

Ender-5 Max User Manual



To Our Dear Users

Thank you for choosing Creality. For your convenience, please read through this User Manual before you start and follow the instructions provided carefully.

Creality is always ready to provide you with high-quality services. If you encounter any issues or have any questions when using our products, please use the contact information at the end of this manual to contact us. To further improve your user experience, you can find more about our devices via the following methods:

User manual: You can find instructions and videos in the USB flash disk provided with the printer.

You can also visit our official website (<https://www.creality.com> ) to find information regarding software, hardware, contact information, device instructions, device warranty information, and more.

Firmware Upgrade

1. You can upgrade the firmware directly through the device screen;
2. You can upgrade the firmware via the Creality Cloud OTA;
3. Please visit the official website <https://www.creality.com> , click on “Support → Download Center → Download the required firmware”, (Or click on “Creality Cloud → Downloads → Firmware”) , After installation is complete, you can use it.

Product Operation and After-Sales Service Information

1. You can log in to the Creality Official Wiki (<https://wiki.creality.com> ) to explore more detailed after-sales service tutorials.
2. Or contact our after-sales service center at +86 755 3396 5666, or send e-mail to cs@creality.com.



Creality Wiki

NOTES

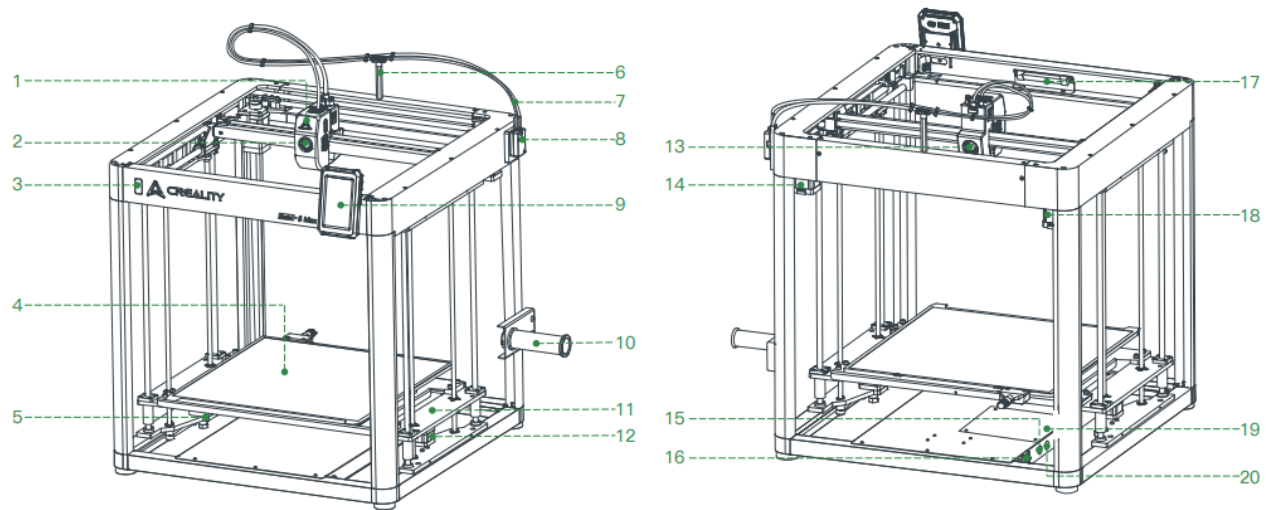
1. Do not use the printer in any way other than described herein in order to avoid personal injury or property damage;
2. Do not place the printer near any heat source or flammable or explosive objects. We suggest placing it in a well-ventilated, cool and dustless environment;
3. Do not expose the printer to a violent vibration or any other unstable environment, as this may cause poor print quality;
4. Please use recommended filaments to avoid clogging of the extrusion head and causing damage to the machine;
5. Do not use the power cable of other products during installation. Always use a grounded three-prong power outlet, which accompanies the printer;
6. Do not touch the nozzle and the heated bed during operation to avoid burns or personal injury;
7. Do not wear gloves or wraps while operating the machine to prevent entrapment of movable parts that could cause crushing and cutting injuries to bodily parts;
8. Use the provided tools to clean the filament from the extruder in time taking advantage of the residual temperature after printing. Do not touch the extruder directly when cleaning, otherwise it may cause burns;

9. Clean the printer frequently. Clean the printer body with a dry cloth regularly after powering off the printer, wipe away dust, bonded print filament and foreign objects on the guide rails;
10. Children under 10 years old should not use the printer without supervision, otherwise it may cause personal injury;
11. 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; Creality will not be responsible for any violators' legal liability under any circumstance;
12. Tip: Do not plug in or unplug wires on a charged basis.

