



PioNext Mini

EN CN

3D Printer User Manual

3D打印机用户使用手册

V1.1

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:

- 1) View the accompanied instructions and videos in the U disk.
- 2) Visit our official website (www.piocreat3d.com) to find relevant software/hardware information, contact details and operation and maintenance instructions.

Notes

- 1 Do not use the printer any way other than described herein 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 Please use recommended resin to in case damage of machine.
- 5 Do not use any other power cable except the one supplied. Always use a grounded three-prong power outlet.
- 6 Please do not open the plastic cover during usage, otherwise the printing will be interrupted.
- 7 Do not wear cotton gloves when operating the printer. Such cloths may become tangled in the printers moving parts leading to burns, possible bodily injury, or printer damage.
- 8 Please wait a moment after the print is finished. And please wear gloves to take out the print by tools.
- 9 Clean the printer frequently. Always turn the power off when cleaning, and wipe with a dry cloth to remove dust, adhered printing plastics or any other material off the frame, guide rails, or wheels. Use glass cleaner or isopropyl alcohol to clean the print surface.
- 10 Children under 10 years should not use the printer without supervision.
- 11 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.
- 12 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. Piocreat will not be responsible for any violators' legal liability under any circumstance.

尊敬的用户：

感谢您选择创想三帝的产品。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。创想三帝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：

- 1) 随机使用说明：您可以在U盘内找到相关使用说明及视频。
- 2) 可以登陆创想三帝官网(www.szc3d.com)寻找相关软硬件、联系方式、设备操作、设备保养等信息。

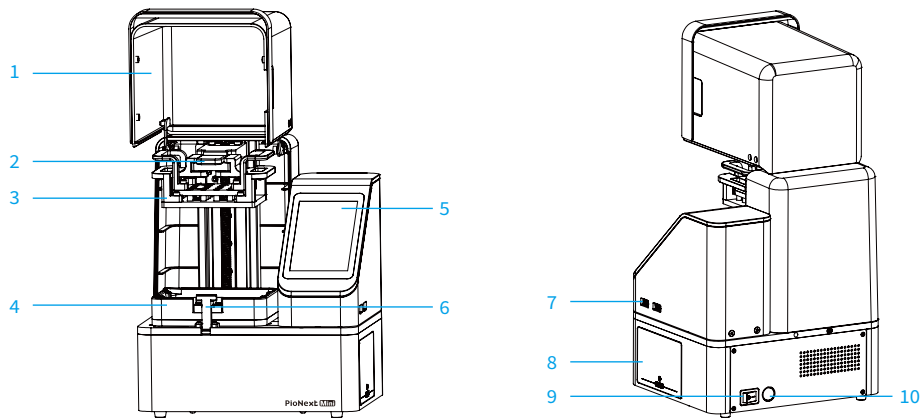
使用须知：

- 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 请勿在操作打印机工作时打开打印机盖盖，以免影响打印；
- 7 请勿在操作打印机时戴棉手套，以防可动部件对人身造成卷入挤压和切割伤害；
- 8 在打印完后稍等片刻，戴上手套后再取下打印平台，借助工具将平台上的模型取下，清理时请勿直接用手触摸；
- 9 常做产品维护，定期在断电的情况下，用干布对打印机做机身清洁，拭去灰尘和粘结的打印材料、导轨上的异物；
- 10 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；
- 11 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；
- 12 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可概不负责。

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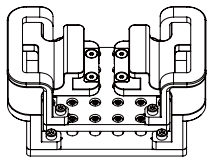


- 1 Lens Hood
- 2 Platform Clip
- 3 Printing Platform
- 4 Resin Vat

- 5 Touchscreen
- 6 Resin Vat Latch
- 7 USB Port
- 8 Curing Chamber

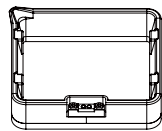
- 9 Power Switch
- 10 Power Port

2. List of Accessories



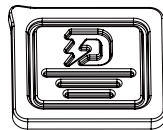
1

Printing Platform
×1



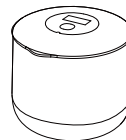
2

Resin Vat
×2



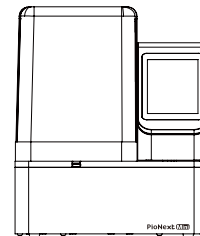
3

Resin Vat Dust Cover
×2



4

Wash Mini
×1



5

Printer
×1

工具包清单



1 U Disk
×1



2 Hex Keys Set
×1



3 PioNext Mini
Power Adaptor ×1



4 Wash Mini
Power Adaptor ×1



5 Filters
×4



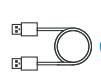
6 Plastic Blade
×1



7 Metal Blade
×1



8 Cutting Pliers
×1



9 USB A-to-A Cable
×1



10 Paintbrush
×1



11 Disposable Latex
Gloves ×1



12 Qualified Certificate
×1



13 Quick Start Guide
×1

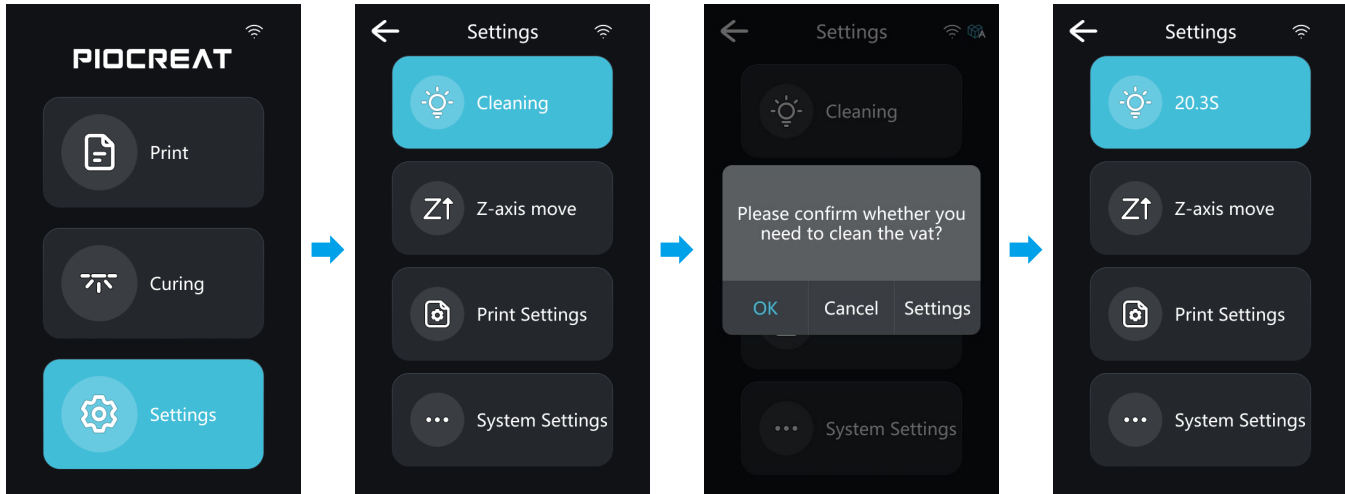


14 After-Sales Service
Card ×1

Note: The above accessories are for reference only; the actual product shall prevail.

