



# da Vinci Max

## User Manual

ENGLISH

Please read the product User Manual carefully before using this product.  
 This user manual is mainly intended for users to understand how to use the da Vinci Max 3D printer (“Max”) correctly. In the user manual, users can learn more about the operating tips, application skills and maintenance of the Pro EVO 3D printer.  
 For more information on the Max, please contact your local dealer or visit the official website of XYZprinting: <http://www.xyzprinting.com>.



## LIMITATION OF WARRANTY AND LIABILITY

XYZprinting is responsible for the device in its original configuration. Any changes to the configuration of the machine must be performed or authorized by the XYZprinting technical department. XYZprinting is not responsible for the problems and warranty dues to the use of not original spare parts or printing materials.

## Trademarks

All trademarks and registered trademarks are the properties of their respective owners.

## Print History

New editions of this manual incorporate new and changed material different from previous editions. Minor corrections and updates may be incorporated into reprints of the current edition without releasing additional announcements or documentation regarding the updated version. The User Manual is for user reference only. If you need to obtain the latest information, you are welcomed to visit the XYZprinting website: [www.xyzprinting.com](http://www.xyzprinting.com)

## Table of contents

<b>Important Safety Precautions</b>	<b>2</b>
Safety and Regulation	2
Safety Instructions	2
Note On Power Supply	2
Voltage setting	2
Safety Notice and label content	3
<b>About da Vinci Max</b>	<b>3</b>
Introduction	3
Specifications	4
Accessory Checklist	5
Precautions and Instructions of Maintenance Tools	6
Maintenance and Service	6
<b>Unpacking and Installation</b>	<b>7</b>
Unpacking	7
Hardware Installation	11
Software Installation	15
<b>Function and Description</b>	<b>16</b>
Main Screen Function Introduction	16
Print	16
System	18
Tool	20
More Info	23
<b>Support information</b>	<b>24</b>
<b>Product warranty</b>	<b>25</b>

# Important Safety Precautions

## Safety and Compliance

Please read through this manual and all safety precautions carefully before using, operating, unpacking, replacing, removing any part or maintaining this product. Please also comply with the instructions of relevant safety.

## Safety Instruction

- Do not move the machine by yourself as it is heavy.
- Do not place the printer on a soft or tilted surface. Otherwise, the machine will fall / flip over and become damaged or cause personal injury.
- Do not place the printer in a dusty, humid or outdoor environment.
- Weak odors may be generated during the printing process. We recommend working in a well-ventilated.
- Do not leave the product or power cord to unattended children. Otherwise, personal injury or electric shock might occur.
- Do not place any liquid container on top of the product. Otherwise, overflow or spill might go into the machine and pose the risks of danger or safety concern.
- Do not wipe the printer with alcohol or flammable chemicals. Otherwise, danger might occur.
- Do not move the machine when it's powered on.
- Please use the provided power cord. Otherwise, incorrect grounding might lead to damage.
- Do not reach into the machine with your hands during operation. Otherwise, risks of impact from moving printing parts or burn from high temperature might occur.
- The machine becomes hot during operation and thus run in high temperature. Do not touch or replace parts when they are not cooled down.
- After startup, the parts in the machine will heat up or move depending on the user's instructions. During product operation, do not touch or block the operation of the parts.
- Defect reparation must be carried out according to the contents of this instruction manual. Where the defect cannot be repaired, please contact your printer dealer or the customer service center.



## Note on Power Supply

- Do not use with damaged cord or plug. To unplug grasp the plug, not the cord. Do not handle plug or machine with wet hands.
- Do not handle plug or machine with wet hands. Turn off the power switch before unplugging.
- Do not run the machine over cord. Keep cord away from heated surfaces.
- If the system is left in idle mode for an extended amount of time, turn off the main switch.

## Voltage setting

Please switch to the voltage range in your region.

The voltage has been set up for use in Europe, America, Asia and other regions. Please check the voltage range in your region before switching to change the voltage.



Failure to set the voltage correctly will result in hazards such as machine damage, fire or burning.

## Safety Notice and label content

### Warning

**Class I Equipment.** This equipment must be earthed. The power plug must be connected to a properly filamentd earth ground socket outlet. An improperly filamentd socket outlet could place hazardous voltages on accessible metal parts.

**Marking of hazardous moving parts.**



**Safety first.**

Hazardous moving parts keep fingers and other body parts away.  
Keep clear of moving machinery.

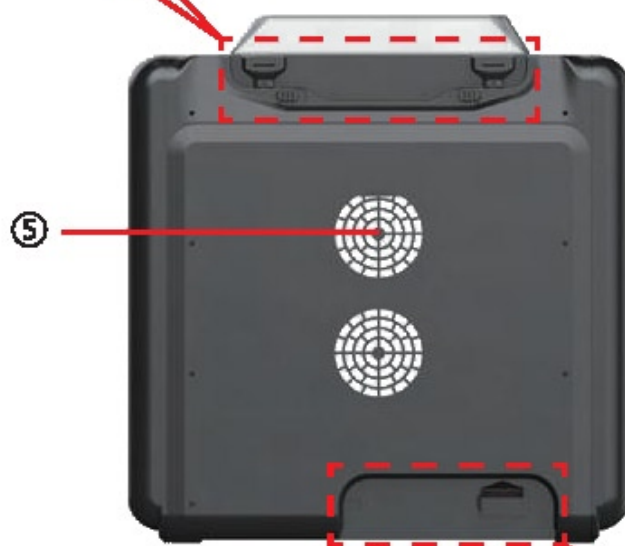
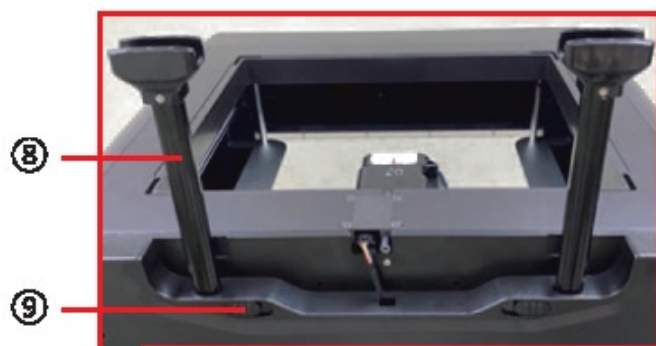


The machine becomes hot during operation and thus run in high temperature. Do not touch or replace parts when they are not cooled down.

After startup, the parts in the machine will heat up or move depending on the user's instructions. During product operation, do not touch or block the operation of the parts.

## About da Vinci Max

### Introduction



- ① Switch
- ② Touch screen
- ③ Extruder module
- ④ Print bed and removable magnetic print bed
- ⑤ Air filter
- ⑥ USB driver port
- ⑦ Network port
- ⑧ Filament spool holder
- ⑨ Filament spool holder lock
- ⑩ Voltage setting port
- ⑪ Power switch
- ⑫ Power jack

## Specifications

Printing Properties	
Print technology	Fused Filament Fabrication ( FFF )
Max. build area (WxDxH)	300 x 250 x 300 mm
Layer resolution	0.05 mm ~ 0.4 mm
XY positioning precision	X / Y : 0.0125 mm
Printing software	XYZmaker Max
Supported file formats	.stl / .3mf / .obj / G-code
Max. Moving Speed	150 mm/s
Material	
Material compatibility	TPU / Nylon / Carbon Fiber / PETG / ABS / PLA / PC / Tough PLA
Support 3rd party material	Yes
Filament diameter	1.75 mm
Standard nozzle module	
Nozzle Diameter	0.4 mm
Nozzle Temperature	Max. 240 °C / 464 °F
High temperature nozzle module	
Nozzle Diameter	0.4 mm
Nozzle Temperature	Max. 300 °C / 572 °F
Print Bed	
Print Bed	Heated, removable magnet print bed
Leveling	Auto calibration
Print bed temperature	40 ~ 120 °C / 104 ~248 °F
Hardware	
Filament feeding system	Yes
User interface	5 inch touch screen
Language	Multilingual (Traditional Chinese, Simplified Chinese, English, Japanese, German)
Connectivity	RJ45 wired network, WiFi 802.11 B/G, USB drive
System Requirements	
Operating systems	Microsoft Windows: 10 / 11(64-bit)
	macOS: 10.14 ~
Minimum Hardware Requirements	For PC: CPU 4 <sup>th</sup> Generation Intel® Core™ i5 Processor or more / RAM: 8GB/ Hard disk space: 20GB or more
	For MAC: RAM: 8GB / Hard disk space: 20GB or more
Operating Requirements	
Power Requirements	100V ~ 240V 450W
Operating Temperature	20 ~ 35 °C / 68 ~ 95° F
Operation Humidity	30 ~ 60 % RH
Size & Weight	
Product dimensions (WxDxH)	576 x 522 x 559 mm
Net weight	28 kg

## Accessory checklist



① User Manual X1



② Top cover X1



③ Bundled filament X1



④ Standard extruder module X1  
(installed)



⑤ Power cord X1



⑥ Ethernet cable X1



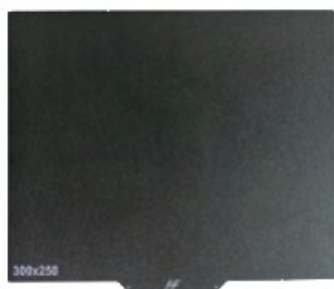
⑦ High temperature extruder module X1



⑧ Calibration sheet X1



⑨ Guide tube X1



⑩ Removable magnet print bed X1



⑪ Spatula X1



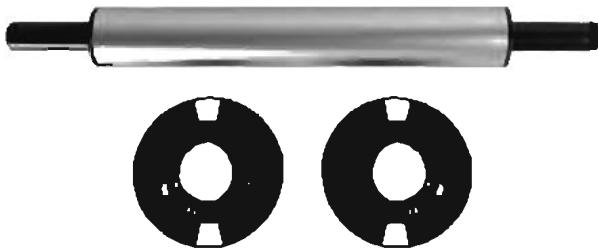
⑫ Internal filament spool holder X1



⑬ USB drive X1  
(contains manual,  
software installer and print test file.)



