

3D Printer User Manual

3D打印机使用说明书

Aquila D1

Note: Each printer is tested before leaving factory. It is normal if there are some residues in extruder or some tiny scratches on the build plate. It won't affect the printing quality.

注：每台 3D 打印机在出厂前都经过打印测试

Content 目录

Thank you for choosing Voxelab products. For your convenience, please read the manual carefully before using and operating accordingly. Voxelab team is always at your service; contact us at any time if you need any assistance.

Official Website: www.voxelab3dp.com

(Get tutorials, software, firmware, printer maintenance and relevant information)

Email: support@voxelab3dp.com

Hotline: 400 886 6023

After-sales Tel: 0579-82238189

感谢您选择并使用Voxelab的产品：

为了让您更好地使用本产品，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。

Voxelab团队时刻准备为您提供最优质的服务。在使用过程中若遇到问题，请通过以下联系方式与我们联系。

邮箱: support@voxelab3dp.com

热线电话: 400 886 6023

售后电话: 0579-82238189



Scan the code to view
the latest operation tutorial.

扫一扫
查看最新操作教程

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Notes 使用须知

1. Do not make any modifications to the printer. To avoid personal injury or property damage, please ensure your operation followed by the User Manual.
2. Dress properly. Do not wear loose clothing or jewelry. Keep your hair, clothing and gloves away from moving parts.
3. Do not directly touch the nozzle and build plate to avoid high-temperature burns.
4. Please ensure that the printer is away from combustible gases, liquids and dust. (The high temperature generated by equipment operation may react with combustible gases, liquids, and airborne dust, thus causing fire.)
5. Do not place the printer in vibrating or other unstable environments as the shaking of the printer will affect the printing quality.
6. Children and untrained personnel are not allowed to operate the printer alone.
7. Please operate the printer in a well-ventilated environment. Some materials may emit odors during the printing process.
8. Do not manually move the extruder or build plate quickly during booting to avoid printer failure.
9. Do not use the printer for illegal activities.
10. Do not use the printer to make any food storage products.
11. Do not put the printed model into your mouth.
12. Please keep the distance between the extruder and build plate for at least 50mm during filament loading/unloading. (Too-close distance may cause nozzle clogging.)
13. Please maintain the printer regularly; clean it with a dry cloth to wipe off dust and foreign matter on the guide rails.
14. Please ensure that the power supply meets the required voltage before use.



Watch out for the sharp edges and corners of the profile.

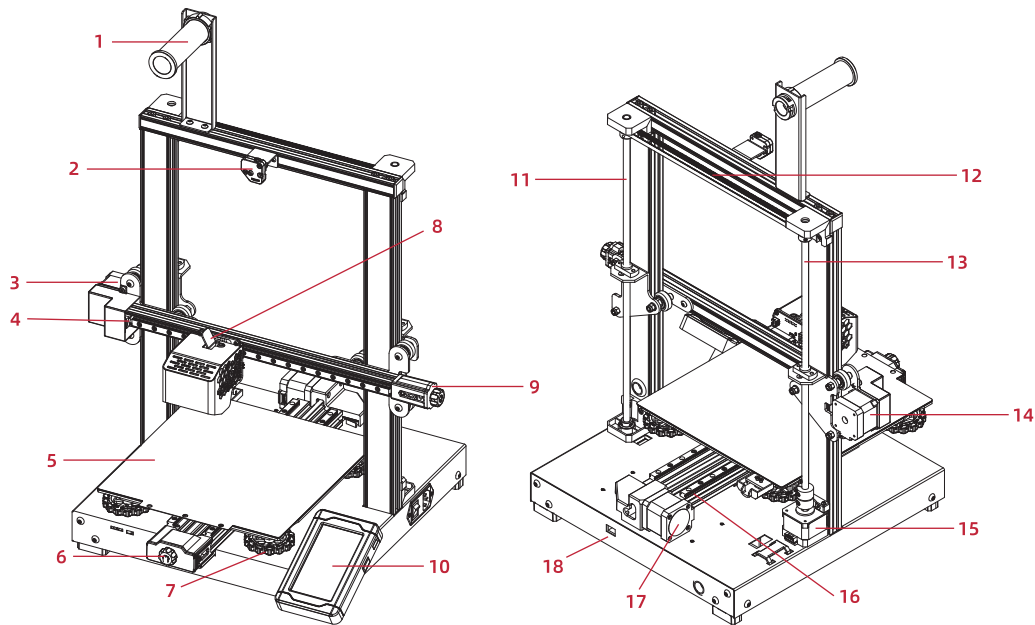
1. 请勿自行对打印机进行任何改装。请按照说明书操作，避免造成意外人身伤害和财产损失。
2. 在使用打印机时，请勿穿戴围巾、手套、珠宝装饰等容易卷入设备的物件。
3. 请勿在打印机工作时接触喷嘴和打印平台，防止出现高温烫伤。
4. 请勿将打印机放置在有可燃性气体、液体及灰尘的环境中（打印机运行产生的高温有可能会与空气中的粉尘、液体、可燃性气体反应引发火灾）。
5. 请勿将打印机放置在振动较大或其他不稳定的环境中，打印机晃动会影响打印质量。
6. 儿童及未经培训的人员请勿单独使用打印机。
7. 请在通风环境下使用打印机，部分耗材打印过程中可能产生异味。
8. 请勿在开机状态下手动快速移动喷头和打印平台，避免打印机故障。
9. 请勿利用该打印机进行违法犯罪的活动。
10. 请勿利用该打印机制作食物储存类产品。
11. 请勿将打印模型放入口腔。
12. 在打印机进行进退丝操作时，喷头和平台请至少保持50mm的距离（距离过近，有可能会造成喷头堵塞）。
13. 请定期维护打印机，用干布进行清洁，拭去灰尘与导轨上的异物。
14. 使用前确认拨码电源符合使用电压。



型材边角比较锐利，注意安全。

Product Introduction

设备简介



1. Material rack and spool holder 料架及料桶

2. Filament detector 丝料检测器

3. X-axis assembly X轴组件

4. X-axis limit switch X轴限位开关

5. Print plate 打印平台

6. Y-axis tensioner Y轴张紧器

7. Leveling nut 调平螺母

8. Extruder assembly 挤出组件

9. X-axis tensioner X轴张紧器

10. Display screen 显示屏

11. Z-axis driven screw rod Z轴从动丝杆

12. Z-axis synchronous belt Z轴同步带

13. Z-axis drive screw rod Z轴驱动丝杆

14. X-axis stepper motor X轴步进电机

15. Z-axis stepper motor Z轴步进电机

16. Y-axis linear guide rail Y轴直线导轨

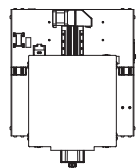
17. Y-axis stepper motor Y轴步进电机

18. Power supply 电源拨码

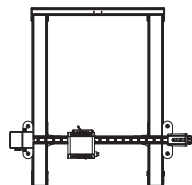
Equipment Parameters 设备参数

Model 型号	Voxelab Aquila D1
Build Volume 成型尺寸	235*235*250 mm
Printing technology 成型技术	FDM
Extruder quantity 喷头数量	1
Layer thickness 层厚	0.1 mm - 0.4 mm
Nozzle diameter 喷嘴直径	Standard 0.4mm, optional 0.6mm 标准0.4 mm, 可选0.6mm
Printing precision 精度	±0.2 mm
Filament 打印材料	φ1.75 mm PLA, PETG, TPU95A, ABS, HIPS
Supported file format 支持格式	STL, OBJ, AMF
Connectivity 打印方式	Memory card offline printing or online printing 存储卡脱机打印或联机打印
Compatible slicing software 可兼容切片软件	VoxelMaker / Cura / Simplify 3D
Power specification 电源规格	Input 输入: AC100-120V~6.8A; 200-240V~3.4A Output 输出: DC 24V~14.6A 350W
Total power 总功率	350W
Hotbed temperature 热床温度	≤110°C
Nozzle temperature 喷嘴温度	≤300°C
Power loss recovery 断电续打	Yes 支持
Language switch 语言切换	En/Cn/De/Fr/Es/Ru 英/中/德/法/西/俄
Supported operating system 电脑操作系统	Windows 7/10 / Mac OS
Printing speed 打印速度	10-180mm/s, 50-100mm/s normally 10-180mm/s, 常规设置为50-100mm/s

Spare Parts 零部件清单



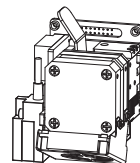
Printer base *1
底座组件*1



Gantry Frame *1
龙门架*1



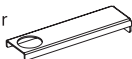
Display screen *1
显示屏*1



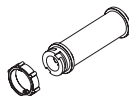
Extruder assembly
喷头组件



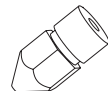
Extruder cover
喷头外壳



Material rack *1
料架*1



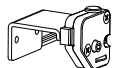
Material pipe and
nut *1
料架筒及料架螺母*1



Nozzle *3
喷嘴*3



Filament *1
耗材*1



Filament sensor
module
丝料传感器模块



Metal scraper *1
金属铲刀*1



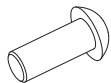
Power cable *1
电源线*1



Needle *1
通针*1



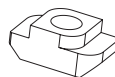
Storage card and card reader*1
存储卡及读卡器*1