Unbox Video

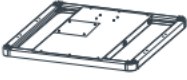
[Ender-5 Max Ubox Video](#) 

1. About the Printer



- | | | | | |
|------------------------|--------------------------|-----------------------------|-------------------------------------|--------------------------|
| ① Nozzle Kit | ⑤ Z-axis motor 1 | ⑨ Screen | ⑬ Model cooling fan 2 | ⑰ Lighting lamp |
| ② Model cooling fan 1 | ⑥ Universal support seat | ⑩ Material Rack Assembly | ⑭ Y-axis motor | ⑱ X-axis motor |
| ③ Status LED indicator | ⑦ Hotend bus | ⑪ Z-axis platform connector | ⑮ Aviation plug for hotbed leveling | ⑲ Heated bed power cover |
| ④ Printing Platform | ⑧ Filament Detection | ⑫ Z-axis motor 2 | ⑯ Power Outlet | ⑳ Waterproof plug |

2. Parts List

				
1 Base component	2 Top component	3 Printing Platform	4 Z-axis component x2	5 Screen
				
6 Screen bracket	7 Cutting plier	8 Profiles x4	9 Material Rack	10 Filament tube
				
11 Universal seat component	12 Power cable	13 Accessory kit	14 Filament	

 Accessory kit				
				
1 M5x18 Hexagon socket head cap screw with spring washer x8	2 M4x12 Hexagon socket cap screw + M4 oversized flat washer x4	3 M4x6 Hexagon socket button head screw x3	4 M5x22 Hexagon socket button head screw x4	5 M5x12 Hexagon socket button head screw x4
				
6 M5x30 Hexagon socket button head screw x2	7 M5x12 Hexagon socket head cap screw with spring washer x8	8 M5x65 Hexagon socket cap screw + M5 Spring washer x6	9 M3x6 Hexagon socket cap screw x3	10 Extruder (0.4mm)
				
11 Tool kit	12 Nozzle cleaner	13 Foot pad x4	14 Black tie	15 USB flash disk
			Tips: the above accessories are for reference only. Please refer to the physical accessories.	
16 Teflon tube for TPU use x2	17 Quick Installation Guide	18 After-sales Services Card		

3. Assembly Procedure

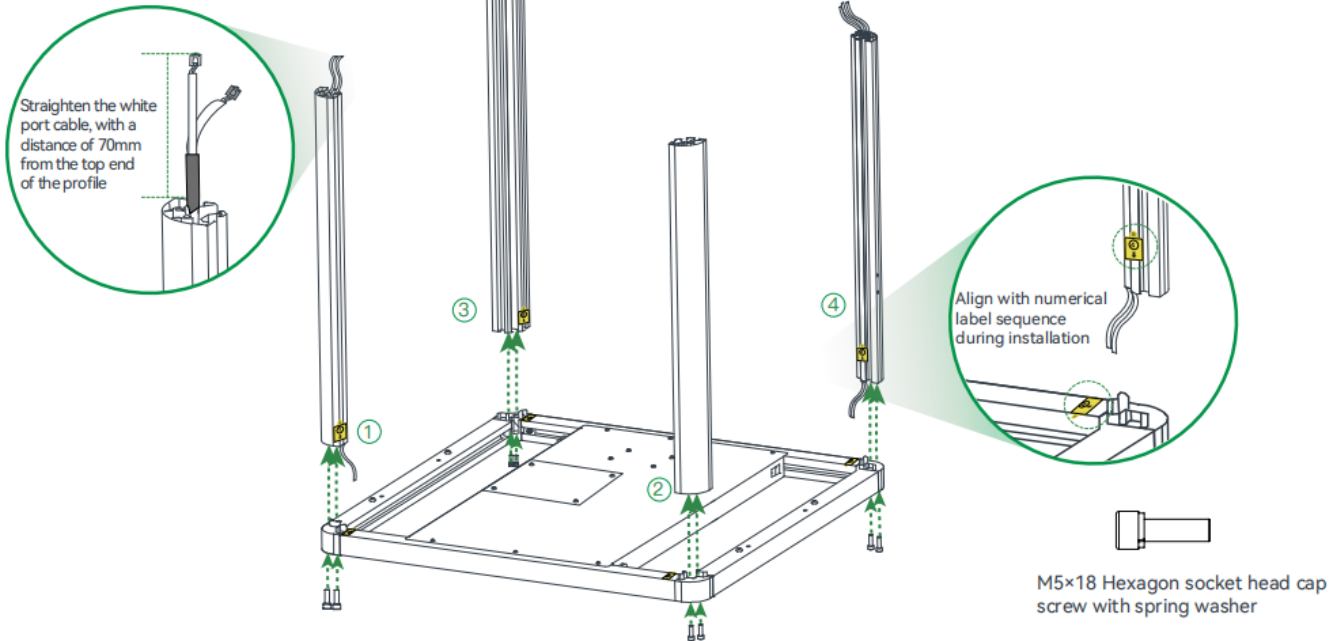
3.1 Profile Installation

Align the profiles with the screw holes on the base component according to the numerical labels, then fully secure and tighten all four corners with eight M5×18 screws.

Align the profiles with the screw holes on the base component according to the numerical labels, then fully secure and tighten all four corners with eight M5×18 screws.



Note: When installing the profiles, ensure that no wires are pinched at the bottom.

