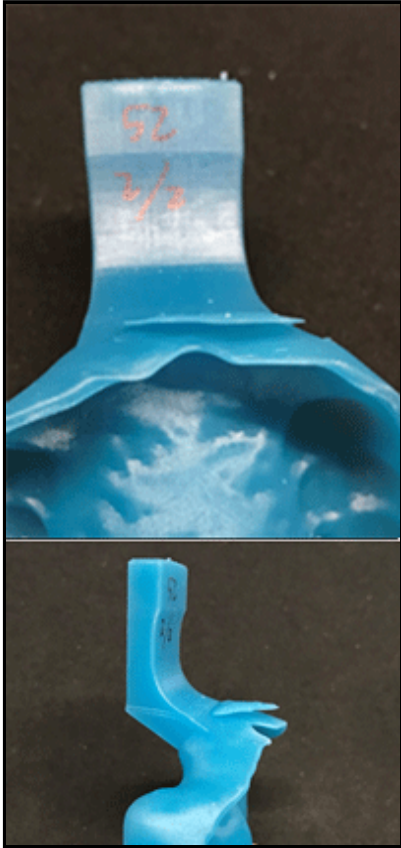

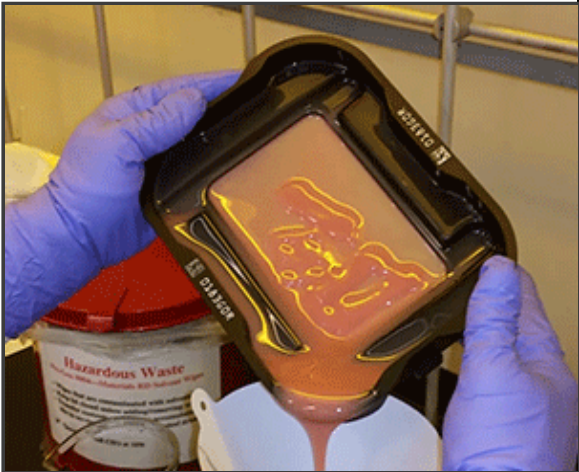
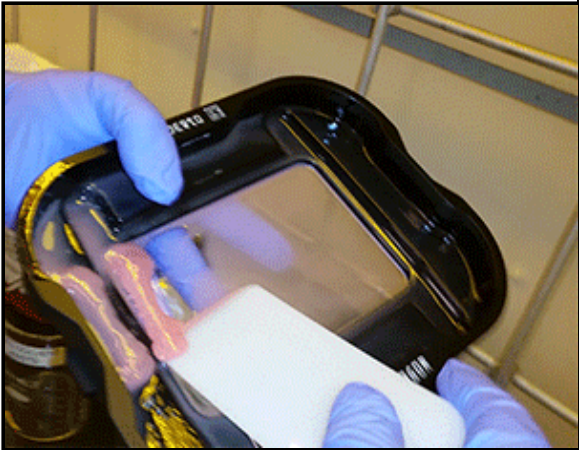



Printed Part Quality

#	Issue Description	Customer Troubleshooting Steps
PPQ1	Part not accurate in the X/Y direction	Run the Accuracy Wizard in 3D Sprint, as seen in the section Accuracy Wizard .
PPQ2	<p>Delamination between layers - this is separation of printed layers, which do not cure together properly</p> 	<p>This can be caused by:</p> <ol style="list-style-type: none"> 1. Not enough material in the resin tray. To prevent this, be sure to fill material back up to the minimum level specified in this guide before building. 2. Tension latch down and resting on the springs but not engaged, membrane not tensioned. Check that latch is fully down. 3. Spilled print material or other debris gets in between the projector's radiation path and the print surface. In this case, remove the resin tray and catch tray and inspect them for spots of resin. <ol style="list-style-type: none"> a. Clean the resin tray, as in the section Clean Resin Tray. b. Follow the guidelines in the section Clean/Replace the Catch Tray to determine if your catch tray needs to be cleaned or replaced. c. Follow the guidelines in the section Inspect Projector Lens and Cables to determine if you can clean your lens, or if the resin spill is too wide-spread to clean with simple means.

