

LD 002R Maintenance of Common Hardware Faults

Version 2019.10.15

Dear Customer:

If your printer does not work properly, please follow these steps to repair it:

1. check all connections to ensure that the connections are normal.
2. if the equipment is still unable to work, please refer to the corresponding section in this maintenance manual according to the fault content.
3. if this maintenance manual cannot solve your problem, please contact the after-sales personnel and use brief and accurate statements to describe the problems you encounter.

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1. Printing Screen

1.1 The model is serious damaged

1.1.1 Check there is no debris or dust between the vat and the printing screen. Avoid too small scale of model slices.

1.2 The printing screen lights up abnormally

1.2.1 Check if the screen wiring is not in good contact.

1.2.2 Shut down the printer and restart to check if it is normal.

1.3 The printing screen is damaged

1.3.1 Contact customer service personnel, purchase the printing screen, and replace the printing screen according to the instructions.

2. Vat

2.1 Model don't stick to platform

2.1.1 Sundries or resin in the water tank have not been cleaned up. if printing continues to fail, please contact service personal.

2.2 The release film of vat was damaged

2.2.1 Release films are consumables and can be replaced according to the official website

2.2.2 Stop pouring the photosensitive resin, and stop printing. If any photosensitive resin flows out, please clean it in time.

2.2.3 It is forbidden to use sharp objects to contact the release film. if there is any damage, please contact the after-sales personnel to purchase the release film.

3. Printing Process

3.1The model fell off and could not be sucked up.

3.1.1 When the contact area at the bottom of printing is small, the model can add the bottom plate.

3.1.2 When print heavy things, Add support with a large top contact area.

3.2The added brace didn't be printed

3.2.1 Modify the support to a suitable size and the contact area between the top and the bottom will be larger.

4. Data reading

4.1 The USB flash drive does not work and seems to be broken

4.1.1 Check USB flash drive with a replacement method.

4.1.2 Try to format the USB flash drive. if it cannot be formatted, replace the USB flash drive or contact the after-sales personnel for handling.

4.2 No response after inserting USB flash drive, or no file found.

4.2.1 Format the USB flash drive.

4.2.2 Reload USB flash drive.

4.2.3 Refresh USB flash drive.

4.2.4 If it is normal to work at computer, replace other USB flash drive or contact the after-sales personnel for handling.

5. Chassis (only for professional after-sales personnel)

5.1 May be there is a problem with the motherboard

5.1.1 They will be handed over to after-sales maintenance personnel for inspection.

5.2 Display screen is broken, black screen, white screen, flash screen.

5.2.1 Check the display wire.

5.2.2 Removal of high frequency interference sources.

5.3 There is a problem with the power supply

5.3.1 Check whether the voltage switch is set to the local voltage range (110 v / 220 v).

5.3.2 Check whether the connection of wires is normal

5.3.3 Check by after-sales maintenance personnel.

6. The parts are damaged or wrong or missing delivery

6.1.1 Contact the after-sales to identify the defective parts and apply for replacement or reissue parts.

Technical support

Creality all after-sales and sales teams are on standby for you. We Will be pleased to help solving any problems you may encounter when you use our creality3d printers. If you can not find the solution to the problem from the user manual,you can visit our official website to search for a solution, or you can contact with us by phone.

You can find some instructions and solutions of the common problem on our website. Also, Many of your problems can be solved here:www.creality.com

You can contact the after-sales team to solve the problem by phone from 8: 30 to 21: 30 every Monday to Saturday. If you contact us during non-working hours, we will give you a reply and feedback in the first place during working hours to solve the problem for you. We are extremely sorry for the inconvenience.

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Produce Better Quality 3D Printers