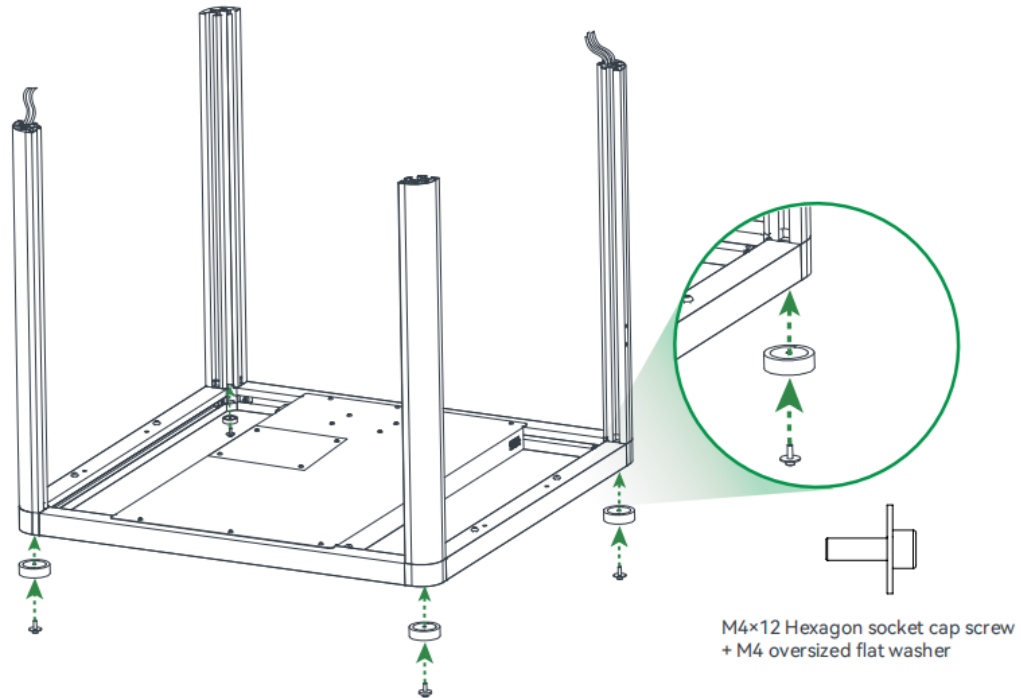


Note: When installing the profiles, ensure that no wires are pinched at the bottom.

3.2 Foot Pad Installation

Align the foot pads with the screw holes on the base component, and fully secure and tighten all four corners with four M4×12 screws and M4 oversized flat washers.

Align the foot pads with the screw holes on the base component, and fully secure and tighten all four corners with four M4×12 screws and M4 oversized flat washers.



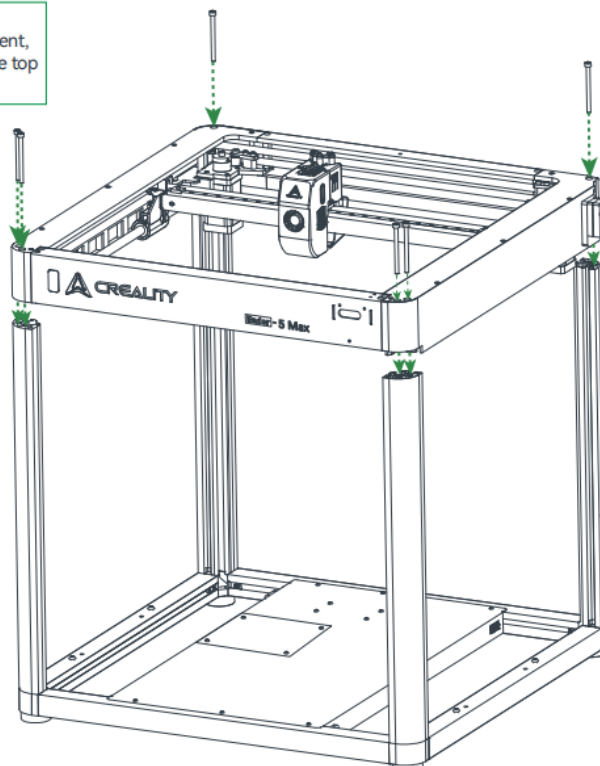
3.3 The Top Component Installation

Take out the top component and place it on the top of the profiles. Secure and tighten all four corners with six M5×65 screws and M5 spring washer screws.

Take out the top component and place it on the top of the profiles. Secure and tighten all four corners with six M5×65 screws and M5 spring washer screws.



Note: When installing the top component, ensure that no wires are pinched at the top of the profiles.



M5×65 Hexagon socket cap screw
+ M5 Spring washer



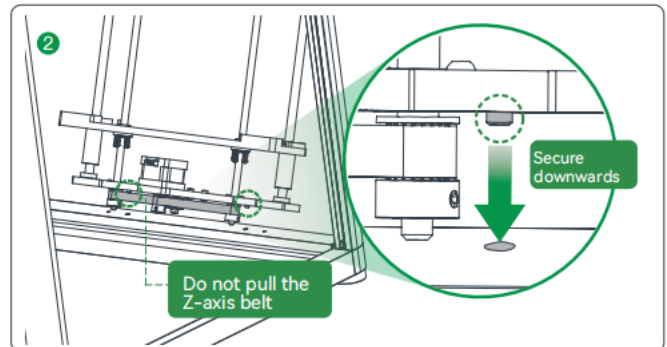
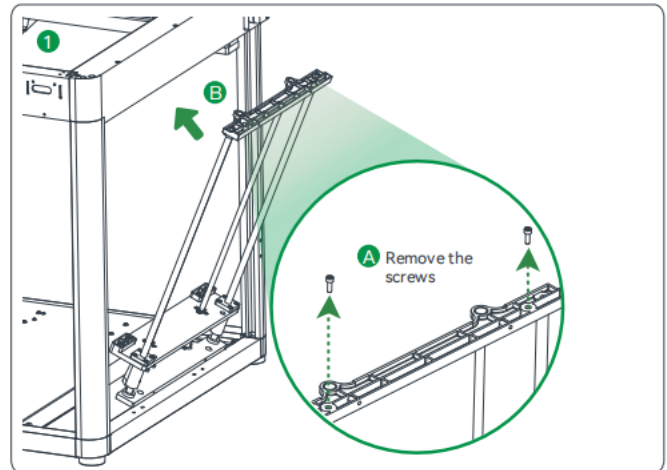
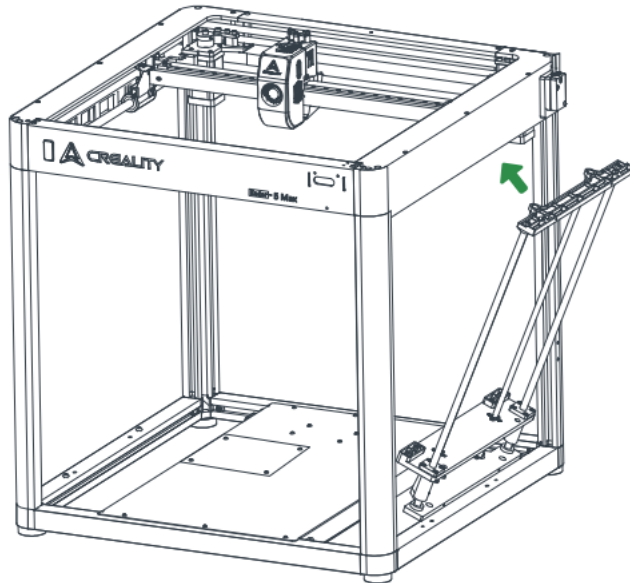
Note: When installing the top component, ensure that no wires are pinched at the top of the profiles.