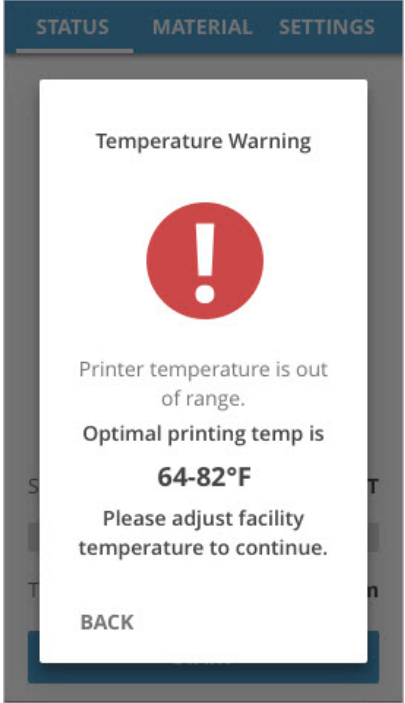
#	Issue Description	Customer Troubleshooting Steps
		<div data-bbox="862 128 932 191"></div> <p data-bbox="972 128 1463 344">CAUTION: Do not attempt to clean anything in the lower print chamber outside of what is listed in this guide. Doing so risks further damage to the printer. For large resin spills, contact your reseller immediately.</p> <p data-bbox="773 390 1463 606">4. The part orientation on the print platform can contribute to delamination. Please see the Figure 4 Best Practices to find out the best way to orient your part.</p> <p data-bbox="773 638 1463 915">5. Resin-tray film scratched, dented, hazy/dirty- particularly in the failed area of the build. If scratched or dented, you must replace the tray. If hazy/dirty, clean the tray as in the section Clean Resin Tray.</p>
PPQ3	Voids in printed part - holes or empty spaces where there shouldn't be	<p data-bbox="764 978 1062 1010">This can be caused by:</p> <p data-bbox="773 1047 1446 1264">1. Not enough material in the resin tray. To prevent this, be sure to fill material back up to the minimum level specified in this guide before building.</p> <p data-bbox="773 1295 1435 1572">2. Spilled print material or other debris gets in between the projector's radiation path and the print surface. In this case, remove the resin tray and catch tray and inspect them for spots of resin.</p> <p data-bbox="813 1604 1414 1709">a. Clean the resin tray, as in the section Clean Resin Tray.</p> <p data-bbox="813 1740 1446 1957">b. Follow the guidelines in the section Clean/Replace the Catch Tray to determine if your catch tray needs to be cleaned or replaced.</p>

#	Issue Description	Customer Troubleshooting Steps
		<p>c. Follow the guidelines in the section Inspect Projector Lens and Cables to determine if you can clean your lens, or if the resin spill is too wide-spread to clean with simple means.</p> <div data-bbox="862 365 932 428">  </div> <p>CAUTION: Do not attempt to clean anything in the lower print chamber outside of what is listed in this guide. Doing so risks further damage to the printer. For large resin spills, contact your reseller immediately.</p> <p>3. Cured material fused to the resin-tray membrane during a previous build, or bits of cured material were floating in the resin tray during a previous build. If this is the case, choose between either method A or B below to clean the resin tray:</p> <p>A. This is not required if you completed Method B successfully. For Method A, perform the procedure in the section Running a Resin Tray Cleaning.</p> <p>B. This is not required if you completed Method A successfully. For Method B, empty the resin tray and clean the partially cured resin out. This method can be particularly useful if cured resin is fused to the resin-tray film, rather than just floating in the resin.</p> <p>i. Discard the resin in the resin tray according to all government regulations.</p>

