

3D Printer User Manual

3D打印机使用说明书

Aquila Pro

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，若设备喷头内存在耗材残留或打印平台有轻微划痕，都属正常现象，不影响使用。

Content 目录

Thank you for choosing Voxelab products. For your convenience, please read the manual carefully before using it. Operate the printer 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

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



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 Guide.
2. Dress properly. Do not wear loose clothing or jewelry. Keeping your hair, clothing and gloves away from moving parts.
3. Do not directly touch the nozzle and build plate to avoid high-temperature burn.
4. Do not expose the printer in flammable liquid, gas or dust environment (The high temperature generated by operating printer may react with dust, liquid, and flammable gas in the air and cause fire).
5. Do not put the printer on a shaking place. It may affect the printing quality.
6. Children and untrained personnel are not allowed to operate the printer alone.
7. Operate the printer in a well-ventilated environment. Some materials may emit odors during the printing process.
8. Do not manually move the nozzle or printing platform while booting up, lest printer damage.
9. Never use the printer for illegal activities.
10. Never use the printer to make any food storage.
11. Never put the printed model into mouth.
12. Lower the build plate before loading/unloading filament. The distance between the nozzle and build plate should be at least 50 mm.
13. Ensure regular maintenance for the printer; use dry cloth to remove dust and adhered residues.



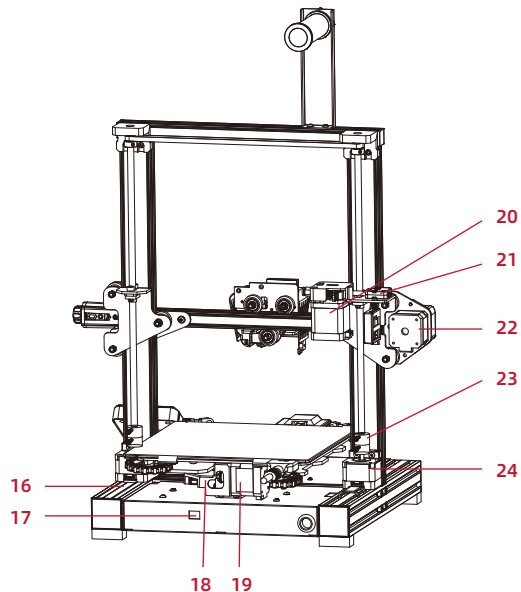
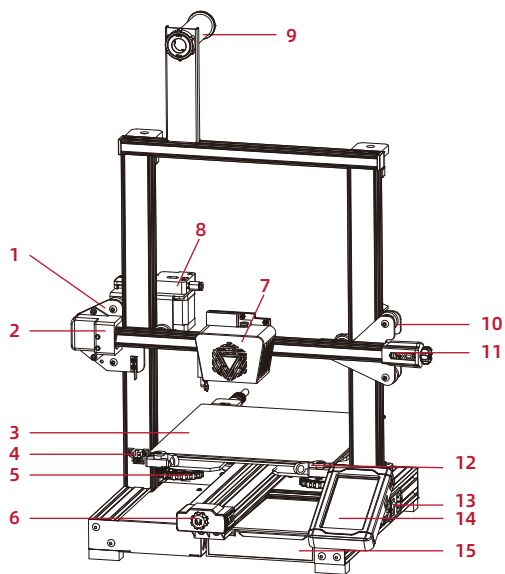
Watch out for the sharp edges and corners of the profile.

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内，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。



型材边角比较锐利，注意安全。

Product Introduction



1. XE-axis assembly XE轴组件
2. X-axis limit sensor X轴限位传感器
3. Print platform 打印平台
4. Z-axis limit sensor Z轴限位传感器
5. Leveling nut 调平螺母
6. Y-axis tensioner Y轴张紧器
7. Extruded assembly 挤出组件
8. Feeding assembly 送丝机构

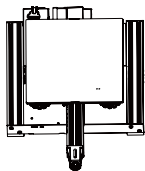
9. Material rack and spool holder 料架及料管筒
10. X-axis right fixed block X轴右固定块
11. X-axis tensioner X轴张紧器
12. Platform clip 平台压扣
13. Power switch and socket 电源开关及插座
14. Screen 显示屏
15. Tool box 工具箱
16. Printer base 机器底座

17. Voltage regulator 电压调节档
18. Y-axis limit sensor Y轴限位传感器
19. Y-axis motor Y轴电机
20. E-axis motor E轴电机
21. Filament detector 丝料检测组件
22. X-axis motor X轴电机
23. Coupling 联轴器
24. Z-axis motor Z轴电机

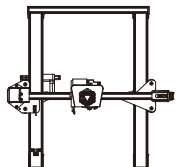
Equipment Parameters 设备参数

Model 型号	Voxelab Aquila Pro
Print volume 成型尺寸	235*235*250 mm
Forming 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 标配 0.4 mm
Print precision 精度	±0.2 mm
Filament 打印材料	φ1.75 mm PLA
File format 支持格式	Input 输入: 3mf / stl / obj / fpp / bmp / png / jpg / jpeg Output 输出: G File / GX File / Gcode File
Connectivity 打印方式	USB connection printing / WIFI Online printing U盘连接打印 / Wifi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: AC 115/230V 50/60Hz Output 输出: DC 24V
Total power 总功率	360W
Hotbed temperature 热床温度	≤110°C
Nozzle temperature 喷嘴温度	≤260°C
Resume printing function 断电续打	Yes 支持
Filament detection 断料检测	Yes 支持
Dual Z-axis rails 双Z轴丝杆	Yes 支持
Language switch 语言切换	Chinese / English / Japanese / French / Spanish / German 中文/英文/日语/德语/法语/西班牙语
Supports(OS) 电脑操作系统	Windows 7/10 / Mac OS
Print speed 打印速度	≤180 mm/s, 30-60 mm/s normally ≤180 mm/s, 正常为30-60 mm/s

Spare Parts 零部件清单



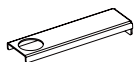
Printer base *1
底座组件*1



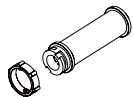
Gantry Frame *1
龙门架*1



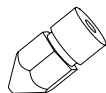
Screen *1
显示屏*1



Material rack *1
料架*1



Material pipe and
nut *1
料架筒及料架螺母*1



Nozzle *1
喷嘴*1



Filament *1
耗材*1



Remove tool *1
金属铲刀*1



Power cable *1
电源线*1



Needle *1
通针*1



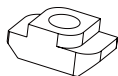
USB flash disk*1
U盘*1



M6 Pneumatic joints *2
M6气管接头*2



Diagonal Pliers *1
剪钳*1



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



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



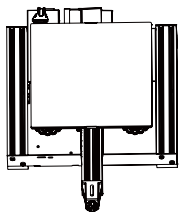
Hexagon socket button
head screws M5x8 *2
内六角平圆头螺钉M5x8 *2