Hexagon socket button
head screws M5x12 *2
内六角平圆头螺钉M5x12 *2



Hexagon socket button
head screws M4x6 *2
内六角平圆头螺钉M4x6 *2



M4 T-nuts *2
M4 T型螺母*2



Hexagon socket head spring
washer combination screws
M5x45 *5
内六角圆柱头弹垫组合螺钉
M5x45 *5



Diagonal pliers *1
剪钳*1



Wrenches and
screwdrivers
扳手和螺丝刀



Glue stick
胶棒



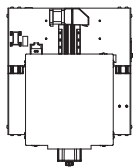
M3x6 hexagon socket button
head screws *4
M3x6内六角平圆头螺钉*4



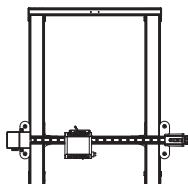
M3x5 hexagon socket
countersunk head screws *2
M3x5沉头内六角螺钉*2

1

Install the gantry 安装龙门架



Printer base *1
底座组件*1

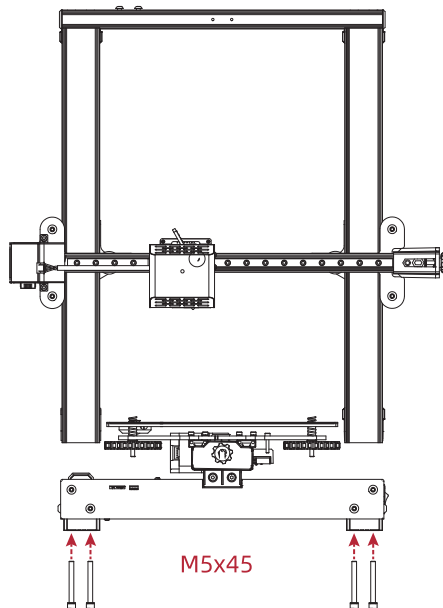


Gantry Frame *1
龙门架*1



Hexagon socket head spring
washer combination screws
M5x45 *4
内六角圆柱头弹垫组合螺钉
M5x45 *4

The installation video can be found on the [Voxelab YouTube channel](#).



Step: Lift the X-axis assembly at least 15cm to the position as shown above, and then fix the gantry on the base assembly with four M5x45 combination screws.

步骤：请先将X轴组件上升不少于15cm，再用4颗M5x45组合螺钉将龙门架锁紧在底座组件上。

2

Install the display screen 安装显示屏

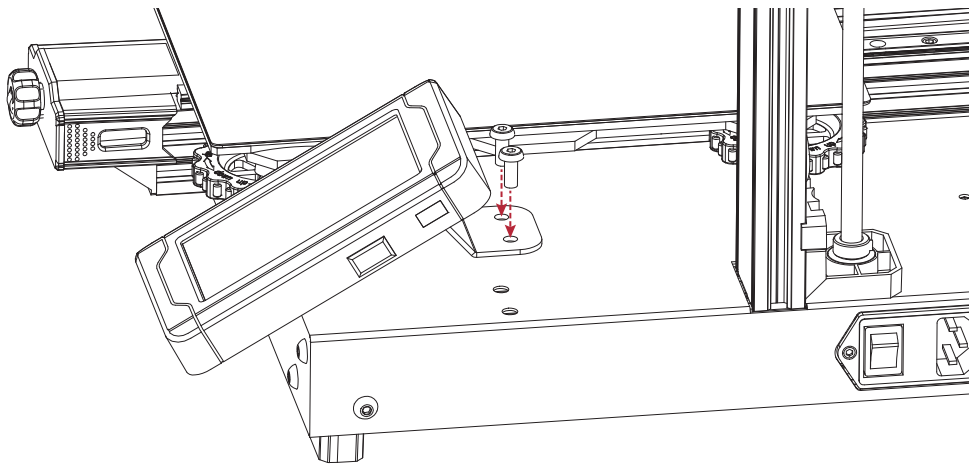


Hexagon socket button
head screws M5x12 *2
内六角平圆头螺钉M5x12 *2



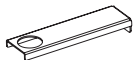
Display screen *1
显示屏*1

Please connect the display screen cable to the screen first, and then fix the display screen on the machine base with two M5X12 screws.
请先将显示屏线与屏幕连接好后，再使用2颗M5X12螺钉将显示屏固定在机器底座。

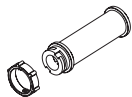


3

Install the spool holder 安装料架



Material rack *1
料架 *1



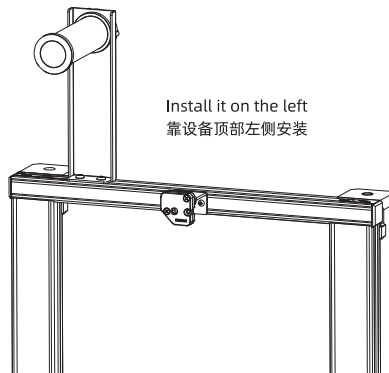
Material pipe and nut *1
料架筒及料架螺母 *1



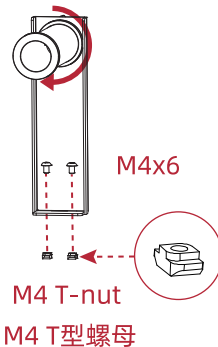
Hexagon socket button
head screws M4x6 *2
内六角平圆头螺钉M4x6 *2



M4 T-nuts *2
M4 T型螺母 *2



Install it on the left
靠设备顶部左侧安装



M4x6
M4 T-nut
M4 T型螺母

Install it with the M4 hex wrench in the tool kit
使用工具包里M4六角扳手安装

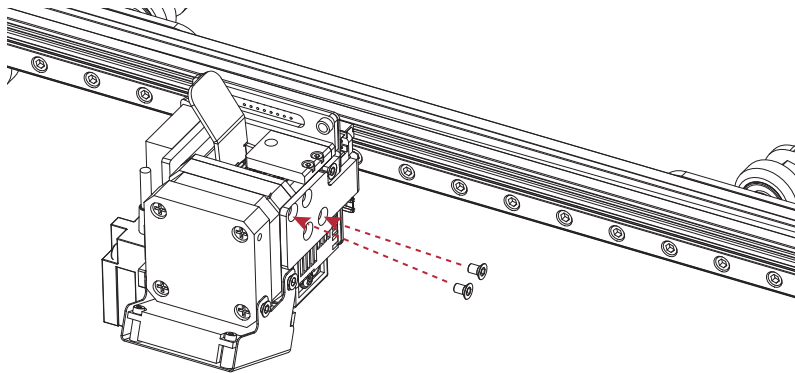
Step: Install the material pipe and nut on the rack, and fix the assembled rack on the top profile with two M4x6 screws and two T-nuts.

步骤：将料架筒及料架螺母安装在料架上，用2颗M4x6螺钉及2颗T型螺母将组装好的料架固定在顶部型材上。

4

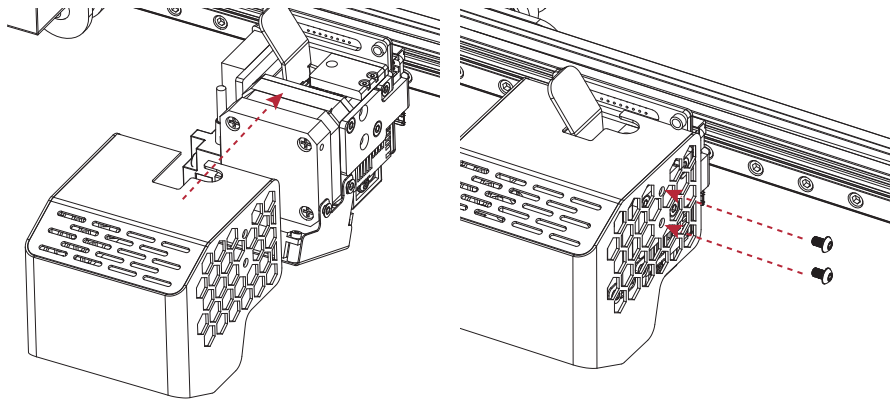
Install the extruder

喷头安装



Step 1: Take out the extruder assembly and two M3x5 countersunk screws from the carton; Fix the extruder assembly with the M3 hex wrench.

步骤1. 从纸盒中取出喷头组件，以及2颗 M3x5 沉头螺钉；用M3六角扳手将喷头组件固定。

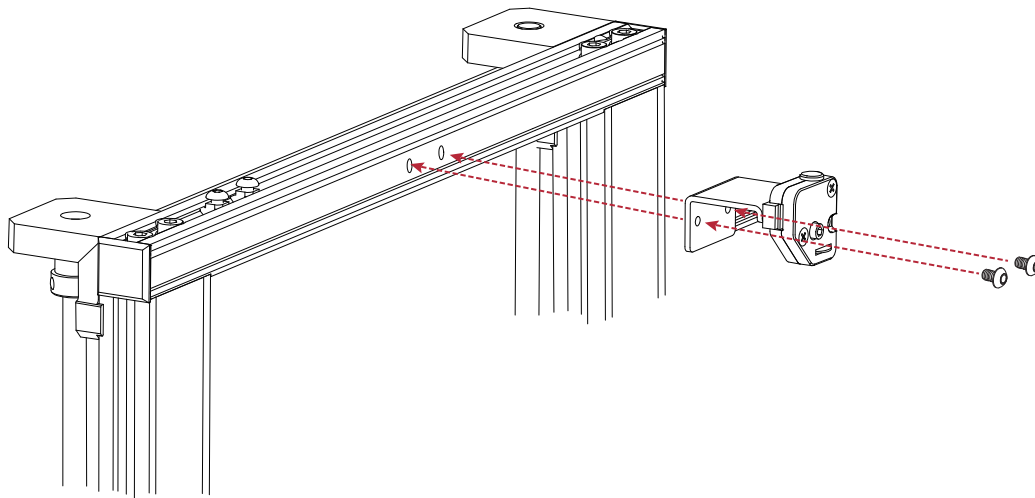


Step 2: Take out the extruder cover, place and fasten it on the extruder, align the holes, and install the cover with two M3x6 round head screws. (Note: whether the cover is installed or not will not affect the use.)