⑭ Print bed glue X1



⑮ External filament spool support frame  
(retainer ring / filament reel rod) X1



⑯ Tool Box X1  
(Includes screwdriver and tool kit)

※The company reserves the rights at any time under the specific circumstances of accessory to improve the right of specific style and size to actual supply prevail.

## Precautions and Instructions of Maintenance Tools

The following tools are intended for use under the guidance or guardianship of an adult only. Do not allow children unfamiliar with the tools to have access to them in case of danger.



⑰ Nozzle cleaning needle (0.4mm)

Regular cleaning of the print nozzle facilitates to not only extending service life of the printer, but also improves print quality.

To prevent the poor flow due to the residual and accumulation of the consumables on the nozzle after a long time of use, which will affect the printing quality, it is recommended to use the nozzle cleaner to remove the residual material. Insert the cleaner from the bottom of the nozzle to unclog it.

★ Filament should be unloaded from the extruder module before cleaning the feeding path.

★ Care should be taken during the operation to avoid potential burn injuries.



## Maintenance and Service

When the printer needs to be serviced during the term of the warranty, it is recommended that the machine is packed with original packaging materials prior to shipment. For this purpose, the packaging materials are better to be kept. If other packaging materials are used instead, the printer might be damaged during printing. We reserve the right to assess relevant service fees.

# Unpacking and Installation

## Unpacking

※Please follow the instructions to unpack the product. Failure to follow the procedure may result in damage to parts.

- ① Remove the PP belt and cut the packing tape.
- ② Open the outer box, and take out corner protectors and the upper accessory tray.



- ③ Remove the cushions and accessories above the machine.



- ④ Take out the printer together.

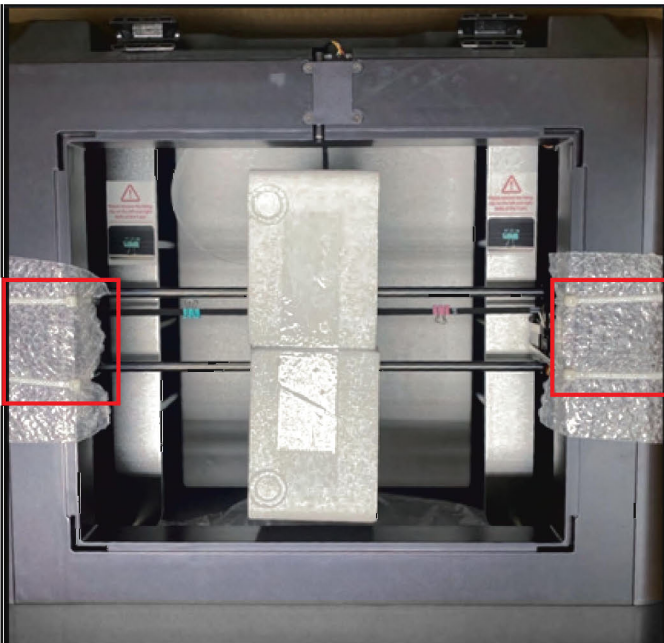




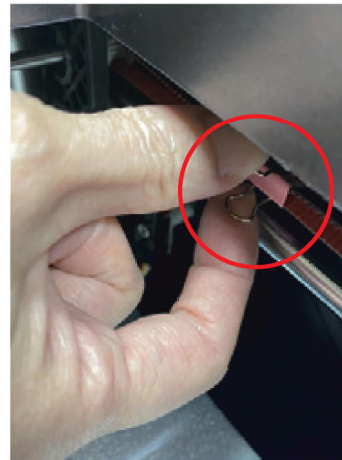
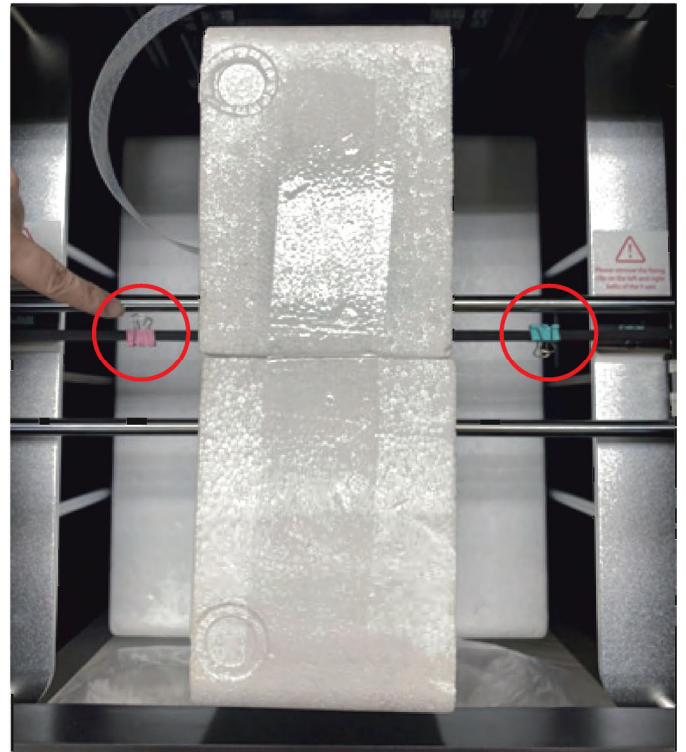
⑤ Remove the packaging bag.



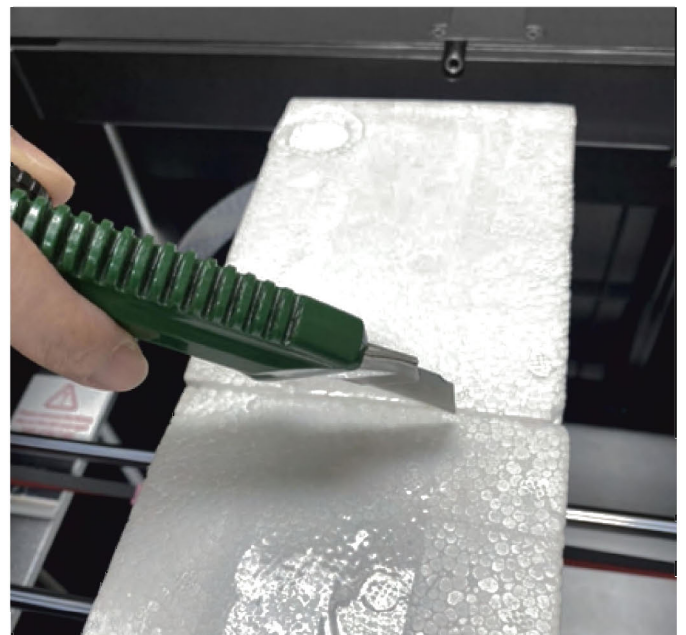
⑥ Cut the cable ties that protect the Y-axis on the upper on both sides and remove the protective materials.



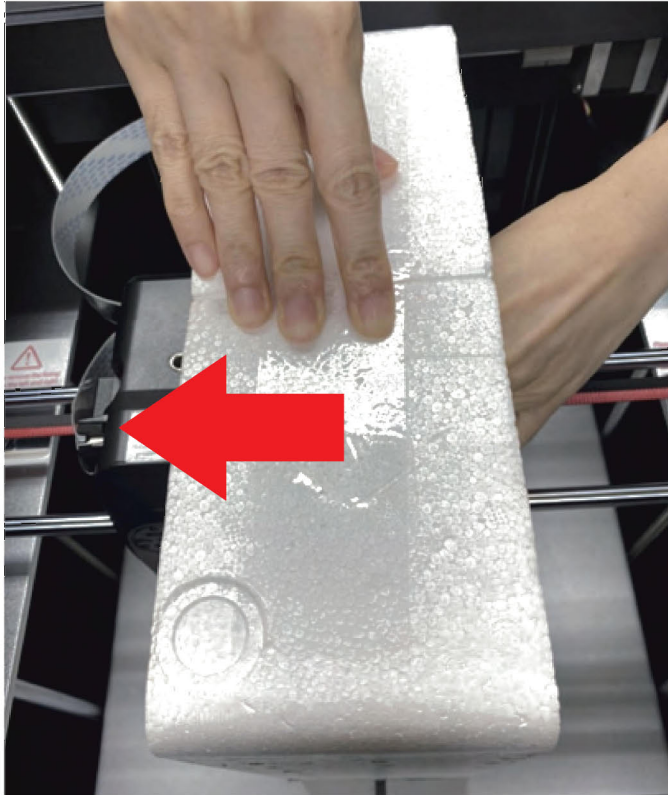
⑦ Remove the shaft clips (a total of 4 pieces) on the X-axis and the Y-axis on both sides.



⑧ Remove the tape holding the foam.



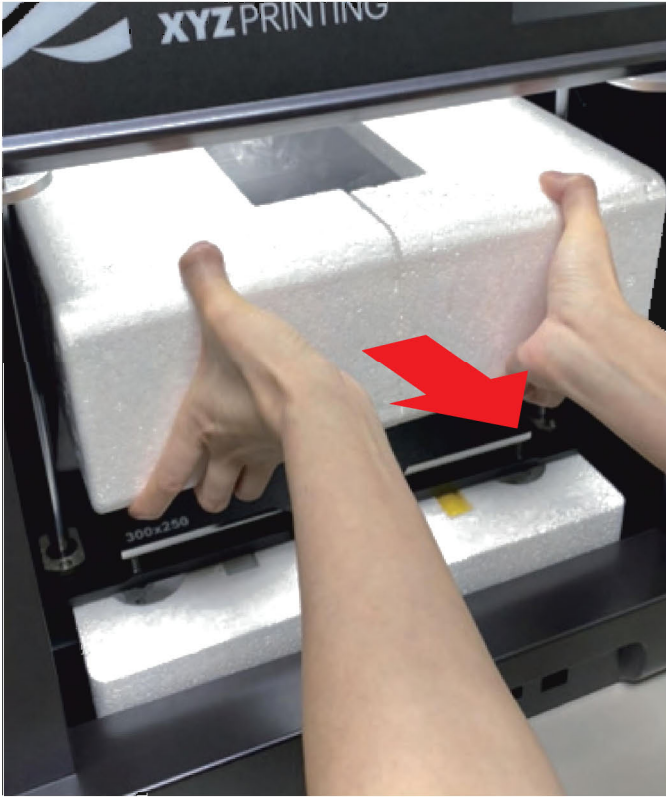
⑨ Push the printing module to the left first and then remove the protective packing materials on the front of the X-axis.



