



Dear Anycubic,

This is an open letter from the members of the Anycubic Photon Owners Group & Photonsters Project in response to Anycubic's recent public Product Installation Statement (PIS) released on 11th March, 2019.

Up until this recent PIS, the community felt that Anycubic was supportive and aligned towards the same goals, which is to provide the best solutions and experience to all Anycubic owners and users.

We have always respected Anycubic's Intellectual Property and we are, and have been open to working with Anycubic in a manner that is beneficial for both parties. We have even raised concerns when your IP may have been infringed upon, and have been entirely supportive.

However, Anycubic's recent official PIS, particularly Article 3 with the threat of legal actions, has caused the community of owners and users to become wary and very uncertain about the future of the collaboration between both parties.

As you know, a majority of the 3D printing community loves to tinker with their products and to share their experiences. This is very true of the the Photon community as well.

By threatening legal action to your loyal customers, it has alarmed the community, and has really damaged Anycubic's brand.

We, the community, therefore seek further clarification regarding your recent PIS:

1. We ask Anycubic to amend their PIS to a Maker and Community friendly alternative.
2. We ask that all legal threats be removed from the PIS.
3. We ask for better community engagement, and better support.
4. We ask for a liaison from Anycubic's R&D or Design Department. (For technical and design support).
5. We request a response from Anycubic to this open letter from the community.



Furthermore, regarding the announcement of the new Photon-S;

As you know, the community has accumulated more than a year's worth of user experience, troubleshooting support, and improvement suggestions for a new printer. Expectations for the new printer was very high. But to our surprise the new Photon-S was released, and it did not fully meet the community's expectations despite the efforts.

Anycubic did not take into account all the constructive advice and improvements that the community and Photonsters have freely given. A majority of the suggestions were ignored. It is as though Anycubic did not listen or care, and this has made the community feel very disappointed.

Early in 2018, the Facebook platform of our current 10,000+ member group was shared with Anycubic in the hope and trust that it will foster a better collaboration between Anycubic and the community of owners and users.

However, with the announcement of the recent PIS, and the release of the underwhelming Photon-S, the core group of administrators and community members now feel that this trust may have been misplaced. Given no other choice, we may have to revisit the continuation of this partnership.

We therefore ask Anycubic to respond to this open letter, and to always keep in mind the loyalty and large contribution this community has made in supporting Anycubic's brand and products.

We thank you, and look forward to your positive response.

Signed,

Anycubic Photon Owners Group Admins and Community.





Product Installation Statement

Hi ANYCUBIC Customers,

Thank you for your support to ANYCUBIC. ANYCUBIC always adhere to improve customer service and reinforce safety regulations. We provide customers with continuous upgrade solutions and guarantees from both technical and service aspects.

Recently we received customer feedback that some components (such as heating rods, power supplies, etc.) of the printers were dismantled privately or installed ANYCUBIC unauthorized accessories. As a result, some parts were not matched properly, and the software and hardware were incompatible during printing, which caused the printing failure even other security risks. In order to avoid unnecessary losses to our customers, ANYCUBIC specifically states:

1. Please do not install unauthorized accessories on ANYCUBIC products in case of the incompatible issues. If there's any inquiries, please go to www.anycubic3d.com and our tech team is glad to help you with professional tutorial.

2. Please select the related tutorial videos and watch the replacement precautions carefully. If there's any inquiries, please log in ANYCUBIC official website <http://support.anycubic3d.com/submit.html> to contact our tech team and we are glad to help you with professional tutorial.

3. ANYCUBIC will not take any responsibility if you didn't follow the above tips. If this behavior or event had a serious impact on our brand or product reputation, ANYCUBIC may take the necessary legal actions.

4. In order to avoid the unnecessary losses, this policy will be valid on March 12, 2019 and cover all of 3D printers from ANYCUBIC.

ANYCUBIC TEAM

March 11, 2019

