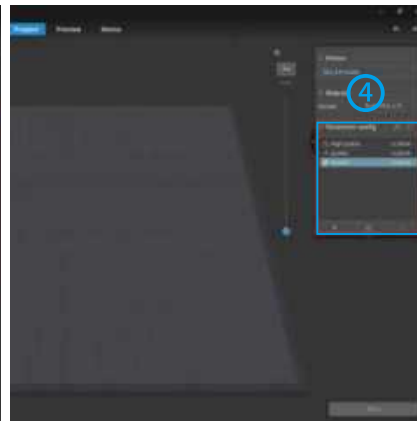
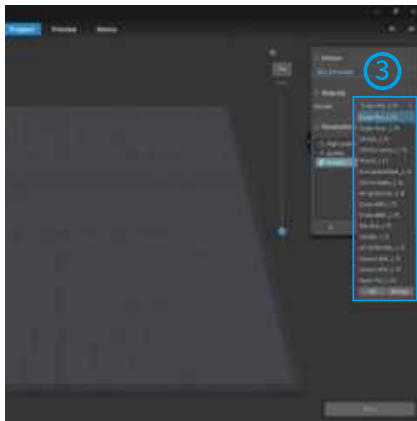
13. Model slicing 模型切片

1 To import the model: click the folder on the upper left side of the software home page to open the file. Import model files or pictures for slice printing. The model can choose local STL/OBJ and other model files, and can also import image files to generate model files.

2 Select a printer: Prepare the homepage - drop down the printer on the right to select the model you want to use. If there is no matching model, click Add Printer to add the model. You can also edit printer parameters and customize the printer by managing the printer.

3 Select consumables: After selecting the printer, the consumables supported by this model will be displayed, pull down to select the consumables you want to use, if there are no matching consumables, click "Add Consumables" to add consumables. You can also edit consumable parameters and customize consumables by managing consumables.

4 Select configuration: After selecting the consumable, the configuration file will display the default parameter configuration under the consumable, here you can choose a default configuration, or create a custom parameter configuration.



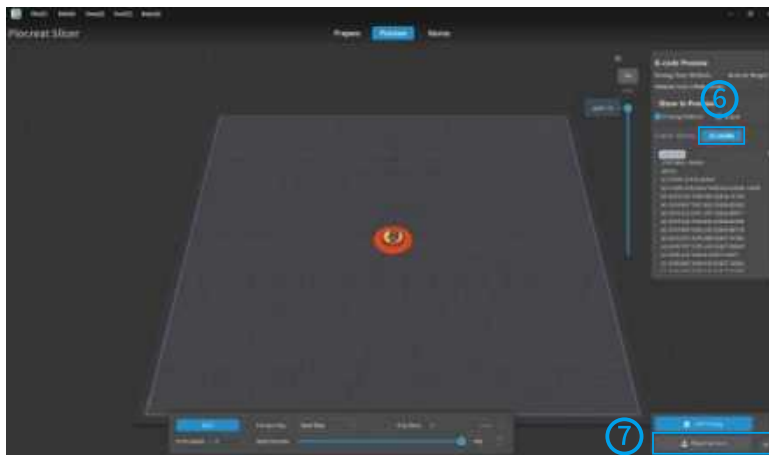
13. Model slicing 模型切片

5 Start slicing: After the above steps, you can click "Start Slicing" on the software page to perform slicing operations.

Note: The current slicing operation is for all models of the entire printing platform, not a single model, and the model should not exceed the boundary of the printing platform.



6 Slicing preview: After slicing is completed, enter the G-code preview page, where you can see the G-code preview report, preview mode setting, display mode setting, animation printing simulation preview and other operations.



7 G-code printing/export: After the model slicing is completed, the generated G-code can be exported to the local.

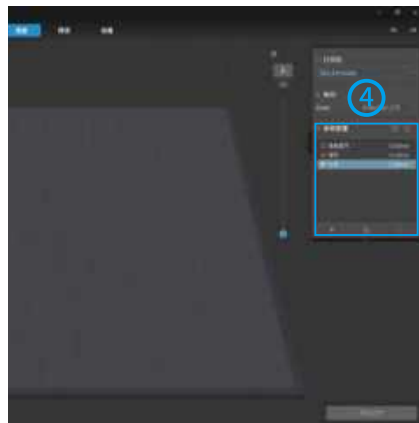
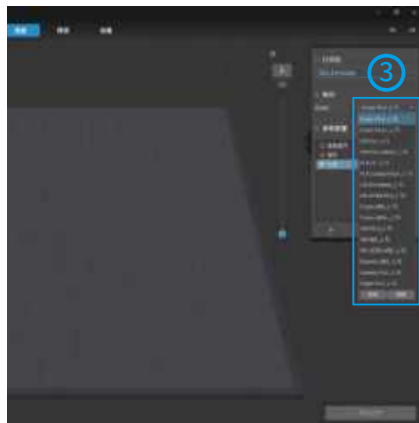
13. Model slicing 模型切片