⑩ Push the X-axis forward (in the direction of the front door) and then remove the rear protective packaging materials.



⑪ Open the front door and take out the packing materials on the top cover (you can lift it up slightly).

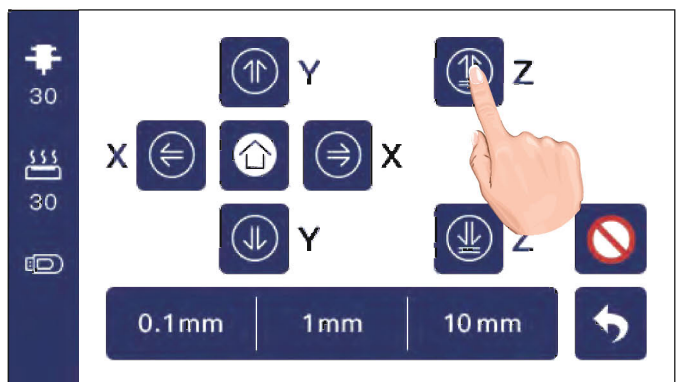
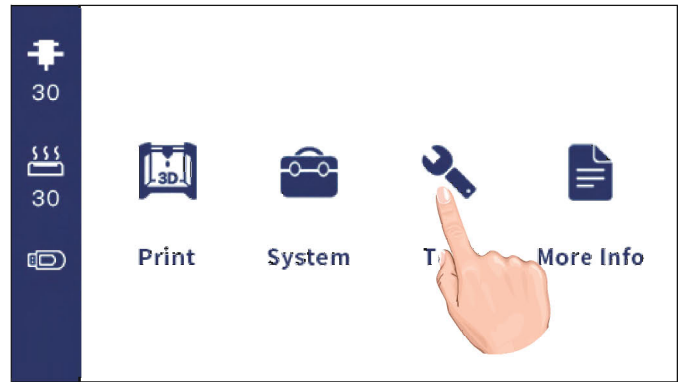


⑫ Connect the printer to the power cord and turn on the power switch.

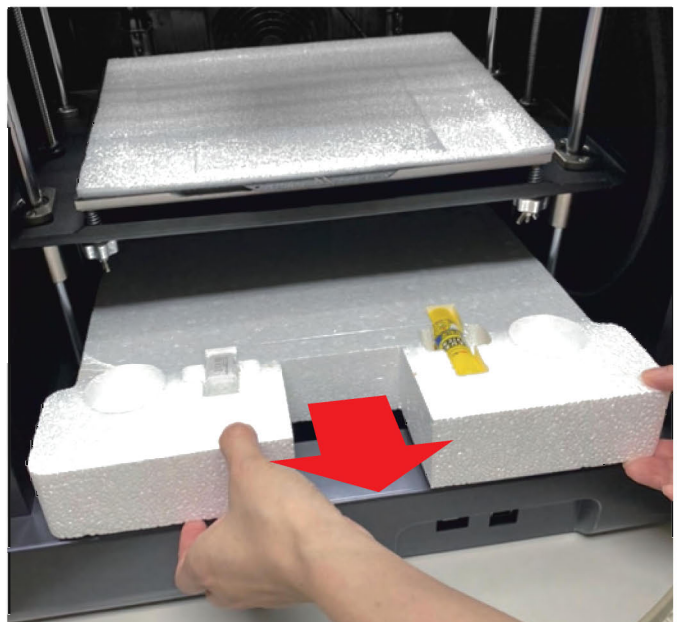
⑬ Press the on/off key on the front of the printer.



⑭ Click and select "Tool" on the home page, and click "Manual", then click the Z-axis upward icon to raise the platform to the middle position.



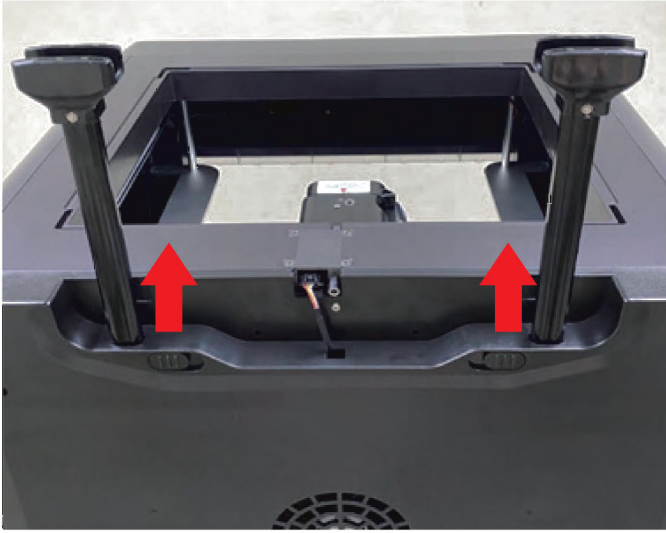
⑮ Take out the lower protective packing materials and accessories.



⑯ The unpacking is complete.

## Hardware Installation

● Filament spool support frame and filament installation  
Pull up the telescopic support rods on both sides in the rear of the printer.



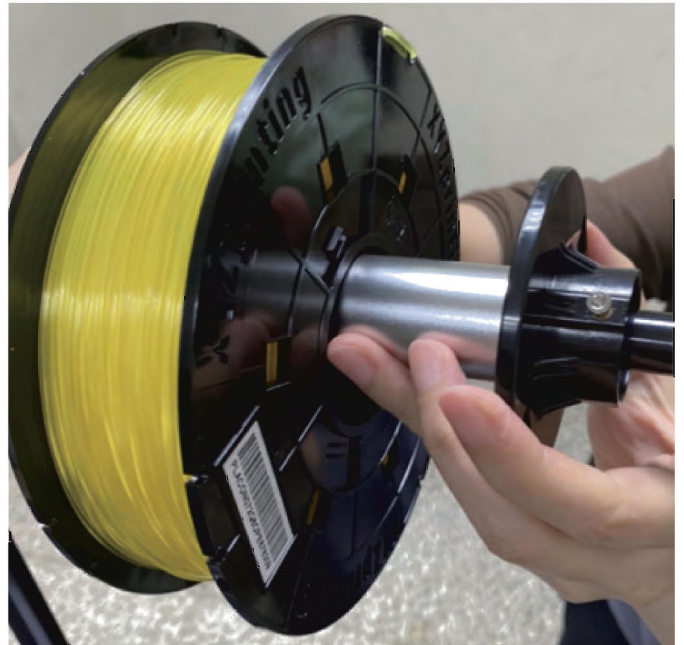
Slightly push on the lower spring fastener to take back the support rods.



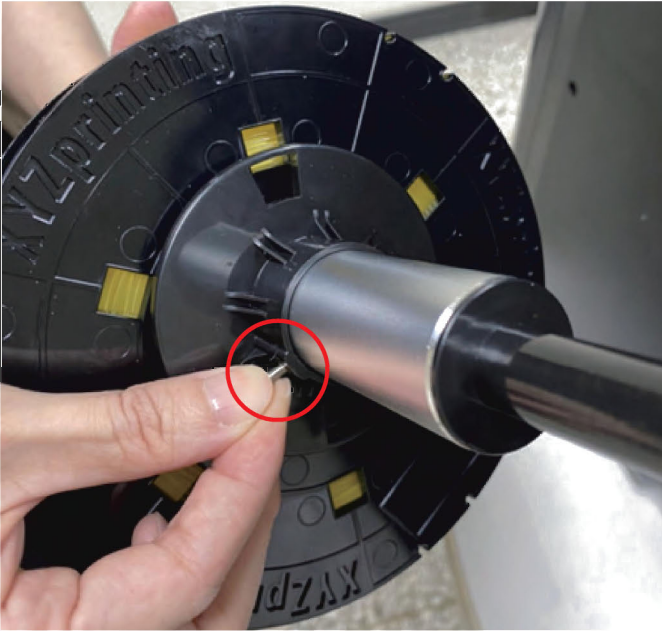
Put the reel of filament through the reel support tube.



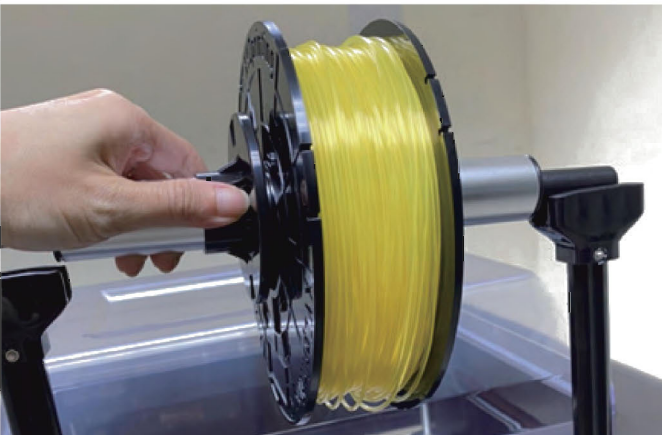
Then put the retainer ring through both ends of the shaft tube to fix the filament reel.



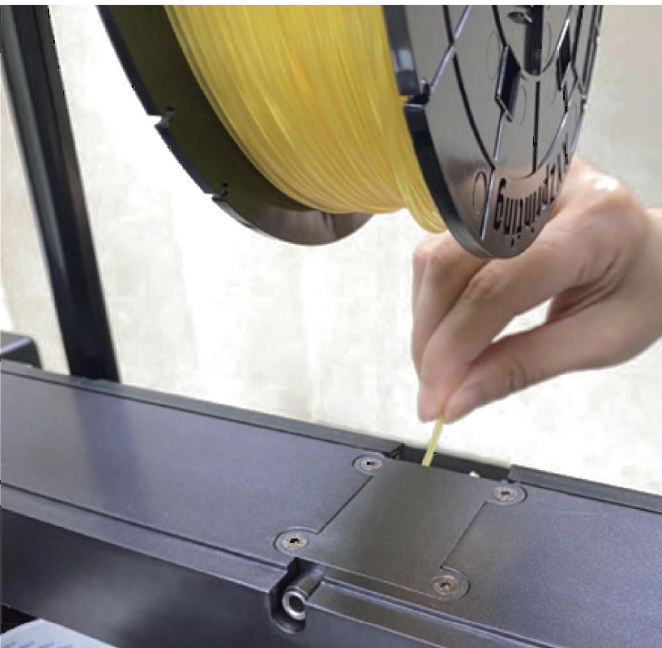
Please make sure the screws on the retainer ring are used to fix the retainer ring.



