



CREALITY  
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创造现实，成就梦想  
Create reality, achieve dreams

CR-10 Smart Pro

CR-10 Smart Pro

# 3D Printer User Manual

3D打印机用户使用手册

V1.2



## 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 storage card.

Visit our official website [www.creality.com](http://www.creality.com) to find relevant software/hardware information, contact details and operation and maintenance instructions.

## 尊敬的用户：

感谢您选择创想三维的产品。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。

创想三维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：您可以在存储卡内找到相关使用说明及视频。

您还可以登陆创想三维官网([www.cxsw3d.com](http://www.cxsw3d.com))寻找相关软硬件、联系方式、设备操作、设备保养等信息。

## Firmware Upgrade

Please login the official website <https://www.creality.com/download>, switch the language and select the relevant printer and model and download the required firmware, you can use it after the installation is finished.

## 固件升级

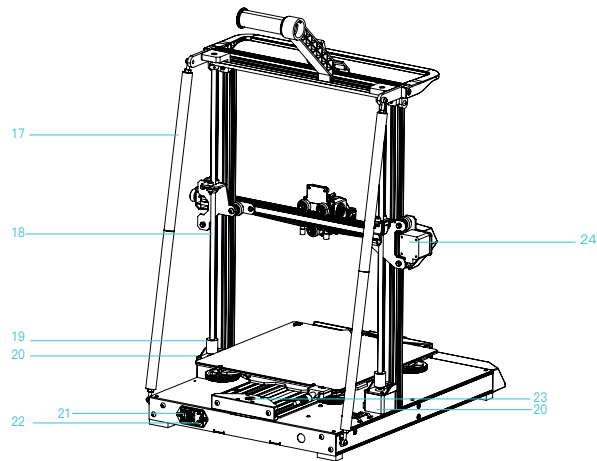
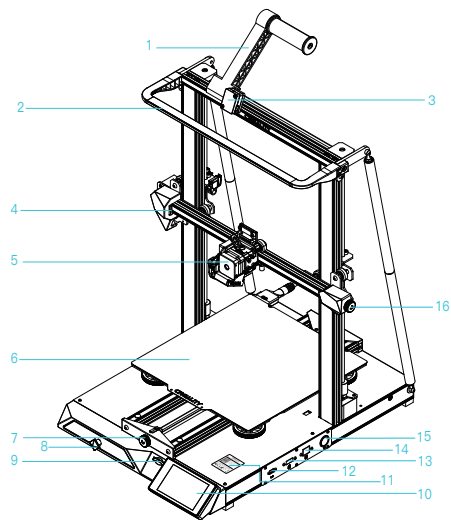
请您登录官网<https://www.cxsw3d.com>，点击首页→服务支持→下载所需固件，安装完成后即可使用。

- 1 Do not use the printer any way other than described here 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, low-dust environment.
- 3 Do not expose the printer to violent vibration or any unstable environment, as this may cause poor print quality.
- 4 Before using experimental or exotic filaments, we suggest using standard filaments such as ABS or PLA to calibrate and test the machine.
- 5 Do not use any other power cable except the one supplied. Always use a grounded three-prong power outlet.
- 6 Do not touch the nozzle、printing surface or motor during operation as they may be hot. Keep hands away from machine while in use to avoid burns or personal injury.
- 7 Do not wear gloves or loose clothing when operating the printer. Such cloths may become tangled in the printers moving parts leading to burns, possible bodily injury, or printer damage.
- 8 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.
- 9 Children under 10 years old should not use the printer without supervision.
- 10 This machine is equipped with a security protection mechanism. Do not manually move the nozzle or printing platform mechanism manually while booting up, otherwise the device will automatically power off for safety.
- 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.

- 1 请勿尝试任何使用说明中没有描述的方法来使用本机，避免造成意外的人身伤害和财产损失；
- 2 请勿将本机放置在易燃易爆物中或高热源附近，请将本机放置在通风、阴凉、少尘的环境内；
- 3 请勿将打印机放置在振动较大或者其他不稳定的环境内，机器晃动会影响打印机打印质量；
- 4 建议使用厂家推荐耗材，以免造成挤出头堵塞和机器损坏；
- 5 请勿在安装过程中使用其他产品电源线代替，请使用本机附带的电源线，电源插头需接插在带有地线的三孔插座；
- 6 请勿在打印机工作时接触喷嘴、热床以及电机，以防止出现高温烫伤，造成人身伤害；
- 7 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；
- 8 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，以防出现烫伤；
- 9 年龄在10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；
- 10 本机设有安全保护机制，请勿在开机状态下手动快速移动喷头或打印平台机构，否则设备会自动断电关机保护；
- 11 使用者应遵守设备所在地（使用地）相应国家、地区法律法规，恪守职业道德，注意安全义务，严禁将我司的产品或设备使用在任何非法用途上。如有违反者所应承担的相关法律责任我司概不负责。

Introduction 设备简介	01-01
Parameters 设备参数	02-02
Parts List 零部件清单	03-03
Assemble the 3D Printer 组装3D打印机	04-09
Use the 3D Printer 使用3D打印机	10-17
创想云配网方式1	18-19
创想云配网方式2	20-21
Off-line print 脱机打印	22-23
Start print 开始打印	24-24
Network reset 网络复位	25-25
Printer maintenance 打印机维护	26-26
Wiring Connection 电路接线	27-27
Troubleshooting 故障检修	28-29
After-Sales Service Card 售后服务卡	30-32

# 1. Introduction 设备简介



1 Feeding holder components

料架组件

2 LED Light LED灯

3 Filament Detector 断料检测

4 X Limit Switch X轴限位开关

5 Nozzle Kit 喷头组件

6 Printing Platform 打印平台

7 Y-axis belt adjusting knob

Y轴皮带调节旋钮

8 Tool Box 工具箱

9 Storage Card Slot 存储卡槽

10 Touch screen 触摸屏

11 WiFi QR code WiFi二维码

12 Connecting Interface 联机接口

13 Camera Interface 摄像头接口

14 Network Interface 网络接口

15 Power-on button 开机按钮

16 X-axis belt adjusting knob

X轴皮带调节旋钮

17 Pull rod 拉杆

18 Screw rod 丝杆

19 Coupling 联轴器

20 Z-axis motor Z轴电机

21 Power switch 电源开关

22 AC power supply 交流电源接口

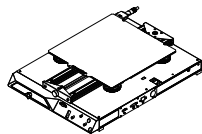
23 Y-axis Motor Y轴电机

24 X-axis Motor X轴电机

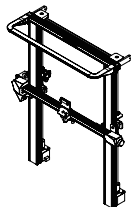
## Basic Parameters 基本参数

Model   型号	CR-10 Smart Pro
Printing Size   成型尺寸	300*300*400mm
Molding Tech   成型技术	FDM
Nozzle Number   喷头数量	1
Slice Thickness   切片层厚	0.1mm-0.4mm
Nozzle Diameter   喷嘴直径	Standard 0.4mm   标配0.4mm
Precision   打印精度	±0.1mm
Filament   打印材料	1.75mm PLA/ABS/TPU/PETG/Wood/Carbon/PA
File Format   切片支持格式	STL/OBJ/AMF
File Transfer   打印方式	Wifi/Storage card/Online  Wifi/存储卡脱机打印或者联机打印
Slice Software   可兼容切片软件	Creality Slicer/Cura/Repetier-Host/Simplify3D
Power Supply   额定电压	Input  输入:AC100-240V 50/60Hz Output 输出:DC 24V
Total Power   额定功率	350W
Bed Temp   热床最高温度	≤100°C
Nozzle Temp   喷嘴最高温度	≤300°C
Maximum Ambient Temp   最高环境温度	≤35°C
Retraction distance   回抽距离	≤3mm
Resume Printing   断电续打	Yes   支持
Filament Detector   断料检测	Yes   支持
Dual Z-axis   双Z轴	Yes   支持
Auto Leveling   自动调平	Yes   支持
Language   语言	中文/ English/Deutsch/Español/Français/Italiano/Português/Русский/Turkish
Printing Speed   打印速度	80-100mm/s

