Manuals+ — User Manuals Simplified.

X1 Printer FAQ Manual

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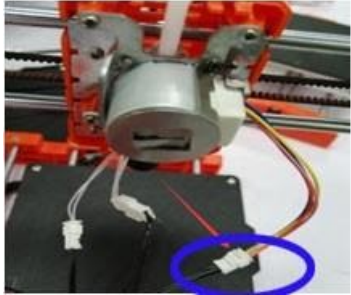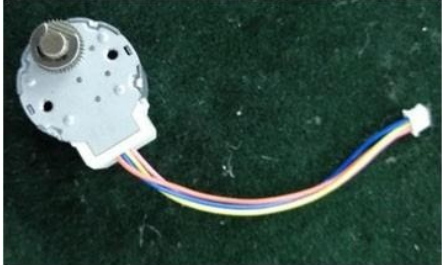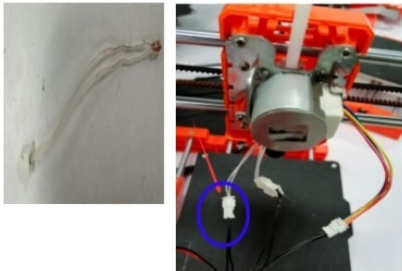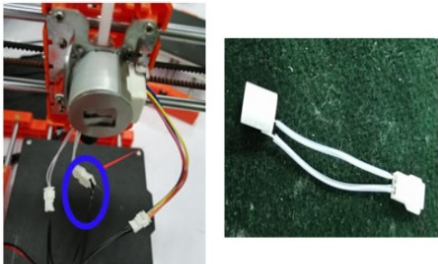
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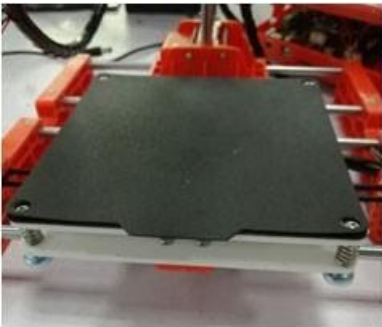
Problem 1: 3D Printer not print

Probable Cause	solution	picture
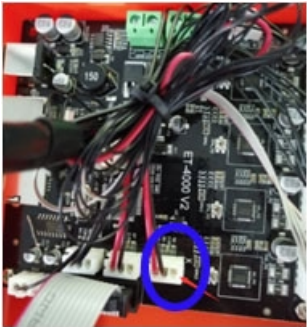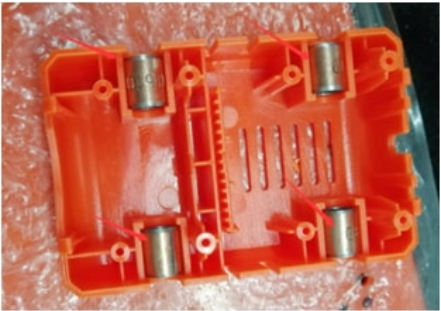
Probable Cause	solution	picture
1. gcode file not correct	3D printer can only print gcode file, the file name cannot have special symbols, only numbers or letters	
2. format the TF card	format the TF card to FAT	
3. If the nozzle is not heated or the temperature is not measured, the feeding light flash all the time	check the cable connectors, or replace the Nozzle	
4. The card slot on the mainboard is broken	replace motherboard	

Problem 2: without filament silk come out from nozzle

Probable Cause	solution	picture

Probable Cause	solution	picture
1. The E motor cable is not connected properly	check the cable connector	
2. The E motor damaged	replace the Extruder motor	
3. The wire of thermistor falls off or burns out	check the cable connector, or replace the Nozzle	
4. The heating ring line falls off, or damaged	check the cable connector, or replace the Nozzle	

Problem 3: Nozzle spit out filament is not vertical

Probable Cause	solution	picture
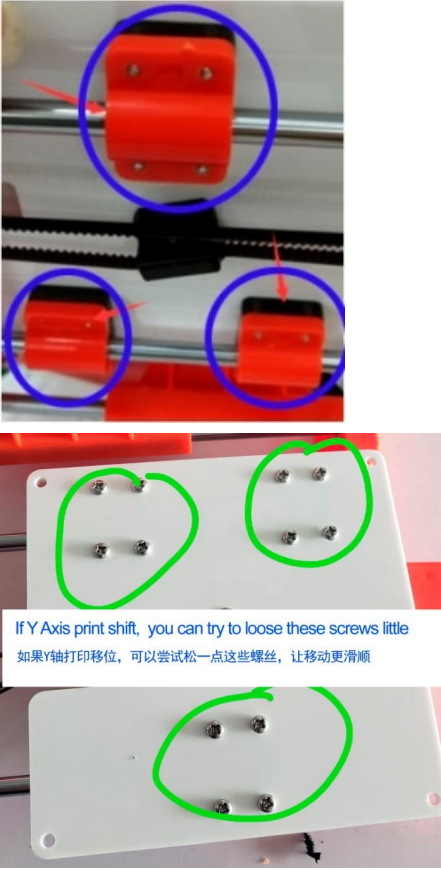
1. nozzle no good	replace nozzle	
2. Tt is not clean inside the Teflon tube	replace Teflon tube	
3. The platform is not leveled properly. The nozzle and platform collide during printing, and the nozzle is damaged	Prevent the nozzle from scraping the platform before print	
1. nozzle no good	replace nozzle	

