

# Common Hardware Failures

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Dear Consumers:

If your printer is not working properly, please follow the steps below:

1. Check all wiring to make sure the line is connected properly.
2. If the device still does not work, please refer to this service manual according to the fault content.
3. If this service manual can not solve your problem, please contact the after-sales personnel and describe the problem you meeting.
4. There are a large number of after-sales videos on the official website. If you do not understand the maintenance, you can view related video. ([www.creality.com](http://www.creality.com))

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# 1. Nozzles and Extruders

## 1.1 Printer nozzle can not be heated

1.1.1 Check all the contacts of the heating tube to ensure that the circuit is connected properly and debug the contacts between the heating tube and the cable.

1.1.2 If the problem cannot be solved, please contact the after-sales personnel.

## 1.2 The screen shows that the nozzle temperature is negative /

### 0 / error, do not working after waiting for the file to open.

1.2.1 If the heating tube can not be heated and the temperature is displayed as room temperature, apply for replacement of the heating tube. For specific replacement methods, you can check the official website after-sales video or contact the after-sales personnel.

1.2.2 If the heating tube can be heated and the temperature shows negative / 0 / error, then apply for replacement of the thermistor, the specific replacement method, you can check the official website after-sales video or contact the after-sales personnel.

## 1.3 Extrusion motor does not work

1.3.1 Check the stepper motor cable.

1.3.2 Replace the X and E motor wiring with the replacement method and ensure that the limit switch is not pressed.

1.3.3 If the E motor still fails to work after changing the cable, apply for replacement of the E motor. For specific replacement methods, you can check the official website after-sales video or contact the after-sales personnel.

1.3.4 If the X motor cannot work after changing the line and confirm that the line is normal, apply for replacement of the main board. For specific replacement method, you can check the official website after-sales video or contact the after-sales personnel.

## 1.4 The extrusion motor is working, but the feed wheel does not work.

1.4.1 The feed wheel is not locked, and the set screw of the feed wheel is locked. Be careful to lock on the plane of the D-axis. For specific operation methods, you can check the official website after-sales video or contact the after-sales personnel.

## **1.5 Filament can not be squeezed out**

1.5.1 Check if the temperature of the filament is same with the printer setting temperature.

1.5.2 Trim and straighten the end of the filament ,then reload it again.

1.5.3 Check if the nozzle is blocked. If it is blocked, heat the printer to 250°C and use nozzle cleaner to clear the hole of 0.4mm at the end of the nozzle. For specific operation methods, you can check the official website after-sales video or contact the after-sales personnel.

1.5.4 If the problem cannot be solved, please contact the after-sales personnel to apply for one new nozzle. For specific replacement methods, you can check the official website after-sales video or contact the after-sales personnel.

1.5.5 If there is PLA leakage phenomenon, after cleaning and cooling, first confirm whether the nozzle is tight. If the glue is still leaking, please contact the after-sales personnel to apply for one new nozzle.

## **1.6 Nozzle fan does not work, noise, or abnormal noise**

1.6.1 If the nozzle fan does not work, noise, or abnormal noise when the nozzle is working, please check if there is any debris in the fan.If no, please contact the after-sales personnel to apply for replacement of the fan.

# **2. The Stepper Motor**

## **2.1 Motor pause, abnormal sound, reverse, or does not work**

2.1.1 Make sure that the limit switch is not pressed and is open. Check the stepper motor cable.

2.1.2 Replace the motor wiring with the replacement method and ensure that the limit switch is not pressed.

2.1.3 If the motor still fails to work after changing the line, and confirm that the line is normal, apply for replacement of the motor. For specific replacement method, you can check the official website after-sales video or contact the after-sales personnel.

2.1.4 If the replaced motor cannot work after changing the line, and confirm that the line is normal, it is a problem with the drive. Apply for replacement of the main board. For specific replacement method, you can check the official website after-sales video or contact the after-sales personnel.

## **2.2 When the motor returns to zero, it still advances after hitting the limit switch.**

2.2.1 Check whether the limit switch is normal by the replacement method. If it is

not normal, Please apply for one new limit switch, you can check the official website after-sales video or contact the after-sales personnel to ask how to replace the limit switch.

## **2.3 The motor move beyond the range of the printing platform**

2.3.1 Check if the printer model is set properly when slicing.

2.3.2 Check if the size of model is over the printing size.

## **2.4 When the Z-axis motor moves, the Z-axis rod is not coaxial, and the motor cannot be lowered to the lowest point.**

2.4.1 Loosen the screw nut (T-rod nut), and fixing screw, adjust it to the appropriate position to re-lock. For details, please contact the after-sales personnel.