### 3. Package Content 零件清单



1 Base Frame | 底座 x 1



2 Gantry Frame | 龙门架 x 1



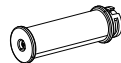
3 Touch screen | 触摸屏 x 1



4 Power Cord | 电源线 x 1



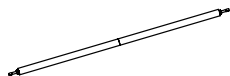
5 Rack | 料架 x 1



6 Spool | 料管 x 1



7 Filament | 耗材 x 1



8 Pull rods | 拉杆 x 2



9 M5x45 Sems Screw x4  
M5x45组合螺丝



10 M5x12 Hexagon flat round  
head screw x2  
M5x12 内六角平圆头螺丝



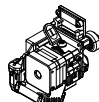
11 M5x20 Hexagon flat round  
head screws x2  
M5x20 内六角平圆头螺丝



12 M5 Large Flat gasket x2  
M5加大平垫



13 Camera | 摄像头 x 1



14 Nozzle Kit | 喷头组件 x 1



#### Tool list 工具箱清单



1 Spade x 1  
铲刀



2 Wrench x 1  
扳手



3 Socket Spanner x 1  
套筒扳手



4 Nozzle Cleaner x 1  
通针



5 Diagonal Pliers x 1  
剪钳



6 Allen wrench x 1  
内六角扳手



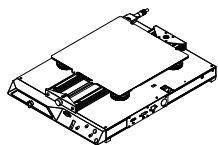
7 Storage Card & x 1  
Card Reader  
存储卡和读卡器



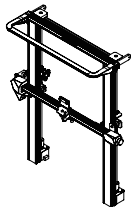
8 Nozzles x 2  
喷嘴

Tips: the above accessories are for reference only, please refer to the physical accessories! 注意：以上配件仅供参考，请以实物为准！

## 4. Install the Gantry Frame 安装龙门架



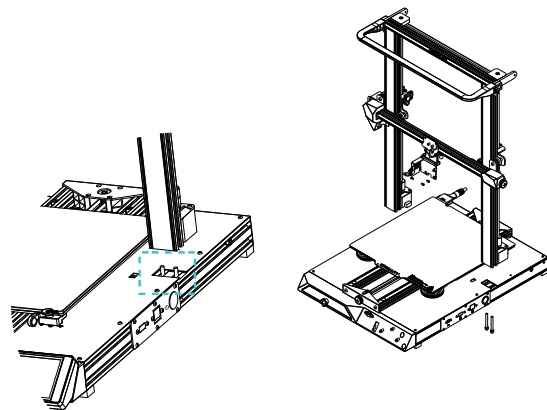
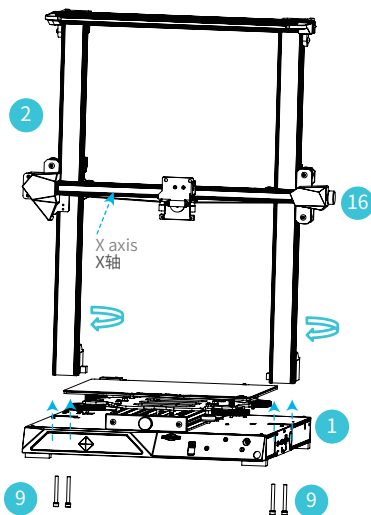
1 Base Frame | 底座 x 1



2 Gantry Frame | 龙门架 x 1



9 M5x45 Sems Screw x4  
M5x45组合螺丝



Two Z-axis profiles, installed on the inner step of the Y-axis bottom profile.  
两根Z轴型材，靠Y轴底部型材内侧台阶安装。

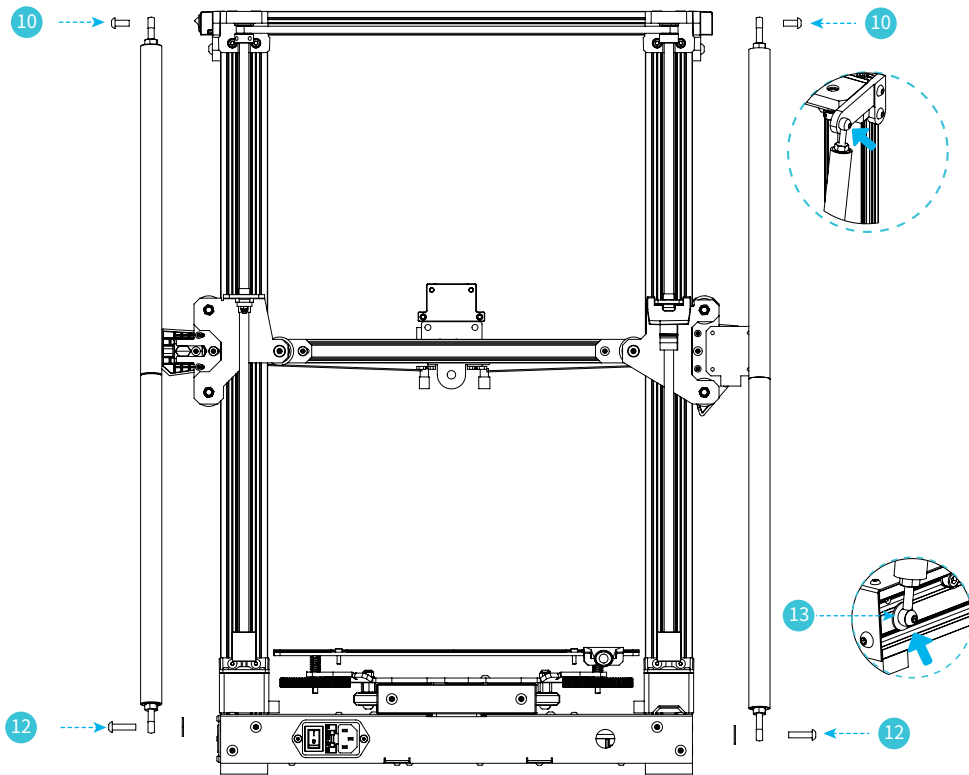


Twist the coupling to raise the X axis to the position shown in Figure 16.  
拧动联轴器使X轴上升到如图16所示位置。

## 5. Pull Rod Installation 拉杆安装

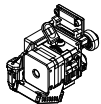
Adjust the proper length of assembled pull rod and install in the position shown in the figure  
拉杆组装调节到合适的长度，安装在图示位置

-   
10 M5×12 Hexagon flat round head screw x2  
M5x12 内六角平圆头螺丝
-   
12 M5x20 Hexagon flat round head screws x2  
M5x20 内六角平圆头螺丝
-   
13 M5 Large Flat gasket×2  
M5加大平垫