Problem 4: X Axis not work, or print shift
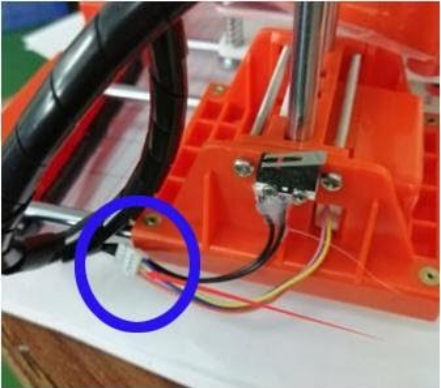
Probable Cause	solution	picture
1. X Axis cable connect loose	check the cable connector	
2. X motor dead	replace the Y motor	
3. X limit switch wire connect loose	open the control box to check this it loose or not	

4. Belt too loose may cause print shift, Belt too tight may cause hard to move	**Adjust belt tightness** 1) loose 4 screws, just loose 2), Use a tool to push the x-axis, and adjust the belt tightness 3), fix the top four screws tightly again	loose these 4 screws, just loose, not fall out 拧松这4颗螺丝，拧松就可以不用拧出来 Use a tool to push the x-axis, and adjust the belt tightness 用一个工具顶X轴，调整好皮带的松紧
5. X axle sleeve too tight	replace axle sleeve or Add some lubricating oil.	

Problem 5: Y Axis not work, or print shift

Probable Cause	solution	picture
1. Y Axis cable connect loose	check the cable connector	Please check this connector, if it is loose 检查一下这个接口是否脱落

2. Y motor dead	replace the Y motor	
3. Y limit switch wire connect loose	open the control box to check this it loose or not	
4. Belt too loose may cause print shift, Belt too tight may cause hard to move	Adjust belt tightness	 this to adjust the belt, too loose or too tight 调节皮带的松紧，不要太紧或太松
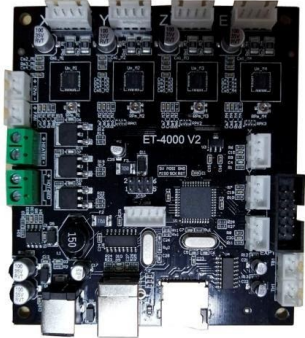
5. Y axle sleeve too tight	replace axle sleeve or Add some lubricating oil.	If Y Axis print shift, you can try to loose these screws little 如果Y轴打印移位，可以尝试松一点这些螺丝，让移动更滑顺

Problem 6: Z Axis not work

Probable Cause	solution	picture
1. the power connector may loose	check the connector	

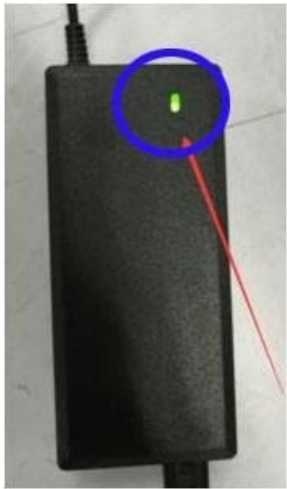|		
2. Z motor dead	replace Z motor	
3. Z limit switch wire connect loose	open the control box to check this it loose or not	
4. Z Belt too loose	**Adjust belt tightness** 1) loose 4 screws, just loose 2), Use a tool to push the x-axis, and adjust the belt tightness 3), fix the top four screws tightly again	

Problem 7: Printer not work, no function

Probable Cause	solution	picture
1. check if the power adaptor is good or not	check if the light is on	
2. firmware problem	update firmware	
3. The button board is damaged, no response to the button	replace the control board	

4. The mainboard is burnt out	replace the mainboard	

Common FAQ for 3D Printer
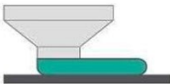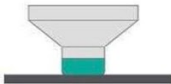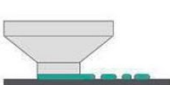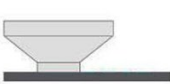
1). Why is the printing model not adhesive to the printing bed.

A1: The nozzle is too far away from the bed, the proper distance between the nozzle and bed is the thickness of a piece of A4 paper .

Leveling Diagram

Four points ① ② ③ ④ on the platform corners
The distance between the nozzle and
platform be the thickness of a piece of paper

A	Distance between the nozzle and platform is good			✓
B	Distance between the nozzle and platform is too far (the model can't stick)			✗
C	Distance between the nozzle and platform is too close			✗
D	There is no gap between the nozzle and platform The nozzle will be damaged			✗✗✗

2). Why the filament do not come out from the nozzle.

A1: Check the filament extruder gear rotates or not. and check if filament feeder Extruder motor is connected well or not. A2, Check the temperature of sliced gcode. Printing nozzle temperature of PLA material range s from 180-230℃.

A3, Check if the nozzle is blocked. Do feeding, use your hand help to push the filament gently, if there is no filament come out , then need to clean the nozzle or replace it.

A4, Check if nozzle is too close to platform, if so, the filament can not come out, then need do right leveling again.

3). The problem of print model shift X or Y direction.

A1, The model did not slice properly, need to re-slice or change the model position to generate new Gcode file.
A2, The model file problem, If you print ather models has no problem, Perhaps the original file problem.

4). Why the printing effect is low.

A1, There is a lot of filament piled up on the model surface

A1.1, Nozzle temperature is too high, filament melt too fast and caused overflowing.

A1.2, The filament flow is too large, there is filament flow setting in slice software, change the default value 100% to be 80%.

A1.3, Filament diameter setting problem, it's in slice software, the default settings are different, there are both 1.75mm and 3mm filament on the market, for 1.75mm, the diameter should be 1.75, but for 3mm, the diameter should be 2.85 or 2.95.

A2, Poor surface after removing the support for FDM technology, The support density should be as lower as possible, 10% is proper, it's easy to remove.

A3, The filament quality is poor

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