



Product Manual ————— P.2-P.4

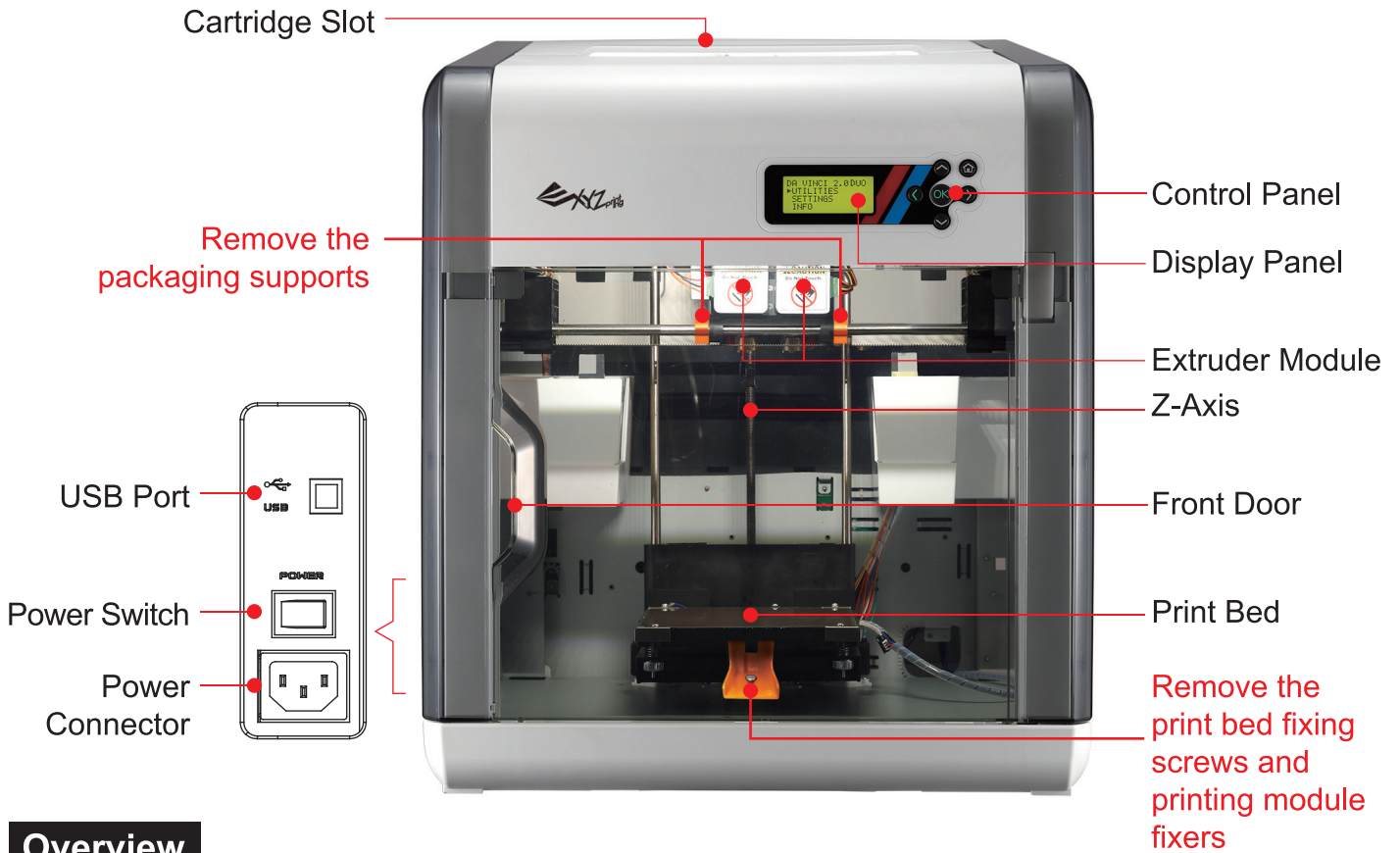
Advanced Maintenance Tools — P.5

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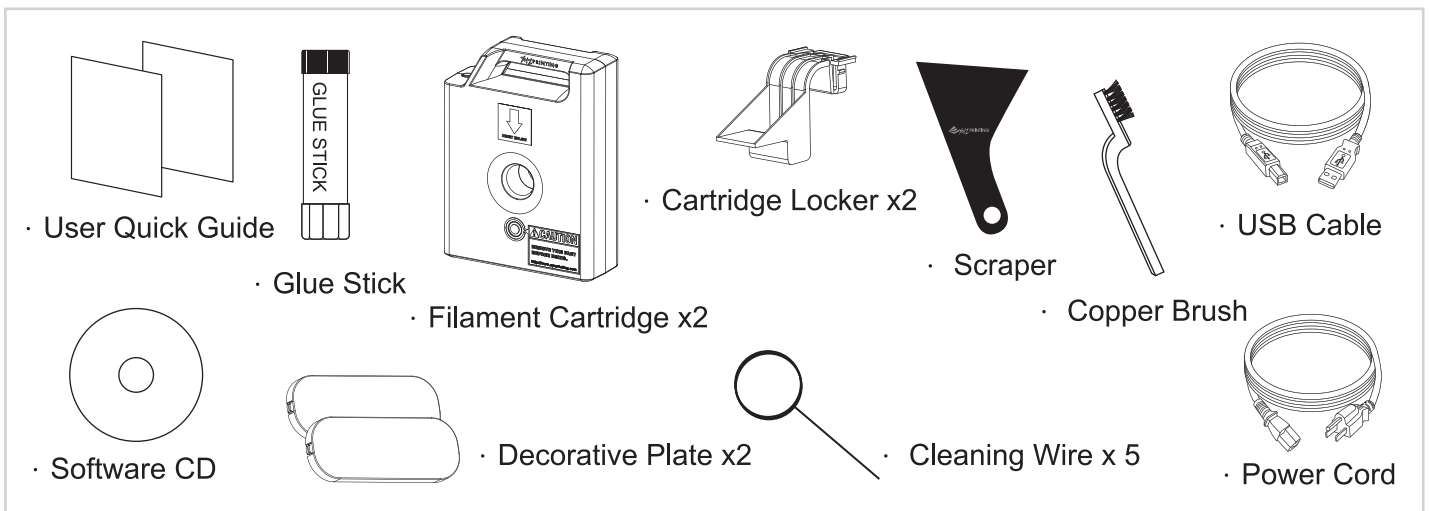
HD23F20X0R8



Overview

This guide provides details on how to start off your da Vinci 2.0 Duo 3D printer correctly. Please read the instructions before starting to print.

- How to open the box safely
- How to load filament
- Getting to know XYZware software



Important Safety Instruction

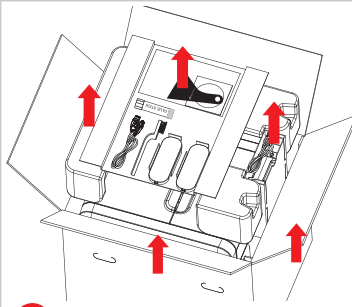


- Do not place the printer in humid or dusty environments such as bathrooms and high traffic areas.
- Do not place the printer on a unbalanced surface and/or inclined position. Printer may fall down or tumble and it may cause serious injury.