The shaft tube is installed and placed on the filament reel support rod.



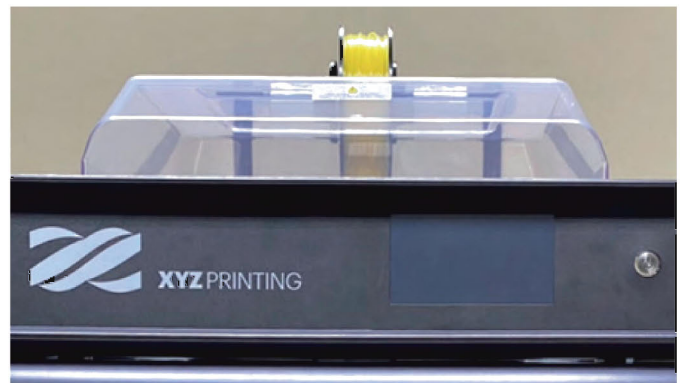
Take out the end of the filament, put it through the feeding channel and insert it into the feeding hole of the printing module.



Note:

When printing TPU material, it is not necessary to put it through this guide tube, and the filament can be directly inserted into the feeding hole of the printing module.

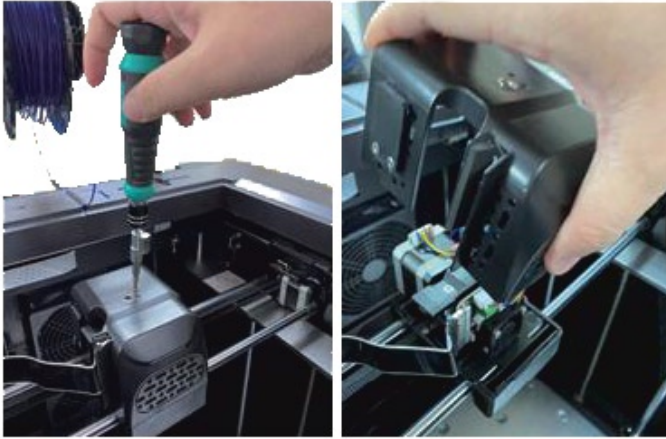
Put the top cover on and the installation is complete.



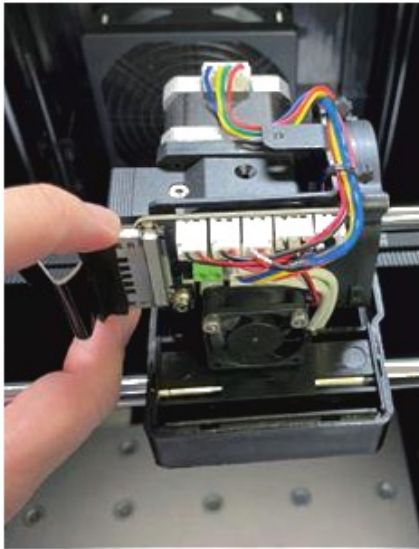
### ● Extruder Module Removal

Filament should be unloaded from the extruder module before module removal.  
Please keep all disassembled parts properly during disassembly.

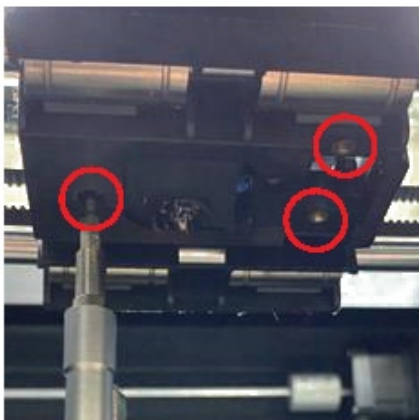
- ① Turning the printer off.
- ② Remove the screws fixing the extruder module plastic cover to remove the cover.



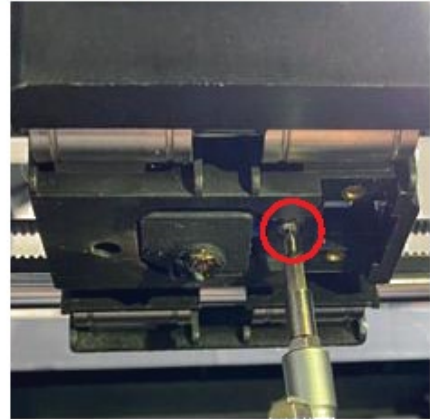
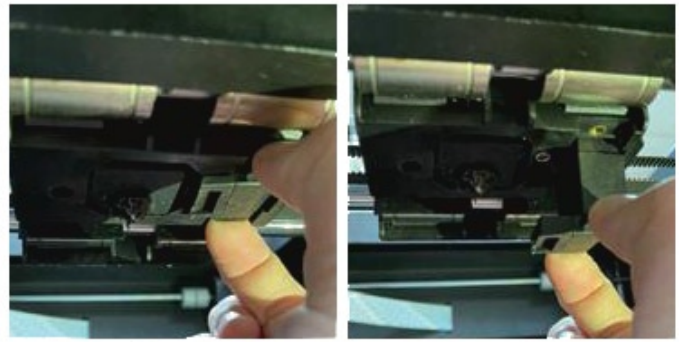
- ③ Press both ends of the heated flat cable and unplug the heating cable.



- ④ Remove the fixing screws under the module (4 in total).



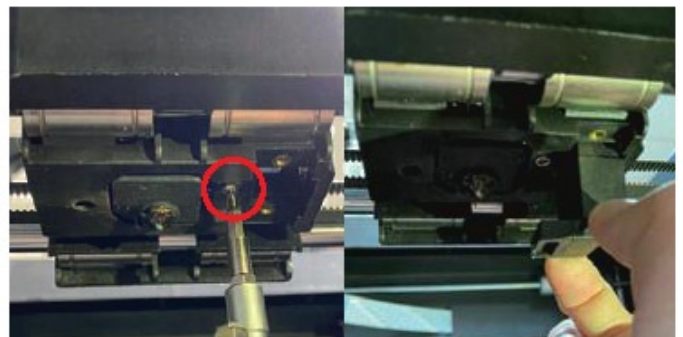
- ⑤ It needs to take down the air guide to remove one of the screws.



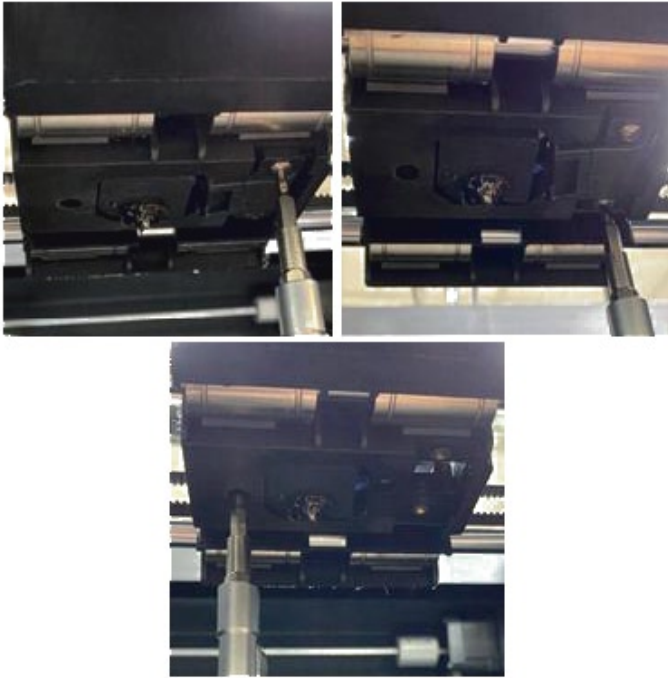
- ⑥ Take out the extruder motor and replace it.



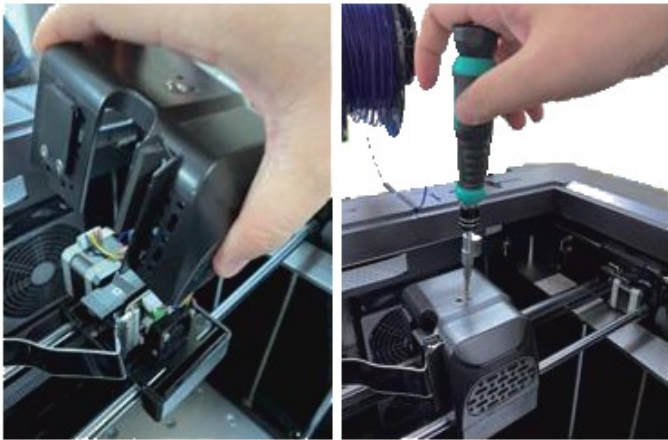
- ⑦ Lock this screw back first, and restore the air guide parts to its original positions.



⑧ Continue to lock the other three screws back.