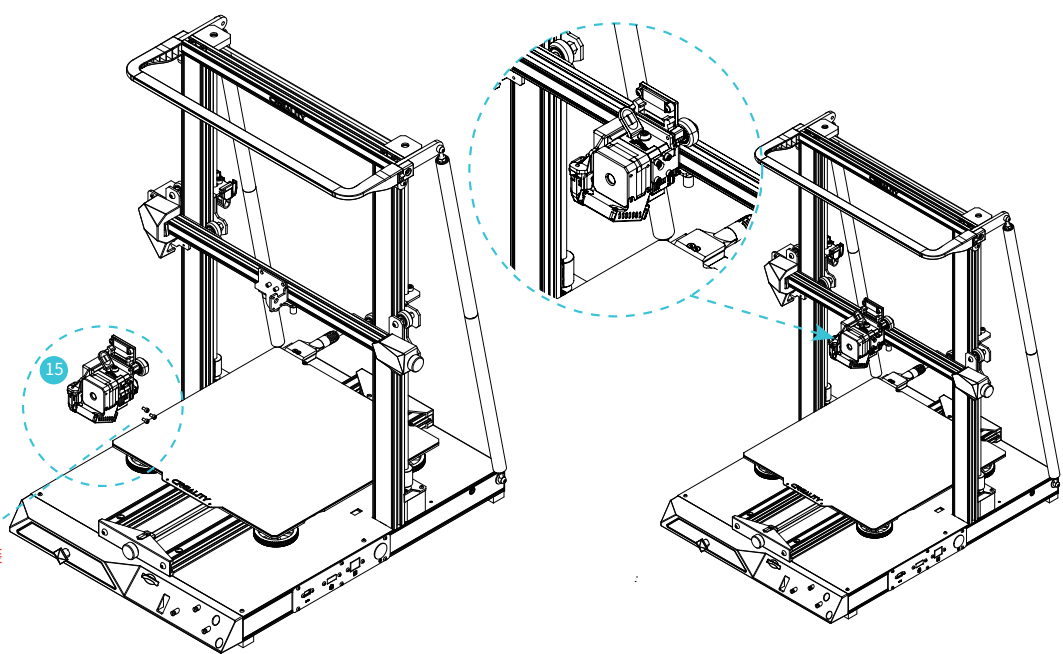




## 6. Nozzle Kit Installation 喷头组件安装



15 Nozzle Kit | 喷头组件 x 1



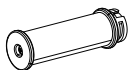
螺丝已固定在喷头组件上，用户需自行拆装

## 7. Install the Rack 安装料架

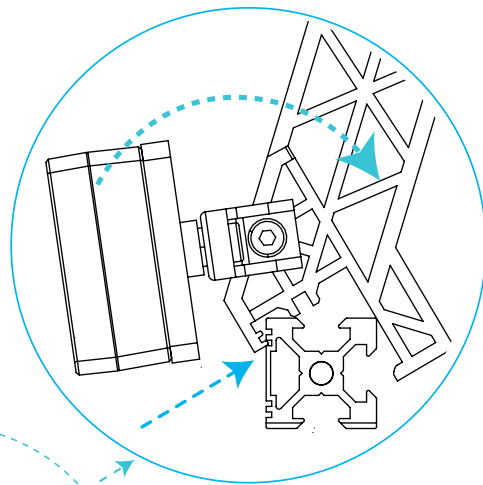
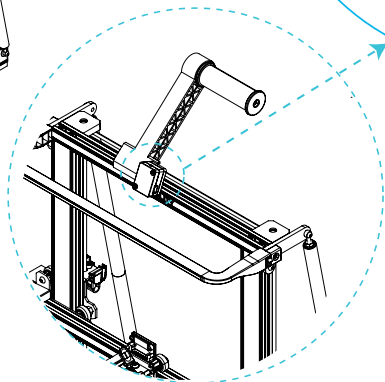
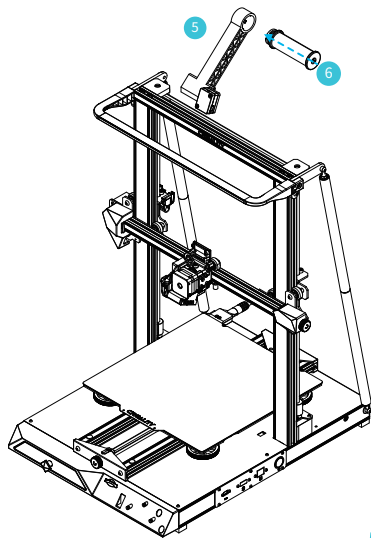
When you wait for the temperature to rise, hang the filament over the Filament Holder.  
安装图示将料架装配到机器上方



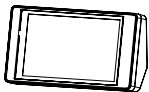
5 Rack | 料架 x 1



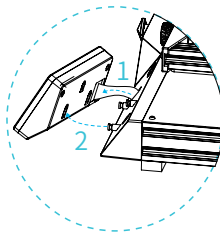
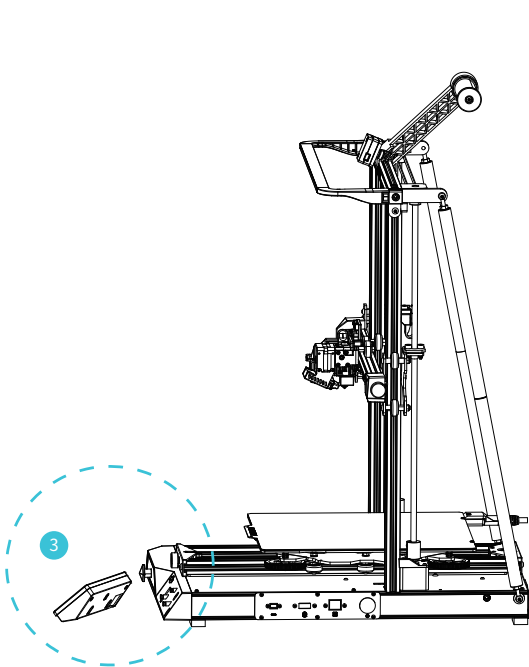
6 Spool | 料管 x 1



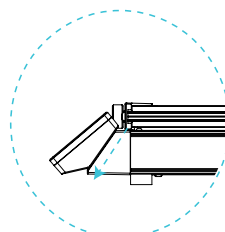
## 8. Install the touch screen 安装触摸屏



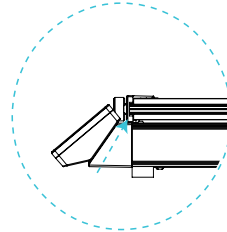
3 Touch screen | 触摸屏 x 1



1. Connect the FFC on the base with the touch screen.
- 1、把底座的排线与触摸屏连接起来



mounting  
安装



disassembly  
拆卸

2. Correctly put 3 mounting holes in the back of the touch screen onto 3 studs in the housing, and carefully complete assembly in a direction as indicated by the arrow. Conduct disassembly as illustrated.
- 2、将触摸屏背面三个安装孔水平对准机壳上三个螺丝柱，并按箭头方向轻轻扣压到位。拆卸按图示方向



### Caution

- Do not connect or disconnect the cables when the machine is powered on.
- 当机器通电时，请勿连接或断开连接线。



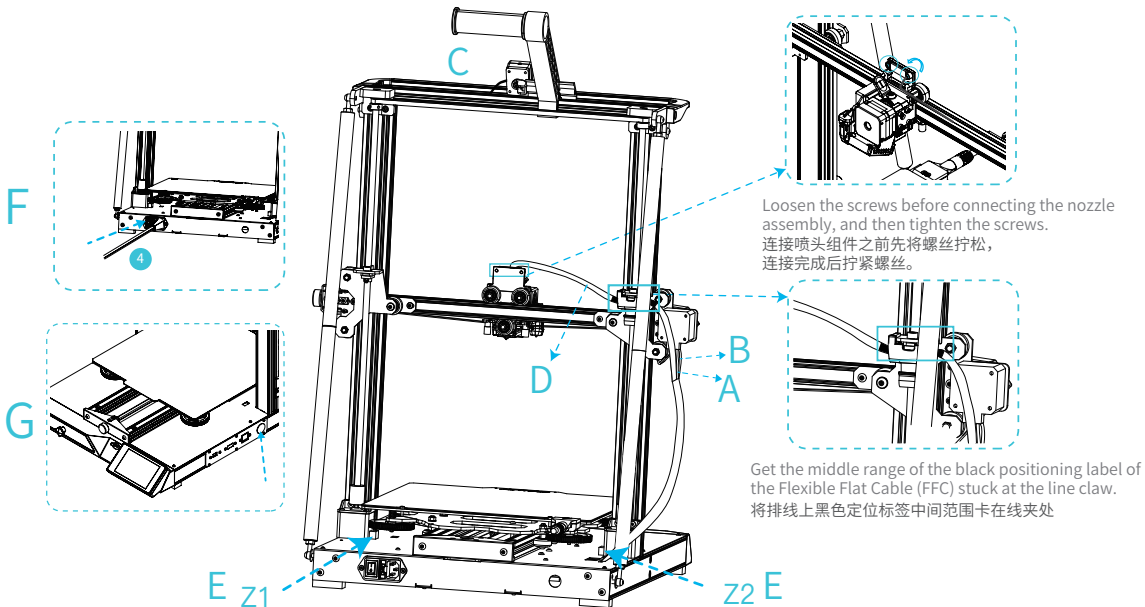
### Note:

carry out assembly and disassembly of the touch screen with care, otherwise the stud is easy to break.  
注意：触摸屏安装、拆卸不可用力过猛，螺丝柱易断。