步骤2. 取出喷头外罩，将其扣在喷头上，并将孔位对准，使用2颗M3x6圆头螺丝安装好外罩（注：外罩是否安装将不影响使用）

5

Install the filament sensor 安装丝料传感器



Step 1: Take out two M3×6 screws from the accessory bag.

Step 2: Take out the filament sensor assembly from the tool kit.

Step 3: Pass the two screws through the sensor module mounting holes and then assemble them in place with a M3 hex wrench.

Step 4: Connect the cable.

步骤1. 取出物料包中的两颗M3×6

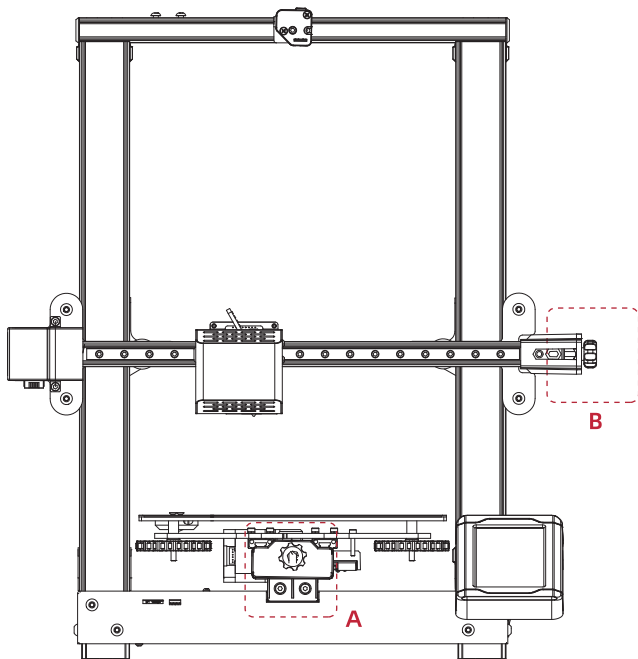
步骤2. 取出工具箱中的丝料传感器组件

步骤3. 用M3六角扳手将两颗螺丝穿过传感器模块
安装孔后装配到位

步骤4. 连接丝料检测线

6

Adjust the synchronous belt 调节同步带



Note: It is necessary to manually rotate the X-axis and Y-axis tensioners to the appropriate tightness.

A and B nut position reference: The reference standard is feeling a little tension when pressing the synchronous belt gently by hand. A synchronous belt too loose or too tight will affect the printing effect, while too tight synchronous belt may break.

Slide the extruder left and right, check whether the extruder can touch the X-axis limit sensor, and check the synchronous belt tension; It is appropriate when the extruder can touch the X-axis limit sensor, and the synchronous belt tension is suitable.

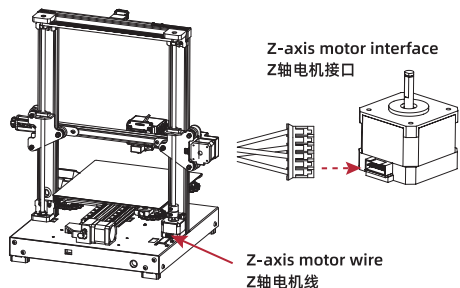
注意：需手动将X、Y轴张紧器旋转到合适的松紧度。A与B螺母位置参考：以手轻按压同步带有一点张力为参考标准。

同步带过松、过紧均会影响打印效果，过紧可能会造成同步带崩断。

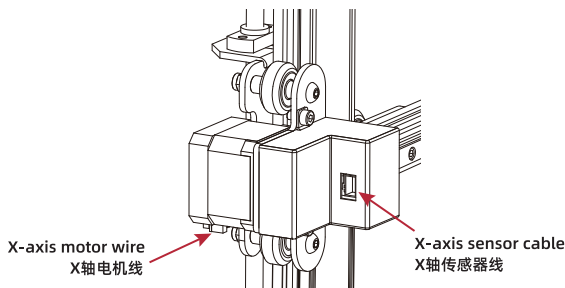
左右滑动喷头，检查喷头是否可以触碰到X轴限位传感器，并查看同步带张紧程度；以喷头可以触碰到X轴限位传感器，同步带松紧适合为宜。

7

Wire connection 设备接线



1. Connect the wires with the yellow label silkscreened "Z" on the 6-pin (4-wire) port to the Z-axis motor respectively.
1. 将6针（4线）端口上带有黄色标签丝印“Z”的线分别与Z轴电机连接。



2. Connect the wires with the yellow label silkscreened "X" on the 6-pin (4-wire) port to the X-axis motor.
3. Connect the wires with the yellow label silkscreened "X" on the 3-pin (2-wire) port to the X-axis sensor.
2. 将6针（4线）端口上带有黄色标签丝印“X”的线与X轴电机连接。
3. 将3针（2线）端口上带有黄色标签丝印“X”的线与X轴传感器连接。

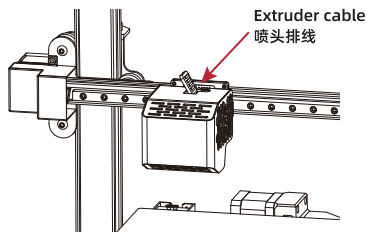


Attention

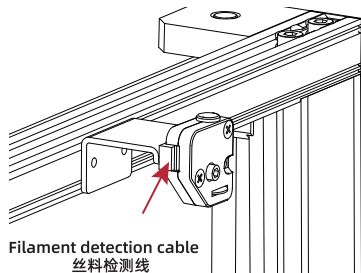
- Damage might occur if the voltage is set incorrectly. Please select the correct input voltage to match your local power supply (115/230V).
- Connect the power cable and turn the power switch to the I position to turn on the equipment.
- Do not disconnect the connection cable while the printer is powered on.

注意

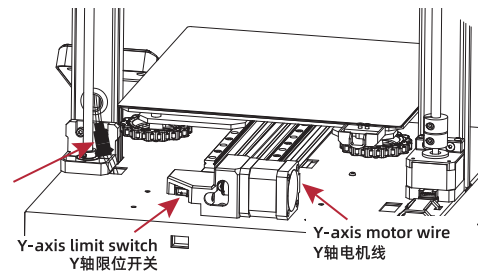
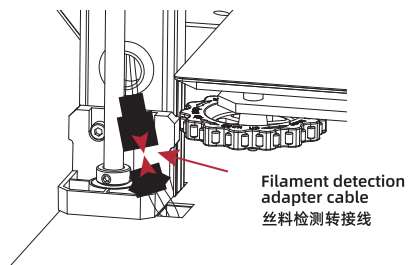
- 如果电压设置不正确，可能会造成损坏。选择正确的输入电压以匹配您的本地电源（115/230V）。
- 连接电源线并将电源开关拨至I档即可开机。
- 当机器通电时，请勿断开连接线。



4. Plug in the extruder cable.
4. 插上喷头排线。

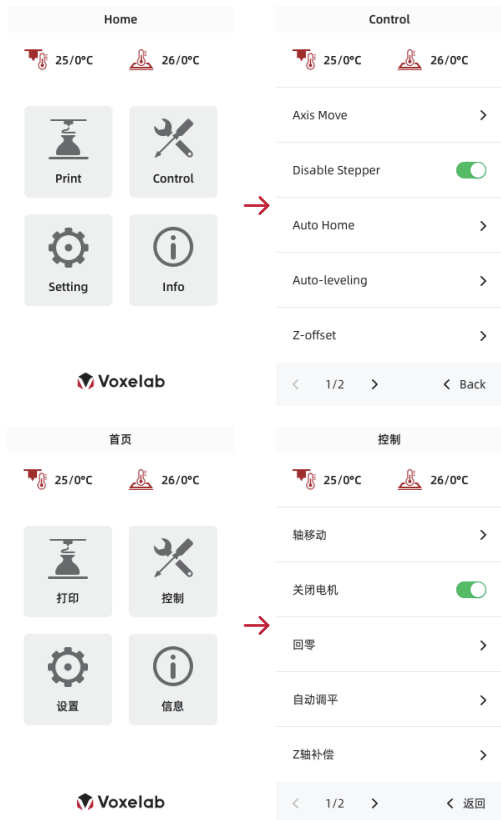


5. Connect the filament detection cable to the filament detection module.
5. 将丝料检测线与丝料检测模块连接。



6. Connect the wires with the yellow label silkscreened "Y" on the 6-pin (4-wire) port to the Y-axis motor.
7. Connect the wires with the yellow label silkscreened "Y" on the 3-pin (2-wire) port to the Y-axis sensor.
6. 将6针（4线）端口上带有黄色标签丝印“Y”的线与Y轴电机连接。
7. 将3针（2线）端口上带有黄色标签丝印“Y”的线与Y轴传感器连接。

8

Leveling
调平

The leveling operation video can be found on the Voxelab YouTube channel.
请浏览优酷“Voxelab3d打印”自频道，查看最新调平视频。



1. Click the [Control].
2. Click the [Auto-leveling].
3. Wait for the extruder and platform to heat up and then it will start the automatic leveling operation. Do not do anything during leveling.
4. Wait for the "The automatic leveling is complete!" prompt and exit the automatic leveling function.