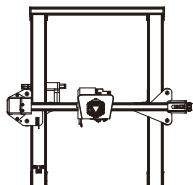
Wrenches and
screwdrivers
扳手和螺丝刀

1

Install the gantry frame 安装龙门架



Printer base *1
底座组件*1

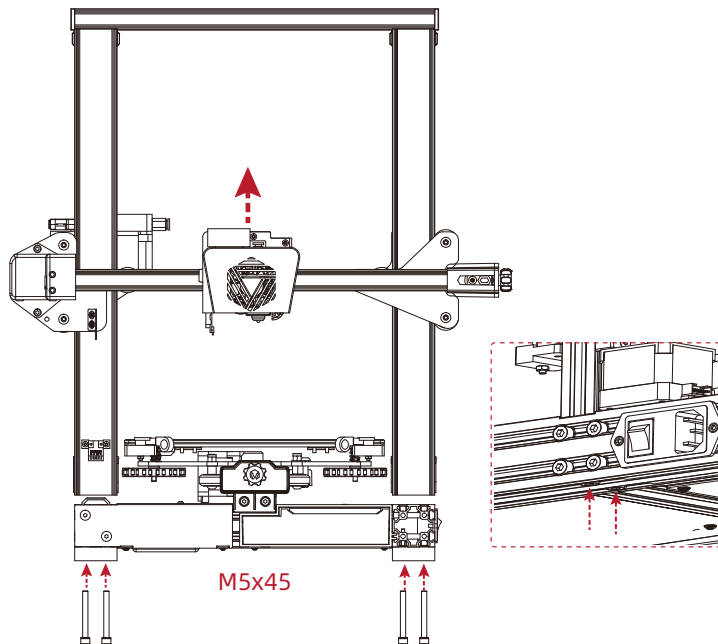


Gantry Frame *1
龙门架*1



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

Installation video can be found on [Voxelab Youtube channel](#)



Step: First lift the X-axis assembly up at least 15 cm to the position as shown, then use four M5x45 screws to fix gantry frame with the base.

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

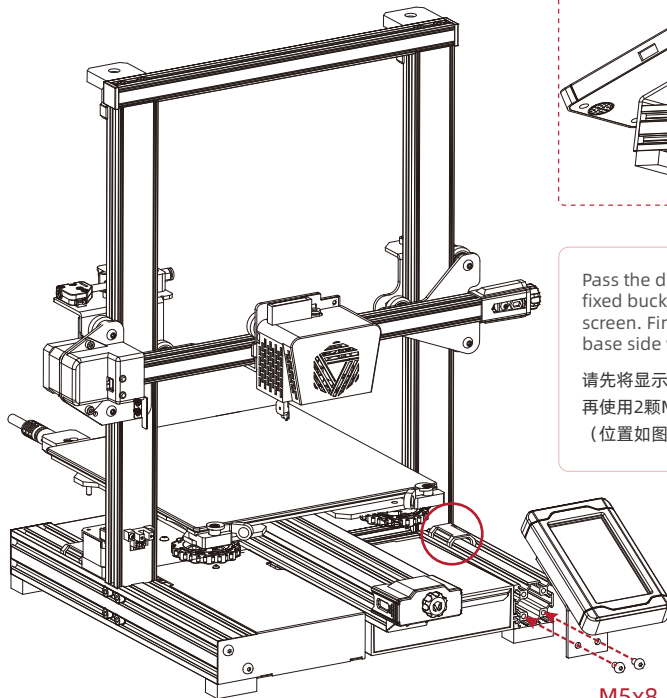
Install the screen 安装显示屏



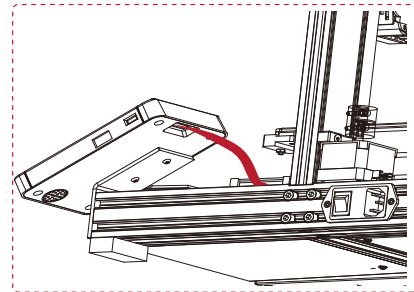
Hexagon socket button
head screws M5x8 *2
内六角平圆头螺钉M5x8 *2



Screen *1
显示屏*1



M5x8

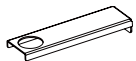


Pass the display cable through the cable fixed buckle firstly, then connect it to the screen. Finally install the screen onto printer base side with two M5x8 screws (as shown).

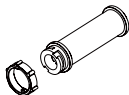
请先将显示屏线穿过固线扣，与屏幕连接好后，再使用2颗M5X8螺钉将显示屏固定在机器底座（位置如图所示）。

3

Install spool holder 安装料架



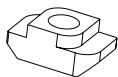
Material rack *1
料架 *1



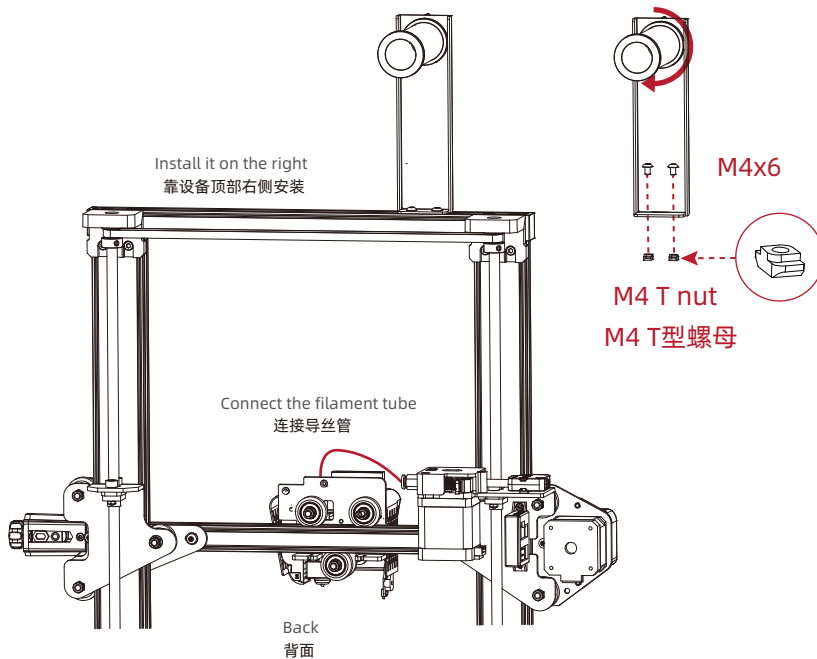
Material pipe and nut *1
料架筒及料架螺母 *1



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

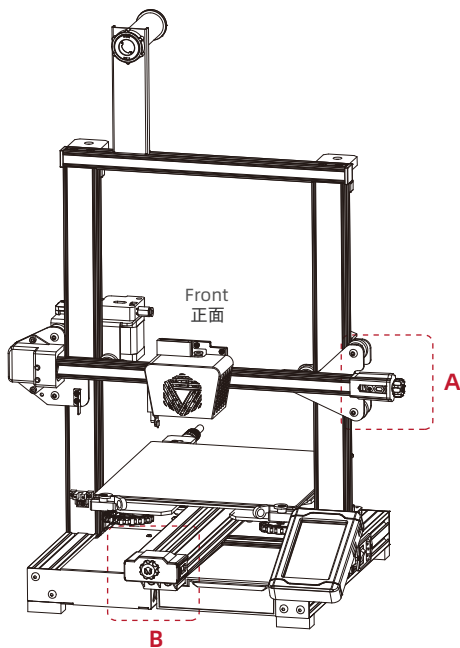


Step: Put two M4x6 screws and two M4 T nuts into the material rack (as shown), place the spool holder on the rack and fix on the profile with screws (as shown).