## 9. Cable Connection 设备接线



4 Power Cord | 电源线 x 1



- A、Connect X-axis motor to the 6pin port as shown in the figure 按图示6pin端口连接X轴电机
- B、Connect X Limit Switch to the 2pin port as shown in the figure 按图示2pin端口连接X轴限位
- C、Connect Filament Sensor 连接断料检测
- D、Connect nozzle kit 连接喷头组件
- E、Connect Z-axis motor cable 连接Z轴电机线
- F、Connect it to the power cord and turn on the power 连接电源线, 打开电源
- G、Long press the power button and wait the display screen to start 长按开机按钮, 等待显示屏启动

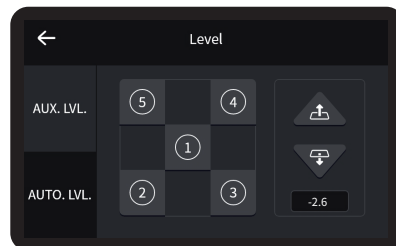
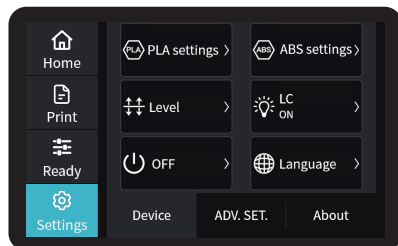


### Caution

- Do not connect or disconnect the cables when the machine is powered on.
- 当机器通电时, 请勿连接或断开连接线。

## 10. Bed Leveling 调平平台

1. Select "Level" to automatically level  
选择首页调平，**进入调平模式。**

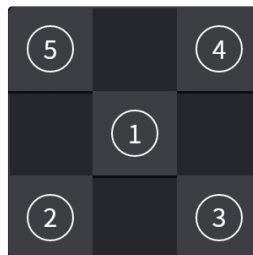
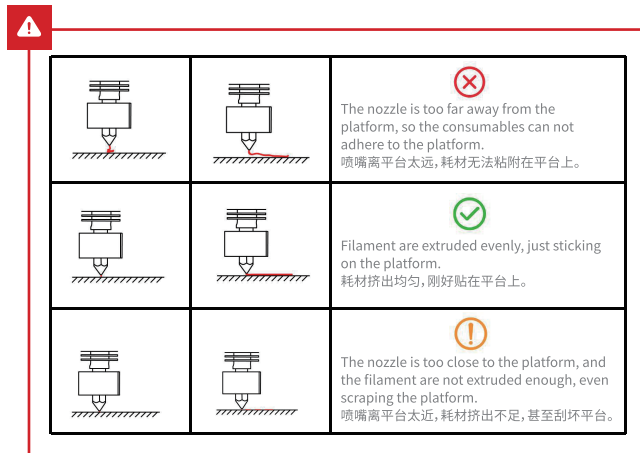
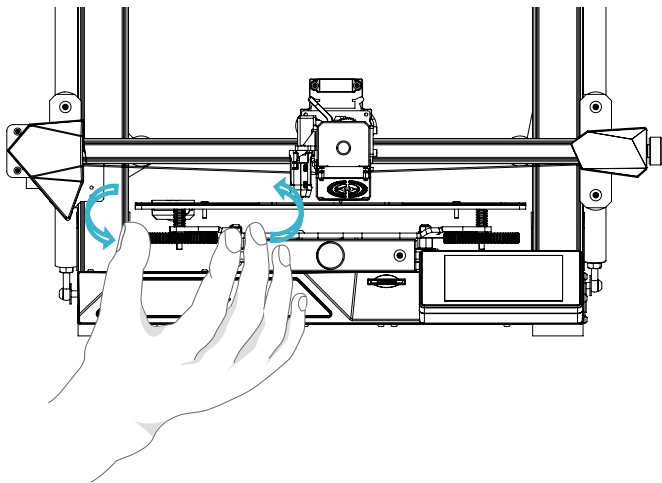


During the leveling process, please do not touch the nozzle cable.  
调平过程中，请不要触碰喷头排线。

## 10. Bed Leveling 调平平台

Move the nozzle the front/left leveling screw and adjust the platform height by turning the knob underneath (The thickness of a piece of A4 paper).

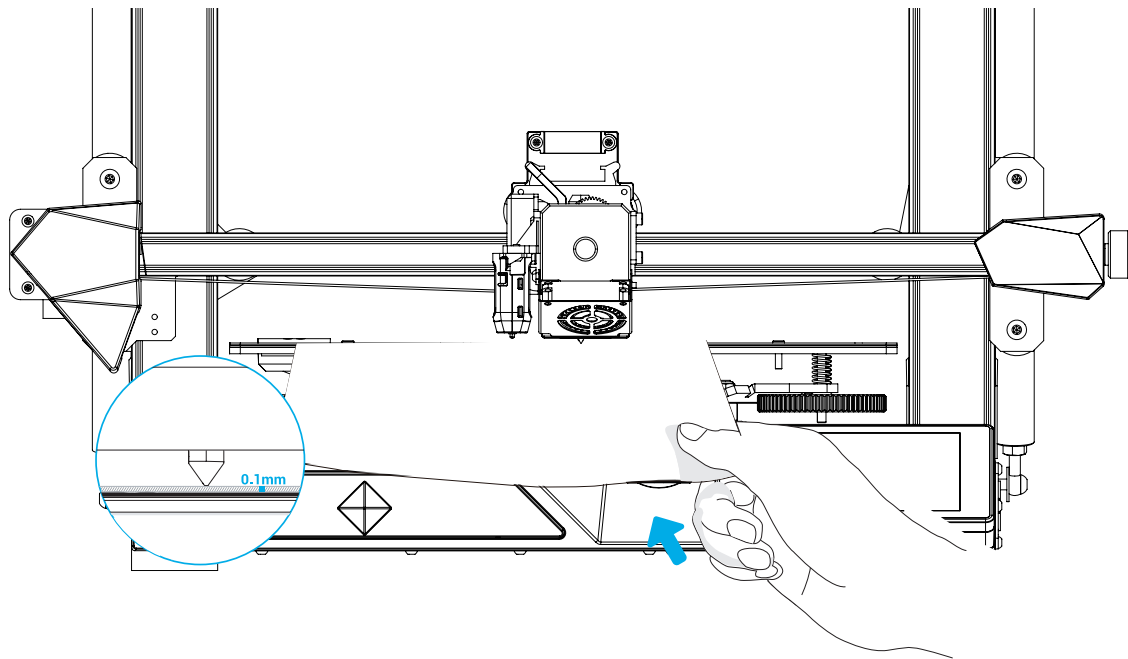
移动喷嘴至调平螺母上方附近。拧动螺母，调节打印平台，使其与喷嘴处于刚好贴合状态，间距约为0.1mm（标准调平卡一张，或者用A4纸）。按顺序调平四个角。



## 10. Bed Leveling 调平平台

Use a piece of A4 paper (standard printer paper) to assist with the adjustment, making sure that the nozzle lightly scratches the paper. Complete the adjustment of the screw on all 4 corners. Repeat above steps 1-2 times if necessary. Keep adjusting until there is slight resistance on the A4 paper from the nozzle.