PioNext Mini

Printing Size	80mm×70mm×80mm
Machine Size	200mm×170mm×241mm
Package Size	310mm×307mm×340mm
N.W.	4.86kg
G.W.	6.8kg
Printing Technology	LCD
Light Source Wavelength	385nm、405nm
Resolution	9K (8520*4320px)
Pixel Size	14*19μm
Layer Thickness	0.01-0.1mm
Printing Speed	Max.60mm/h
Touch Screen	3.97-inch Capacitive Color Touch Screen
Slicing Software	PioNext BOX / CHITUBOX Dental
Data Transmission	USB/WIFI
Input Voltage	100-240V~, 50/60Hz
Power	120W
Supported Consumables	Ceramic Crown Resin / Surgical Guide Resin / Crown & Bridge Resin / Temporary Restoration Resin / Denture Base Resin / Removable Die Model Resin / Ortho Model Resin / Ortho Model 2.0 Resin and other official authorized resin



Cleaning: Resin vat cleaning;

Z-axis move: Back to homing and leveling;

Feeding system: Set “Heating”, “Feed in” and “Feed out”;

Print Settings: Set “Print Parameters”, “Chamber Heating” and “AP System”;

System Settings: Set “Update”, “WIFI”, “Language & Region”, “Maintenance Tips”, “About Deive” and “Reset”。



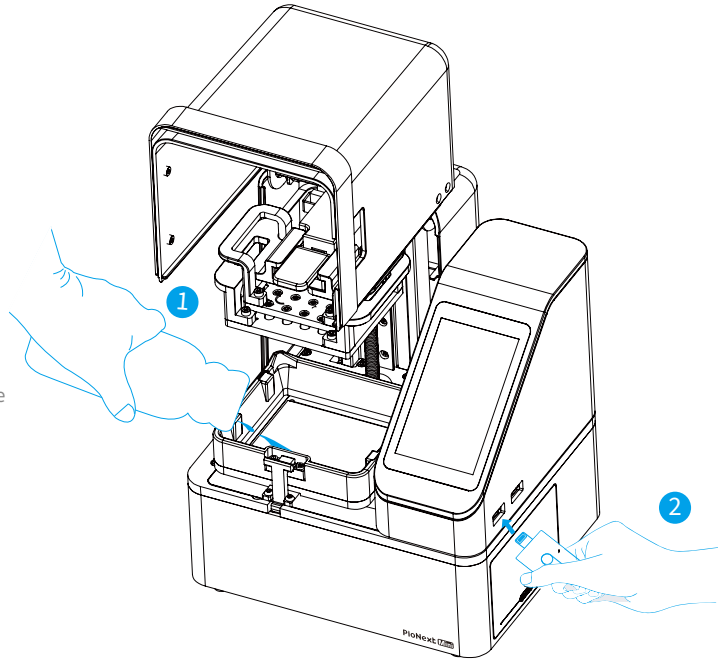
Note: Check whether the light source is normal when clearing the screen. The UI is only for reference only and shall be subject to the actual UI.

1. Add resin

Pour the UV photosensitive resin into the resin vat.

2. Insert the USB stick

Both USB ports can be used for inserting the USB drive and importing the slices



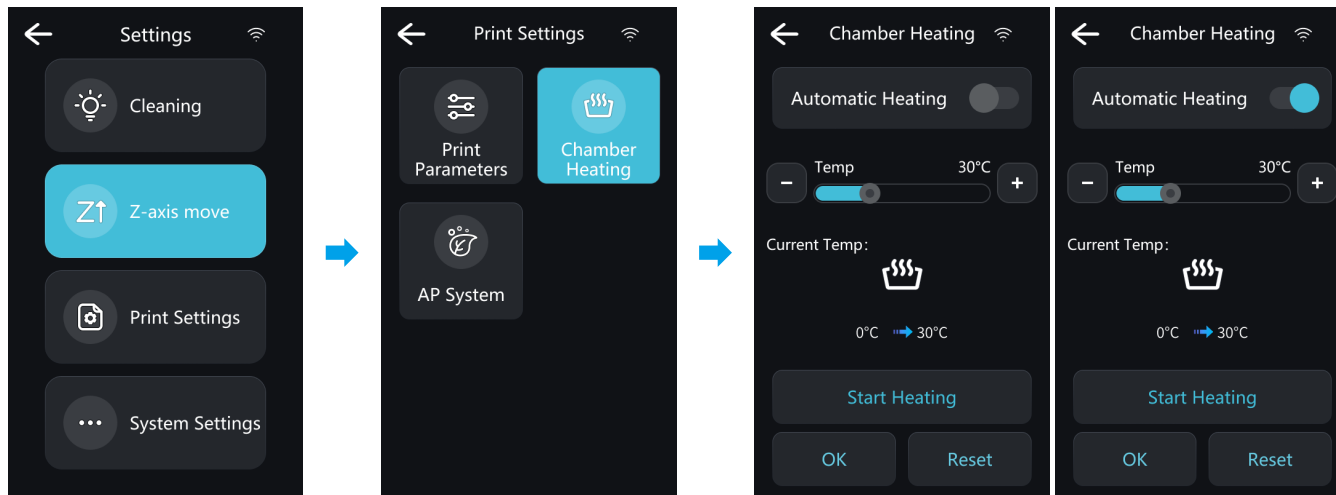
How to change resin?

Take out the resin vat slowly, pour out the remaining resin into the container, clean the resin vat, pour in new resin, and then install the resin vat to the machine.



Caution : Resin may cause skin irritation or an allergic skin reaction. Please wear gloves before use to avoid direct contact with the skin.

3. Heating before printing



Homepage: Click "Settings" → "Print Settings" → "Chamber Heating";

Manual Heating — Upon entering the page, the "Automatic Heating" switch is off. After setting the temperature, click "Start Heating" to begin pre-print heating;

Auto Heating — Upon entering the page, click the "Automatic Heating" switch, set the temperature parameters, then click "OK" to save settings.

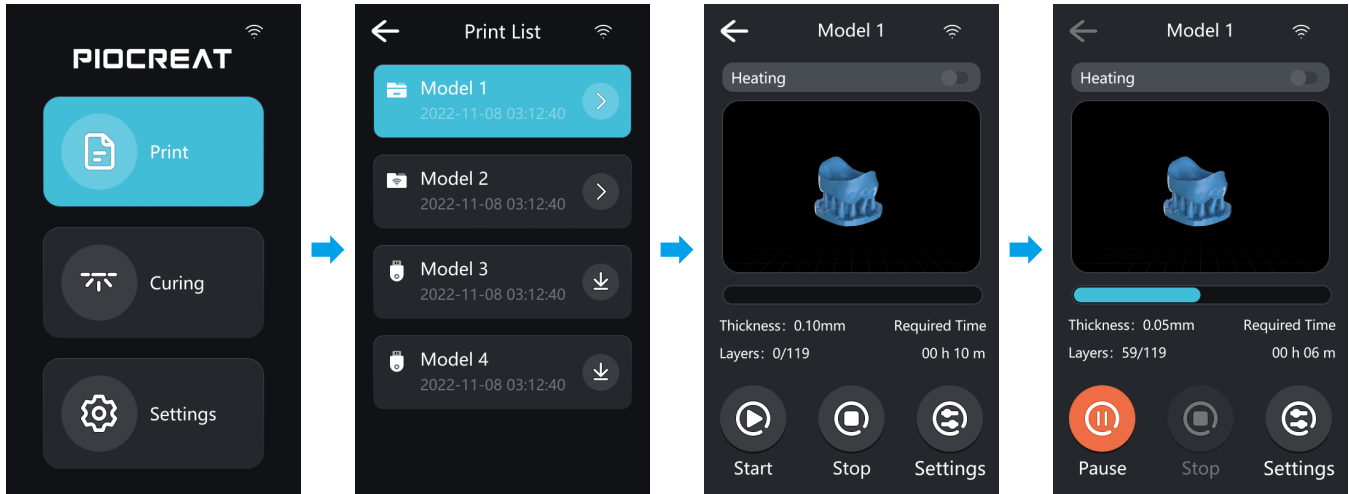
The machine will automatically heat during printing.