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

Adjust the synchronous belt 调节同步带



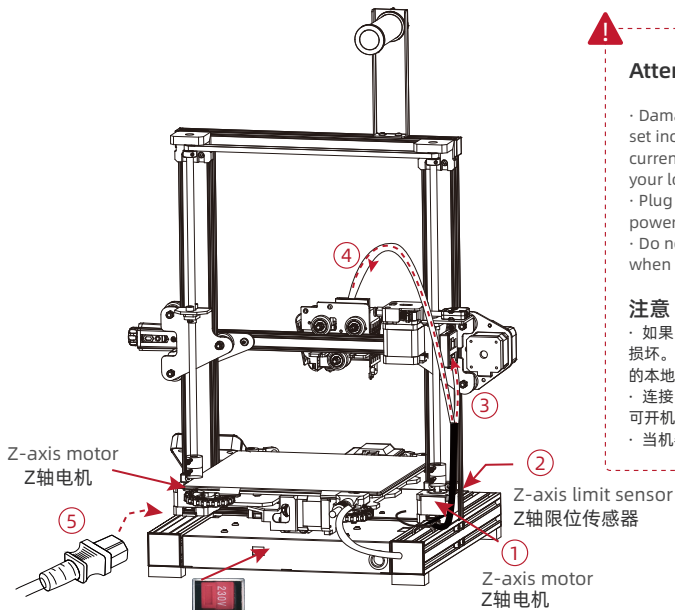
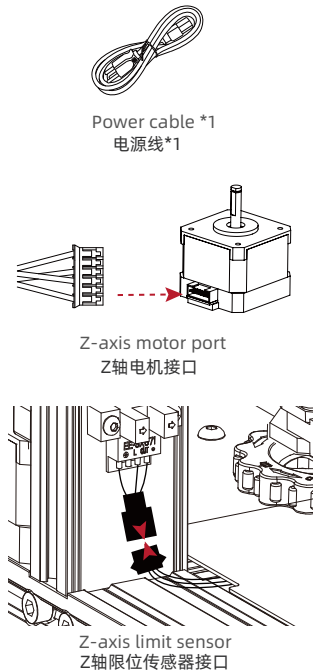
Move the extruder left and right to check whether it can touch the X-axis limit sensor and check the tension of synchronous belt. It is best when the extruder is able to touch the X-axis limit sensor and synchronous belt is in a proper elasticity.

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。

5

Wire connection 设备接线

1. Connect the yellow-labeled cables with "Z1" and "Z2" on 6 pin(4 wires) ports to Z-axis motors; 将6针（4线）端口上带有黄色标签丝印“Z1”，“Z2”的线分别与左右两个Z轴电机连接；
2. Connect the port of black cable to Z-axis limit sensor; 黑色线端口与Z轴限位传感器端口对接；
3. Insert the XE-axis assembly zcable; 插上XE轴组件转接排线；
4. Insert the extruder cable into the extruder; 插上喷头排线；
5. Plug in the power cord (as shown) and toggle the switch to turn on the power. 插上电源线（如示意图）拨动开关打开电源。



Attention

- Damage might occur if voltage is set incorrectly. Make sure the current input voltage matches to your local mains (**115/230 V**).
- Plug in power cord and turn power switch to 1 to turn it on.
- Do not disconnect the cables when the printer is powered on.

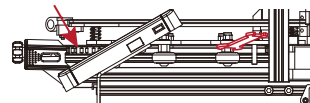
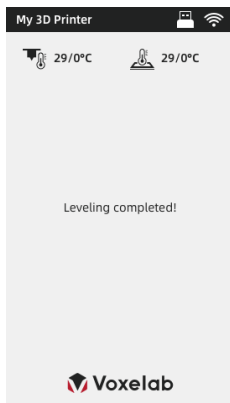
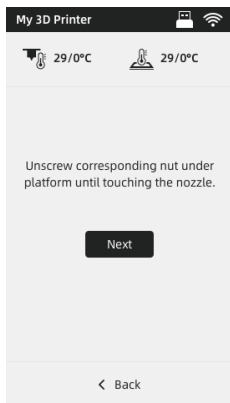
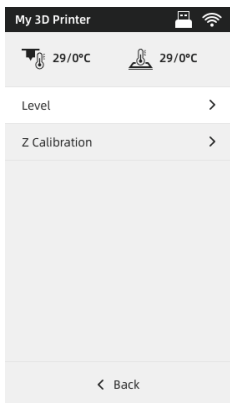
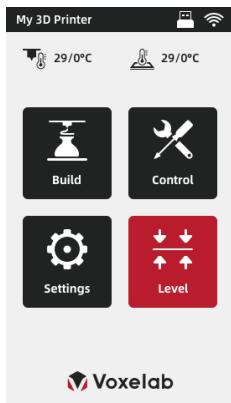
注意

- 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。

6

Level
调平

Leveling operation video can be found on Voxelab Youtube channel
请浏览优酷“Voxelab3d打印”自频道，查看最新调平视频。



Check the steadiness of the build plate before leveling. If the build plate is unsteady, please use an open-end wrench to adjust the V-wheel to steady it.

调平台前请确认一下平台有无晃动；若有，请使用开口扳手调节一下左右两侧V型轮松紧度，使得平台滑动顺畅且无晃动。



During the leveling process, please do not touch the filament tube and nozzle cable.

调平过程中，请不要触碰导丝管及喷头排线。



Note: The UI information is only for reference, the actual UI may be different.

注意：界面仅供参考，实际以UI为准。

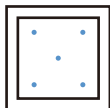
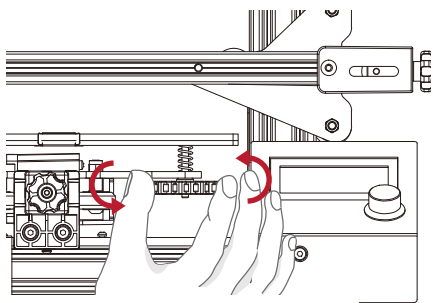
Level 调平

1. Move the nozzle to the top of the leveling nut. Screw the nut and adjust the distance between the nozzle and the printing platform to about 0.1 mm (Thickness of a piece of A4 paper).
2. We can use a piece of A4 paper to assist in leveling, so that the nozzle only scratches on the A4 paper. Adjust the four leveling nuts in turn until you feel slight resistance from the nozzle when pulling the A4 paper.
3. Test whether the distance between the nozzle and the print platform is proper or not. Repeat the above steps 1~2 times if necessary.

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 rotating nuts but the nozzle still cannot touch the build plate, it might due to the position of the Z-axis limit sensor being too high; please adjust it accordingly.