1. 点击控制栏目
2. 点击自动调平栏目
3. 等待喷头平台加热后开始自动调平 调平过程中不要做任何操作
4. 等待完成提示后退出自动调平功能



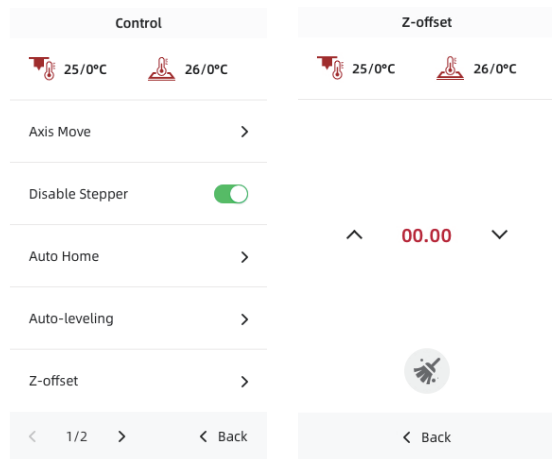
Note: The interfaces are for reference only, and the actual UI shall prevail.

注意：界面仅供参考，实际以UI为准。

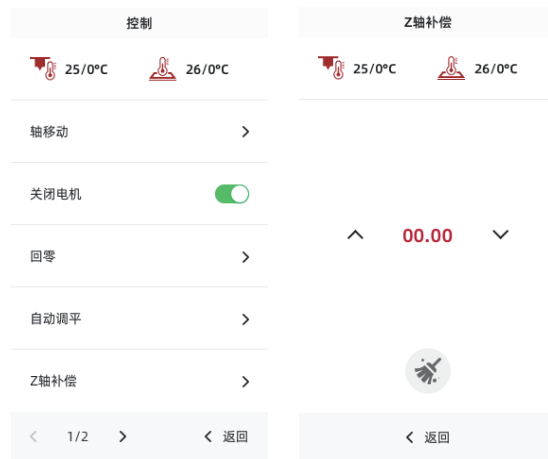
Z-offset Z轴补偿

Generally, users only need to perform automatic leveling and Z-axis calibration before starting printing, and manual leveling is not required if there is no abnormality.

用户开机打印前一般只需进行自动调平和z轴校准，若无异常无需进行手动调平。

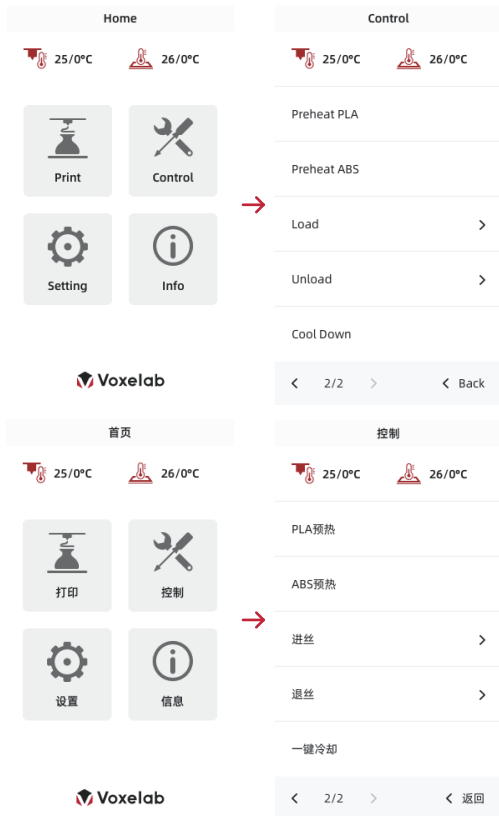


1. Click the [Z-offset] in the control interface.
2. Place a piece of A4 paper under the nozzle, click the [↓] key on the screen to make the nozzle close to the platform slowly, until obvious resistance is felt when sliding the A4 paper back and forth between the nozzle and the platform, and then click the [Back] key to complete the Z-offset.



1. 在控制界面中点击Z轴补偿功能。
2. 将一张A4纸置于喷嘴下方 在屏幕上点击↓键控制喷嘴慢慢接近平台，直至喷嘴与平台之间A4纸来回拖动感受到明显阻力时点击返回键完成Z轴补偿调试。

9

Preheat
预热

Note: The interfaces are for reference only, and the actual UI shall prevail.

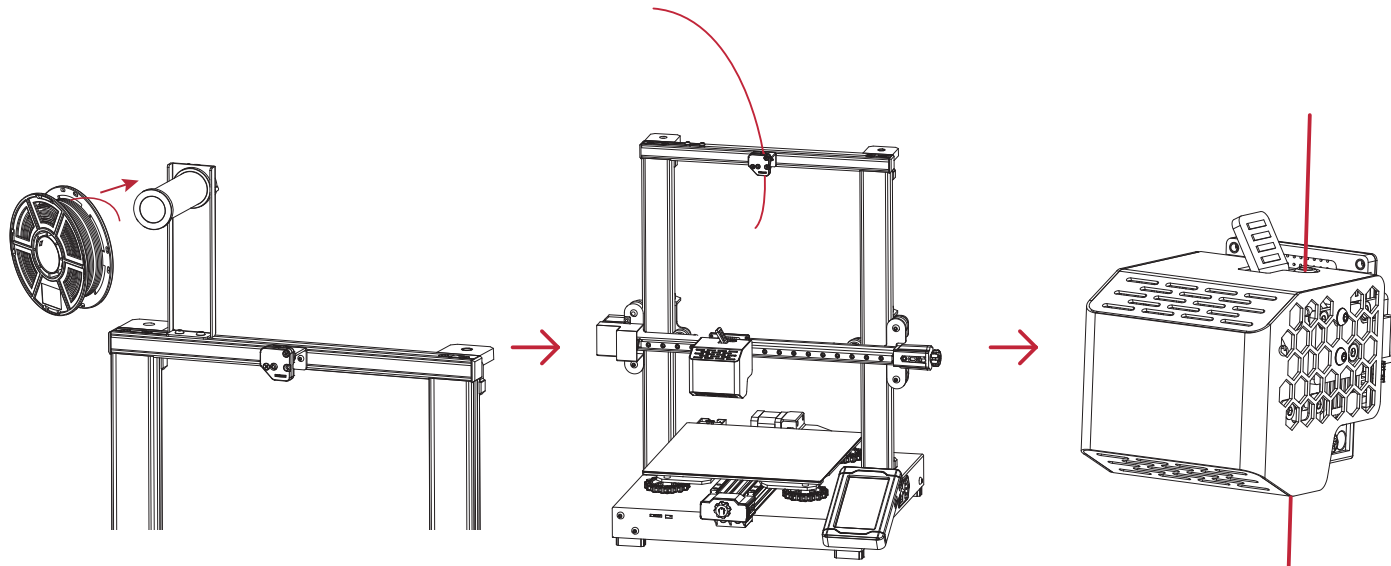
注意：界面仅供参考，实际以UI为准。

Note: If the temperature needs to be adjusted due to printing materials or other reasons, please click the [Control] - [Preheat PLA/ABS] to adjust the parameters.

注意：若因打印材料或其他原因需要调整温度，可以在界面首页【控制】-【PLA/ABS预热设置】调整参数。

10

Load the filament 装料



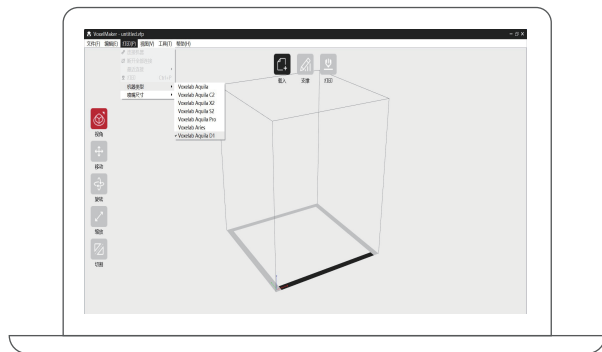
Hang the filament on the filament spool holder, pass the filament through the filament detector, press the handle of the extruder, and push the filament into the bottom of the extruder to finish loading.