Note: The UI is only for reference only and shall be subject to the actual UI.

5. First Print

4. Print selected slice



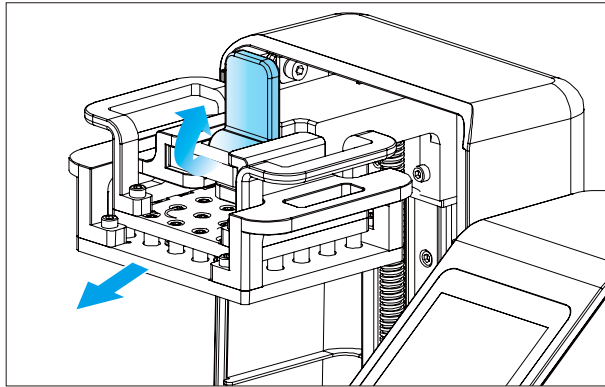
Note: The UI is only for reference only and shall be subject to the actual UI.



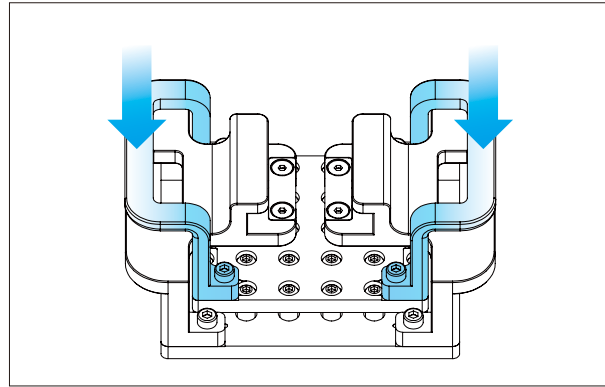
Warning:
During printing, the machine must not be shaken to avoid compromising print quality.

5. First Print

4. Remove the model



Lift the platform clip upwards to remove the printing platform.



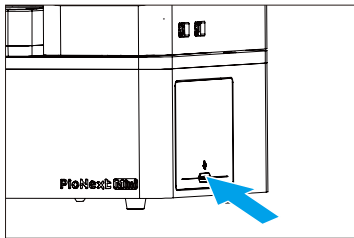
Press down on the platform plate with both hands to remove the model directly from the platform plate.



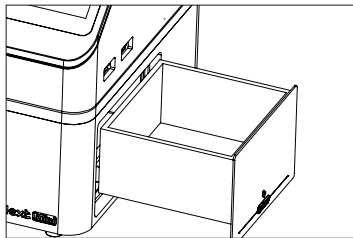
Note: When taking moulds, please wear disposable latex gloves to prevent residual resin from coming into contact with the skin.

6. First Curing

1. Press inward to eject the curing chamber



2. Remove the curing chamber, insert the mould, then reinstall it into the machine.

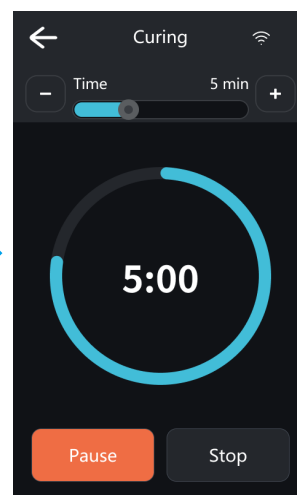
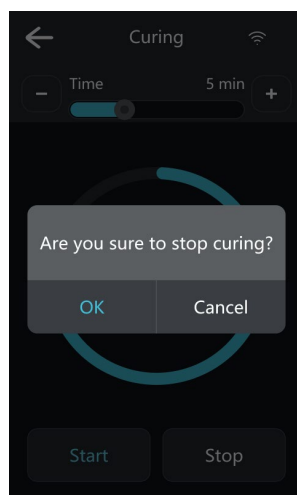
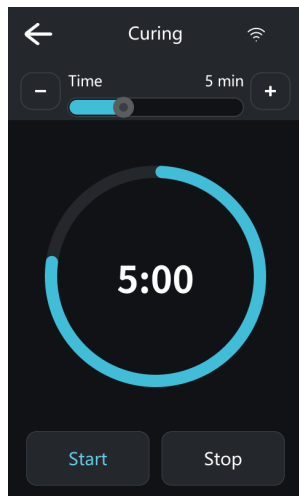
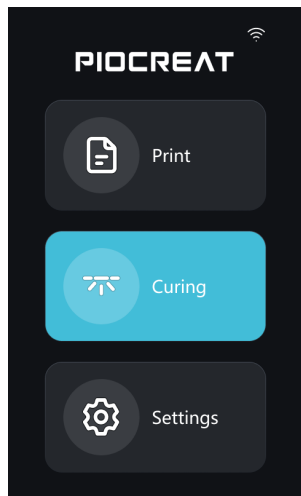


Note: The UI is only for reference only and shall be subject to the actual UI.



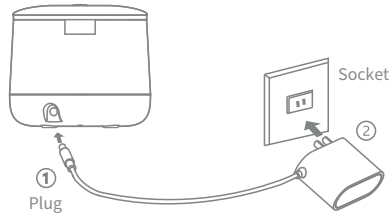
Warning: Do not remove the curing box during the curing process!

3. Select the curing operation

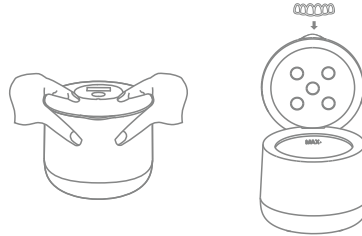


7. Ultrasonic cleaning

1. Connect the power cord between the product and the mains socket. The machine is in standby mode, with the digital display showing **888**.

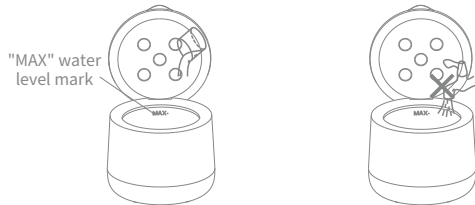


2. Open the front cover and gently place the printed dental model into the cleaning tank;



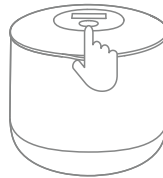
- Must be placed on a level surface.
- The tooth surfaces must not come into direct contact with the cleaning tank.

3. Please ensure that clean water or alcohol is added to the cleaning tank using a measuring cup or similar utensil, and must not exceed the "MAX" water level mark.

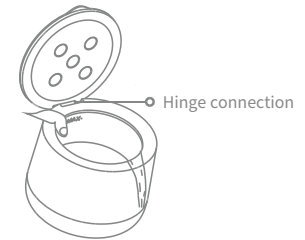


- Please use a water glass or measuring cup to add water.
- Do not fill directly from the tap, as this may cause water ingress into the power socket and base, leading to malfunction or damage.

4. Press the button to activate the ultrasonic function, which operates for 3 minutes. The digital display shows the countdown timer. Upon completion, the indicator light extinguishes and the display shows **888**. To switch off while the unit is operational, press the button again.



5. When commencing ultrasonic cleaning of items within the appliance, the lid may be left open or closed. When closing the lid, please ensure gentle handling to avoid damaging the appliance.