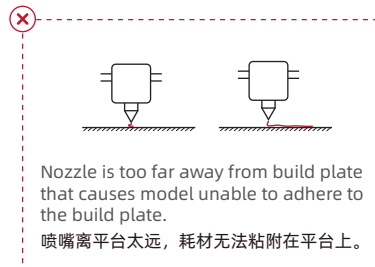
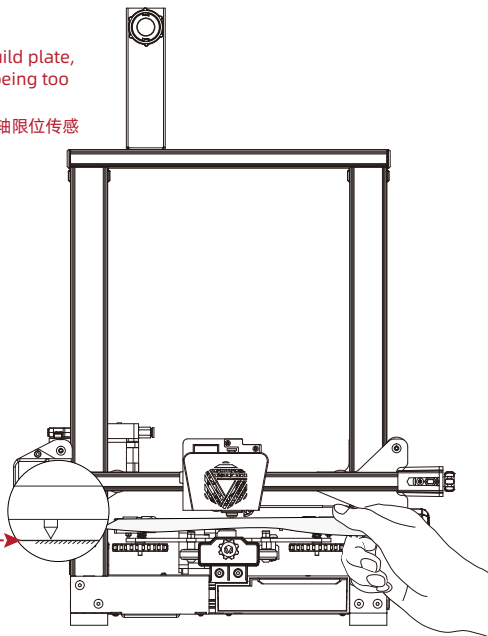
注意：如若旋转调平螺母无法使喷嘴触碰到平台，这可能是由于Z轴限位传感器位置安装过高，请适当调节。



It is suggested that the center position be checked after well adjusting the upper 4 positions.

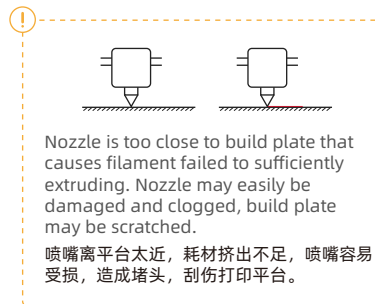
4个螺母上方位置调整后，可适当查看中心位置是否合适。

0.1 mm



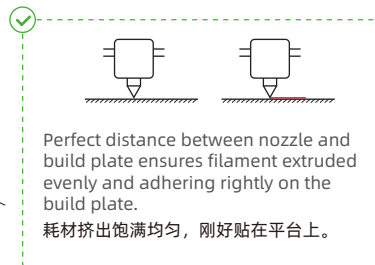
Nozzle is too far away from build plate that causes model unable to adhere to the build plate.

喷嘴离平台太远，耗材无法粘附在平台上。



Nozzle is too close to build plate that causes filament failed to sufficiently extruding. Nozzle may easily be damaged and clogged, build plate may be scratched.

喷嘴离平台太近，耗材挤出不足，喷嘴容易受损，造成堵头，刮伤打印平台。



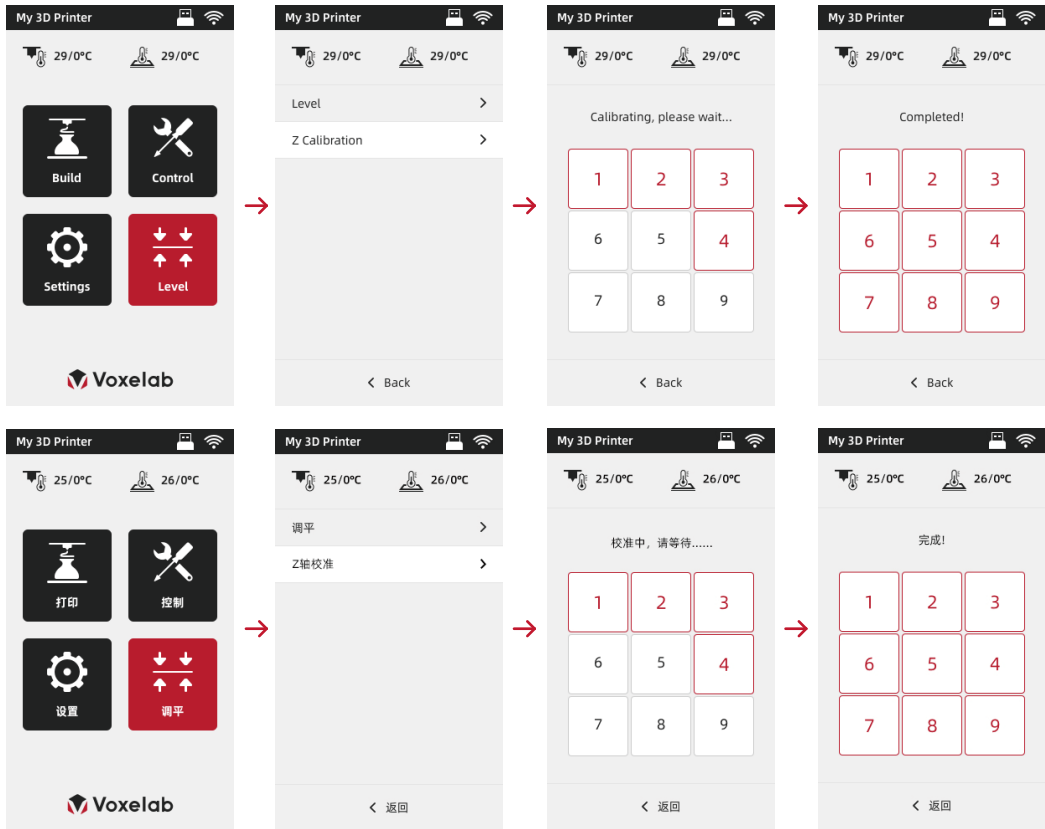
Perfect distance between nozzle and build plate ensures filament extruded evenly and adhering rightly on the build plate.

耗材挤出饱满均匀，刚好贴在平台上。

Z-axis calibration

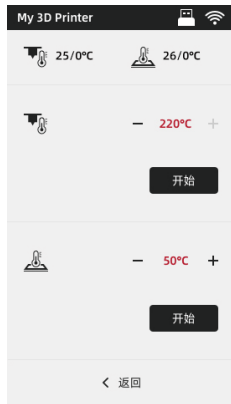
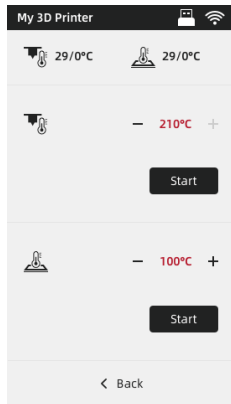
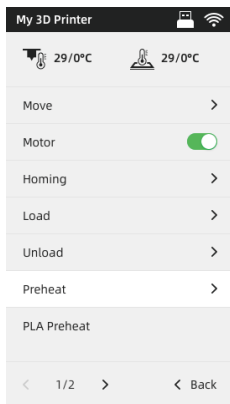
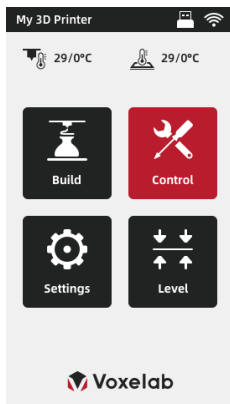
Z轴校准

Note: The UI information is only for reference, the actual UI may be different.
 注意：界面仅供参考，实际以UI为准。



Tap [Level] - [Z Calibration], the leveling sensor starts to test the build plate one by one. When it finished, the Z-axis calibration is done.
 依次点击【调平】-【Z轴校准】，调平传感器开始依次点对点检测。当9个点检测完成时，代表Z轴校准完成。

7

Preheat
预热

Note: The UI information is only for reference, the actual UI may be different.
注意：界面仅供参考，实际以UI为准。

Note: If you need to adjust temperature for some reasons, please tap [Settings] - [Temperature] - [PLA/ABS preheat setting] to adjust parameter.