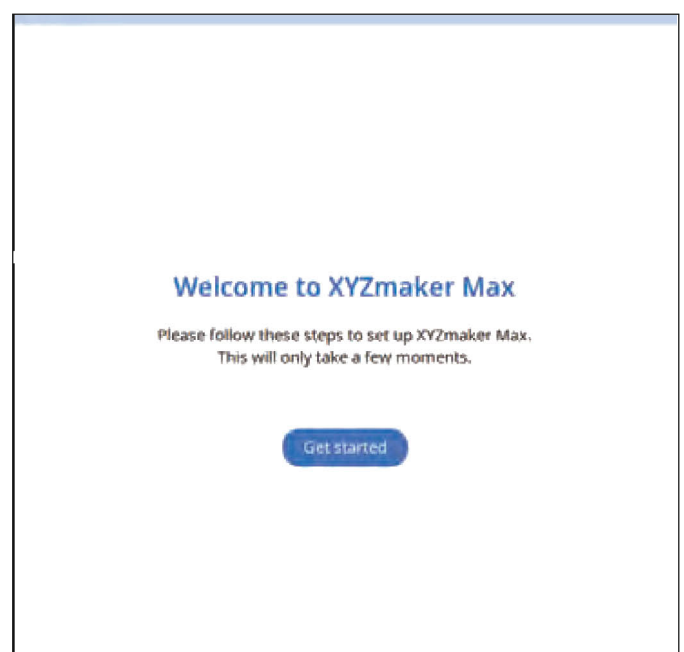
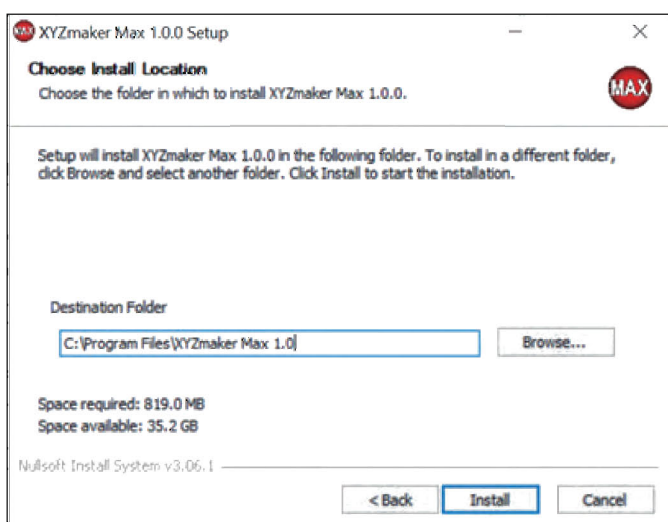
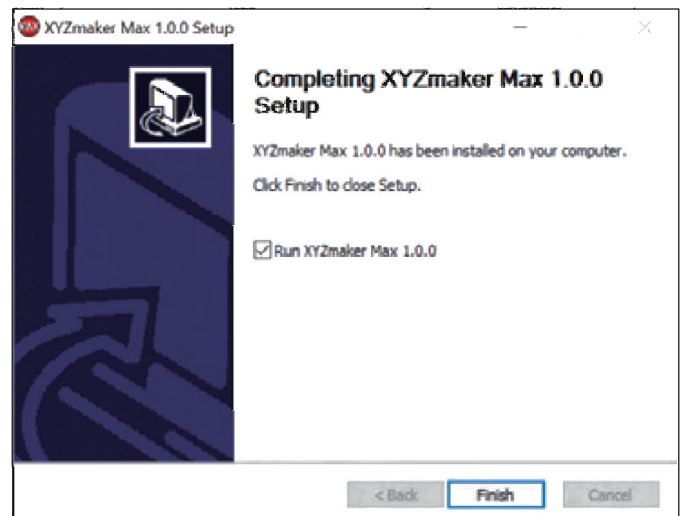
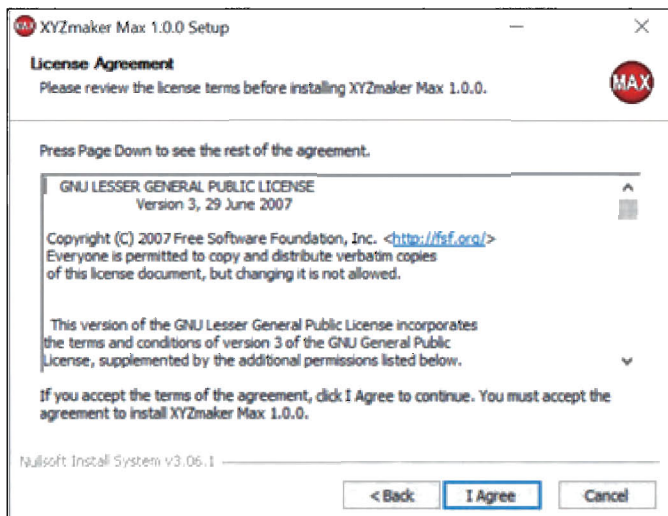
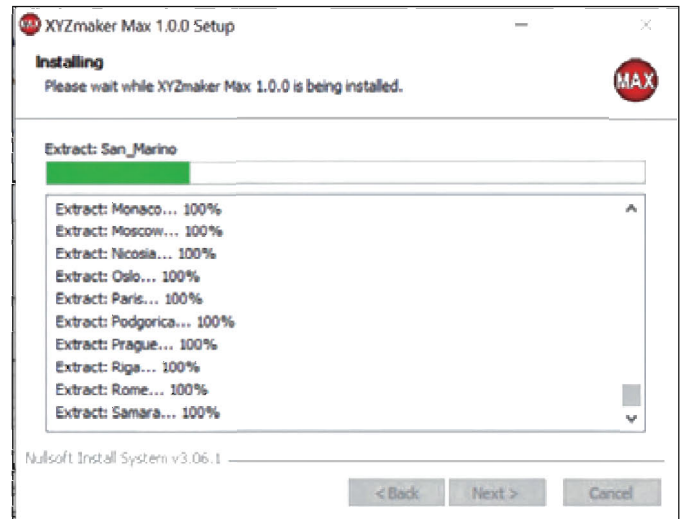


⑨ Put on the extruder module plastic cover parts, tighten the fixing screws, and complete the installation.



## Software Installation

“XYZmaker Max” should be installed on the service PC for preparing the files for production. Connect the USB drive provided with the printer to your PC. After booting the software driving procedure, the installation program will appear on your PC screen. Click the program twice to start installation.



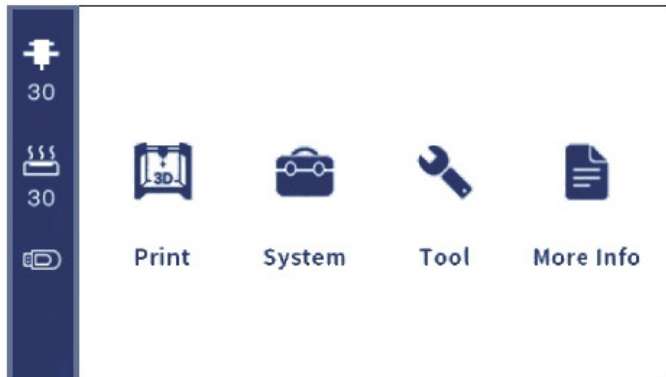
For more software function introduction, please refer to the software manual. Please visit the website of XYZprinting: <http://www.xyzprinting.com> for more latest software information.



## Function and description

### Main Screen Function Introduction

The left side displays the temperature of the printing module, the temperature of the platform, and the reading status of the USB flash drive.



#### Main functions:

	Print
	USB menu.
	System
	Printer settings. (e.g. the language setting of the operation screen.)
	Tool
	Printer adjustments and settings, including filament, print bed, fans, etc.
	More Info
	You can visit the website: <a href="https://www.xyzprinting.com">https://www.xyzprinting.com</a> for more latest information.

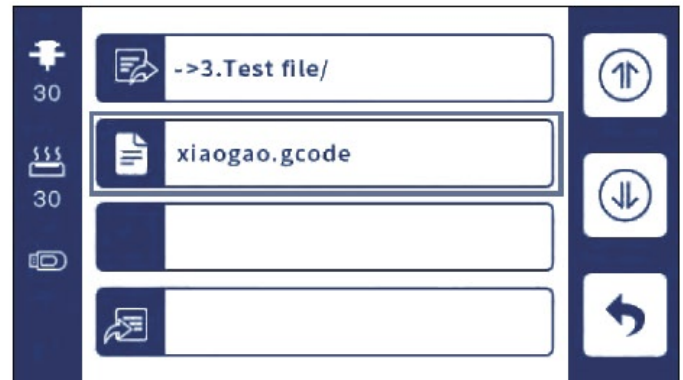
### Print



Please use "XYZmaker Max" for preparing the slice file, and then save it to USB flash drive and print through the USB flash drive.

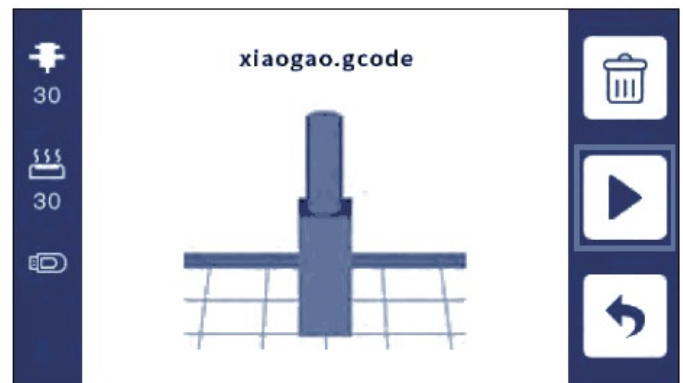
During the printing, please do not remove the USB flash drive to avoid affecting the printing.

Select file to print.



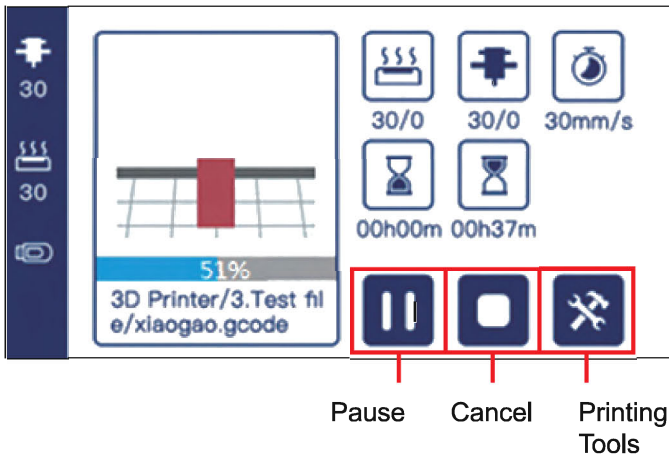
Enter the preview to confirm the Image file, then press

• " to print



### View printer status while printing

Including the temperature of the printing platform, the temperature of the printing module, the printing speed, the time spent, and the remaining time. You can pause, resume, or cancel the printing.