将丝料挂在丝料架上，将丝料穿过丝料检测器后，按压喷头把手，将丝料推入喷头底部完成装料

11

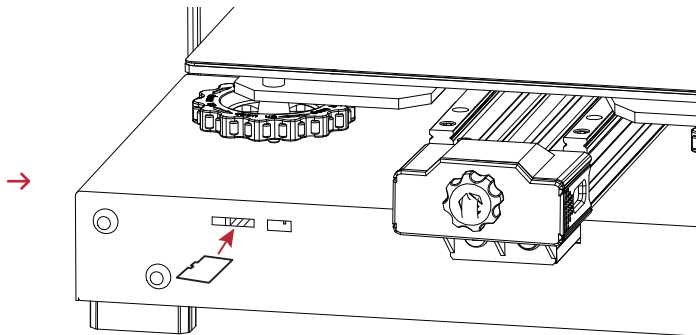
Start printing 首次打印

1. Please ensure that the printer has been leveled before printing;
 2. Please ensure that the filament is installed correctly and is not knotted or stuck before printing;
 3. Please clean the extruder before printing (There may be a small amount of filaments left in the extruder. Please load the filament for a while to extrude all the melted filament printed last time.);
 4. Do not leave the printer unattended for a long time during operation.
1. 打印开始前请确保打印机已经完成调平;
 2. 打印开始前请确保耗材安装正确, 没有打结或卡住;
 3. 打印开始前请将喷头内的耗材清理干净(喷头内可能残留少量耗材, 请进丝一段时间, 确保上一次打印的耗材已全部挤出);
 4. 不允许在长时间无人看守的情况下使用3D打印机。

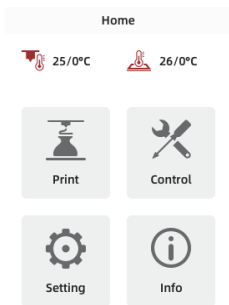


Decompress the slicing software installation package in the TF card and install it on your computer.
Open the software, import the stl file for slicing, and then save the sliced file to the TF card.

将TF卡中的切片软件安装包, 安装到电脑上。
打开软件, 导入stl文件进行切片, 将切片后的文件存入TF卡。



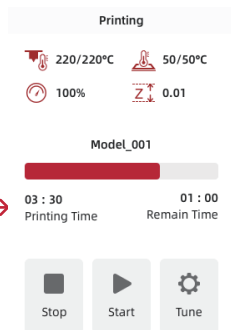
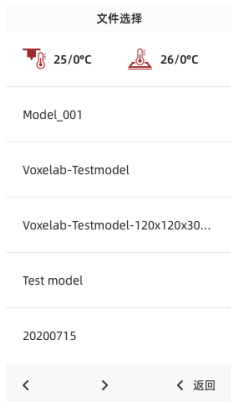
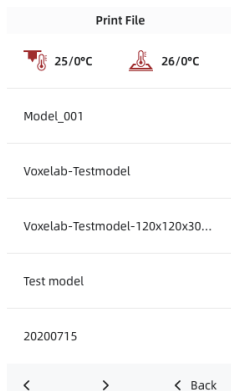
Insert the TF card, click the [Print], and select the file to print.
插入TF卡 - 点击[打印]。



Voxelab



Voxelab



Voxelab



After the model is printed, if the platform temperature is still high, please wait until the platform cools down before removing the platform plate, so as to prevent high temperature burns. The model can be removed by bending the platform plate.

模型打印完成后，平台若还有余温，请等待平台降温后再移除平台板，以防高温烫伤，移除模型可折弯平台板将模型移除。

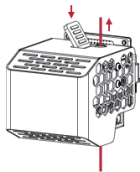
Unload the filament 退丝

Note: The interfaces are for reference only, and the actual UI shall prevail.
注意：界面仅供参考，实际以UI为准。

Unload

25/0°C 26/0°C

Press the extruder pressing plate, squeeze the filament downwards, and then quickly pull it out from the extruder



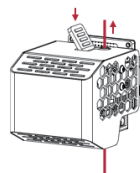
< Back

After the model is printed, if the filament needs to be replaced, the filament shall be withdrawn first. Observe whether the preset extruder temperature (235°C) is reached when clicking to enter the filament unloading. When the preset temperature is reached, press down the filament feeding handle, squeeze the filament downwards for a small amount by hand, and then quickly pull it out. Pay attention to cleaning the residual filament in the nozzle.

退丝

25/0°C 26/0°C

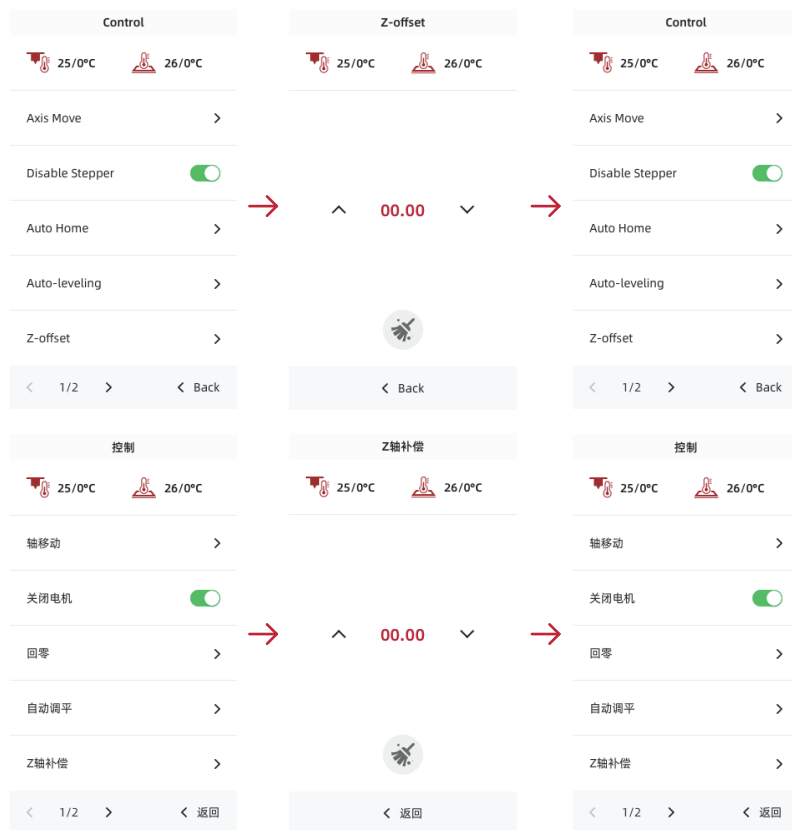
喷头加热完成。按压喷头压板，向下挤压丝料，然后快速从喷头处拔出。



< 返回

模型打印完成后，若需要更换丝料，可先执行退丝。在点击进入退丝时观察喷头是否达到预设温度（235°C），当达到预设温度时需向下按压送丝把手，用手将丝料向下挤压一小段后快速抽出。注意清理喷嘴残留的丝料。

Manual leveling 关于手动调平说明



Note: The interfaces are for reference only, and the actual UI shall prevail.
注意：界面仅供参考，实际以UI为准。

Manual leveling method:

1. Click to restore factory settings (if it has been used, this step is not required for the first unpacking).
2. Click the [Z-offset], and then reset the value to zero.
3. Prepare a piece of A4 paper and put it on the platform. Click the [↓] to control the nozzle to move down until the nozzle is close to the platform. Slide the A4 paper until obvious resistance is felt and the A4 paper is not broken, and that is the appropriate distance between the nozzle and the platform.
4. Click the [Back] and then click to turn off the motor, and manually move the extruder and printing platform to manually level the platform.

手动调平方法：

1. 点击恢复出厂设置（若已使用，初次拆箱无需此步骤）。
2. 点击Z轴补偿，页面跳转后点击Z轴补偿清零。
3. 准备一张A4纸放在平台上，点击↓控制喷嘴向下移动至喷嘴接近平台，喷嘴与平台的间距已拖动A4纸感受到明显阻力并不划破A4纸为准。
4. 点击返回后再点击关闭电机，手动移动喷头和打印平台对平台进行手动调平。

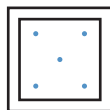
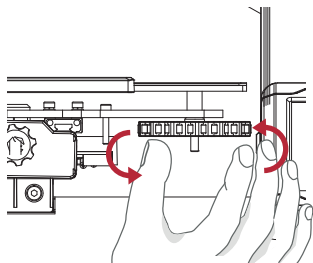
Leveling 调平

1. When the nozzle is above the leveling nut, rotate the nut and adjust the distance between the nozzle and the printing platform to about 0.1mm (the thickness of a piece of A4 paper);
2. Use a piece of A4 paper to assist leveling, so that the nozzle can just scratch the A4 paper but not break it. Adjust the four leveling nuts at the bottom in turn, and keep adjusting until you can feel the slight resistance from the nozzle when pulling the A4 paper;

1. 当喷嘴在调平螺母上方时，旋转螺母，调节打印平台，使二者间距约为0.1mm，刚好处于贴合状态（一张A4纸的厚度）；
2. 用一张A4纸辅助调平，使喷嘴刚好能在A4纸上产生划痕但不会划破纸张。依次完成底部四个调平螺母的调节，不断调整直到拉动A4纸时能感受到来自喷嘴的轻微阻力；
3. 测试平台中间间隙是否合适，如有必要可重复上述步骤1-2次。