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【设置】-【温度】-【PLA/ABS预热设置】调整参数。

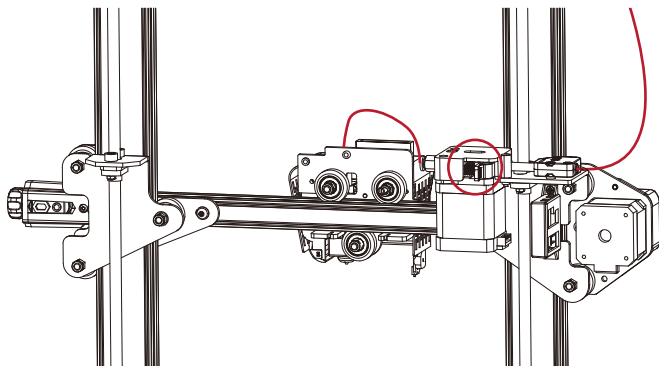
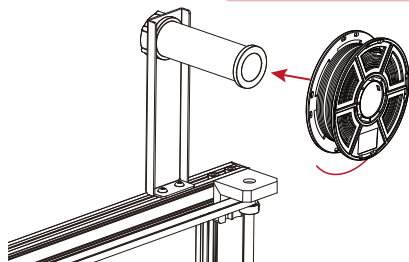
8

Load the filament
装料

Note: The UI information is only for reference, the actual UI may be different.
注意：界面仅供参考，实际以UI为准。

1. When waiting for preheating, please hang the filament on the material rack.

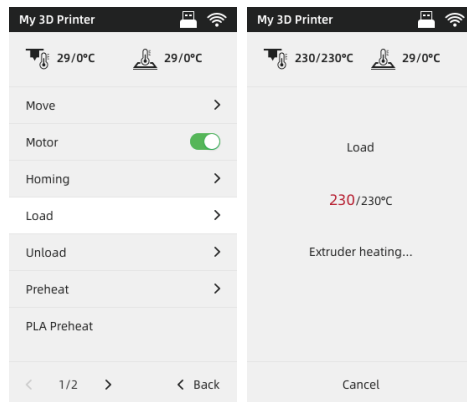
1. 在等待温度上升时，将耗材挂在料架上。

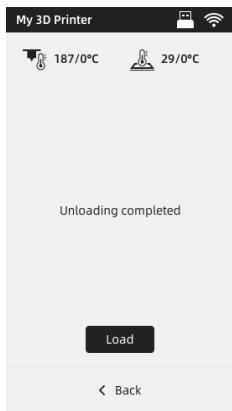
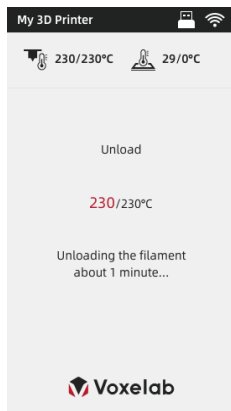
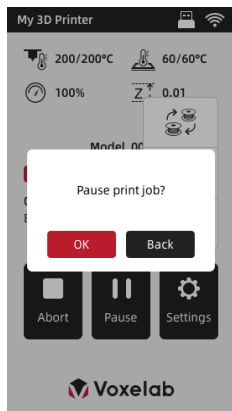
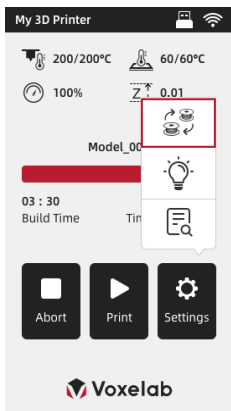


2. Press the handle to let filament pass through. 按压送丝机构处的把手，将丝料穿送送丝机构。

3. Insert filament into filament tube; tap [Load] to feed filament to the nozzle. Loading is completed when filament is extruded at the nozzle. Filament can be fed to the nozzle manually when the printer is preheated.

将丝料送入导丝管，点击【控制】-【进丝】，丝料将会被送入喷嘴，当看到喷嘴处有丝料挤出，装料完成（若设备已预热，也可手动将丝料送入喷头）。





Note: The UI information is only for reference, the actual UI may be different.

注意：界面仅供参考，实际以UI为准。

The methods of replacing filament:

1. Tap [Unload], waiting for the filament unload completed, pull filament out from the feeding assembly; repeat the load process.

2. To replace filament during the printing process, tap [Settings], select filament replacement icon, it will pause the print and unload the filament. After unloading completed, please insert the new filament then tap [Load].

日常中更换耗材：

点击【退丝】，等待耗材自动退丝完成，抽出送丝机构内剩余耗材，完成退丝；重复进丝步骤。

打印过程中更换耗材：

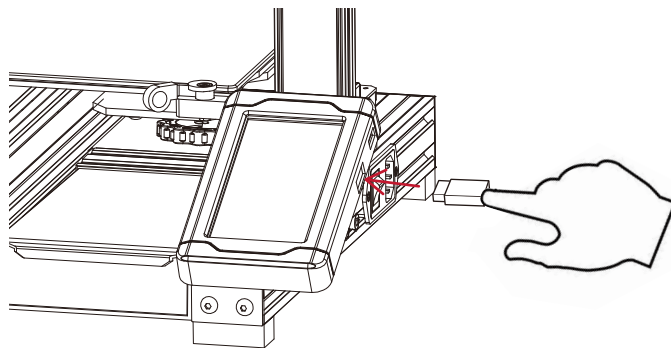
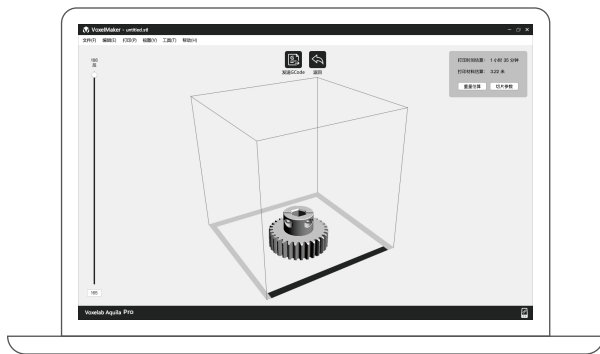
点击【设置】-【换丝】图标，暂停打印并进入退丝操作，退丝完成后插入新的耗材，点击【进丝】按钮，完成耗材更换。



9

Start printing 首次打印

1. Ensure that the build plate has been leveled before printing.
 2. Ensure that the filament has been loaded in an appropriate approach.
 3. Please clean extruder before printing (Load the filament for a while to extrude all the melted filament printed last time).
 4. Do not leave the printer unattended 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。



Decompressed the slicing software package in the USB flash drive and install it to your computer. Open the software, load the stl file for slicing, then saved the sliced file to the USB flash drive.