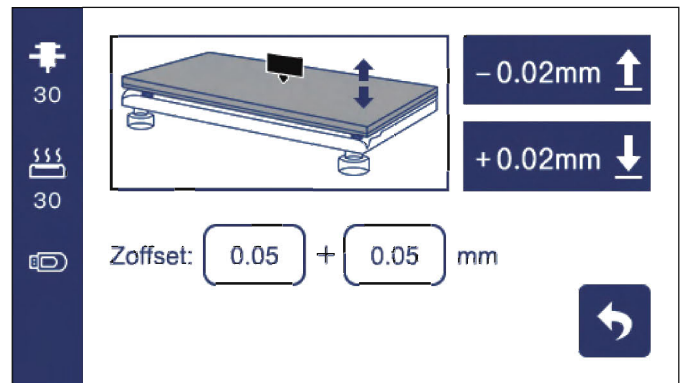


Range of set value:

Speed ( % )	10~800
Heated bed ( °C )	40~120
Nozzle Temperature ( °C )	Standard print head up to 240
	High temperature print head up to 300
Turbine ( % )	0~100
Flow ( % )	20~800

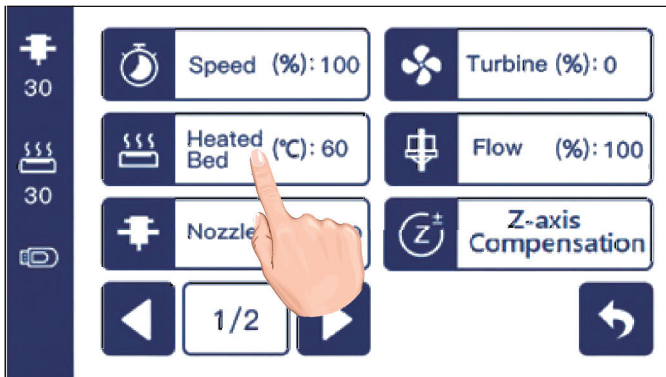
### Z-axis Compensation:

Observe the printing status of the object, and adjust the height of the platform to the optimum printing distance during printing.



### Enter "Printing Tools" during printing

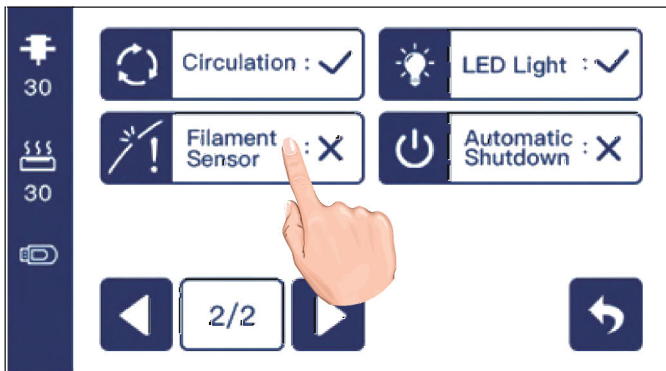
Set/view printer status.



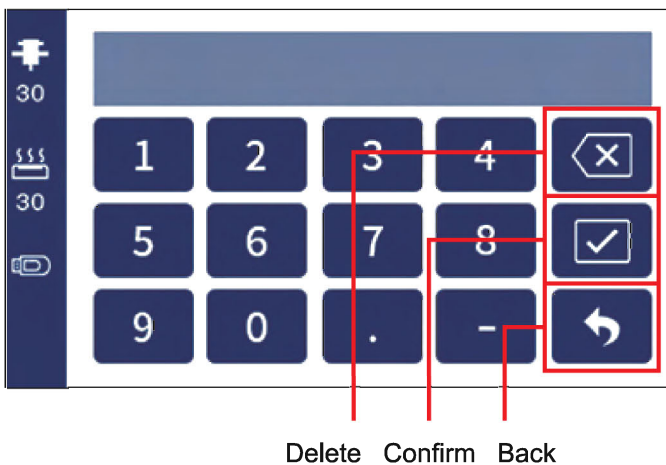
### Automatic Shutdown:

When this function is enabled, the printer will automatically shut down after the completion of printing.

★ In case of warped bottom / adhesion failure of printed object, it is recommended to use glue stick to increase adhesion.



Click the field to enter the settings.



# System



Info

Quick overview of printer status; including X-axis position, Y-axis position, Z-axis position, nozzle temperature and platform temperature.

The status screen displays: X mm, Y mm, Z mm, nozzle temperature (°C), and platform temperature (°C). A back button is located at the bottom right.



About

Printer version and other information reference.

The About screen displays: ID, Version, and UI: Blue+. A back button is located at the bottom right.



Language

A total of five languages are supported. You can select Settings > Languages on the main screen. Including English, Español, Deutsch, French, Italiano, 日本語, 繁體中文 and 简体中文.

The language selection screen shows buttons for 简体中文, English, 日本語, 繁體中文, Deutsch, and a Back button.

The main menu screen features icons for: Info, About, Language, TP Adjust, Factory, Sound, LED Light, and Back.

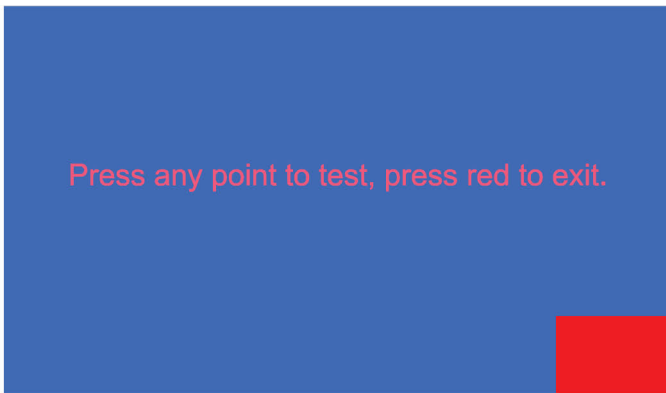
The main menu screen features icons for: Info, About, Language, TP Adjust, Factory, Sound, LED Light, and Back.

	<b>Status (Info)</b>
	View current printer status messages.
	<b>Machine Information (About)</b>
	Information about the printer version and other information.
	<b>Language</b>
	The operation screen displays the language setting.
	<b>Adjustment</b>
	Screen touch position correction.
	<b>Factory settings</b>
	Restore to factory settings.
	<b>Sound</b>
	Volume adjustment/Off.
	<b>LED</b>
	Lights On/Off.



## Adjustment

Align the top left corner, top right corner, and bottom. After the correction position value is stored, click the square in the lower right corner to return to the previous page.



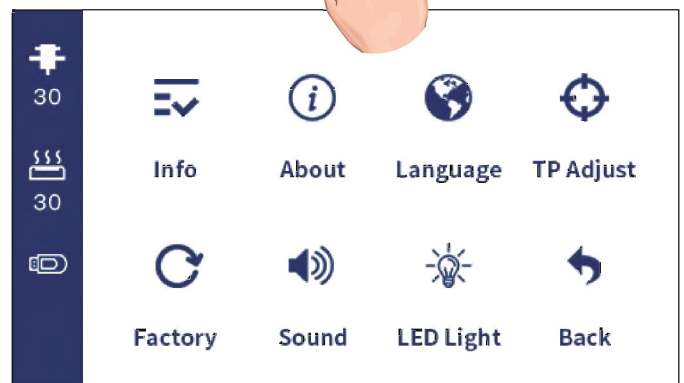
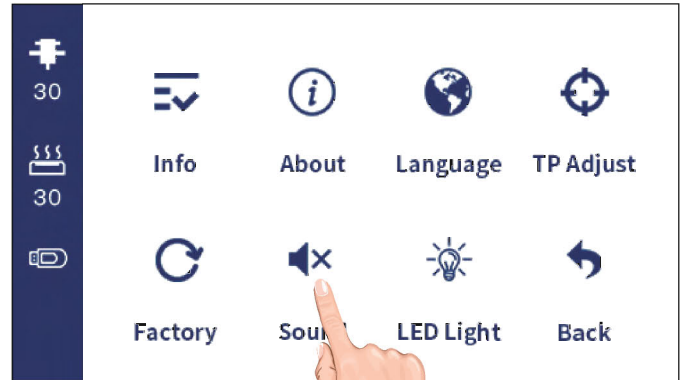
## Factory settings

The printer data will be deleted and returned to the default settings.



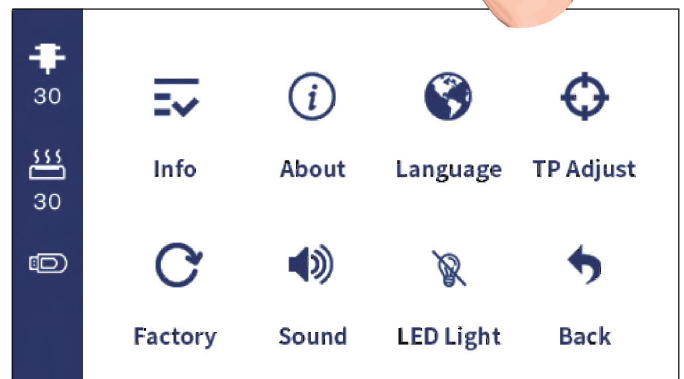
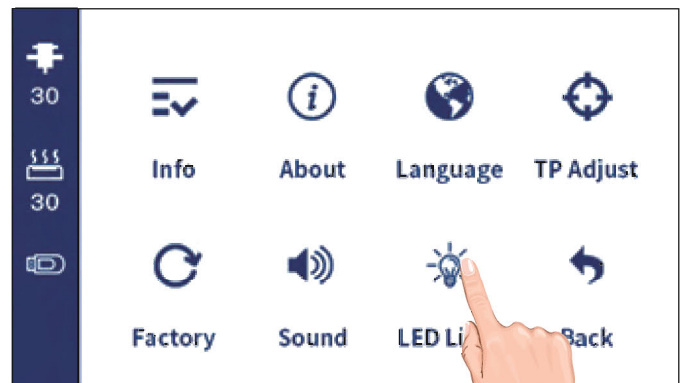
## Sound

The volume of the machine can be adjusted, the sound can be turned off and there are three levels of volume control.