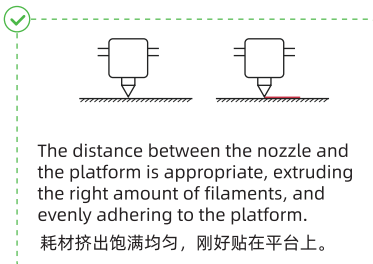
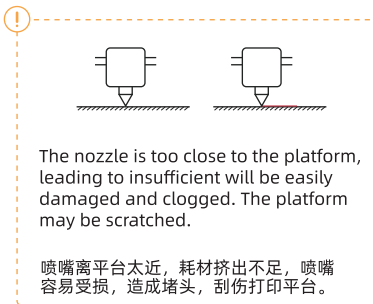
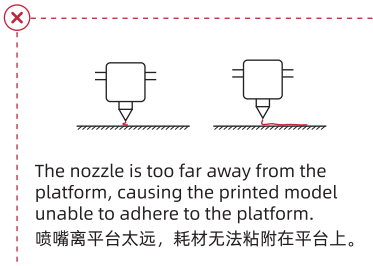
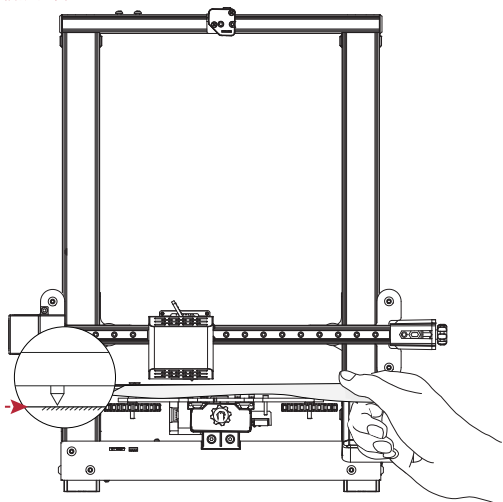
Note: If the nozzle still can not touch the platform by rotating the leveling nuts, this may be due to the Z-axis limit sensor position being installed too high; please adjust it appropriately.

注意：如若旋转调平螺母无法使喷嘴触碰到平台，这可能是由于Z轴限位传感器位置安装过高，请适当调节。



It is suggested that the center position be checked after adjusting the upper 4 positions.
4个螺母上方位置调整后，可适当查看中心位置是否合适。

0.1 mm



Firmware upgrade

固件更新

Get the firmware files: Enter the official website <www.voxelab3dp.com> and download them at <Download Center>.

固件下载：请联系售后邮箱 support@voxelab3dp.com 售后电话：0579-82238189

Method 1:

1. Insert the TF card into the card reader.
2. Insert the card reader into the USB port of the computer.
3. Create a new folder named firmware in the TF card.
4. Open the firmware folder and put in the downloaded xx. bin file.
5. Insert the TF card into the TF card slot of the machine.
6. Restart the machine
7. After the interface prompts the completion of the update, pull out the TF card.

Note: the original firmware folder should be deleted when the TF card is used to print models again after the update is finished.

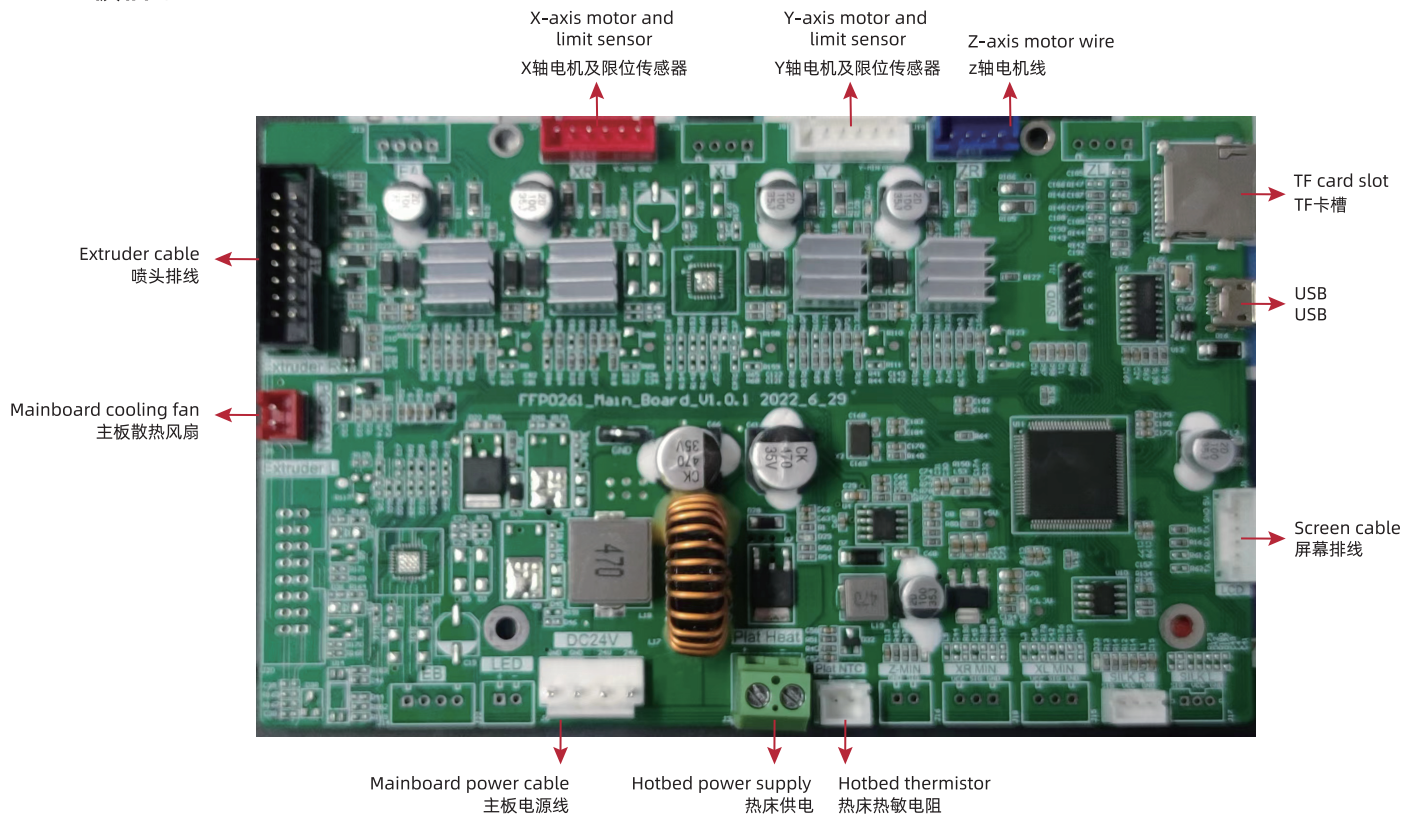
方法1:

1. 将TF卡插入读卡器
2. 将读卡器插入电脑USB接口
3. 在TF卡中新建名为firmware的文件夹
4. 打开firmware文件夹，放入已下载的xx.bin文件
5. 将TF卡插入型材机的TF卡插口
6. 重启机器
7. 等待界面提示跟新完成后拔出TF卡