3.4 Z-axis Component Installation

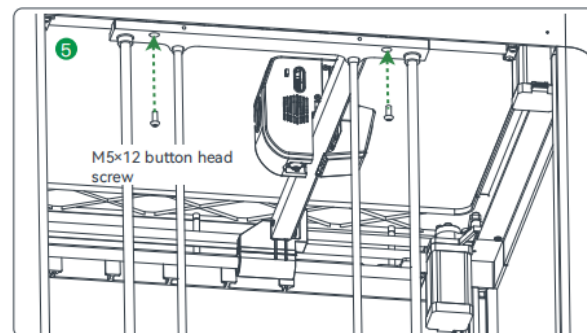
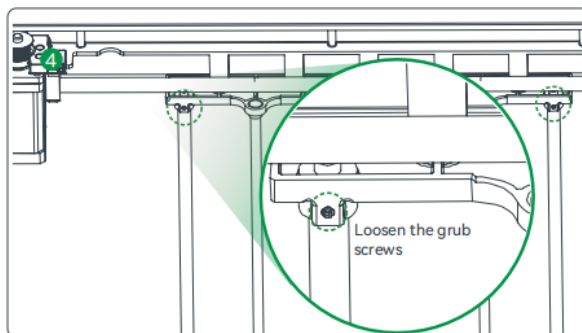
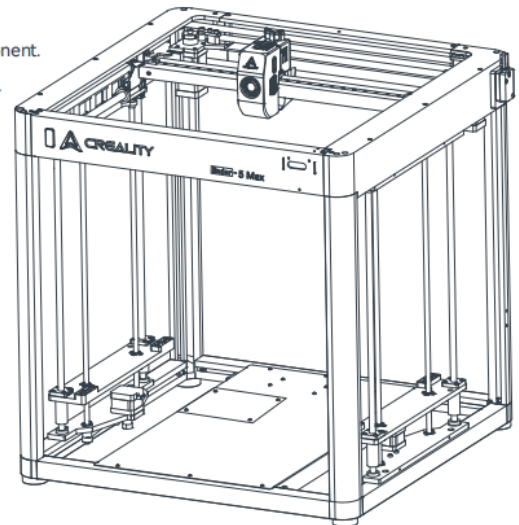
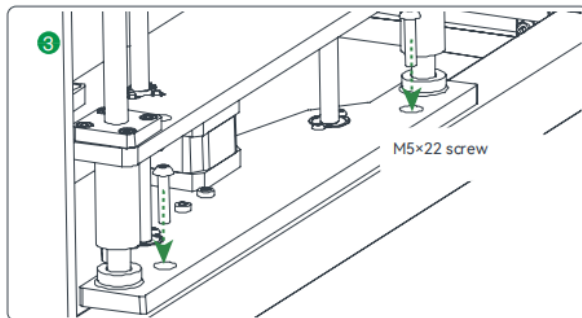
- 1 A. Remove the two screws from the top ends of the Z-axis component;
B. Then place the Z-axis component inside the equipment frame profiles.
- 2 Before assembly, ensure that the Z-axis platform connector is at the bottom of the Z axis. Do not pull the Z-axis belt during assembly.



Note: The installation method for the left and right Z-axis components is the same.