我们可以利用一张A4纸辅助调平,使喷嘴刚好能在A4纸上产生划痕。依次完成四个边上调平螺母的调节。不断调整直到在拉动A4纸时能感受到来自喷嘴的轻微阻力。(标准调平卡一张,或者用A4纸)



## 10. Bed Leveling 调平平台

1. 进入自动调平，电机启动，等待自动调平完成。
2. After the leveling is completed, adjust the Z-axis compensation value according to the adhesion of the printing consumables and the glass platform. 调平完成后，依据打印耗材与玻璃平台的粘附情况，适当调节Z轴补偿值



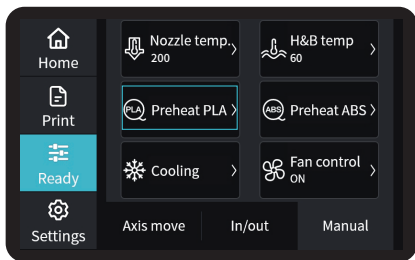
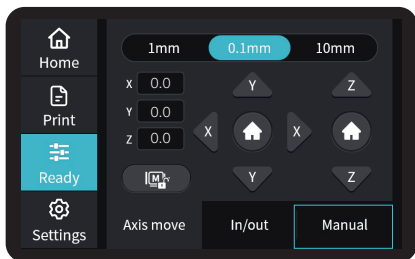
During the leveling process, please do not touch the nozzle cable.  
调平过程中，请不要触碰喷头排线。



## 11. Preheating Method 预热方法

To avoid extended pre-heating time, you can warm up the machine before selecting the model or setting some parameters.  
 为了避免打印预热时间较长，可以先对机器进行预热，再选择模型或者设置其他参数，节省预热时间。

Method 1



方法1

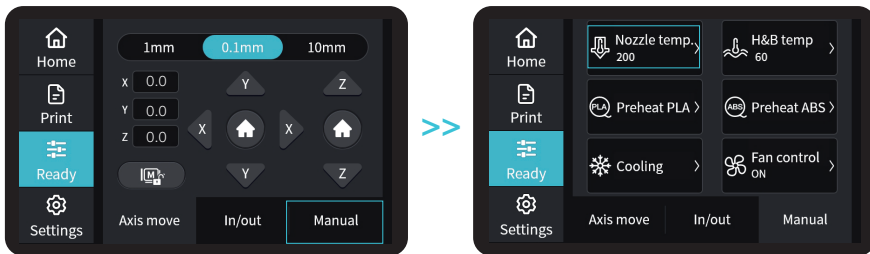


Notes: The interface of the manual of instruction is only for reference, and the actual interface shall be subject to the display of the machine.

注意：本说明书操作界面仅供参考，实际操作界面请以机器实际显示为准。

## 11. Preheating Method 预热方法

Method 2



方法2



### Notes:

1、The print preheating standard is adjusted at the factory, PLA preheating standard: nozzle temperature 200 °, hot bed temperature 60 °, ABS preheating standard: nozzle temperature 240 °, hot bed temperature 70 °. If you need to adjust it due to printing materials or other reasons, you can adjust the parameters on the interface home page control → temperature → PLA / ABS preheat setting.

2、In case of replacing used filaments, you need to heat the nozzle and draw out remaining filaments when it is melted. Or, some filaments may remain in the nozzles, causing blockages and even damage to the extruder.

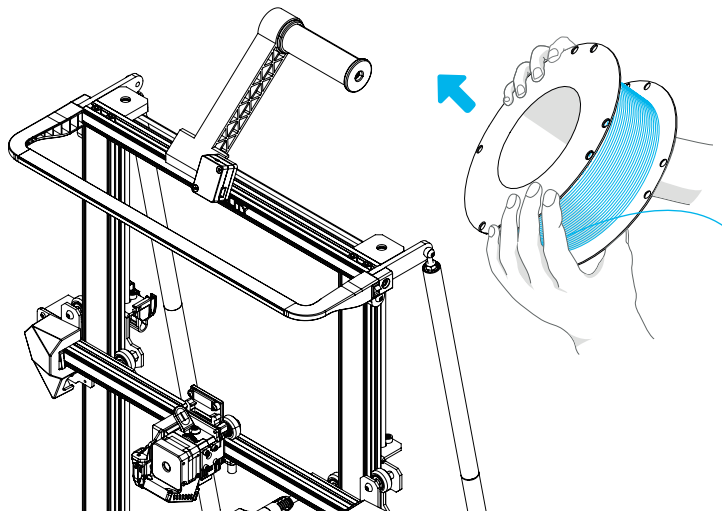
### 注意:

1、打印预热参数标准出厂时已调整好，PLA预热标准：喷嘴温度200°，热床温度60°，ABS预热标准：喷嘴温度240°，热床温度70°。若因打印材料或其他原因需要调整，可以在界面首页控制→温度→PLA/ABS预热设置进行参数调整。

2、当更换耗材时，需要对喷头加热，待耗材融化后可以顺利抽出喷头中残留耗材。如果不加热喷头直接拔出耗材，可能残留部分耗材在喷头内，造成堵头甚至挤出机损坏。

## 12. Load Filament 装料

When you wait for the temperature to rise, hang the filament over the Filament Holder.  
当您等待温度上升时，把耗材挂在料架上。



For loading filament smoothly, the end of the filament should be placed as shown above.

为了顺利完成装料，耗材的末端位置应如图所示。



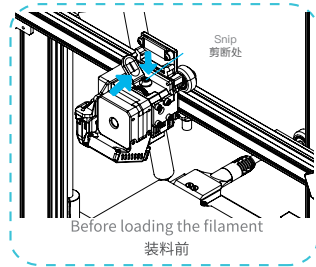
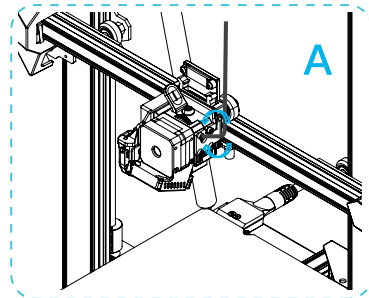
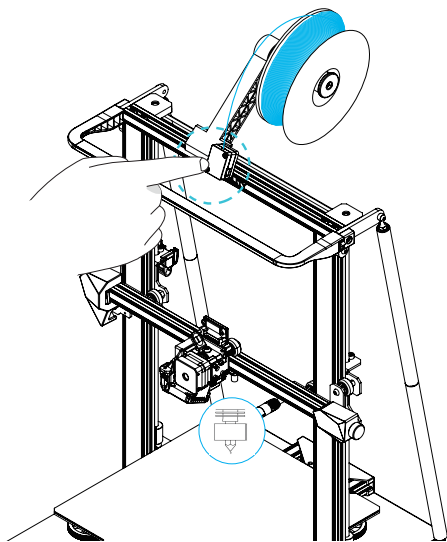
## 12. Load Filament 装料

When it reaches the target temperature, insert the filament into the small hole of the Extruder until it reaches the nozzle through the filament cutting detection module. If the filament flows out from the nozzle, it presents that the filament is properly loaded.

当前温度达到目标温度时，将耗材通过断料检测模块，插入挤出机小孔直至喷嘴位置，看到喷嘴处有耗材流出即表示耗材已经装载完成。

The method of extrusion spring adjustment: turn left to loosen turn right to tighten (as shown in Fig. A)

调节挤出弹簧松紧度方法：箭头往左调松 往右调紧（如图A所示）



**Tips:** How to replace the filament?

1. Cutting filament near the Extruder and slowly feed new filament until they are fed into the new filament.
2. Withdrawing the filament quickly and feeding the new filament after nozzle preheated and filament pushed a little forward.