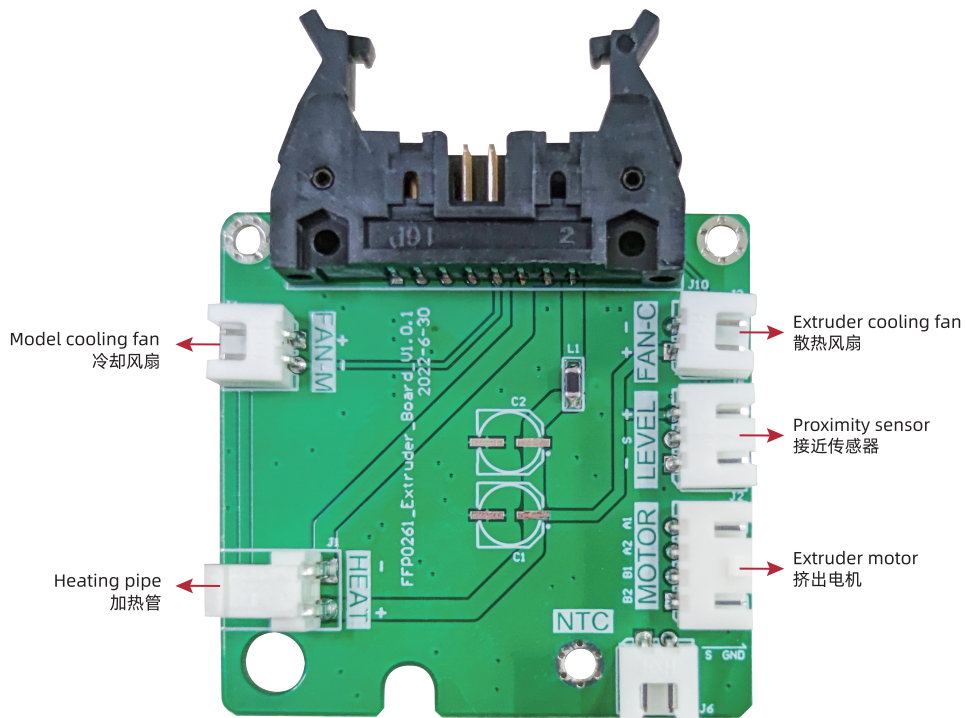
注意：跟新完成后再次使用TF卡打印模型时需将原先firmware文件夹删除

Mainboard Information

主板信息



Mainboard Information 主板信息





Printing Notice 打印注意事项

1. Please apply glue to the PEI platform properly, so as not to affect the printing effect. After printing, please do not remove the model with a scraper to avoid damage to the platform.
 2. Please do not pick up the build plate immediately after printing to prevent high temperature burns.
 3. Please keep a proper distance between the extruder and the PEI platform to avoid wear.
 4. It is not recommended to print ABS filament in an extremely low temperature environment, as the printed model is easy to detach from the build plate.
 5. Please pay attention to whether the adhesion of the first layer is normal when printing; If not, please re-level.
 6. If there is an error in the Z-axis height dimension, please perform Z-axis compensation.
 7. The recommended printing environment temperature is 18-30°C. Too high or too low ambient temperature will affect the printing quality.
 8. Keep the guide rail and its surrounding environment clean. Dust entering the guide rail will increase the wear, vibration and noise of the guide rail.
-
1. PEI平台钢板可适当涂抹胶水，以免影响打印效果。打印完成后，请勿用铲刀取模型，以免造成平台损伤。
 2. 打印完成后，请勿立即拿起打印平台，防止高温烫伤。
 3. 喷头与PEI平台钢板请保持合适的距离，以免造成磨损。
 4. 不建议在温度过低的环境打印ABS材料，模型容易从平台脱离。
 5. 打印时请注意第一层的粘附是否正常；若不正常，请重新调平
 6. 若Z轴高度尺寸有误差，请对Z轴进行精度补偿。
 7. 建议打印环境温度为18-30°C，过高或过低的环境温度，都会影响打印质量
 8. 保持导轨及其周围环境的清洁，灰尘进入导轨会增加导轨的磨损，振动和噪声。



Troubleshooting 故障检修

Q: What if the model warps or is unable to stick to the build plate?

打印模型起翘，粘不住打印平台怎么办？

- A: 1. The platform temperature is too low. Please increase the platform temperature;
2. The filament itself fails to stick to the platform (it is recommended to apply glue to enhance the adhesion);
3. The distance between the platform and the nozzle is too large or the platform is not leveled. Please level it again.
1. 平台温度设置太低，请加高平台温度；
 2. 材料本身不粘平台（建议涂抹胶水，增强粘附力）；
 3. 平台与喷嘴距离太大，平台未调平，请重新调平。

Q: What if the accuracy of model is not good?

模型打印尺寸不良怎么办？

- A: Please confirm whether the synchronous belt is too loose or too tight, and adjust it to a proper state.
- 确认同步带是否异常松或太紧，调整到合适状态。

Q: What if the screen turns black?

黑屏或显示不良怎么办？

- A: 1. Check whether the screen harness is loose, inserted backwards, not inserted in place or tilted in the wrong place, and re-plug it;
2. Reinstall the firmware to see if it can be recovered. If not, please contact our after-sales personnel.
1. 检查屏幕线束是否松动、插反、未插到位或倾斜错位，重新插拔一下；
 2. 重装固件，是否能恢复，若不能请联系技术支持。

Q: What if the build plate cannot be heated?

热床无法加热。

- A: Please check whether the temperature display is abnormal; If so, the thermistor is damaged and needs to be replaced; If the temperature display is normal but it still can not be heated, the heating plate wires are damaged and need to be replaced.
- 查看温度显示是否异常，若异常则热敏电阻损坏，需要更换热敏电阻；温度显示正常不加热，加热板线损坏，需更换。

Q: What if the nozzle cannot be heated?

喷嘴不加热。

- A: 1. Please check whether the temperature display is abnormal; if so, the thermistor is damaged and needs to be replaced;
2. If the temperature display is normal but it still can not be heated, the heating pipe cable is damaged and needs to be replaced.
1. 查看温度显示是否异常，若异常则热敏电阻损坏，需要更换热敏电阻；
 2. 温度显示正常不加热，加热管线损坏，需更换。

Q: What if the axis cannot move?

轴无法运动。

- A: 1. Check whether the motor harness is plugged in properly;
2. Contact us by email.
Email: support@voxelab3dp.com
1. 检查电机线束是否插好；
 2. 联系技术支持。

Q: What if the files are garbled and cannot be read?

文件乱码了，读取不了？

- A: Repair the model before slicing.
切片前请修复模型。

Q: What if knocking and noise keep occurring when homing?

回零一直在撞击，停不下来，有异响产生。

- A: 1. Confirm whether there is a problem with the homing sensor and whether it is collided;
2. Check whether the line is abnormal, and manually press the sensor to see if it stops;
3. Contact us by email.
Email: support@voxelab3dp.com
1. 确认回零传感器是否有问题，是否有碰撞到传感器；
 2. 检查线路是否异常，手动按压传感器查看是否停止；
 3. 联系技术支持。



Troubleshooting 故障检修

Q: Unable to resume printing after power failure?
断电续打功能不能使用。

A: It might be because different TF cards are used before and after the power failure. Please make sure to use the same TF card before and after the power failure. The TF card shall not be replaced before and after the power failure.
断电前后使用的TF卡不同，请保持断电前后是同一个TF卡。
断电前后TF卡不得更换。

Q: Too much filament oozing?
模型打印拉丝严重。

A: 1. Reduce the printing temperature by 5~10°C;
2. Increase the traveling speed, or increase the retraction length and speed.
1. 适当调低打印温度5-10°C;
2. 适当调高空走速度，或者提升回抽速度以及回抽值。

Q: What if offset occurs on the printed model?
模型打印偏移怎么办？

A: 1. Confirm the tension of the synchronous belt and check whether the synchronous belt is installed incorrectly;
2. Re-slice the model;
3. Reduce the printing speed;
4. Confirm whether the operating environment temperature exceeds the maximum environment temperature of the machine of 30°C.
1. 确认同步带张紧力，查看同步带是否安装错误；
2. 打印模型重新切片；
3. 降低打印速度；
4. 确认机器使用环境温度是否超过机器限定最高温度30°C。

Q: Printer gets broken at the time of turning it on?
机器通电就烧坏了。

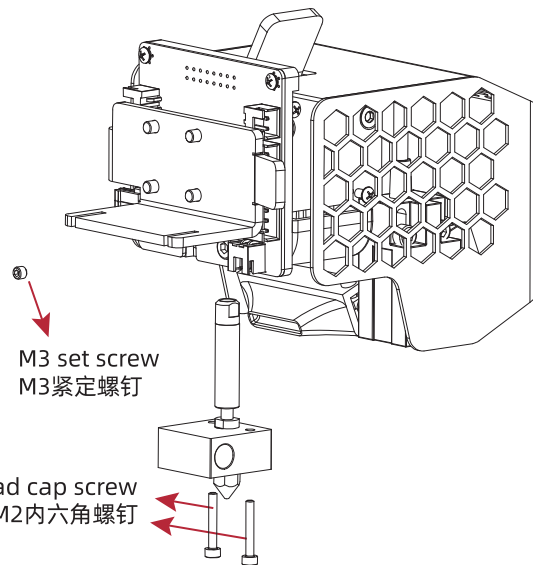
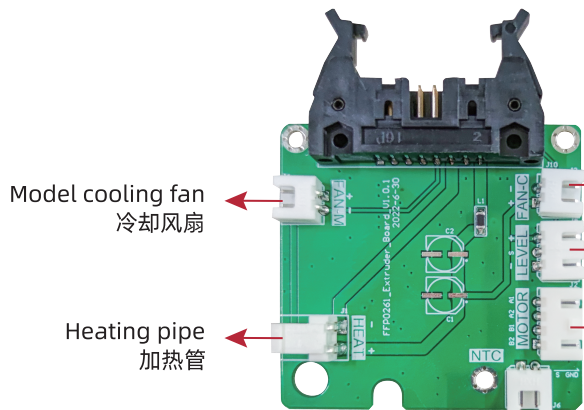
A: It might be caused by dialing to the wrong voltage. Please check whether the voltage is dialed correctly.
开关电源拨码不正确，检查电压是否拨到正确的电压值。