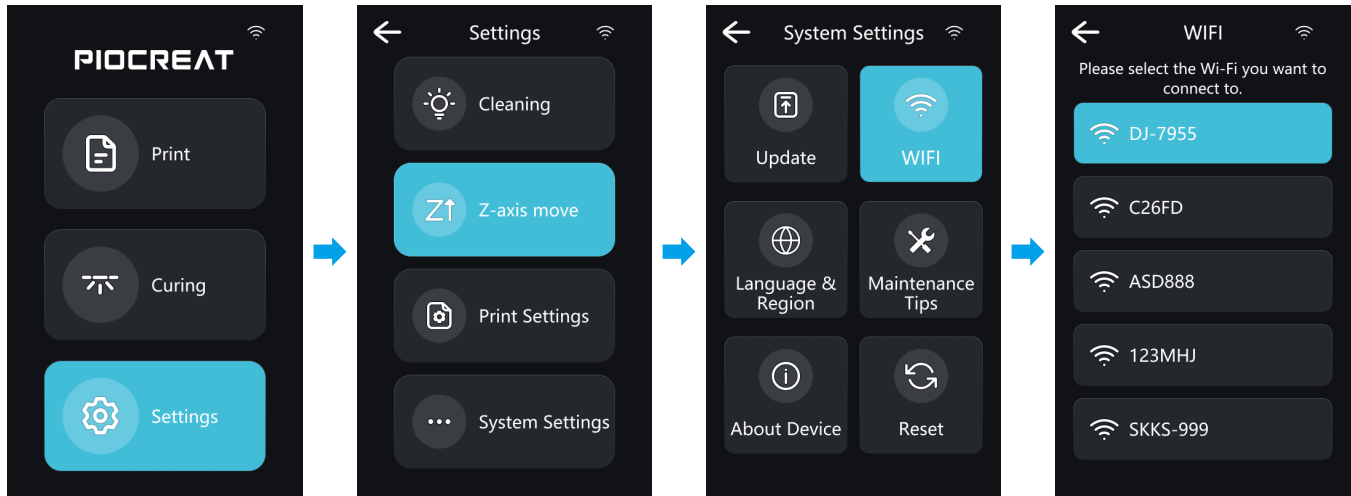


- Please pour water away from the hinge connection at the sink.



Note: When handling the model, please wear disposable latex gloves to prevent any residual resin from coming into contact with your skin.

8. Connect to Network



In the main interface of the device, go to "Settings" → "System Settings" → "WIFI", select the Wi-Fi you want to connect to, and network the device.



Note: The UI is only for reference only and shall be subject to the actual UI.

9. PioNext BOX Slicing and Exporting

1. Open PioNext BOX



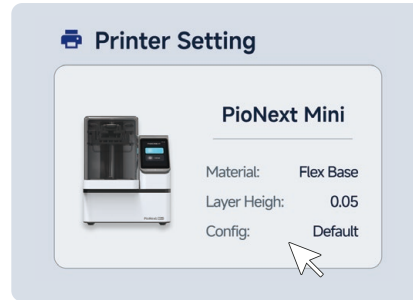
PioNext BOX

Download the installation package from www.piocreat3d.com. Read the installation package from a random USB flash drive

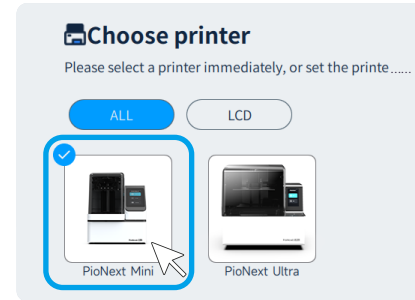


Note: The interface of PioNext BOX is subject to the UI of the released slicing software.

2. Print Settings



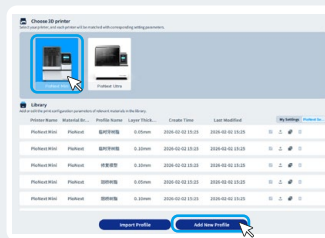
① Click the printer settings window on the right to enter the settings interface.



② Select the corresponding printer model, material, and print layer thickness, then click "Use".

Custom Material Settings

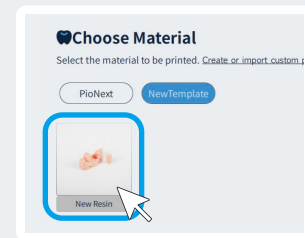
If the material list does not have a corresponding option, click "Create or import custom print settings" to enter the parameter selection.



① After selecting the printer model, click "Add New Profile".

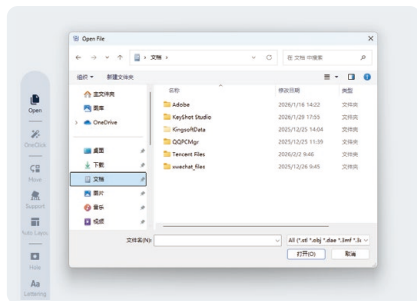


② After setting the name and parameters, click "Finish".

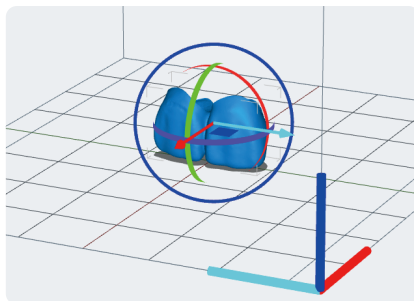


③ Click "Add New Brand", then select the newly added resin profile.

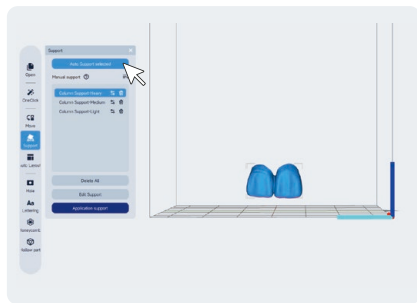
3. Model Arrangement



① Click "Open" in the left menu bar to select the model you need to print.



② Click on the imported model to adjust its position and orientation.



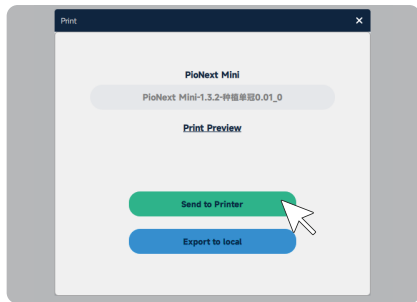
③ Click the "Support" tool in the left toolbar, then select the model requiring supports. Click "Auto Support Selected" to add them automatically. To add supports manually, select the model and place support points on its surface (click a point again to delete it). Click on a blank area when finished.



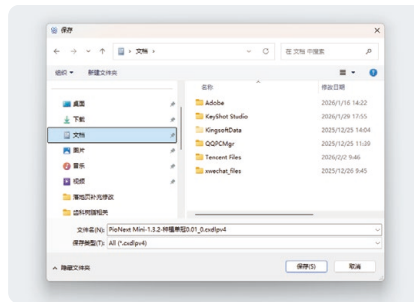
Note: The interface of PioNext BOX is subject to the UI of the released slicing software.

4. Export sliced files for printing

WiFi Printing



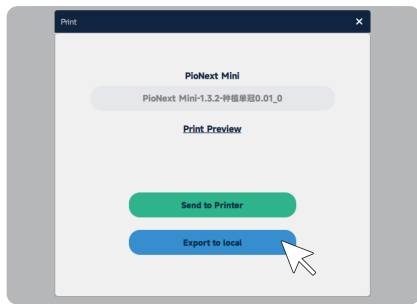
① Click "Print" in the bottom-right corner and select "Send to Printer".



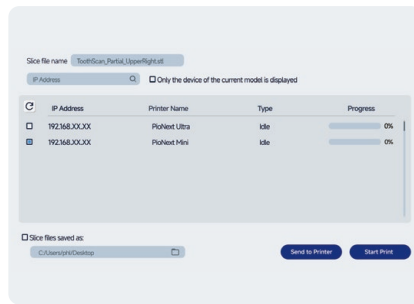
② Click "Export to Local", select the USB drive path, and click "Save".