# **3. The printing Platform**

## **3.1 The hot bed is not heated**

3.1.1 The hot bed has four cable, two for heating and two for temperature detection.

3.1.2 Check the cable, try to insert, and then connect again.

3.1.3 If the problem cannot be solved, apply for one new hot bed. For specific replacement methods, contact the after-sales personnel.

## **3.2 The screen shows that the hot bed temperature is negative**

### **/ 0 / error, do not work after opening the file waiting**

3.2.1 Check if the hot bed cable is normal

3.2.2 If the hot bed can not be heated, the temperature do not change, then apply for new hot bed, the specific replacement method, you can check the official website after-sales video or contact the after-sales personnel.

3.2.4 If the hot bed can be heated and the temperature shows negative value / 0 / error, then apply for replacement of the thermistor, the specific replacement method, you can contact the after-sales personnel.

## **3.3 platform can not be leveled**

3.3.1 Confirm that there is no any debris between the aluminum plate and the glass.

3.3.2 Tighten all nuts and level again.

3.3.3 Re-clamp the long tail ticket holder.

3.3.4 Confirm the flatness of the glass. If the glass is obviously deformed, apply for replacement of the glass platform, or purchase and replace it yourself.

## **4. Data Reading**

### **4.1 Storage card or card reader does not work**

4.1.1 Check the storage card and card reader separately by the replacement method. If the card reader is die, you can apply for new one.

4.1.2 Try to format the storage card. If it cannot be formatted, apply for replacement.

### **4.2 No response after inserting the storage card, or the file could not be found**

4.2.1 Format the storage card.

4.2.2 Reloading the storage Card

4.2.3 Refresh the storage card.

4.2.4 Wipe the metal contacts with an eraser.

4.2.5 If the computer can read the storage card normally, apply for replacement of the motherboard. For specific replacement methods, contact the after-sales personnel.

### **4.3 USB data cable does not work**

4.3.1 Retry after reinstalling the motherboard driver

4.3.2 Replacing the normal working computer and retrying

4.3.3 Replace the USB cable to confirm that both the computer and the printer are working properly.

4.3.4 Apply for replacement of USB cable

## **5. Printer Host (only professional after-sales personnel)**

### **5.1 motherboard has a problem**

5.1.1 ask the after-sales maintenance personnel to fix it.

### **5.2 Display screen is black , white, or blurred**

5.2.1 Check the display cable.

5.2.2 Check if the cable shielding tape is normal.

5.2.3 Remove high frequency interference sources.

5.2.4 Apply for one new LCD display.

## **5.3 Power Problems**

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

5.3.2 Check if the cable is normal.

5.3.3 Submit to the after-sales maintenance personnel for inspection.

## **6. Other Problems**

### **6.1 Model is dislocation**

6.1.1 Replace the model to eliminate the impact of the model itself

6.1.2 Check the speed of the slice setting, it is recommended to use a print speed of 50mm/s.

6.1.3 Try to move the model location to see if it can solve such problems

6.1.4 Check the motor whether the fixing screw of the synchronous wheel is loose

6.1.5 Compare the belt at both side, Please confirm the belt is too loose or too tight.

6.1.6 If it is winter, it is recommended to adjust the temperature of the hot bed to 60 ° C. If necessary, apply the solid glue when printing the first layer to prevent the temperature from being too low, the cooling is too fast.

6.1.7 If it is always misplaced on the same floor, consider the motherboard problem, please contact the after-sales personnel to help solve

### **6.2 Profile problems (some Printers)**

6.2.1 The thread of the profile is wrong, or there is no thread, the profile is concave, bent, the hole is wrong, etc. Please contact the after-sales personnel to apply for replacement.

### **6.3 Cable problem**

6.3.1 If the cable or terminal is broken, the machine will not work properly. Please contact the after-sales personnel to apply for replacement.

### **6.4 Problem not yet listed**

6.4.1 If other problems have not been listed, please contact the after-sales personnel for fixing.

## **7. Parts are damaged, sent wrong, or missing**

7.1.1 Contact the after-sales personnel to confirm the parts are bad and apply for new.

## Technical Support

All our after-sales and sales teams are on call for you. We are happy to solve any problems you may have while using the Creality3D printer. If you can't find one solution to solve your problem in this user manual, you can visit our official website to search for solutions, or contact us by phone or E-mail.

In our official website, you can find some common problem descriptions and solutions. Many of your questions can be resolved here: <http://www.creality3d.cn>.

You can contact the after-sales teams to solve the problem by phone or E-mail on Monday to Saturday. If you contact us during non-working hours, we will respond to you as soon as possible during the working hours. We are extremely sorry if it is inconvenient.

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**To make Top-quality 3D printer**