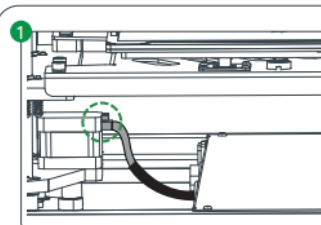
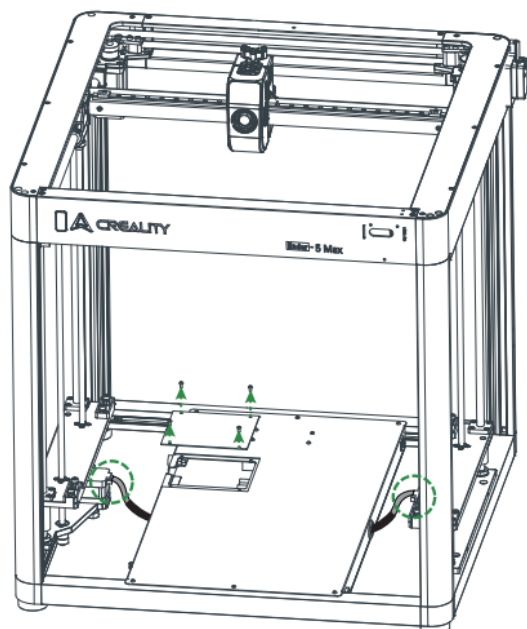


- 3 Use two M5×22 screws to secure and tighten the bottom of the Z-axis component to the base component.
- 4 After the bottom of the Z-axis component is installed, loosen the grub screws at both ends of the top.
- 5 Use two M5×12 button head screws to secure and tighten the top of the Z-axis component to the top component, then retighten the grub screws as shown in Figure 4.

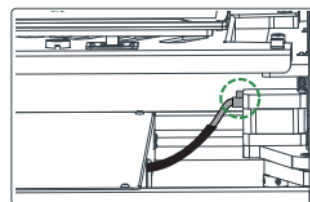


3.5 Hotbed Component Installation

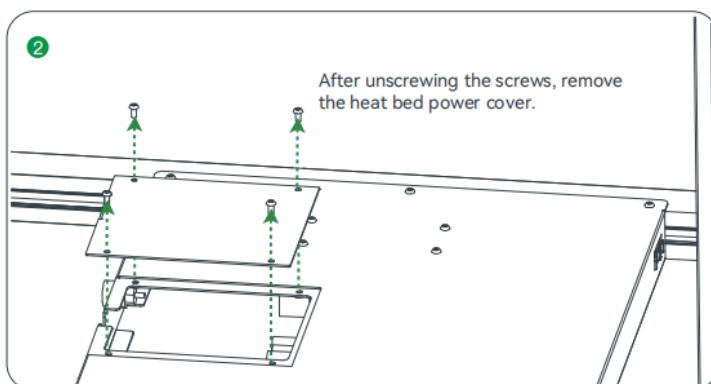
- ① Connect the Z-axis motor wires to the Z-axis motor (left) and the Z-axis motor (right).
- ② Unscrew the four hotbed power cover screws from the base assembly and remove the hotbed power cover.



Connect the Z-axis motor (L).

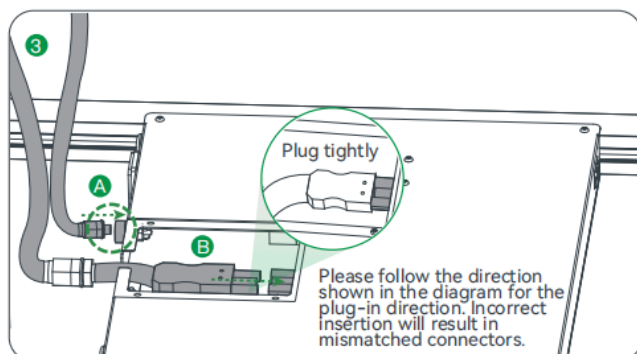
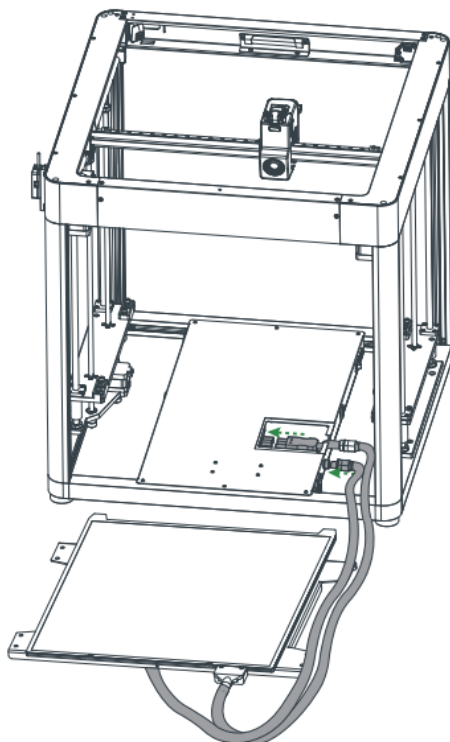


Connect the Z-axis motor (R).

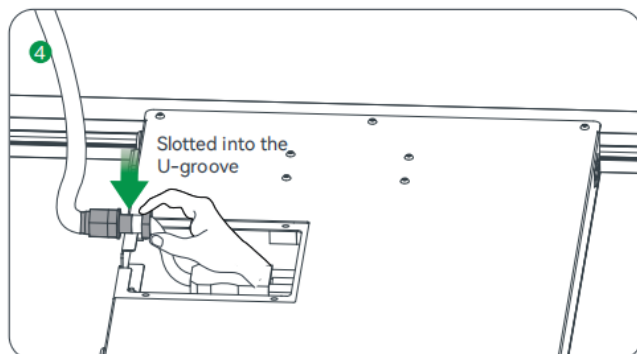


After unscrewing the screws, remove the heat bed power cover.