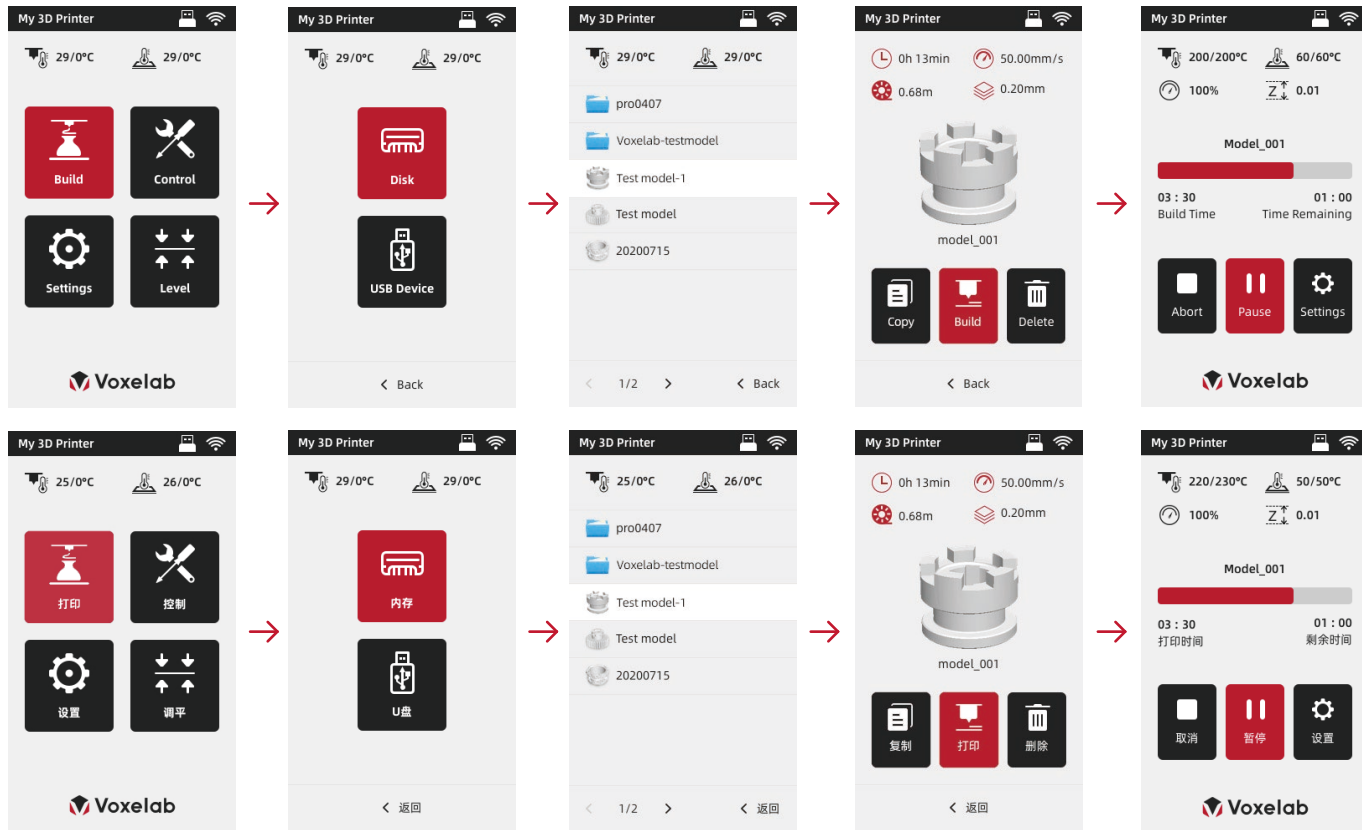
将U盘中的切片软件安装包，安装到电脑上。

打开软件，导入stl文件进行切片，将切片后的文件存入U盘。

Insert the USB flash drive, tap [Print], select a file to print.
插入U盘 - 点击【打印】 - 选择要打印的文件

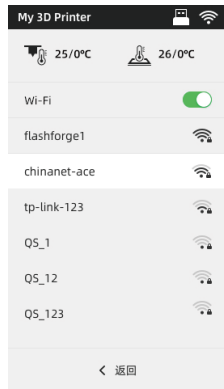
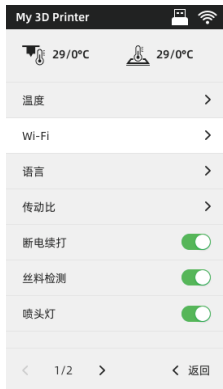
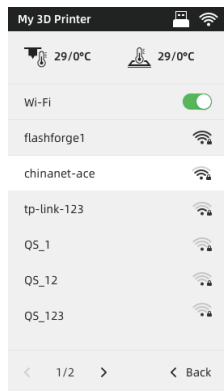
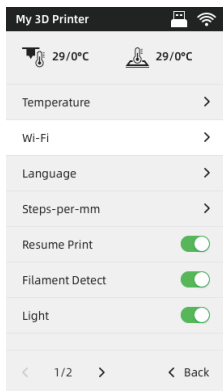
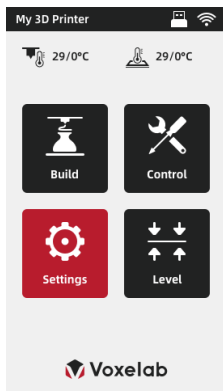
Print 打印

Note: The UI information is only for reference, the actual UI may be different.
注意：界面仅供参考，实际以UI为准。



Wi-Fi connection

Wi-Fi连接



Note: The UI information is only for reference, the actual UI may be different.

注意：界面仅供参考，实际以UI为准。

Tap [Settings] - [Wi-Fi], open the Wi-Fi function, choose the Internet and save the password.

依次点击【设置】-【Wi-Fi】，打开WIFI功能，选择一组Wi-Fi，并输入密码，连接Wi-Fi。

Connect printer by Wi-Fi

Wi-Fi连接电脑

1. After Wi-Fi connected successfully, tap [Info] and check the IP address.

2. Open VoxelMaker, click [Print] - [Connect Machine], input the Printer IP address and click [Connect]. There is a connect icon when it connected successfully.