1 导入模型：软件首页左侧上方点击文件夹，打开文件；导入模型文件或图片进行切片打印。模型可以选择本地STL/OBJ等模型文件，也可以导入图片文件生成模型文件。

2 选择打印机：准备首页-右侧的打印机处下拉选择您要使用的机型，如果没有匹配的机型，点击添加打印机，进行机型的添加，也可以通过管理打印机来编辑打印机参数和自定义打印机。

3 选择耗材：选择好打印机后，会显示该机型支持的耗材，下拉选择您要使用的耗材，点击添加耗材，进行耗材的添加，也可以通过管理耗材来编辑耗材参数和自定义耗材。

4 选择配置：选择好耗材后，配置文件会展示该耗材下的默认参数配置，这里可以选择一个默认配置，也可以新建自定义参数配置。



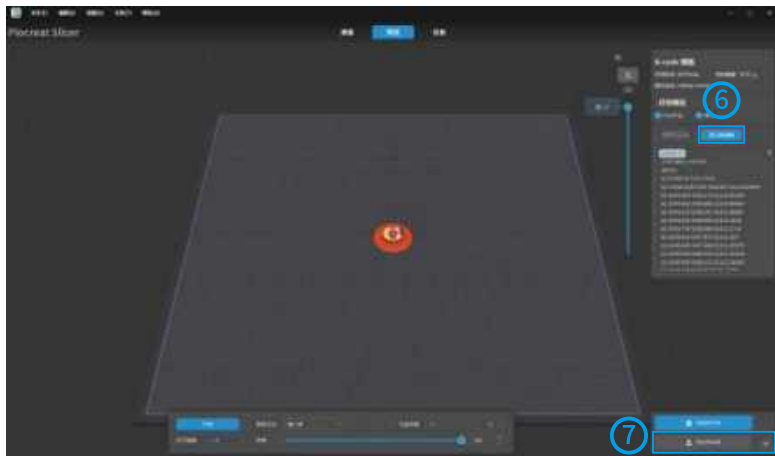
13. Model slicing 模型切片

5 开始切片：在以上步骤后，就可以在软件页面点击“开始切片”进行切片操作。

注：当前的切片操作是针对整个打印平台的所有模型，而非单个模型，模型请勿超出打印平台边界。



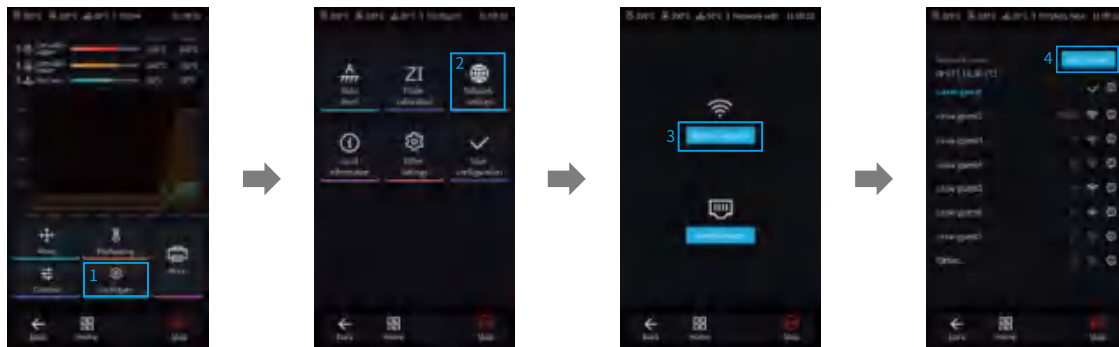
6 切片预览：切片完成后，进入G-code预览页，在预览页可以看到G-code预览报告、预览模式设置、显示模式设置、动画打印模拟预览等操作。