Note: The interface of PioNext BOX is subject to the UI of the released slicing software.

USB Drive Printing



① Click "Print" in the bottom-right corner and select "Export to local".



② The software automatically searches for and displays the IP addresses of printers on the same Wi-Fi network. Select the corresponding printer.
→ Click "Send to Printer." After the transfer is complete, select the file on the printer to start printing.
→ Click "Start Printing" to have the printer automatically begin printing once the file transfer is finished.



CHITUBOX Dental

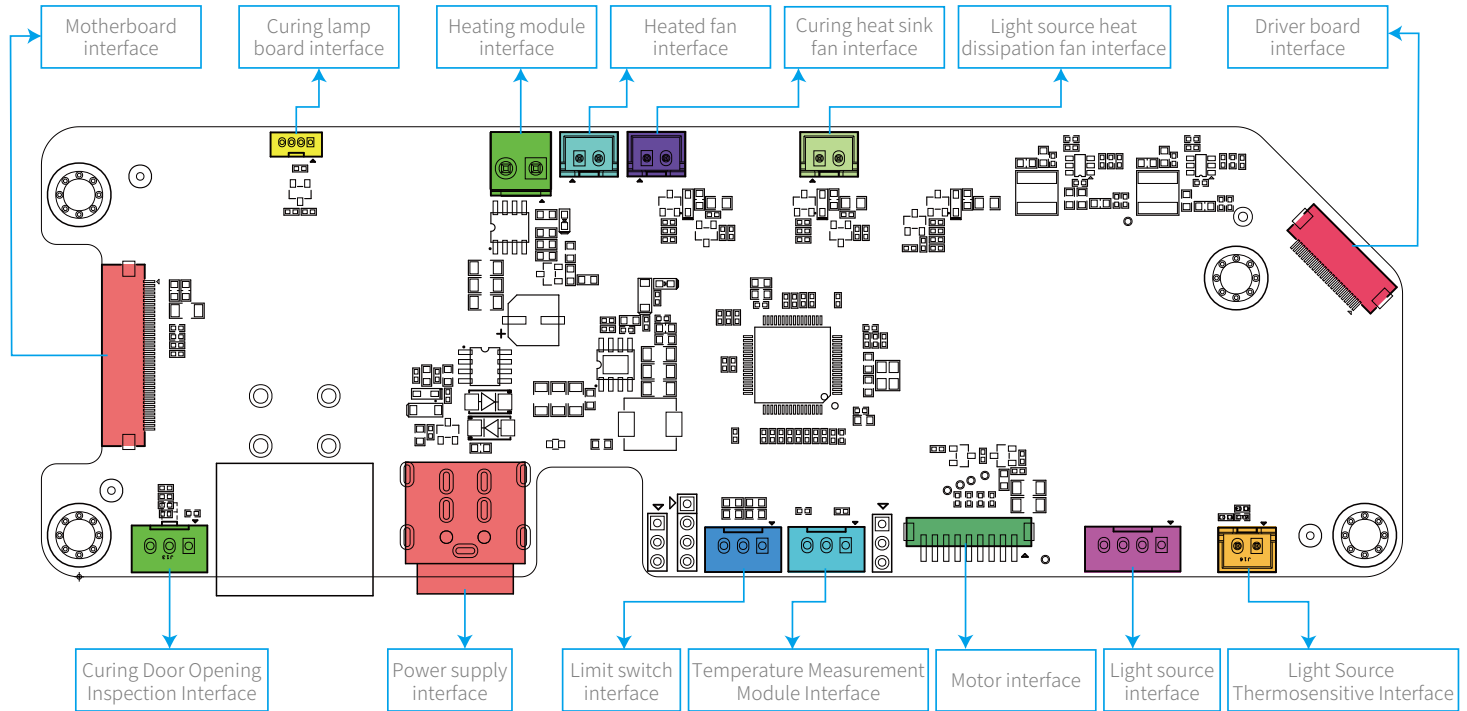
Download the installation package
from **dental.chitubox.com**



Scan the QR code to access the user guide.

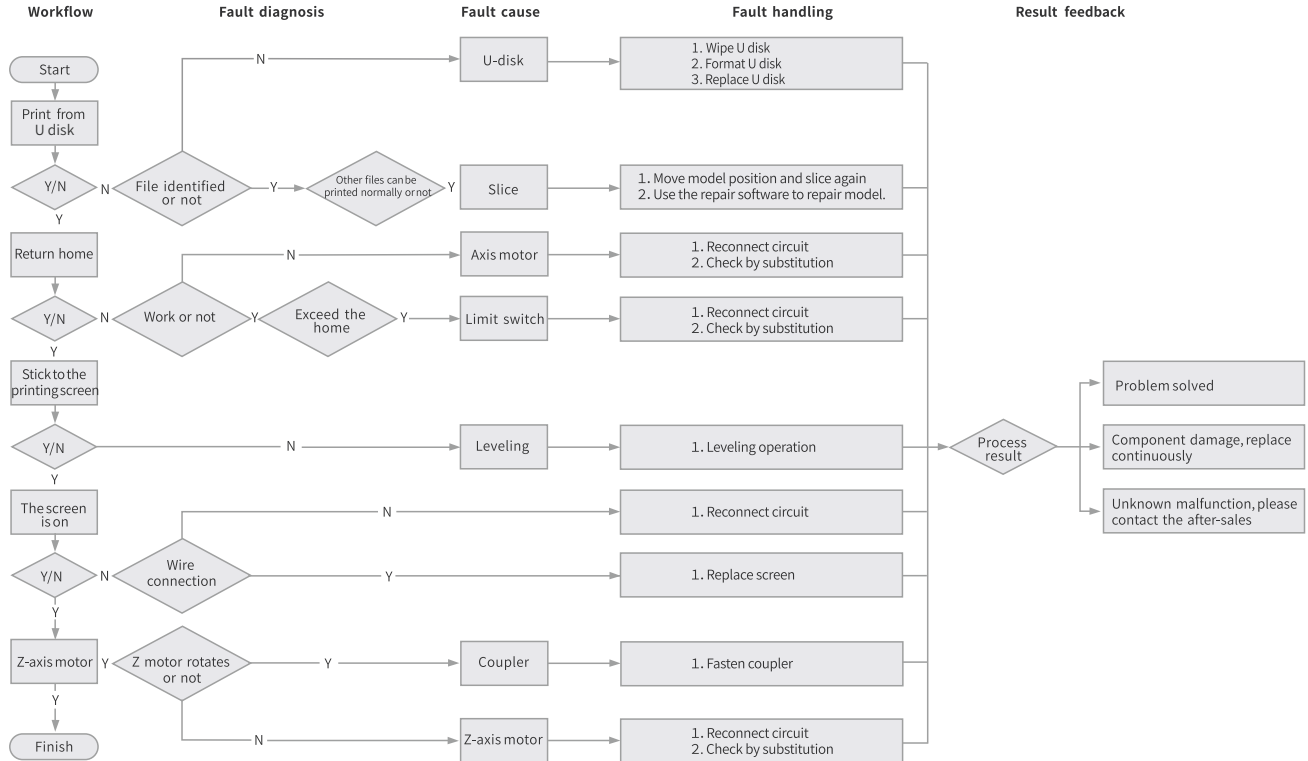
Tips: This product supports CHITUBOX Dental. Contact customer service to receive a free 3-month CHITUBOX Dental slicing software license.