## LED

LED turn On/Off.



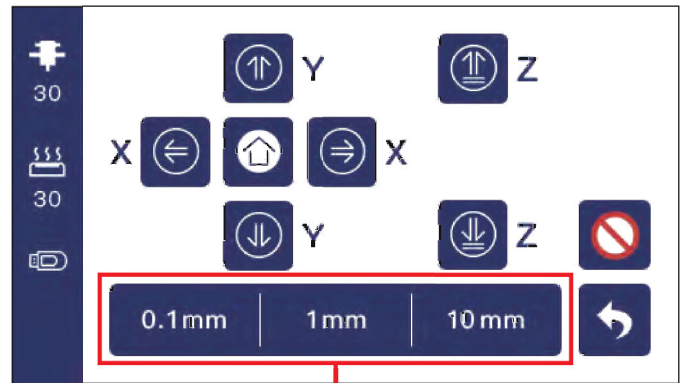
## Tool



### Manual

Select the moving direction and distance of extruder module or print bed.

- Select "Move print head module left and right" (direction of X axis).
- Select "Move extruder module forward and backward" (direction of Y axis).
- Select "Move print bed up and down" (direction of Z axis).
- Back to home: for reposition.

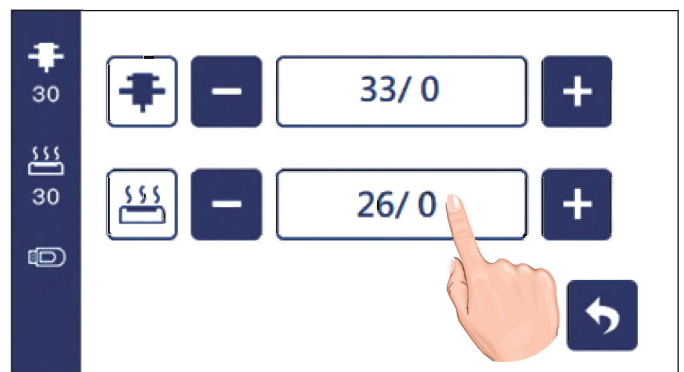


Select the distance to move each time you press the direction



### Preheating

Preheat the printing module or printing platform to reduce the heating time required for printing. Nozzle/Platform: The left value in the field shows the current temperature, and the right value shows the target temperature. Press the "plus" or "minus" signs to adjust the preheating temperature. Click the middle position of the field to cancel the setting.



	Manual
	Manual control of the positions of X, Y and Z axes. Test the smoothness of movement.
	Preheating
	Preheat the temperature of nozzle or platform.
	Filament
	Temperature settings for loading/unloading filaments.
	Internet
	You can connect internet and conduct WiFi settings.
	Leveling
	By "Fast leveling" (Z-offset), the distance between the nozzle and the platform can be adjusted. By "Normal leveling", the printing module will move to the left front, right front and rear center respectively, and finally conduct Z-offset.
	Stop
	Stop/pause the work in progress.
	Fan
	View/set fan status.



## Filament

**Nozzle:** The left value in the field shows the current temperature, and the right value shows the target temperature.

Press the "plus" or "minus" signs to adjust the temperature of the filament.

Click the middle position of the field to cancel the temperature setting.

● When loading the filament, wait for the temperature to

reach the target temperature, and then click

"  ". When the filament starts to be discharged

from the printing module, click "  " to complete the feeding.

● When unloading the filament, wait for the temperature

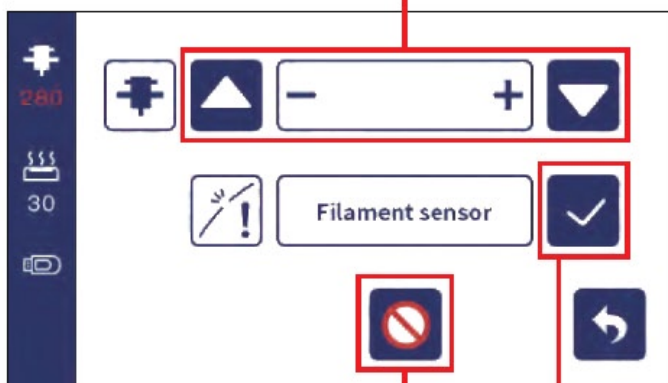
to reach the target temperature, and then click

"  ". When the filament starts to exit from the printing module, click "  " to slowly pull out the

filament to complete the unloading.

● Filament sensor: On  /Off  .

### Load/Unload control




Stop motor loading/  
unloading action

Filament sensor:  
On/Off



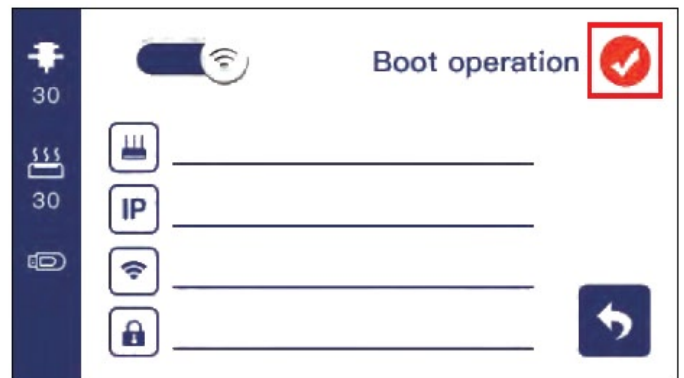
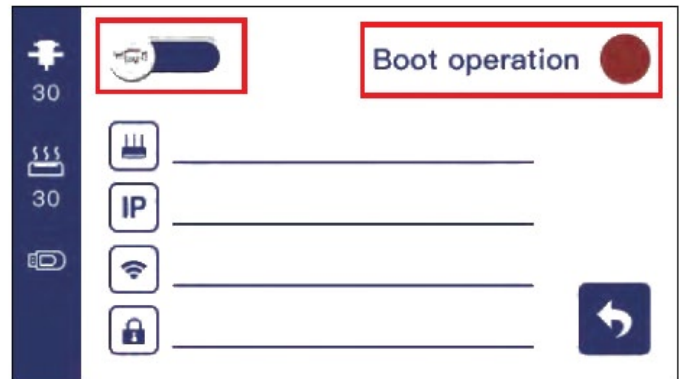
## Internet

Click "Boot operation" to connect  or

disconnect  the internet.

Click this icon to switch to wired  or

wireless network  .



**Wireless network connection:**

The printer will search for available access points.

Click the Access Point you want to connect to.

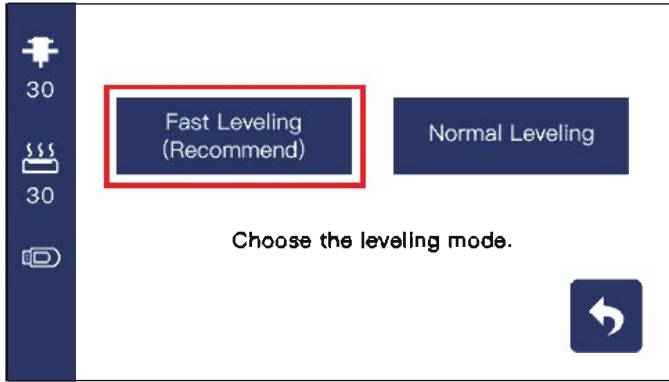
Enter the access password.

Wait for the connection is complete and the name of access point will be displayed when connection succeeded.



# Leveling

For the first printing, you can select "Fast leveling" ("Z-offset") and wait for the printing module and Z-axis to move to the adjustment position.



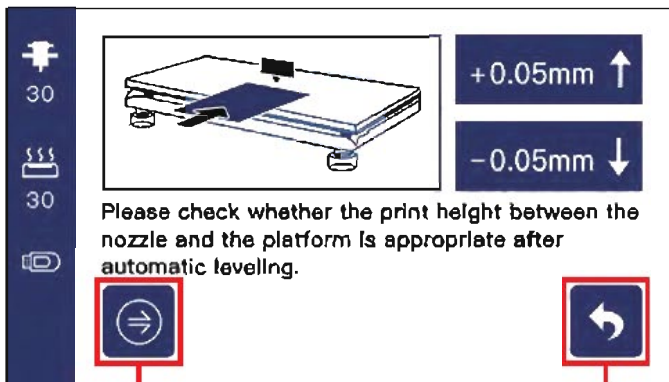
### Rapid calibration:

After reaching the initialization position, check the distance between the nozzle and the platform, and then evaluate the height of Z-axis. Click the ascending/descending icons on the screen to ascend or descend the platform. Please use the level paper to adjust to the optimum printing distance.

It is recommended to adjust to a distance where the level paper can slide between the nozzle and the platform, but has slight resistance.



Click "Confirm" to save the settings after the adjustment.



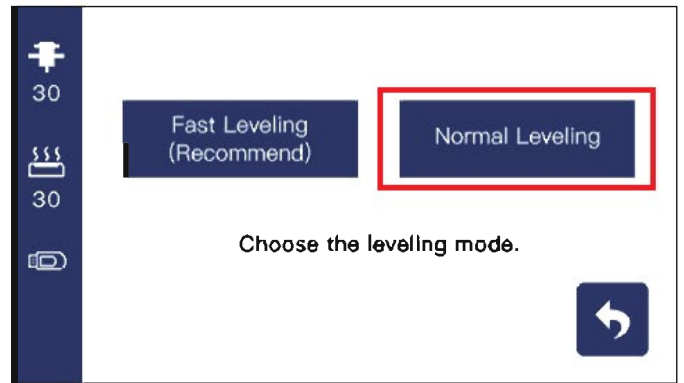
Go to the calibration completion page

Back to Tool functions page

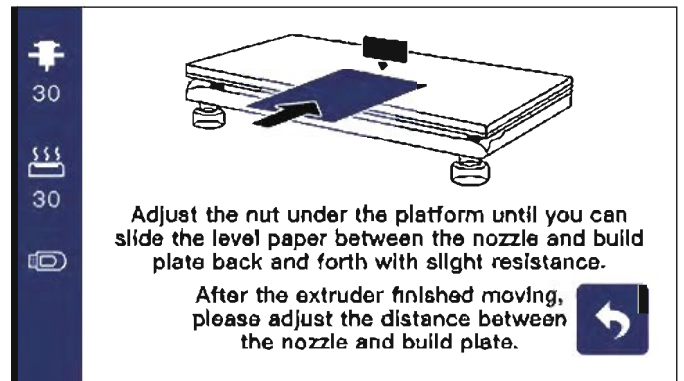
Calibration is completed.