7 G-code打印/导出：模型切片完成后，生成的G-code可以导出到本地。

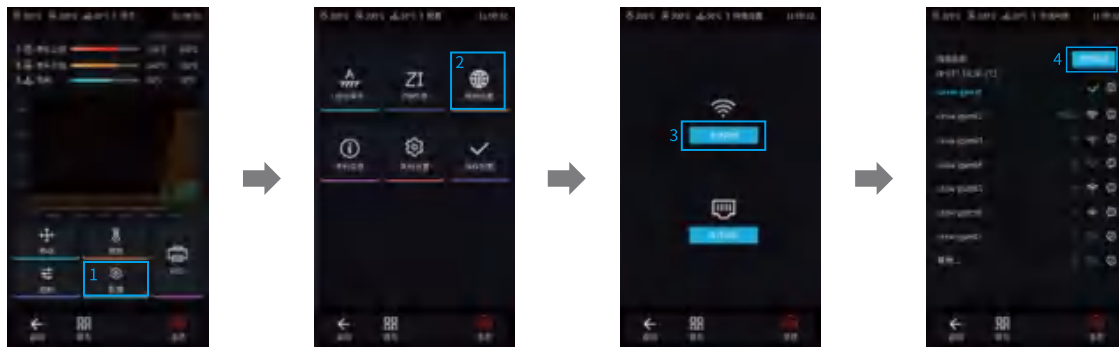
14. Network settings 网络设置

WiFi or wired network connectivity is available by clicking **Configure** -> **Network Settings** in the UI;
After connecting, enter IP in PC to control G12 remotely.