11. Hardware Interface Diagram



Adapter board circuit wiring diagram

12. Troubleshooting



This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

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

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

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;
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

15. After-Sales Service Card



Learn More

Warranty Policy ←

- 1-year Limited Warranty since the date of product purchase.
- No Warranty for the Release Film and Product Gift (U disk, Gloves, Screwdriver, Paper funnel, Brush, 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 PIOCREAT product
- Proof of Purchase

What Is Not Covered? ←

PIOCREAT 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.

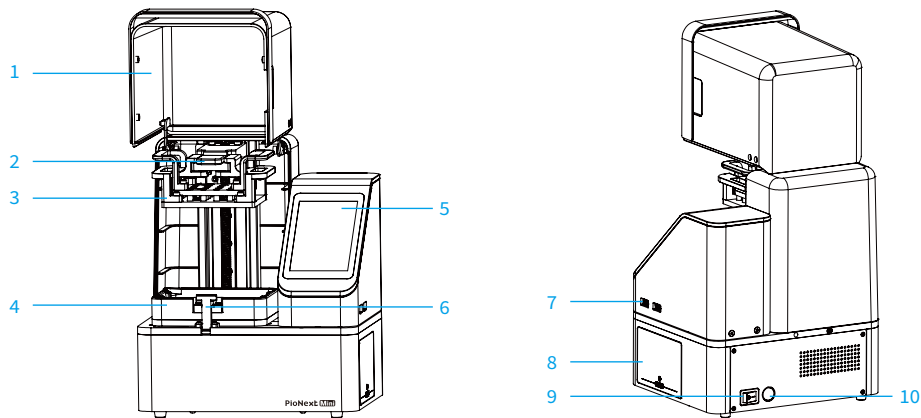
Technical Support ←

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 U disk 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: after@piocreat3d.com** for support. See www.piocreat3d.com/ for specific warranty information about your product and procedures to act on a warranty claim.



1 遮光罩

2 平台卡扣

3 打印平台

4 料槽

5 触摸屏

6 料槽卡扣

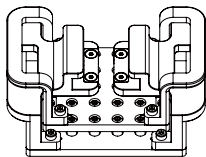
7 USB接口

8 固化箱

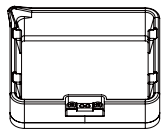
9 电源开关

10 电源接口

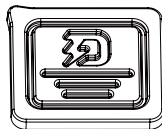
2. 包装清单



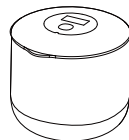
1 打印平台
×1



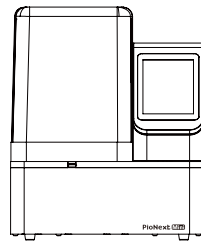
2 料槽
×2



3 料槽防尘盖
×2



4 Wash Mini
×1



5 打印机
×1

工具包清单



1 U盘
×1



2 内六角扳手
工具包×1



3 PiNext Mini
电源适配器×1



4 Wash Mini
电源适配器×1



5 纸滤网
×4



6 塑料刮刀
×1



7 金属铲刀
×1



8 剪钳
×1



9 USB A to A 数据线
×1



10 油漆刷
×1



11 一次性乳胶手套
×1



12 合格证
×1



13 快速入门指南
×1



14 售后服务卡
×1

注意：以上配件仅供参考，请以实物为准！

PioNext Mini

打印尺寸	80mm×70mm×80mm
设备尺寸	200mm×170mm×241mm
包装尺寸	310mm×307mm×340mm
净重	4.86kg
毛重	6.8kg
成型技术	LCD
光源波段	385nm、405nm
分辨率	9K (8520*4320px)
像素尺寸	14*19μm
层厚	0.01-0.1mm
打印速度	Max.60mm/h
触摸屏	3.97吋电容式触摸彩屏
切片软件	PioNext BOX / CHITUBOX Dental
数据传输	USB/WIFI
输入电压	100-240V~, 50/60Hz
额定功率	120W
支持耗材	陶瓷冠树脂、导板树脂、冠桥树脂、临时牙树脂、基托树脂、修复模型、正畸模型、正畸模型2.0及其他官方授权树脂



清屏: 点击可进行料槽清理；

Z轴运动: 点击可设置归零和调平；

打印设置: 点击可进行打印参数、腔室加热、净化系统的功能设置；

系统设置: 点击可进行设置更新、WALN、设置语言及区域、设备保养、查看设备信息和恢复出厂设置。



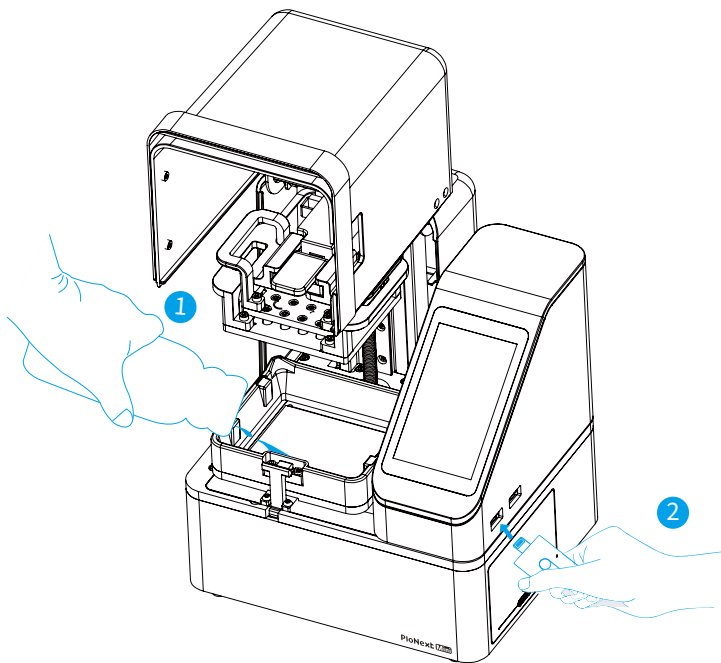
注意：清屏时检查光源是否正常。界面仅供参考，实际以固件UI为准。

1. 加入树脂

将3D打印机 UV 光敏树脂倒入料盘，

2. 插入U盘

两个USB接口均可以用于连接U盘导入切片。



提示:如何更换耗材?