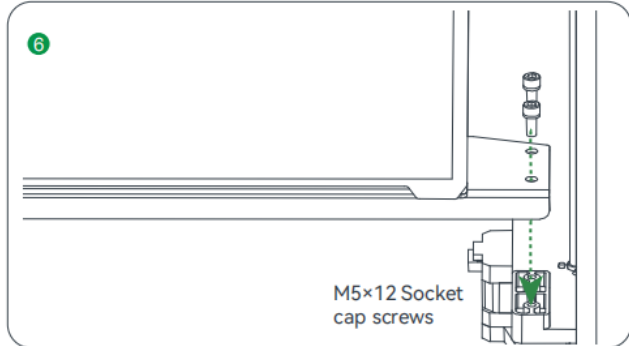
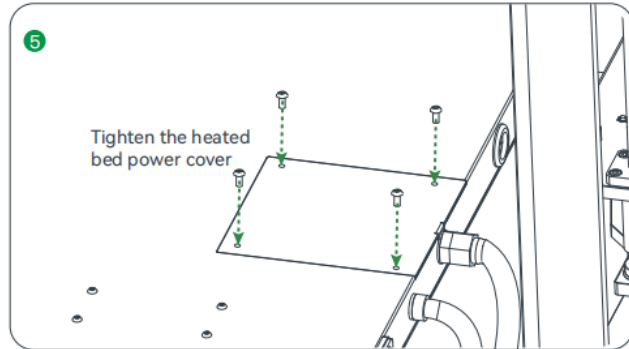
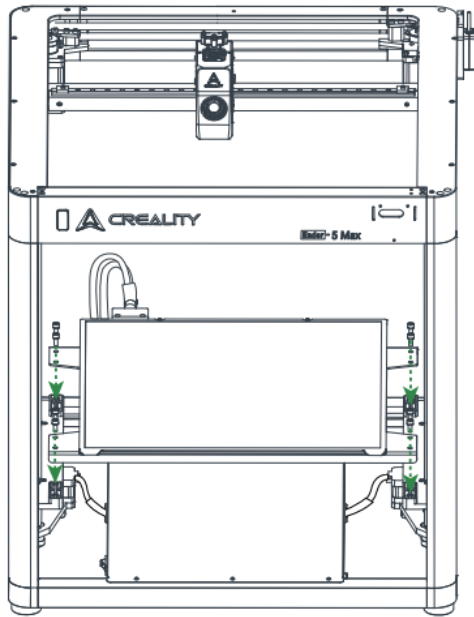
- ③ Place the heated bed assembly at the back of the machine: A. Connect the bed leveling wire; B. Insert the heated bed connector into the base connector.
- ④ Loosen the nut at the front end of the waterproof connector, then snap it into the U-shaped slot of the metal sheet, and finally tighten the nut.



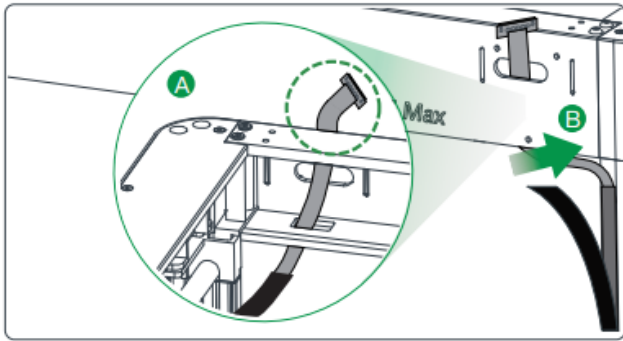
Please follow the direction shown in the diagram for the plug-in direction. Incorrect insertion will result in mismatched connectors.



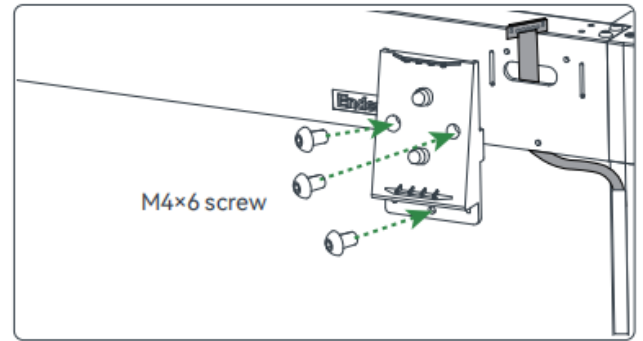
- 5 Reattach the heated bed power cover using the previously removed screws.
- 6 Place the heated bed assembly above the Z-axis connection platform assembly, align the screw holes, and then secure it with eight M5×12 Socket cap screws.



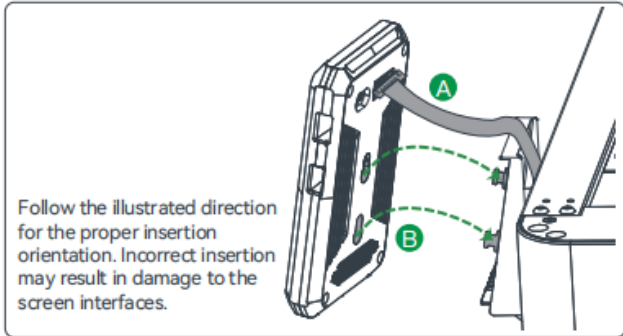
3.6 Screen Installation



- 1 A. Thread the screen cable upwards from the bottom of the profiles until it exits at the screen interface of the top component; B. Then secure the cable inside the profile using the profile seal.



- 2 Align the screen bracket with the screw holes and secure it using three M4x6 screws.