注意：如何更换耗材？

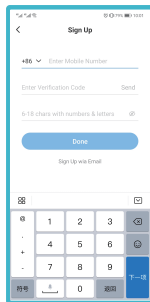
方法一、在靠近挤出机处将耗材剪断，将新耗材缓缓送入，直到耗材被送入导料管为止。

方法二、预热喷嘴后，将耗材往前推进一下后，迅速抽出耗材，将新耗材送入。

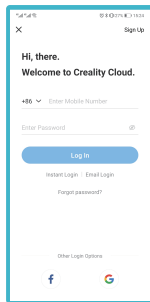
## 13. 创想云配网方式1



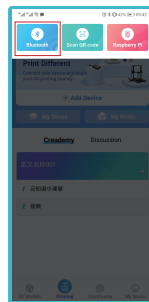
1.Scan and download



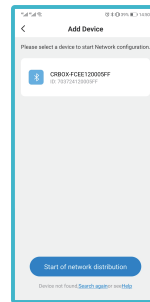
2.Register



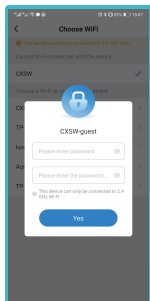
3.Log in



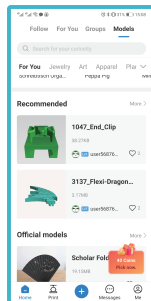
4. Select bluetooth



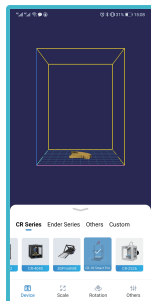
5.Add equipment



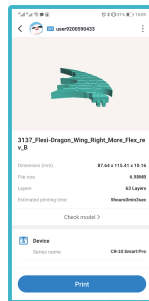
6. Connect to local WiFi



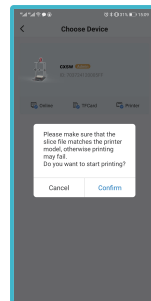
7. Select model



8. Select machine



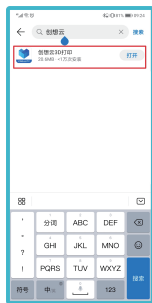
9. Printing



10. Select device



11. Start printing



1. 下载创想云



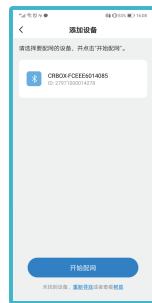
2. 注册



3. 登录



4. 选择蓝牙



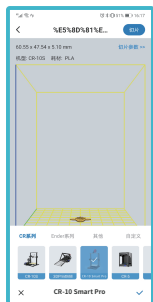
5. 连接本机蓝牙



6. 连接WiFi



7. 选择模型



8. 选择机型



9. 打印



10. 选择设备

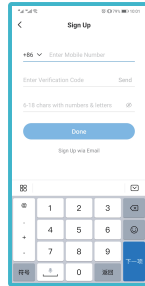


11. 开始打印

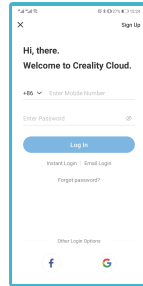
## 14. 创想云配网方式2



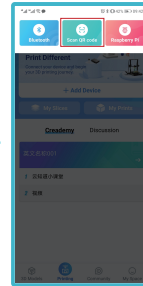
1. Scan and download



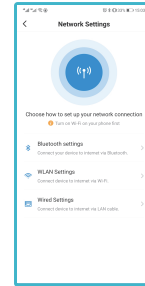
2. Register



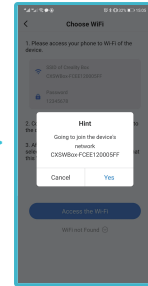
3. Log in



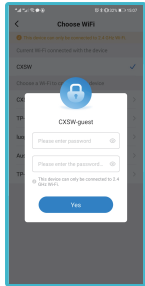
4. Scan QR Code



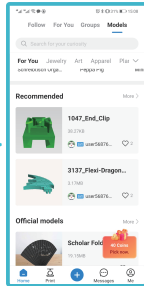
5. Network settings



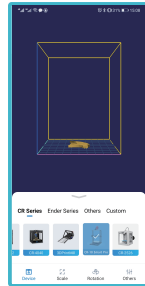
6. Connect machine WiFi



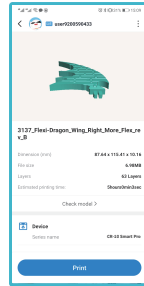
7. Connect to local WiFi



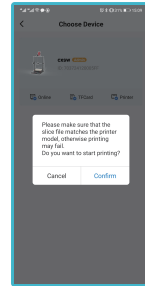
8. Select model



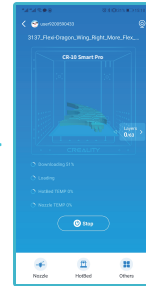
9. Select machine



10. Printing



11. Select device



12. Start printing

## 14. 创想云配网方式2



1. 下载创想云



2. 注册



3. 登录



4. 扫一扫



5. 网络设置



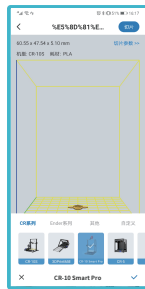
6. 连接本机WiFi



7. 连接用户WiFi



8. 选择模型



9. 选择机型



10. 打印



11. 选择设备



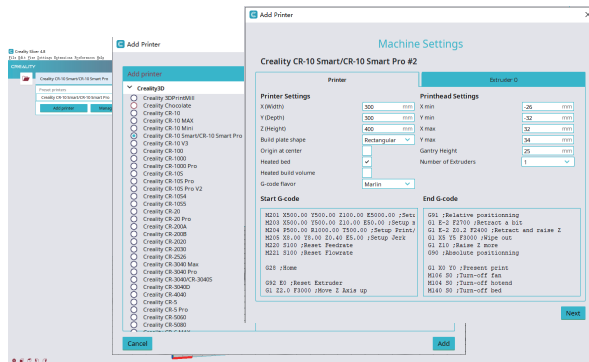
12. 开始打印



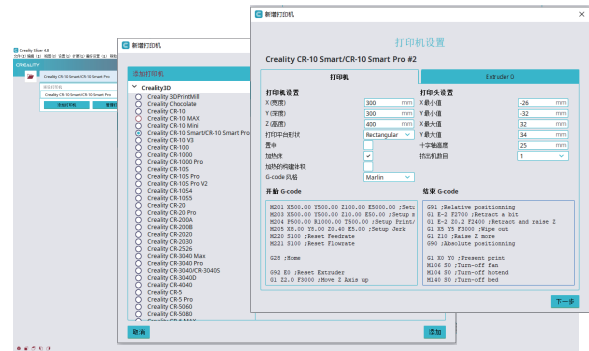
# 15. Off-line print 脱机打印



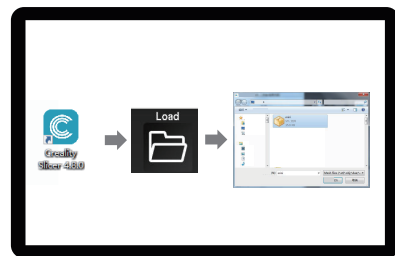
1. Download the software from official website ([www.cxsw3d.com](http://www.cxsw3d.com)) or find the software in storage card for installation. 登录官网下载([www.cxsw3d.com](http://www.cxsw3d.com))或者在存储卡里找到软件并安装
2. Double click to open the software. | 打开软件



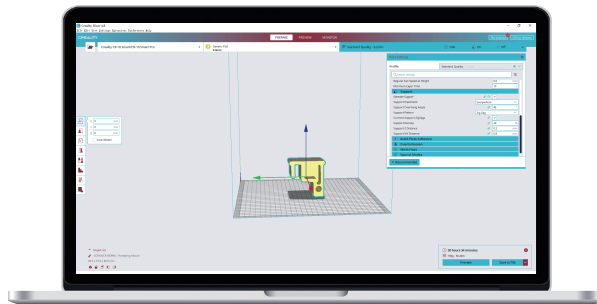
3. Select language → Next → Select your machine → Next → Finish.



3. 依次选择语言 → 下一步 → 选择对应机型 → 下一步 → 结束,完成设置.