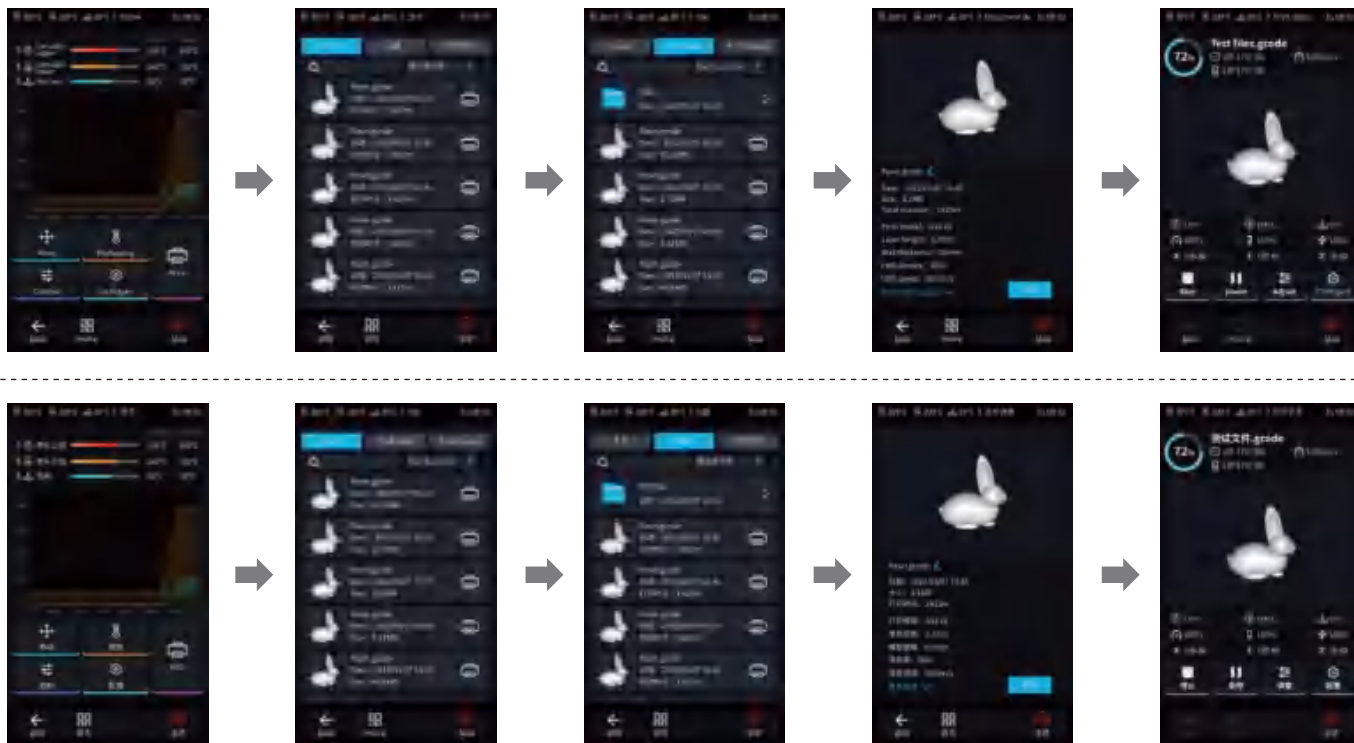
EN
CN

通过配置->网络设置进行联网操作，
可连接WiFi或有线网络；联网后，
在PC端输入IP可进行远程操作。



Note: The UI is for reference only, please refer to the actual UI.
注意：界面仅供参考，实际以UI为准。

15. Start printing 开始打印



EN
CN



Note: The UI is for reference only, please refer to the actual UI.
注意：界面仅供参考，实际以UI为准。



<p>Z+</p>	<p>Adjustable accordingly Distance offset up Z-axis</p>	<p>Z-</p>	<p>Temperature</p>	<p>Adjustment during printing Temperature of upper and lower ends of nozzle and hot bed</p>
<p>Print speed +</p>	<p>According to the actual printing situation Speed up printing</p>	<p>Print speed -</p>	<p>Fan</p>	<p>Adjustment during printing Spray cooling fan power</p>
<p>Print flow +</p>	<p>According to the actual printing situation Increase extrusion flow</p>	<p>Print flow -</p>	<p>Extrusion</p>	<p>Pause follow-up Extrude to ensure tube filling</p>



<p>Z+</p>	<p>可相应调节 Z轴向上偏移的距离</p>	<p>Z-</p>	<p>可相应调节 Z轴向下偏移的距离</p>		<p>打印过程中调整 喷头上下端及热床的温度</p>
	<p>根据实际打印情况 加快打印速度</p>		<p>根据实际打印情况 减慢打印速度</p>		<p>打印过程中调整 喷头冷却风扇功率</p>
	<p>根据实际打印情况 加大挤出流量</p>		<p>根据实际打印情况 减少挤出流量</p>		<p>暂停后续打 挤出保证料管充满</p>



Eject



Select **Move Distance** → select **Extrusion Speed** → click **Eject**, that is, manual withdrawal operation, the material will be retracted to the barrel.

Feed



Select **Move Distance** → select **Extrusion Speed** → click **Feed**, that is, manual withdrawal operation, the material will be retracted to the barrel.

Feeding



Click **Feeding**, You can manually feed the barrel, default blowing 15 s after the automatic closure.



退料



选择 移动距离→选择 挤出速度→点击 退料，即进行手动回抽操作，将材料缩回至料筒。

进料

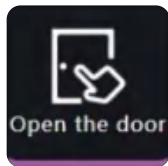
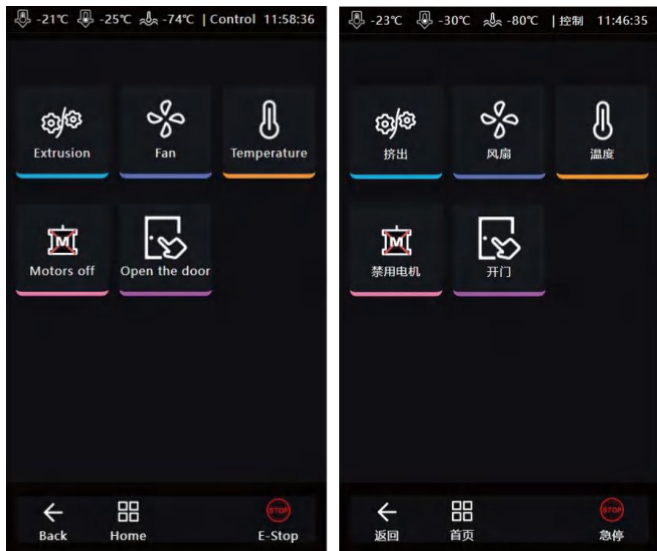


选择 移动距离→选择 挤出速度→点击 送料，即进行手动挤出操作，将材料从料筒挤出。

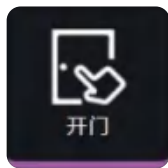
加料



点击 加料开关，即可手动对料筒进行加料操作，默认吹气15s后自动关闭。



The front door cannot be opened during the printing process. If you want to open the front door, you have to wait until the model is finished printing and click the electric lock button on the homepage to unlock the door.