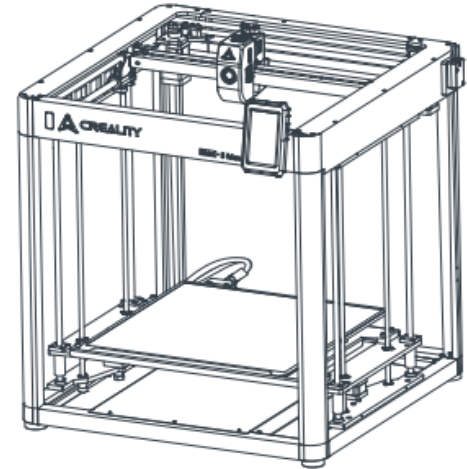


- 3 A. Connect the screen to the flexible flat cable of screen; B. Then snap the dips on the back of the screen into the slots on the screen bracket.



Tips:

- ① Do not power up the machine while the touch screen is connected or disconnected from the connection cable;
- ② Gently pull the flexible flat cable of base screen, being cautious to avoid breaking it.



- ① Do not power up the machine while the touch screen is connected or disconnected from the connection cable;
- ② Gently pull the flexible flat cable of base screen, being cautious to avoid breaking it.

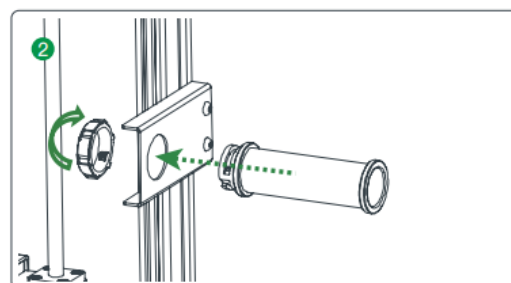
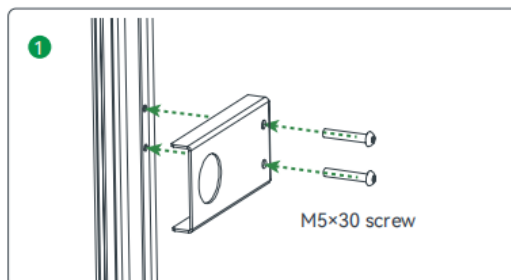
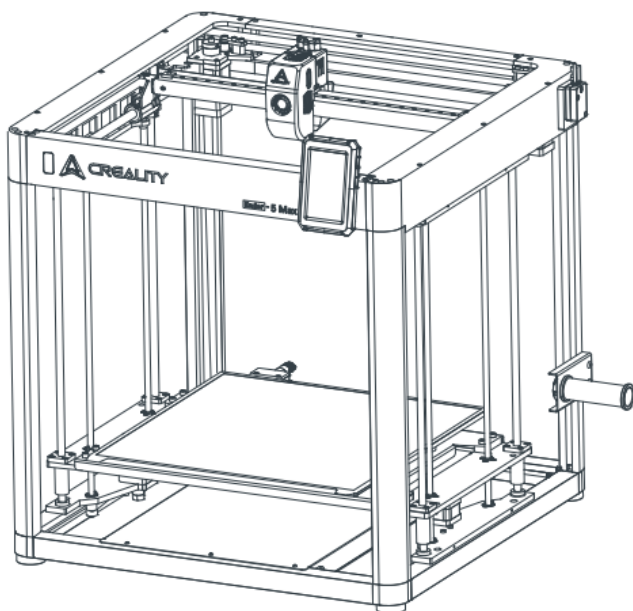
3.7 Material Rack Assembly Installation

- ① Secure the spool holder to the right profile, align it with the screw holes, and secure it using two M5x30 screws.

② Install the filament guide tube as shown in the diagram.

① Secure the spool holder to the right profile, align it with the screw holes, and secure it using two M5×30 screws.

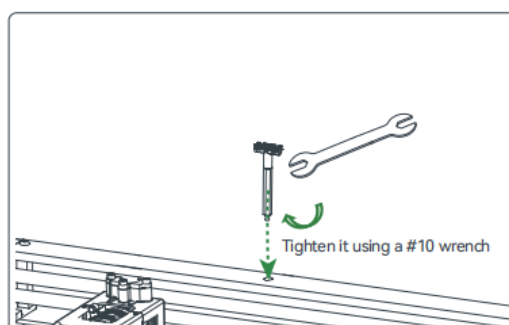
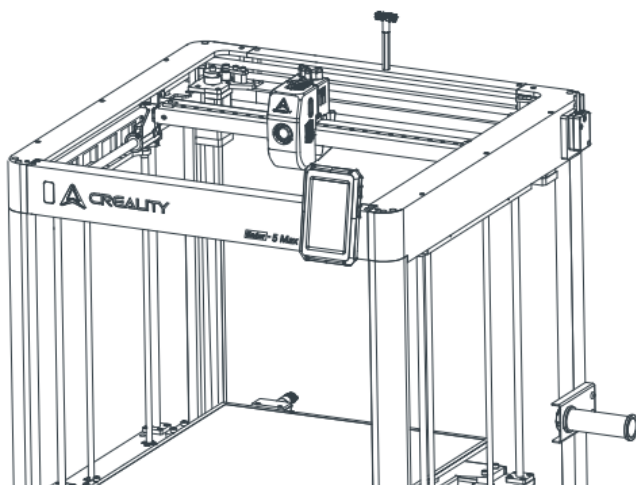
② Install the filament guide tube as shown in the diagram.