4. Open Creality 3D slicer → Load (Read file) → Select file. 打开创想三切片软件 → Load (读取文件) → 选择文件。



5. Generate G-code, and save the gcode file to storage card.

生成 G 代码文件→保存到存储卡

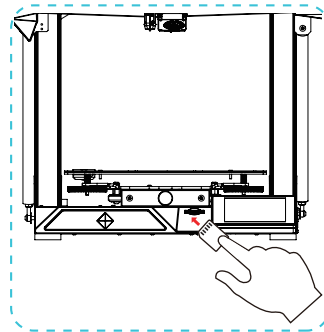


File names must be Latin letters or numbers, not Chinese characters or other special symbols

文件名需为拉丁字母或数字，不能为汉字或其他特殊符号，且不超过20个字符。



Warning: Please don't insert or remove the storage card during printing.  
警告：在打印过程中，禁止插拔存储卡。



6. Insert the storage card

插入存储卡



Notes: 1、 For details on the software instructions, please refer to the slicing software manual in the storage card.  
2、 Saved files can only be copied to the root directory of the SD card, not to subfolders.

温馨提示：1、 软件使用说明详情，请见存储卡内切片软件使用手册。  
2、 保存的文件只能拷贝到SD卡根目录下，不能放在子文件夹里。

## 16. Start Printing 开始打印

Inspect the machine before printing:

Turned off: 1. The nozzle is tight and moves left and right smoothly; 2. X-axis is tightly horizontal and runs smoothly up and down;

3. Y-axis is tight. The platform board does not shake around, and moves back and forth smoothly; 4. The filament rack is tight, the roller works smoothly with uninterrupted materials, and the material comes out smoothly.

Powered on: 1. The display works smoothly and the touch functions normally; the X-axis, Y-axis, and Z-axis move smoothly and sensitively; 2. The heating of the nozzle and heated bed functions normally;

3. Normal material-in and material-out; 4. Normal leveling.

The printer can be set to "Auto power-off" through setting parameters during printing while it is working. When auto power-off is set at "ON", the printer will come to full cooling until auto shutdown 5min after finishing model printing.

打印之前，还需要做一次机器的基本检查：

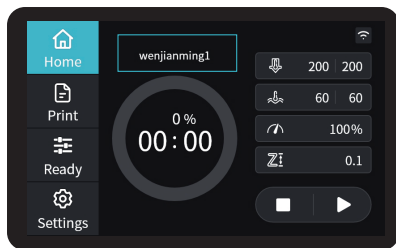
关机情况下：1.喷头不松动，左右运动顺滑不卡；2.X轴水平，不会上下晃动，上下运行顺滑；3.Y轴不松动，平台板前后左右不会晃动，前后运动顺畅不卡；

4.耗材料架不晃动，滚轴顺滑不断料，检测出料顺畅。

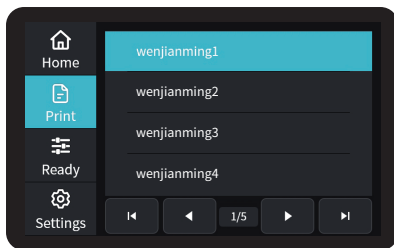
通电情况下：1.显示屏显示正常，触摸功能正常；移动X，Y，Z轴顺畅灵敏；2.喷头、热床加热正常；

3.进料退料正常；4.调平正常。

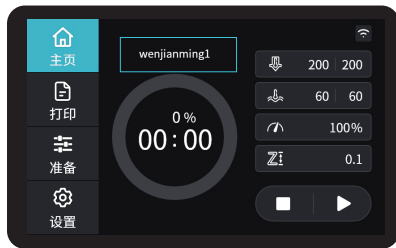
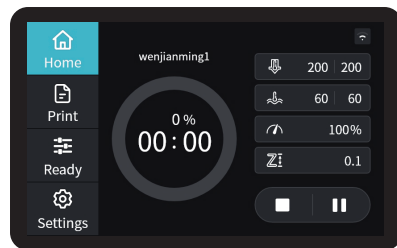
打印过程中通过设置打印期间参数可以设置“自动关机”功能，自动关机为“ON”的时候，待模型打印完成之后5分钟，机器完全冷却至自动关机。



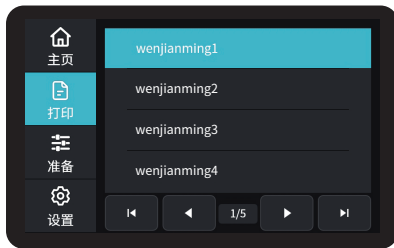
Click print control



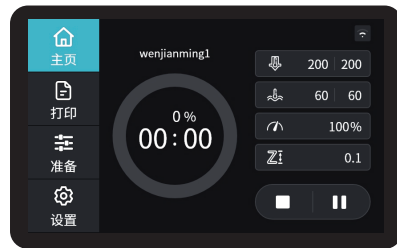
Select the file to be printed

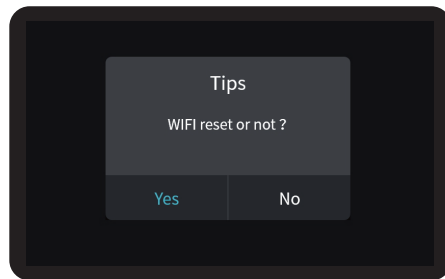
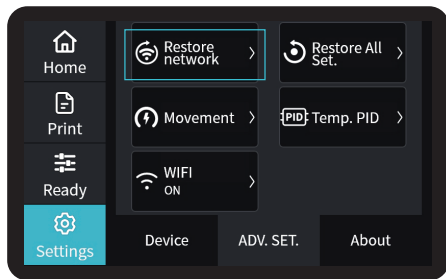


点击打印控件



选择要打印的文件





### Note:

- 注意：
1. In the first use or if you need to clear the owner information, you can click “Restore network” button on the screen, wait for 1-2 minutes and then try to scan the code again or connect the network via Bluetooth.
  1. 在首次使用或需要清除机主信息时，可点击屏幕“恢复网络设置”后，等待1-2min尝试重新扫码或蓝牙连接配网。



1. Manually adjust the tightness as needed by turning the knob left and right (clockwise to tighten and counterclockwise to loosen.) Avoid over tightening, which may break the belt and cause damage to the machine. (As shown in A)

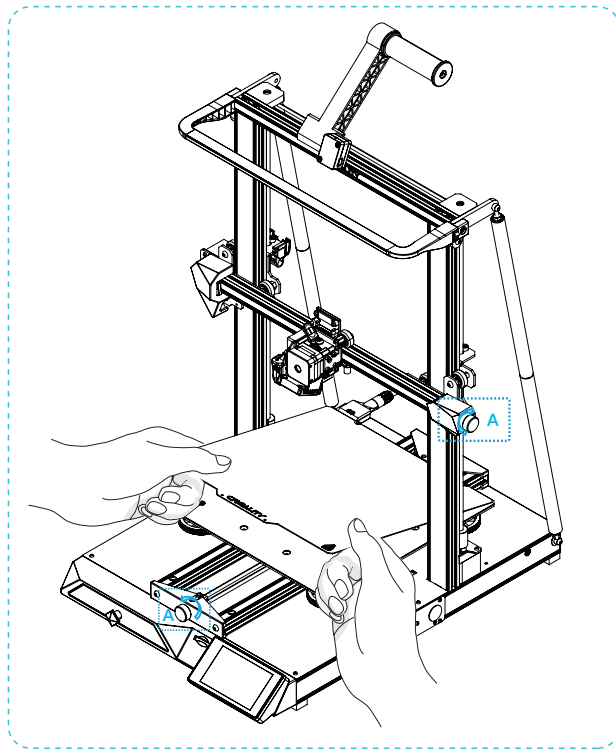
1.手动将旋钮左右拧到适合松紧度（顺时针调紧，逆时针调松。）不要调的过紧，以免拉断皮带，导致机器损坏。（如图所示A处）

2. Please use clean water to clean the dirt on the flat pallet.

2.当平台脏污需要清洗时，要用清水来清洗。

3. The machine will restart after power interruption and pop out the “resume printing” button. Please clear the redundant filament between the nozzle and model before resumption to avoid printing failure.