设备打印过程中前门是无法打开的，如需打开前门需等模型打印完成后在主页点击电控锁按钮开锁。



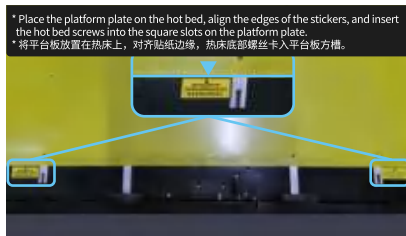
Note: If printing fails or the door needs to be opened urgently, you can directly press the emergency stop button and the door lock will be opened. (The machine must be turned on within 10 hours after the emergency stop button is triggered, otherwise the electric lock switch will burn out)

注意: 如打印失败或需紧急开门情况, 可直接按急停按钮, 门锁即可打开 (急停按钮触发后需在10小时内开机, 否则会烧坏电控锁开关)

19. Model printing and disassembly 模型打印和拆卸

1 After the model starts printing, lock the screws around the model to fix the fiberglass plate platform.

模型开始打印后，把模型周围的螺丝锁上固定玻纤板平台。



Note: Before locking the platform board, check if there is any warping in each part. If there is any warping, pull the hot bed out to the starting point of the square grooves, then push the platform board back in, and tighten the hand screws on both sides.

注意：平台板锁前要检查各部位是否有翘起。如有翘起，请将热床拉出至热床板推拉摆放起点并按平翘起部位，确保所有平台板底部螺丝都卡入方槽再将平台板推入，再锁紧两侧手拧螺丝。

2 After the model printing is completed, it can be removed directly using a scraper. Alternatively, you can unscrew the hand-tightened screws on both sides of the fiberglass board, then slide the heated bed to the starting position and lift it smoothly to remove the entire fiberglass board. Then, by bending the fiberglass board, the model can be quickly removed. If the model is large, it is recommended that two people cooperate: one person bends the fiberglass board while the other supports the model and the opposite end of the fiberglass board to assist in the removal to avoid damaging the model.

在模型打印完成后取模型时，可用铲刀直接取模。或者拧下玻纤板两侧的手拧螺丝，接着将热床拉至摆放起点，并平稳地抬起即可取出整个玻纤板。然后，弯曲玻纤板即可快速取模。如果模型较大，建议两人协作完成：一人压弯玻纤板，另一人扶住模型和玻纤板的另一端，辅助拆卸避免损坏模型。



You can find relevant instruction videos on the USB flash drive.
您可以在U盘内找到相关指导视频。

20. Error tip description 报错提示说明

Error type: Emergency stop error

Error tips: Hardware emergency stop has been triggered!!! To restore the system, please release the emergency stop button first, then reboot

Error type: Servo Error

Error tips: Please check the error message prompted by the alarm driver, investigate the cause of the error and resolve it. Restoring the device requires a power failure and restart

Error type: Temperature loss error

Error tips: The temperature is out of the normal range. Please check whether the heater and thermistor wiring are normal. Restart after confirming that they are normal

Error type: Not connected error

Error tips 1: The mainboard communication is abnormal, please check the wiring to confirm it is normal and restart

Error tips 2: The hot bed board communication is abnormal, please check the wiring to confirm it is normal and restart

报错类型: 急停报错

报错提示: 已触发硬件紧急停止! 若要恢复系统, 请先松开紧急停止按钮, 然后重启

报错类型: 伺服报错

报错提示: 请查看报警驱动器所提示的报错信息, 排查产生该报错的原因并解决. 恢复设备需要断电重启

报错类型: 温度丢失报错

报错提示: 温度超出正常范围, 请检查加热器和热敏接线是否正常, 确认后重启

报错类型: 未联机报错

报错提示1: 主板通信异常, 请检查接线确认后重启

报错提示2: 热床板通信异常, 请检查接线确认后重启



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 priority contact local seller or contact us via [Email: after@piocreat3d.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.

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	/

保修政策 ←

一、质保期

- ① 整机保修一年。
- ② 工具包(大小金属铲刀、U盘、扳手套件、平台胶、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



扫码了解更多

21. After-sales 售后服务卡

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 _____

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

Repair Records:



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



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。



FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).

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.

因每款机型不同，实物与图可能有所差异，请以实物为准，最终解释归深圳市创想三帝科技有限公司所有。



Scan To Learn More
扫码了解更多

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