1. Wi-Fi连接成功后，点击【设置】-【信息】，查看IP地址。

2. 打开切片软件VoxelMaker，点击【打印】-【连接机器】，输入设备IP地址，点击连接；软件右下角出现设备信息窗口，连接成功。

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. Copy the firmware into the blank U disk.
2. Plug in the U disk into the USB port of printer and reboot the printer, waiting for the upgrade process finished.
3. Plug out the U disk after hearing three beeps, reboot printer again.
4. After the upgrade completed, please delete the firmware file in the U disk to avoid upgrading repeatedly next time.

方法1:

1. 将新固件包拷贝到空白的U盘中;
2. 将U盘插入打印机, 重启打印机, 打印机将自动更新, 等待“更新完成”提示;
3. 蜂鸣3声后拔掉U盘, 重启打印机;
4. 更新完成后删除U盘中的固件, 避免下次开机重复更新。

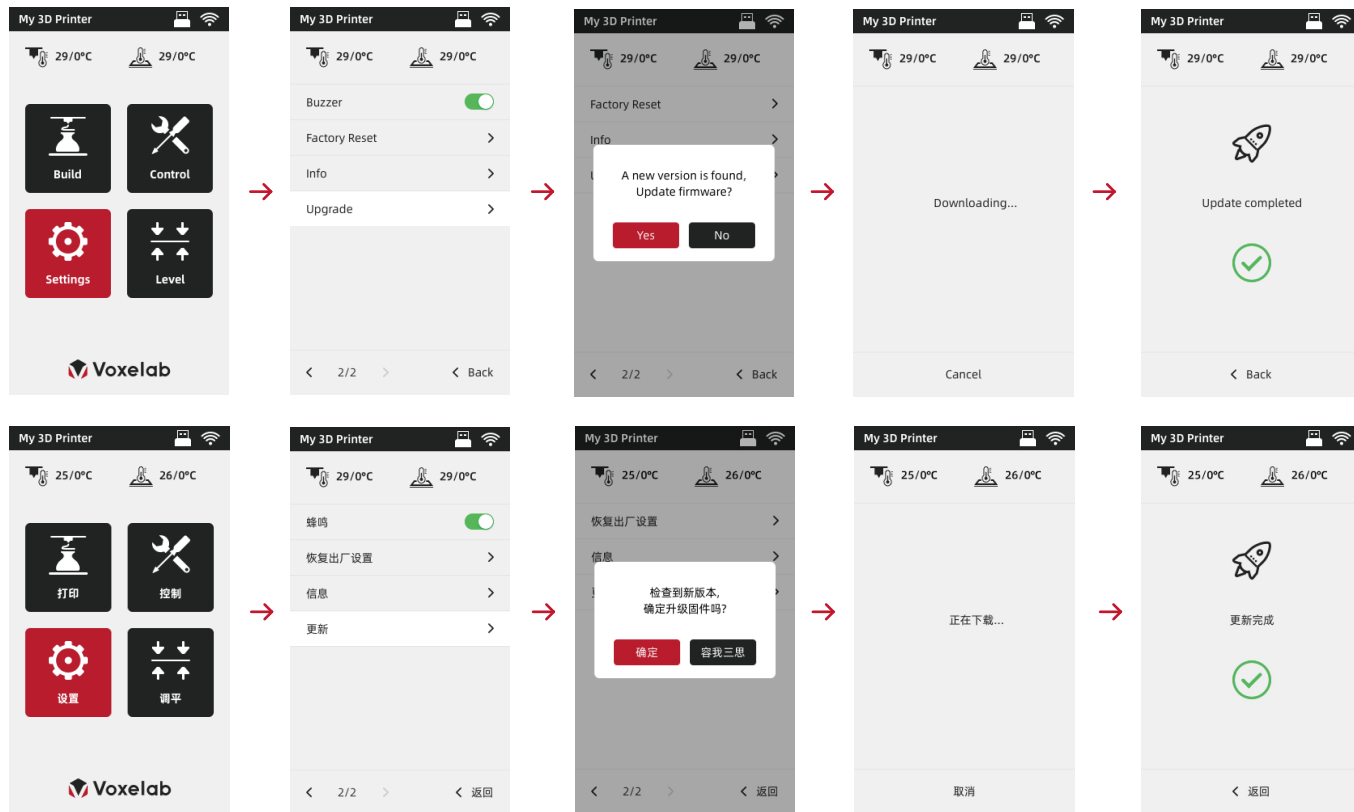
Method 2:

1. Connect the Wi-Fi successfully.
2. Tap [Settings] - [Upgrade], check the latest firmware; if there is a new firmware need to be upgraded, please tap [Yes] to upgrade.

方法2:

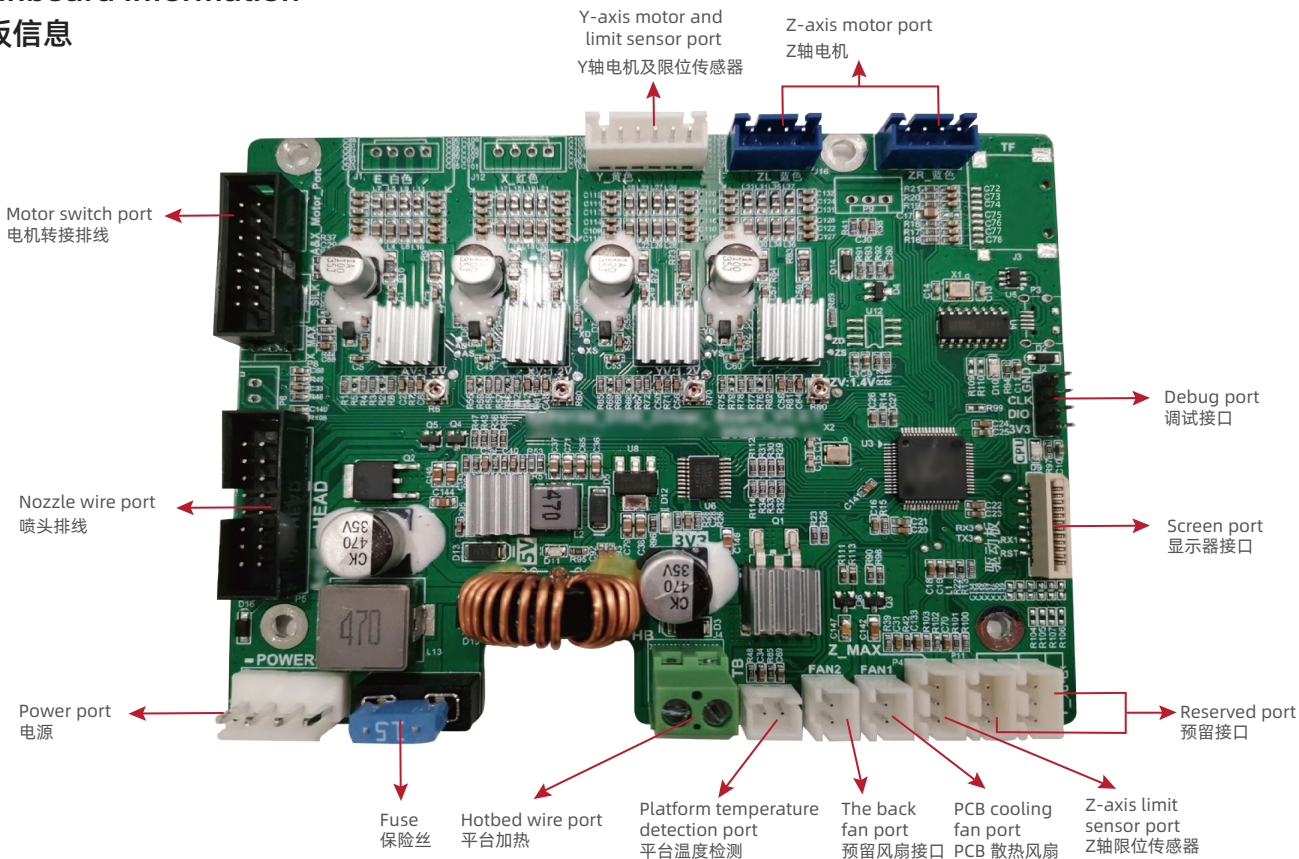
1. 将打印机连接到网络;
2. 依次点击【设置】-【更新】, 在线查看是否有可升级固件包。如有, 点击【确定】升级固件即可。