将料盘缓缓取出,把剩余树脂倒入容器,清洗干净料盘,重新倒入新树脂,再把料盘安装到机器即可。



警示:请戴上手套方可进行装料,光敏树脂为刺激性材料,避免接触到皮肤。

3. 打印前加热



首页点击“设置”→“打印设置”→“腔室加热”；

手动加热——进入页面后“打印时自动加热”开关处于关闭状态，设置好温度后点击“开始加热”即可开始打印前加热；

自动加热——进入页面后点击“打印时自动加热”开关，设置温度参数，点击“确认”保存设置，机器打印时会自动加热。



注意：界面仅供参考，实际以固件UI为准。

4. 选择切片打印



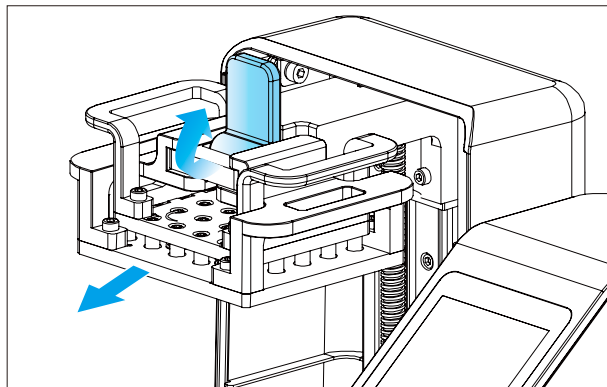
注意：界面仅供参考，实际以固件UI为准。



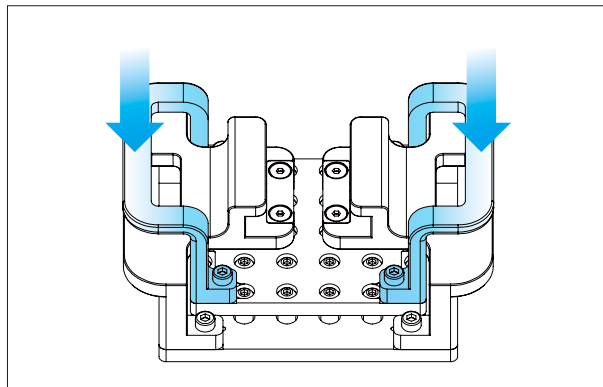
警告：在打印过程中,机器不能摇动,以免影响打印质量。

5. 首次打印

5. 取出模型



将平台卡扣往上掰，即可取出平台板；



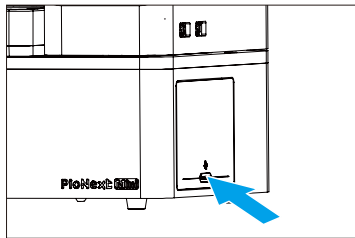
双手向下按压平台板，可将模型直接脱离平台板。



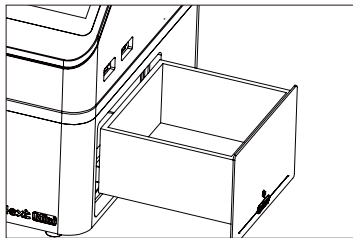
注意：取模时请佩戴一次性乳胶手套进行操作，避免残留树脂接触到皮肤。

6. 首次固化

1. 向内按压弹出固化箱



2. 取出固化箱，放入模型后装回机器

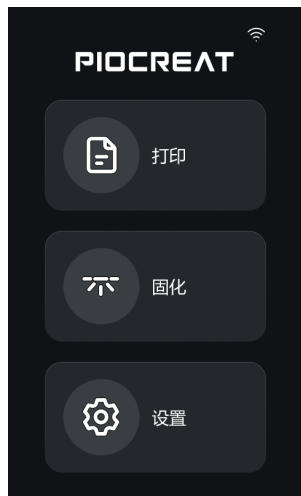


注意：界面仅供参考，实际以固件UI为准。



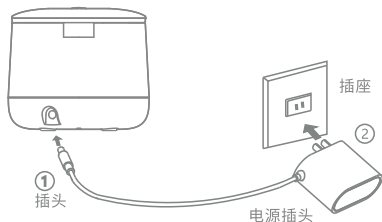
警告：固化过程中请勿取出固化箱！

3. 选择固化操作



7. 超声波清洗

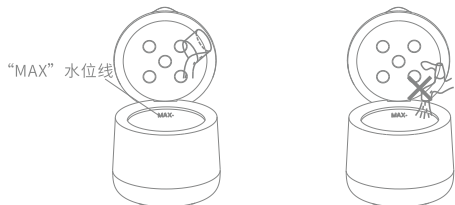
1. 将电源线连接产品和电源插座，机器处于待机状态，数显屏处于 **8888**；



2. 打开面盖,将打印好的牙模轻轻放入清洗槽；

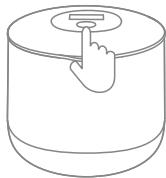



3. 请务必用水杯等将清水/酒精加入清洗槽，不能超过"MAX"水位线。



- 请用水杯或量杯加水
- 请勿直接用水龙头加水，会导致电源插口及底部进水，导致故障、损坏

4. 单击按键开启超声波功能，工作3分钟，数显屏显示工作倒计时，工作完毕后指示灯熄灭,数显屏处于 **8888**，工作状态再次单击按键关机。



 注意：拾取模型时请佩戴一次性乳胶手套进行操作，避免残留树脂接触到皮肤。

5. 在开启产品进行超声波清洗物品过程中，可保持面盖打开通，也可以把面盖盖上，盖上面盖过程中请注意不要暴力操作，以免损坏产品。



- 请从清洗槽远离铰链连接处倒水



设备主界面进入“设置”→“系统设置”→“WLAN”中，
选择需要连接的WLAN，为设备联网。



注意：界面仅供参考，实际以固件UI为准。

1. 打开PioNext BOX



PioNext BOX

www.szc3d.com官网下载安装包/
随机U盘读取安装包



注意: PioNext BOX 的界面
均以发布的切片软件UI为准。

2. 打印设置



① 点击右侧打印机设置窗口进入设置界面;



② 选择相应机型、材料和打印层厚, 点击“应用”即可;

自定义材料设置

若材料列表无对应选项, 点击“[创建或导入自定义打印设置](#)”进入参数选择



① 选择机型后点击“新增参数包”;



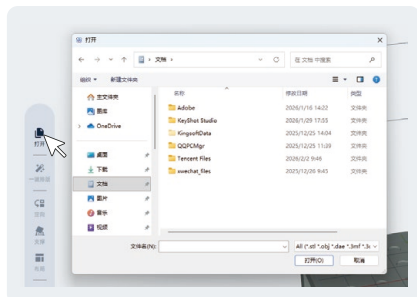
② 设置名称、参数后点击完成, 关闭参数选择窗口;



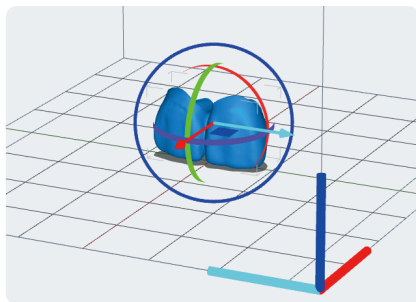
③ 点击新增品牌, 选择新添加的树脂参数。

9. PioNext BOX切片及导出

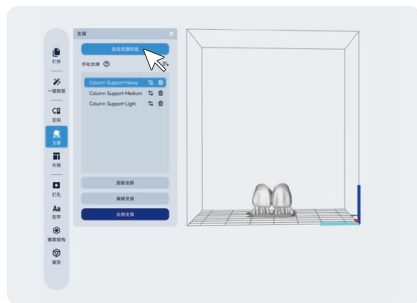
3. 模型排版



① 点击左侧菜单栏“打开”选择需要打印的模型；



② 点击已导入的模型，调整模型位置和方向；



③ 点击左侧工具栏“支撑”，选择需要添加支撑的模型，点击“自动支撑所选”可自动添加支撑；如需手动添加支撑，选择模型后在模型表面添加支撑点（再次点击支撑点即可删除该支撑），添加好后点击空白区域即可。

注意：PioNext BOX 的界面均以发布的切片软件UI为准。

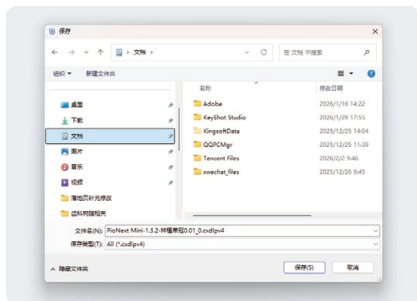
9. PioNext BOX切片及导出

4. 导出切片打印

WiFi打印



① 点击右下角“打印”，选择“下载到打印机”



② 点击“导出到本地”，选择U盘路径，点击“保存”即可。

注意：PioNext BOX的界面均以发布的切片软件UI为准。

U盘打印



① 点击右下角“打印”，选择“导出到本地”



② 软件自动检索并显示同一-WIFI下的打印机IP，选择对应打印机，
→点击“发送至打印机”，待传输完成后在对应打印机上选择该文件开始打印；
→点击“开始打印”即可在文件传输完成后打印机自动打印。