### Normal calibration:



Please click the "Next" to enter the platform leveling mode. Wait for the printing module and platform to move to the adjustment position.



Please adjust the nuts under the platform in sequence, it is recommended to adjust to a distance where the nozzle can rightly touch the platform.  
 First adjust the front left nut, and then click Next > wait for the printing module and the platform to move to the adjustment position.  
 Then adjust the front right nut, and then click Next > wait for the printing module and the platform to move to the adjustment position.  
 Finally adjust the nut at the rear, and then click Next.

Turn the nut clockwise  
 Raise the build plate to reduce the distance between the plate and nozzle.

Turn the nut anticlockwise  
 Lower the build plate to increase the distance between the plate and nozzle.

After finished the adjustment, please click "next step".

Use the level paper to adjust to a distance where the level paper can slide between the nozzle and the platform, but has slight resistance.  
 After the adjustment is completed, click "Confirm" to save the settings, and then the leveling is completed.

+0.05mm ↑

-0.05mm ↓

Please check whether the print height between the nozzle and the platform is appropriate after automatic leveling.

Adjustment completed.

Confirm



Stop

Pause printing module operation.



Fan

View or set the fan status including nozzle, model, and circulation.

Click on the field to turn on (100)/turn off (0) the fan.

Nozzle (%) : 0

Model (%) : 0

Circulation (%) : 100

More Info



For more information on the da Vinci Max, please contact your local dealer or visit the official website of XYZprinting: <https://www.xyzprinting.com>



## Support information

When the problem occurs with the printer, please refer to the following troubleshooting instructions. If the problem persists, please contact the Customer Service Center.

### ● Problem code and handling

When a problem occurs with the printer, the service code will be displayed on the printer screen or the software interface. Please refer to this service code description form for preliminary testing.

Service code	Symptom	Troubleshooting
<b>Memory error</b>		
M_3e	USB drive error	Please re-plug the USB drive
M_400	Print file error	Please check the print file
M_800	USB drive read error	Replug the USB drive
M_2000	Parameter error	Update print parameters
M_4000	Error printing file or font	Reprint
M_8000	USB drive write error	Please replace with a USB drive
<b>Motor drive overheating or other abnormality</b>		
D_01	The driver cannot execute the command	
D_02	Drive illegal command	
D_04	Drive overheat shutdown error	Reduce fan current
D_08	Drive current detection error	Reduce fan current
<b>Communication error</b>		
C_01/C_02	Panel no detect	Contact the service center for help
C_04/C_08	Touch module write timeout	
C_10/C_20/C_40/C_80/C_100	Network Abnormal	
<b>Print error code</b>		
P_01	Buffer overflow error	Contact the service center for help
P_02	Wrong number of rows	
P_04	This command is not supported	
P_08	Wrong printer model	
P_10	Command parameter error	
P_40	File checksum fail	

### ● Maintenance and Service

Keep original packaging material in the event of sending your unit back for repair during the warranty period. If other packing materials are used instead, the printer may be damaged during the transportation process.. In such situation, the XYZprinting the right to charge repair fee.

## Limited Warranty

Thank you for purchasing a XYZprinting Netherlands B.V. product. Our products are made with a commitment to quality design. To ensure your best experience with our product, we advise you to read the quick installation guide or visit our website for further information ([www.xyzprinting.com/en-GB/](http://www.xyzprinting.com/en-GB/)). If warranty service is needed, please contact our official website at [www.xyzprinting.com/en-GB/](http://www.xyzprinting.com/en-GB/). If you would like to learn more about the warranty services, please log on to [www.xyzprinting.com/en-GB/](http://www.xyzprinting.com/en-GB/), select "Support" then "Product Warranty" where you can find complete details of all the warranty terms and conditions. With any request for warranty service, you must provide the product name, serial number and date of purchase. Please keep this warranty card in a safe place, because if it is lost or destroyed a new one will not be issued. Please present this warranty card if you require any warranty service for covered defects in the product arising during the warranty period. Please retain all original packaging material. If you need warranty service, please ship your product with the original packaging. Shipping without the original packaging material may cause product damage during the shipment and may result in service fees for which you will be responsible.

IN ALL EVENTS, THE TOTAL LIABILITY OF XYZPRINTING FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE END-USER'S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE END-USER IN REQUESTING WARRANTY SERVICE.

## What is Covered.

Except as stated below, this product is warranted to the original end-user buyer against any defects in material and workmanship that arise as a result of normal and reasonable use of the product. This warranty is not transferable to anyone who subsequently purchases, leases or otherwise obtains the product from the original end-user buyer.

## How long the warranty lasts.

Except for the components listed in the "XYZprinting Service Information Appendix", the product is warranted for two years from the original end-user's product purchase date as shown on the product warranty card or on other written proof of the original end-user's product purchase date or for two year from the date of manufacture of the product if no written proof of the original end-user's product purchase date can be provided.

## What is not covered.

This warranty covers only defects in materials or workmanship arising as a result of normal and reasonable use of the product and does not cover any other problems, including those that arise from: (1) improper maintenance or modification; (2) use of software, media, parts, printing materials or supplies not provided by XYZprinting; (3) operation of the product outside the product's specifications; or (4) unauthorized modification or misuse of the product. No warranty is given with respect to any consumables attached to or provided with the product (including but not limited to carton, packing materials, other accessories and maintenance tools listed in the user manual). XYZprinting does not offer global warranty, nor perform warranty services if the product is not acquired at official XYZprinting store or through its authorized resellers, or if the product is purchased outside of the region where the product is officially sold.

Service available areas: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Netherlands, United Kingdom, Switzerland.

All overseas territories of the above countries are excluded.

## What XYZprinting will do.

In the event a product defect is covered by this warranty, XYZprinting will repair or replace the product at no charge to the end-user.

## How to get service.

If warranty service is needed, please contact our official website at [www.xyzprinting.com/support/en-GB/Help](http://www.xyzprinting.com/support/en-GB/Help) In order to receive warranty service, you must provide the product name, serial number, date of purchase and a valid proof of purchase. If the product is eligible for warranty service, you will receive a Return Merchandise Authorization (RMA) number and a digital shipping label together with detailed instructions about the collection. Return and refund shall be authorized and arranged by XYZprinting.

## Payment for shipping costs.

XYZprinting will be responsible for the costs of shipping for warranty service within the warranty period as long as the product was acquired via authorized reseller in regions where the product is officially launch.

## Other Terms and Conditions

When providing any warranty service, XYZprinting reserves the right to repair the product with materials and parts selected by XYZprinting or to replace the product with another product of the same kind, at the option of XYZprinting. Any replacement product may be new, refurbished, or used, provided that the replacement product has functionality at least equal to that of the product being replaced. After any repair or replacement, the original warranty period will continue from the end-user's purchase date without extension or renewal.

XYZprinting may charge the end user for all costs incurred by XYZprinting with respect to a product submitted for warranty service under any of the following circumstances:

1. Misuse: In the case of any defect or damage to the product caused by incorrect use, improper installation, abnormal wear, physical damage or deformation caused by falls or blows, burnt circuits resulting from action by the user, broken or bent interfaces or pins, or any other defect or physical damage to the product caused by misuse.
2. Incompatibility issues: In the case of any problem not directly related to the function of the product itself, such as a complaint of a conflict with or interference from other electronic equipment, a failure to perform as the user expected, noise from motor operation, speed, or odor caused from use of the product.

3. Damage caused by force majeure such as a lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond human control.
4. Any request for warranty service after expiration of the warranty period.

## Limitation of Warranties

### Disclaimer of Warranties

NEITHER XYZPRINTING NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, XYZPRINTING DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### Limitation of Duration of Warranties

THE DURATION OF ANY IMPLIED WARRANTY WITH RESPECT TO THE PRODUCT, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE PERIOD OF THE LIMITED WARRANTY SET FORTH ABOVE.

Some states (countries) do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### Limitation of Liability

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT.

EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL XYZPRINTING OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER XYZPRINTING OR ANY OF ITS THIRD PARTY SUPPLIERS IS ADVISED OR KNOWLEDGABLE OF THE POSSIBILITY OF SUCH DAMAGES. FOR MORE DETAIL, PLEASE VISIT OUR OFFICIAL WEBSITE ([www.xyzprinting.com/en-GB/](http://www.xyzprinting.com/en-GB/)) - PRIVACY POLICY.

IN ALL EVENTS, THE TOTAL LIABILITY OF XYZPRINTING FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE ORIGINAL END-USER'S PURCHASE PRICE FOR THIS PRODUCT PLUS ANY NECESSARY EXPENSES INCURRED BY THE ORIGINAL END-USER IN REQUESTING WARRANTY SERVICE.

To the extent that this Limited Warranty is inconsistent with applicable state or federal (country) law, this Limited Warranty shall be deemed modified to be consistent with such applicable state or federal (country) law.

Some states (countries) do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state (country) to state (country).

## XYZprinting Service Information Appendix

### Warranty Period for Components

Other than the product purchased, the following components of the product are warranted for the period of time, as listed in the following table, from the original end-user's product purchase date as shown on the product warranty card or on other written proof of the original end-user's product purchase date or from the date of manufacture of the product if no written proof of the original end-user's product purchase date can be provided.

COMPONENT	WARRANTY
Motor Module	90 days
Print Bed Module	90 days
Print Head Module (Extruder Module)	90 days

### XYZprinting Netherlands B.V.

Wagenmakerstraat 7, 2984 BD Ridderkerk  
The Netherlands

Website: [www.xyzprinting.com/en-GB/](http://www.xyzprinting.com/en-GB/)

Dealer stamp

**FCC Statement**

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.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.



**XYZ** PRINTING



[www.xyzprinting.com](http://www.xyzprinting.com)