Note: The UI information is only for reference, the actual UI may be different.
注意：界面仅供参考，实际以UI为准。



Mainboard Information

主板信息





Printing Notice 打印注意事项

1. The adhesion of glass build plate may decrease after long time using. Please apply proper amount of glue to keep and improve the adhesion.
 2. Warping issues may occur when print ABS filament in cold environment, you may use glue to enhance the adhesion. It's not recommended to print ABS filament at extremely low temperature environment, as print will fail when printed model getting away from the build plate.
 3. There is a certain quivering on the build plate during the printing which may cause flatness changed. Thus please pay attention to the adhesion of the first layer when printing model; if the distance of build plate and nozzle is improper, please re-level it.
 4. If printing effect is not accurate enough, check the tension of synchronous belt and make it neither too loose nor too tight. When synchronous belt working well, check the steps-per-mm under Settings. Turn up the steps-per-mm if the size gets smaller, or turns down the ratio if the size gets larger.
 5. If the build plate or extruder kit shakes, use a wrench to adjust tightness of the pulley to the extent that the pulley cannot be rotated. Tightness is well adjusted when slightly sliding the plate or extruder kit there gets no shaking.
 6. If X-axis assembly shakes, adjust the distance between the pulley and the structural section properly using an open-end wrench; the pulley is well adjusted when you cannot go on rotating it.
 7. Optimal temperature for printing is 18~30°C. Too high or too low temperature is not good for printing results.
-
1. 玻璃平台长期使用后粘附力将有所下降，请适量涂抹胶水增加粘附力。
 2. 在低温环境中，打印ABS耗材容易发生翘边等异常情况，可涂抹胶水增强粘附力。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。
 3. 打印平台因在打印过程中可能存在抖动导致平面度发生变化。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。
 4. 若打印成品在尺寸上有较大误差，请先确认同步带安装是否异常，是否太宽松或者过紧。若是，请调节至合适状态。若同步带无异常，可在设置中调节传动比：若成品尺寸偏大，请调小传动比；若尺寸偏小，请调大传动比。
 5. 若发现平台或挤出组件有轻微晃动，请使用开口扳手适当调节滑轮的松紧度，使滑轮不可转动。当缓慢滑动平台或挤出组件时不再晃动，说明此时滑轮位置处于合适状态。
 6. 若发现X轴组件有晃动，请使用开口扳手适当调节滑轮与型材的距离。当用手拨动轮子不可转动时，说明此时滑轮位置处于合适状态。
 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。



Trouble Shooting

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 temperature of build plate was too low; increase its temperature accordingly;
2. Filament failed to adhere or bond on the build plate, use glues to enhance the adhesion;
3. Distance between the build plate and the nozzle is too far or the build plate is not leveling enough; re-leveling the build plate accordingly.
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 ensure the normal tension of the synchronous belt, neither loose nor tight.
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 dark?

黑屏或显示不良怎么办？

- A: 1. Please check whether the wire of screen has those questions: loose, plugged in reverse, plugged in wrong position, tilted plugging;
2. Refresh the firmware to see if the screen can recover to normal;
3. Contact the after-sales personnel if necessary.
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 the digital display of the temperature. If the temperature is improper, please replace the thermistor. Otherwise, please replace the heating wires.
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 the temperature on display screen; if the temperature is shown abnormal, it is in the reason of thermistor. Please replace the thermistor and try again;
2. If the temperature is shown normal, it may be in the reason of heating cable. Please replace the heating cable and try again.
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 be moved?

轴无法运动。

- A: 1. Check the wire of the electric motor;
2. Contact us by email listed.
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 knock and noise occur when nozzle returning to zero point?

回零一直在撞击，停不下来，有异响产生。

- A: 1. Check whether the zero sensor is knocked and broken;
2. Check the lines and see whether the noises stop when pressing the sensor by hand;
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。



Trouble Shooting

故障检修

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

A: It might be caused by different usb flash disk. Make sure you are using the same usb flash disk before and after the power cut off.
断电前后使用的U盘不同, 请保持断电前后是同一个U盘。

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. Check the tightness of the synchronous belt and ensure it is correctly installed;
2. Slice the model again;
3. Reduce print speed;
4. Make sure operating temperature doesn't exceed its assigned set-point temperature 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 extruder is clogged, use a needle to clean it if necessary;
3. Confirm whether the filament feeding wheel is stuck, if it is, 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。



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

< ASC20200701 >



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	Plastic Scraper
Build Plat	Metal Scraper
USB Stick	Allen Wrench
USB Cable	Stamping Wrench
TF Card	Tools Bag
Card Reader	Accessories
Filament	Glue
Filament Spool	USB Flash Disk

* Voxelab extruder kit is always on iteration and upgrading (Purchase separately if you need).

What is not covered

- Unable to provide valid After-sales Service Card or serial No. (Including but not limited to lost, alter or fuzzy cannot be confirmed);
- Damage(s) caused by improperly or incorrectly performed modifications, alterations or repair;
- Damage(s) caused by operation under improper environment (damp, wet or other extreme weather);
- Exterior scratch or flaw caused by abrasion, aging or normal use;
- The warranty period of printer or part has expired;
- Damage(s) caused because having the printer repaired in repair shops unauthorized by Voxelab;
- Damage(s) caused by improperly installation, use or operation;
- Damage(s) caused by abuse (overloaded working), misuse;
- Damage(s) caused by using unauthorized spare parts or poor quality filament ;
- Damage(s) caused by using 3rd party software;
- Damage(s) caused by force majeure (such as a lightning strike, fire, earthquake, floods or any other event beyond human control);
- Damage(s) caused by using 3rd party parts.

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，请您向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；

Physical objects and final images might be distinct from the user manual due to differences between printer models. Voxelab reserves final explanation rights.

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



YouTube



天猫旗舰店



优酷自频道



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