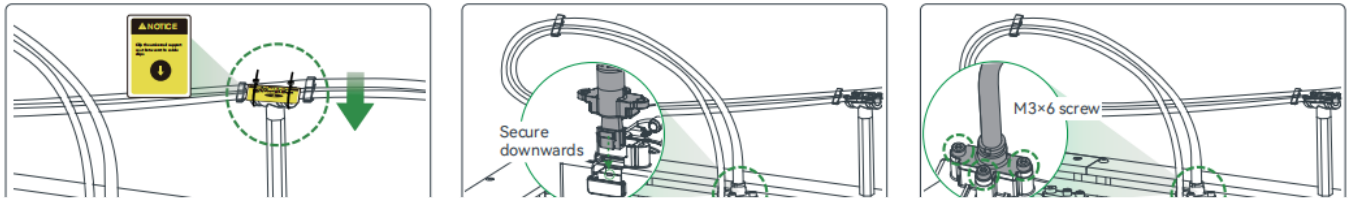
3.8 Universal support seat installation

Align the universal support seat with the holes on the top component, and tighten it using a #10 wrench.

Align the universal support seat with the holes on the top component, and tighten it using a #10 wrench.

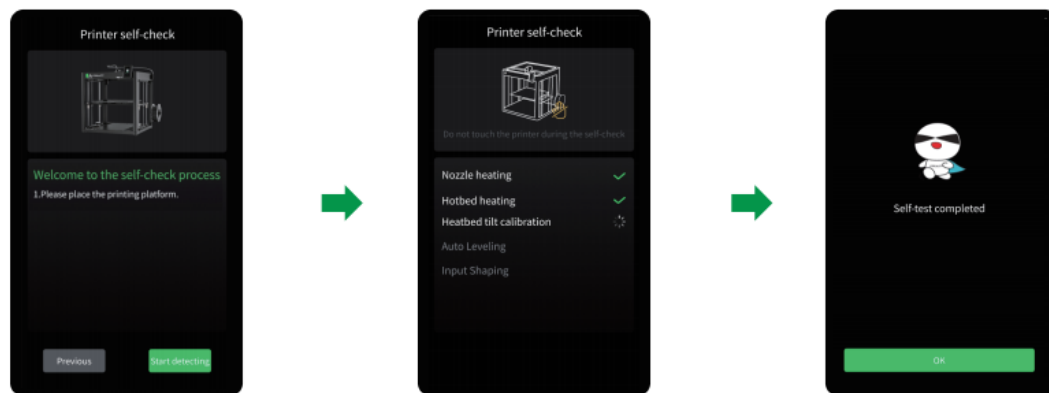
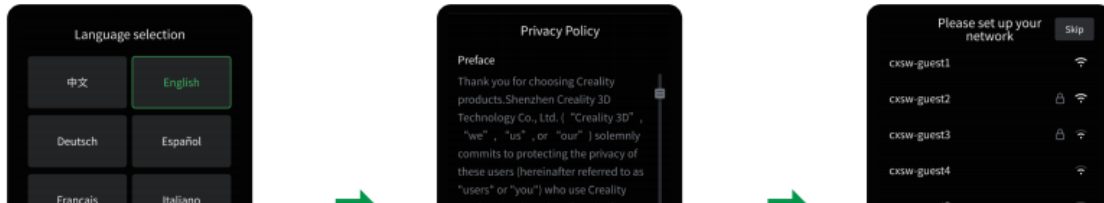


3.9 Equipment Wiring



4. About the Power-on Guide and User Interface

4.1 Power-on guide



Tips:

If any abnormalities occur during the self-check process, please refer to the FAQ to check for possible machine malfunctions; Alternatively, scan the QR code for "fault reporting" to report the machine issue and seek assistance from the after-sales service for problem resolution.



The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/-firmware UI published on the official website.

4.2 About the User Interface



File done History

File done History

File done History

5. First Printing

5.1 Filament Loading

5.2 LAN printing

※ Install Creality Print slicing software by opening the random data on the USB flash disk.

※ Log in to the official website to download for installation: <https://www.crealitycloud.com/software-firmware/software?type=7> 

5.3 USB flash disk Printing



Tips:

- ① Keep the dip switch locked before printing.
- ② For details on using the software, please refer to the slicing software user manual on the USB flash disk.
- ③ Saved files must be placed in the root directory (not a subdirectory) of the USB flash disk.
- ④ It is recommended to use Latin alphabet, numbers, and common characters for the file names.

6. Instructions for Filament Replacement

6.1 Filament Retreat

- ▶ Method 1: Manual retract
- ▶ Method 2: Auto retract



Note: When replacing filament in the event of an outage, the filament must be removed from the front end of the Teflon tube.

6.2 Auto extrude



The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

6.3 Load TPU Filament

7. Equipment Maintenance

7.1 Status LED indicator diagram

7.2 Platform plate removal and maintenance



Tips:

1. Don't bend too much for daily use to prevent deformation and unusability;
2. The printing platform is a perishable part, and it is recommended to replace it regularly to ensure that the first layer of the model sticks properly.

7.3 Lubrication and Maintenance

It is recommended to purchase lubricating grease for periodic lubrication maintenance of the optic axis, screw rod, and guide rail areas.

7.4 Nozzle Replacement



- The nozzle temperature will be high during replacement; please be cautious of burns.
- When removing the nozzle, use a tool to secure the heater block to avoid damaging the components.

8. Equipment Parameters

9. Circuit Wiring



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

© 2025 Creality. All rights reserved. | Powered by [Wiki.js](#)

//