#	Issue Description	Customer Troubleshooting Steps
		<div data-bbox="906 149 1481 617"></div> <p data-bbox="857 663 1461 888">ii. Wearing 100% nitrile gloves, hold the resin mixer at the edge of the cured resin, while simultaneously gently pushing the cured resin from underneath the film. Use the resin mixer to gently scrape underneath the cured part to remove it.</p> <div data-bbox="906 909 1481 1356"></div> <div data-bbox="906 1398 971 1461"></div> <p data-bbox="1015 1402 1461 1650">CAUTION: Putting too much pressure on the resin-tray film can puncture the film. Be mindful of this during cleaning. The film cannot be replaced by itself; if the film is damaged, the whole resin tray must be replaced.</p> <p data-bbox="849 1696 1396 1791">iii. Clean the resin tray as described in the section Clean Resin Tray.</p>

#	Issue Description	Customer Troubleshooting Steps
PPQ4	Part color is incorrect	<p>Any one of the following could be the cause:</p> <ol style="list-style-type: none">1. Resin was not mixed in the bottle before pouring - Be sure to mix/stir the resin before printing according to the section Mix/Stir Print Material.2. Resin was not stirred in the resin tray before printing - Be sure to mix/stir the resin before printing according to the section Mix/Stir Print Material.3. A combination of both 1 and 2 - Be sure to mix/stir the resin before printing according to the section Mix/Stir Print Material.4. You may have poured the wrong resin - Ensure that the resin you pour in the resin tray is from the same bottle you scanned.5. You may have over-cured or under-cured the part - Ensure the part is cured as recommended in the Resin Stirring and Curing Chart.6. You may not have cleaned the resin tray well enough before changing from one pigmented resin to another.

#	Issue Description	Customer Troubleshooting Steps
PPQ5	Part does not adhere to the print platform	<p>This could be caused by:</p> <ol style="list-style-type: none">1. Dirty projector lens - Clean the lens according to the section Inspect Projector Lens and Cables.2. Tension latch down and resting on the springs but not engaged, membrane not tensioned. Check that latch is fully down.3. Dirty catch-tray glass - Clean the glass according to the section Clean/Replace the Catch Tray.4. Debris on the print platform - partially cured resin from a previous build or other debris could prevent adhesion. Ensure you clean the print platform between each build as in the section Clean Print Platform.

#	Issue Description	Customer Troubleshooting Steps
PPQ6	Temperature warning on touch screen	<p>The optimal operating temperature of the printer is between 18°C-28°C (64°F-82°F). If you attempt to start a print job while the printer temperature is outside these limits, you will see the screen below. Adjust your facility's temperature to be within this acceptable range and, once this temperature has been reached, the message will disappear and you can continue printing. Tap the Cancel button to go back to the Pending Job screen.</p> 
PPQ7	Print does not start.	<ol style="list-style-type: none"> 1. Make sure to follow UI prompts. 2. If still experiencing issues, contact your reseller.
PPQ8	Part did not build.	<ol style="list-style-type: none"> 1. Ensure nothing is blocking the path of the projector's radiation to the bottom of the resin tray. 2. Ensure the build style used in 3D Sprint matches resin used in the print. 3. Ensure that Print Platform is seated correctly on elevator arms.

#	Issue Description	Customer Troubleshooting Steps
PPQ9	Part does not adhere to supports.	<ol style="list-style-type: none"> 1. Wrong support style - Please see 3D Sprint Best Practices 2. Not enough supports - Please see 3D Sprint Best Practices
PPQ10	Pitting/Chalkiness	<p>Ensure part is cleaned and dried correctly before post-curing: See Part-Cleaning Procedure</p> <ol style="list-style-type: none"> 1. Do not leave part in alcohol solvent longer than recommended. See Part-Cleaning Procedure 2. Replace alcohol solution if saturated. 3. Spot clean hard to reach areas (engraving, small holes).
PPQ11	Line Defects	<ol style="list-style-type: none"> 1. Check for debris in resin. (if there is debris, run a resin-tray cleaning). 2. Check part orientation guide. Please see 3D Sprint Best Practices 3. Check support guide. Please see 3D Sprint Best Practices