Q: No filament coming out during printing?
模型打印中不出丝了。

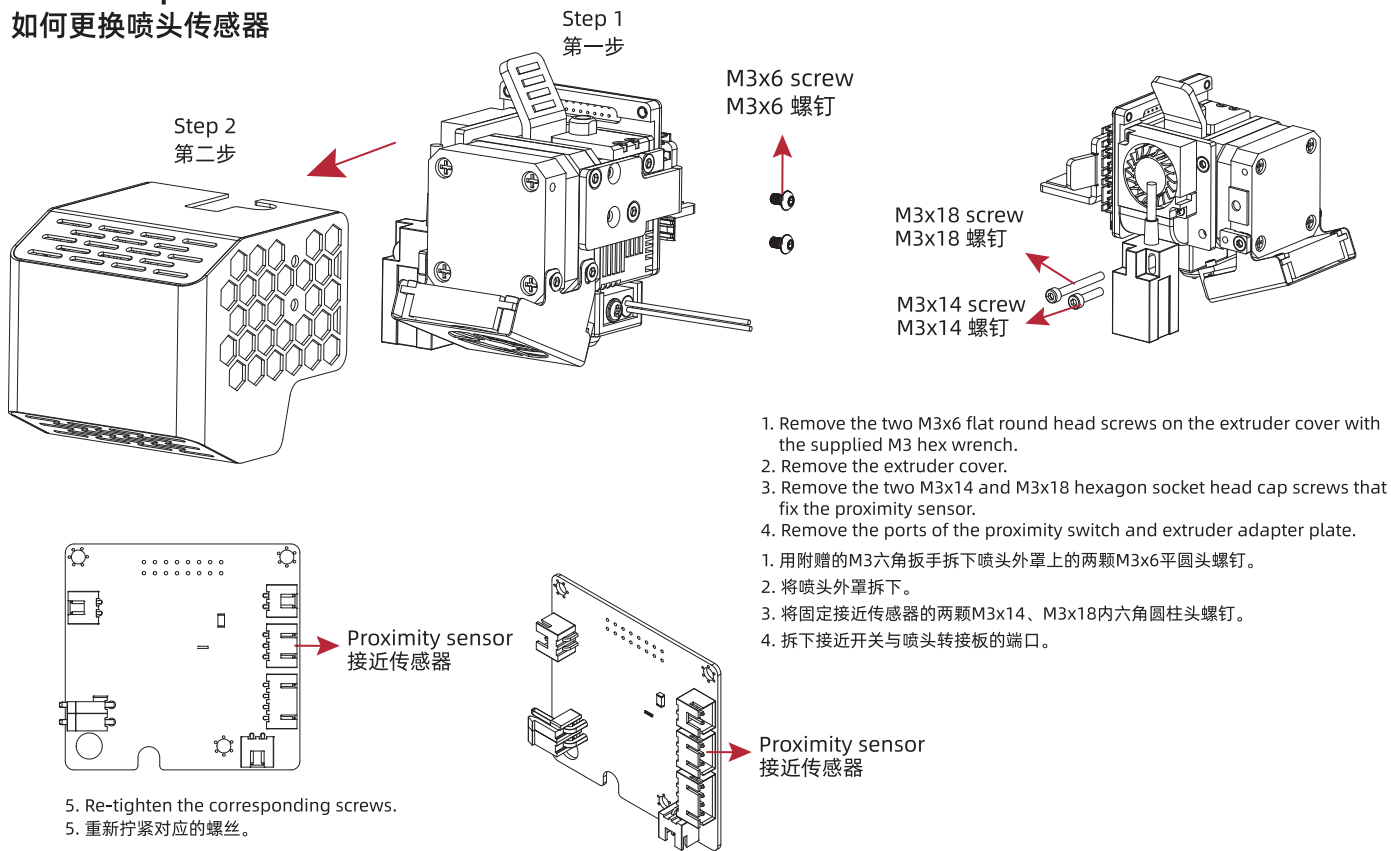
A: 1. Shorten the retraction length to avoid any abrasion;
2. Check whether the nozzle is clogged. Use a needle to clean it if necessary;
3. Confirm whether the filament feeding roller is stuck; if so, please clean it up.
1. 适当调低回抽值，回抽值过大容易磨损；
2. 确认喷头是否堵塞，若堵塞需使用通针清理；
3. 确认送丝轮部分是否卡住，若卡住请清理干净。

How to disassemble the nozzle assembly 如何拆卸喷嘴组件

1. Unplug the heating pipe and thermistor terminals.
2. Remove one M3x2.5 set screw and two M2x14 socket head cap screws.
3. Pull out the hot end downward.
1. 拔出加热管和热敏电阻接线端子。
2. 拆下一颗M3x2.5紧定螺钉 和两颗M2x14的内六角螺钉。
3. 向下拔出热端。



How to replace the extruder sensor 如何更换喷头传感器



售后服务卡

<SAC20200804>

Voxelab采用谁销售谁服务的原则，如您的3D打印机是在非Voxelab官方平台购买，请向您购买的商家获取相关支持。

1. Voxelab所有3D打印机均为用户提供12个月整机有限质保。其中FFF技术3D打印机的喷头质保时间为3个月。
2. 质保期内若设备出现非人为损坏（由Voxelab工程师评定），您将获得免费配件及售后技术支持。
3. 售后服务周期以产品出厂日期为起始。如能提供清晰的发票，则以发票开具日期为起始。
4. 维修零配件可能为非全新配件，但甲方保证配件功能完全正常。维修配件质保时间与其整机质保时间相同。

以下配件不列入质保范围

平台贴纸	打印平台
平台金属板	金属铲刀
平台玻璃	内六角扳手
U盘、TF卡及读卡器	开口扳手
USB线	工具配件
打印耗材	丝盘轴

* 由于Voxelab产品喷头会有迭代升级，喷头升级套件需单独购买。

以下情况不在质保范围内

- 无法提供有效质保卡或序列号（遗失、涂改、模糊无法确认）；
- 整机及部件已经超过质保有效期；
- 设备曾经在未经Voxelab授权的维修店维修；
- 设备在非产品规定的工作环境下使用而造成的设备故障或损坏；
- 设备正常磨损、老化或因操作造成的外观划痕或瑕疵；
- 由于使用非Voxelab指定的软件而造成的设备故障或损坏；
- 由于使用其它品牌部件造成的设备故障或损坏；
- 由于私自对设备进行改装而造成的设备故障或损坏；
- 由于错误安装、使用而造成的设备故障或损坏；
- 由于滥用（包括超出工作负荷）、误用而造成设备故障或损坏；
- 由于使用低质量耗材而造成的设备故障或损坏；
- 由于维护不当（受潮、发霉或暴露在极端气候）造成的设备故障或损坏；
- 由不可抗因素（如火灾、地震、雷击、水灾等）造成的故障或损坏；



After-sales Service Registration Form

售后服务登记表

Series No.
序列号

Purchase from
从何处购买

Tel.
联系电话

Contact
联系人

Add.
地址

Fault Description:

故障描述

❗ Please fill in this form carefully, cut out this form and mail it back to Voxelab together with the printer, or download this form from www.voxelab3dp.com, fill in this form and mail it to support@voxelab3dp.com. After-sales service shall not be provided without this form.
请务必仔细填写此表，剪下并随机器寄回Voxelab，未填写此表将无法进行售后服务。

❗ Please contact your reseller to get after-sales service help if your printer is not purchased on official Voxelab website.
如您在非Voxelab官方平台购买机器，请直接联系您购买的渠道获取售后支持。

After-sales Service

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Note: The one who sells you the printer should be responsible for your after-sales service.

1. Voxelab grants all end-users a 12-month limited warranty for all Voxelab 3D printers (except the Voxelab extruder) and a 3-month warranty for Voxelab FFF Extruder.
2. If Voxelab 3D printer fails during normal and proper use within the warranty period (judged by Voxelab engineers), Voxelab will provide users with free maintenance services or remote after-sales support.
3. The warranty period starts from the outbound date, or starts from the invoice date if clear and confirmed invoice is provided.
4. Voxelab will repair or replace only the defective parts with new or reconditioned parts that are functionally equivalent or superior to those original parts. The warranty period of replaced parts is the same as the printer.

Parts Excluded from This Warranty

Build Tape	Build Plate
Platform Metal Plate	Metal Scraper
Platform Glass	Allen Wrench
USB Flash Drive	Open End Wrench
TF Card	Accessories
Card Reader	Filament Spool
USB Cable	
Filament	

What is not covered

- Unable to provide a valid After-sales Service Card or serial number (Including but not limited to lost, altered, blurred or not identifiable);
- The warranty period of the whole printer and parts has expired;
- Damage(s) caused by having the printer repaired in repair shops unauthorized by Voxelab;
- Damage(s) caused by the use of the printer in a non-product specified working environment;
- Normal wear, tear and aging of the printer or appearance scratches or defects caused by operation;
- Damage(s) caused by the use of non-Voxelab specified software;
- Damage(s) caused by using parts of other brands;
- Damage(s) caused by unauthorized modification of the printer;
- Damage(s) caused by incorrect installation or use;
- Damage(s) caused by abuse (working overload) or misuse;
- Damage(s) caused by using low-quality filaments;
- Damage(s) caused by operation under improper environment (damp, mildew or exposure to extreme weather);
- Damage(s) caused by force majeure (such as fire, earthquake, lightning, flood).

* As the Voxelab extruder kit will be iteratively upgraded, the upgraded extruder kit needs to be purchased separately.

Physical objects and final images might be distinct from the user manual due to differences between printer models. Voxelab reserves the right of final interpretation of this user manual.

因每款机型不同，实物可能有所差异，请以实物为准。本说明书最终解释权归浙江闪铸三维科技有限公司所有。



Official Website



You Tube



天猫旗舰店



优酷自频道



Official Website: www.voxelab3dp.com E-mail: support@voxelab3dp.com
Address: No. 518, Xianyuan Road, Wucheng District, Jinhua City, Zhejiang Province, China

 **Voxelab**  **voxelabofficial**

 **Voxelab**  **Voxelab 3D Printing**

公司：浙江闪铸三维科技有限公司
地址：浙江省金华市仙源路518号
官网：www.sz3dp.com
邮箱：support@voxelab3dp.com
热线电话：400 886 6023