CHITUBOX Dental

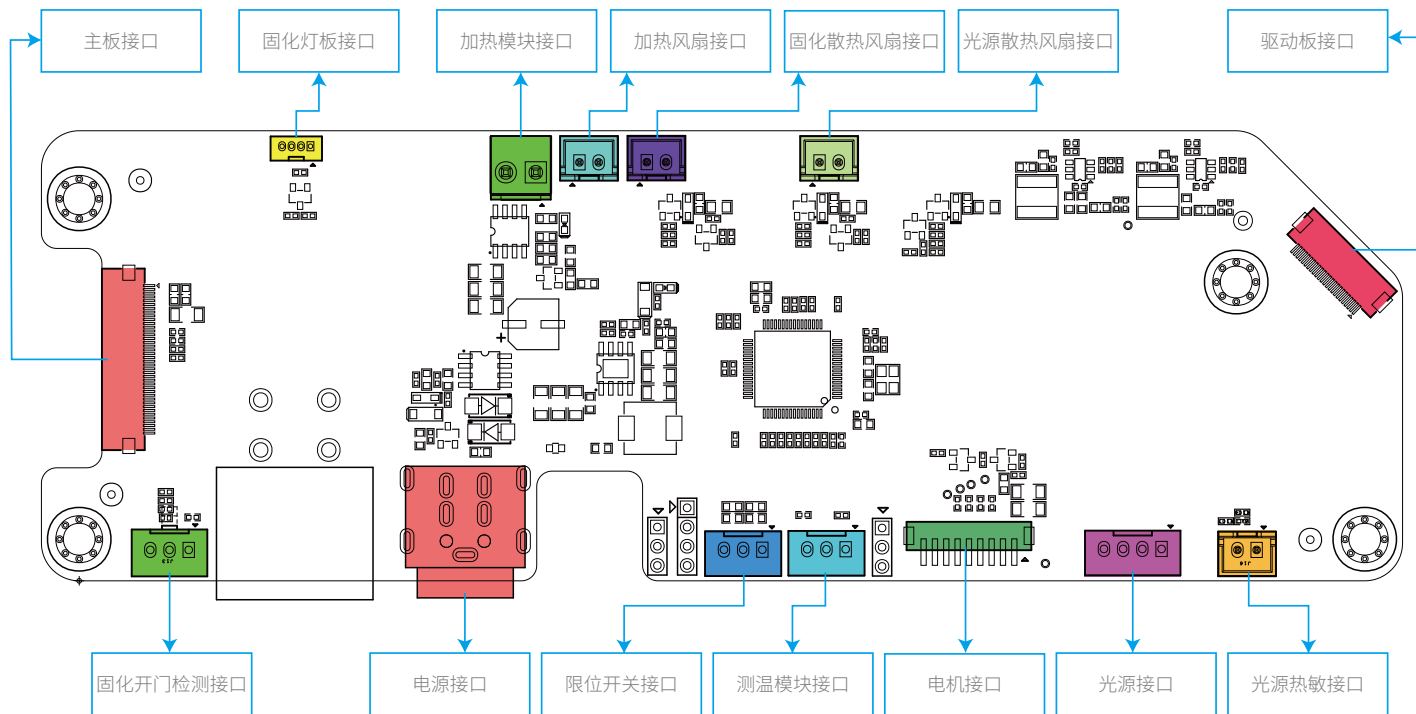
dental.chitubox.com官网下载安装包



扫描二维码获取使用教程

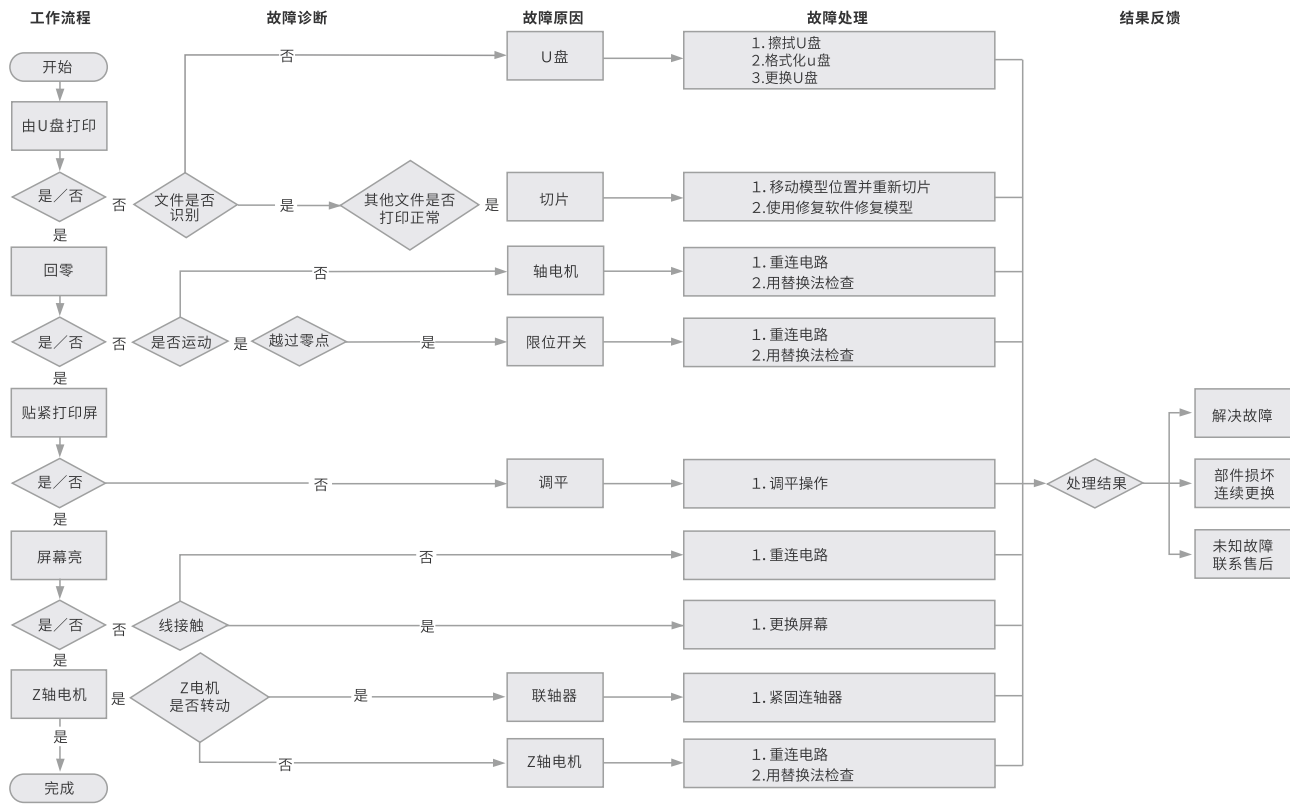
温馨提示：本产品支持ChituBox Dental，联系客服可免费领取3个月Chitubox Dental切片软件授权

11. 硬件接口示意图



Adapter board circuit wiring diagram
转接板电路接线示意图

12. 故障检修



13. 售后服务卡

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；由于包装纸盒或打包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	/



扫码了解更多

保修政策 ←

一、质保期

- ① 整机保修一年。
- ② 离型膜、赠品（U盘、螺丝刀、手套、油漆刷、纸漏斗、铲刀等）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

13. 售后服务卡

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 <

凡购买创想三帝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。本产品在U盘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：周一至周五，9:00-20:30；周六至周日，9:00-18:30（法定节假日除外）。热线：0755-2103-9743，邮箱：after@piocreat3d.com

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 PioCreat 3d Technology Co., Ltd.

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