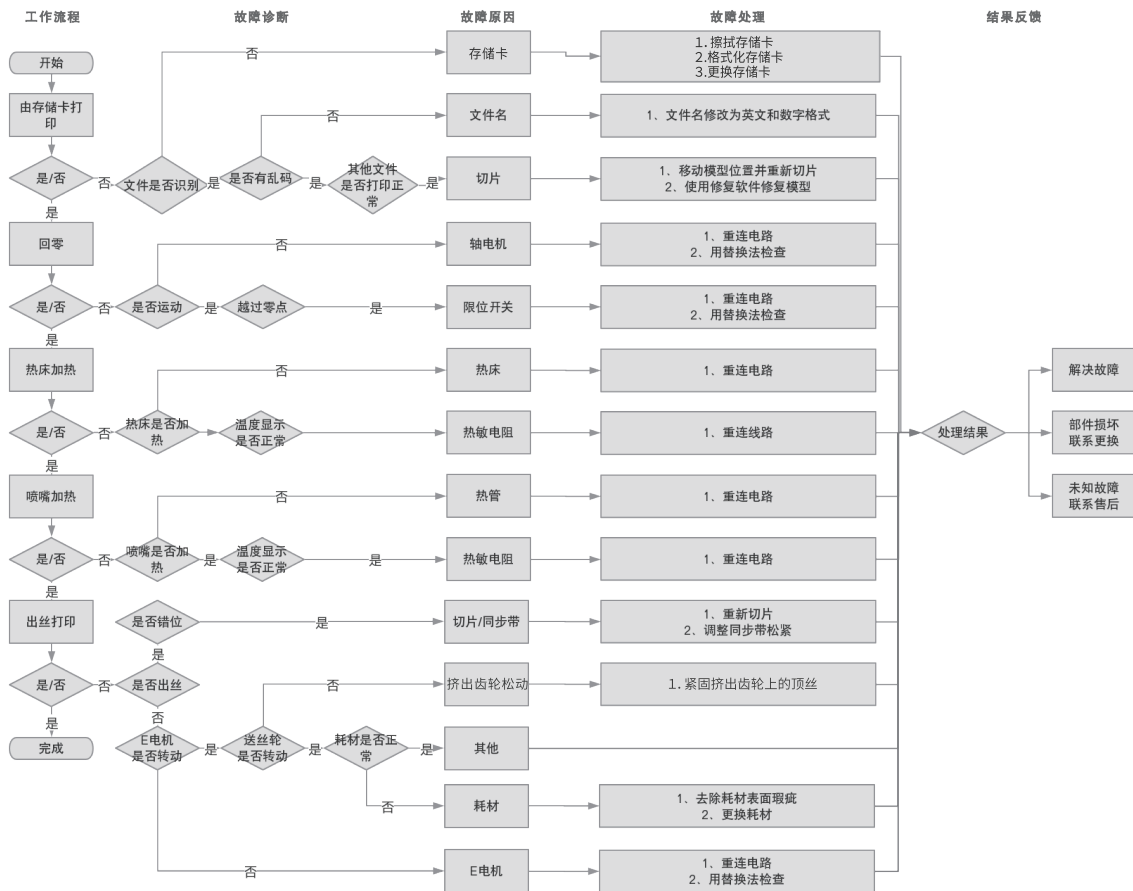
3.当发生断电后，机器重启开机启动，会弹出断电续打提示框。需要断电续打前，建议将喷头与模型之间多余溢料清除干净再继续打印，以免出现打印失败。



# 19. Circuit Wiring 电路接线









### Warranty Policy ←

- 1-year Limited Warranty since the date of product purchase.
- 3-months Limited Part Warranty for Vulnerable parts (Nozzle module, Flat belt, Glass platform, etc.)
- No Warranty for the Product Gift (Storage card, Card reader, Wrench, Pliers, Scraper knife, 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 CREALITY product
- Proof of Purchase

### What Is Not Covered? ←

CREALITY 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 storage card 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 priorly contact local seller or contact us via [Email: cs@creality.com](mailto:cs@creality.com) for support.

See [www.creality.com/after-service-policy/](http://www.creality.com/after-service-policy/) 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 产品保修一年，易损件和赠品除外。
- ② 易损件（喷头套件、平皮带、玻璃等）保修三个月。
- ③ 赠品（存储卡、读卡器、扳手、剪钳、螺丝刀等）无保质期收到产品后，请核对说明书部件清单，如赠品有缺少或品质问题，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

### 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 ←

凡购买创想三维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。本产品存储卡中有相关使用资料，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：周一至周五，8:30-20:30；周六至周日，8:30-18:00（法定节假日除外）。

热线：400-613-3882，微信公众号：深圳市创想三维科技股份有限公司

### **FCC Caution:**

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

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.

### **IMPORTANT NOTE:**

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.

### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

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

## IC Caution:



This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

To maintain compliance with RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Pour maintenir la conformité aux directives d'exposition aux radiofréquences, cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

## Warning

For pluggable equipment, the socket-outlet shall be easily accessible.  
Pour l'équipement pluggable, la prise de prise doit être facilement accessible.

Do not use this apparatus near water.  
Ne pas utiliser cet appareil à proximité des sources d'eau.

Clean only with dry cloth.  
Nettoyer seulement avec un chiffon doux sec.

Only use attachment/accessories specified by the manufacturer.  
N'utiliser que des accessoires recommandés par le fabricant.

Unplug this apparatus during lightning storms or when unused for long periods of time.  
Débrancher l'appareil durant les orages ou lorsque non utilisé pendant de longues périodes.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped. Confier la réparation à du personnel technique qualifié. Faire réparer lorsque l'appareil est endommagé; lorsque le cable ou la fiche d'alimentation est endommagé, lorsqu'on a renversé du liquide ou si des objets sont tombés dans l'appareil, lorsque l'appareil a été exposé à de la pluie ou à de l'humidité, si l'appareil ne fonctionne pas normalement, ou lorsqu'il est tombé.

Internal/External Voltage Selectors : Internal or external voltage selector switches, if any, should only be reset and re-equipped with a proper plug for alternative voltage by a qualified service technician. Do not attempt to alter this yourself.  
Sélecteurs de tension interne/externe : Les sélecteurs de tension interne ou externe, s'il y en a, doivent être réinitialisés et équipés avec une fiche adéquate par un technicien qualifié. Ne jamais tenter de modifier ceci vous-même.

Protective earthing terminal : The apparatus should be connected to a mains socket outlet with a protective earthing connection.  
Borne de terre de protection : Par mesure de sécurité, l'appareil doit être branché à une prise decourant comprenant une borne de mise à la terre.

When moving or not using the appliance, secure the power cord (e.g., wrap it with a cable tie). Be careful not to damage the power cord. Before using it again, make sure the power cord has not been damaged. If the power cord has been damaged at all, bring the unit and cord to a qualified service technician for repair or replacement as specified by the manufacturer.

Veillez à toujours fixer le cable d'alimentation lors du déplacement de l'appareil ou lorsqu'il n'est pas utilisé. Veillez à ne pas endommager le cable d'alimentation. Vérifiez toujours le cable d'alimentation avant d'utiliser l'appareil. Si le cable d'alimentation est endommagé de quelque façon, faites vérifier l'appareil et le cable d'alimentation par un technicien qualifié recommandé par le fabricant afin de les faire réparer ou replacer.

Disconnect power cord before servicing.  
Déconnectez l'appareil avant le service.

Replace critical components only with factory parts or recommended equivalents.  
Remplacez les composants seulement avec des composants de la fabrique ou avec des équivalents recommandés.

**CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE ANY COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL ONLY.**

**CAUTION: POUR REDUIRE LE RISQUE DE CHOQUE ELECTRIQUE N'ELOIGNEZ PAS LA COUVERTURE. PAS DE COMPONENTS UTILISABLES AU SERVICE A L'INTERIEUR. DEMANDEZ SERVICE SEULEMENT AU PERSONNEL QUALIFIE.**









# 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。





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 Crealty 3D Technology Co., Ltd.

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