- Do not touch the interior of the printer while printing, as it may be hot and include moving parts. Please keep the front door closed during printing to avoid injury.

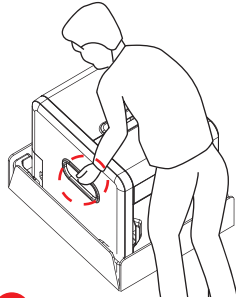
Open the box



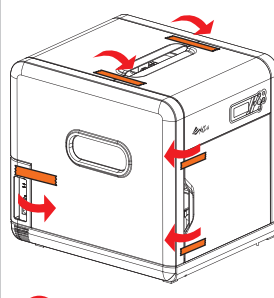
Note: Cable tie illustrated in step 4 in this section is used to fix the extruder during transportation. It should be removed before powering on the printer, or the printer may not function normally.



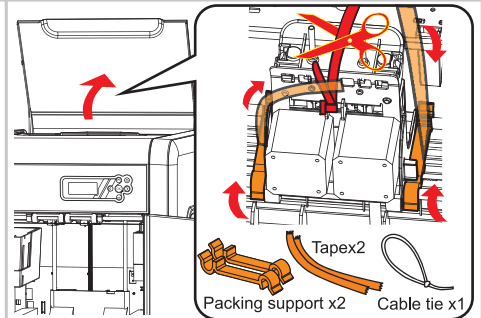
1 Open the box and remove the accessories and the cushion.



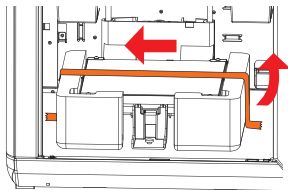
2 Take out the printer by holding the side handles.



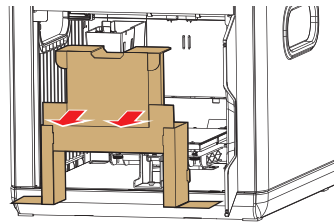
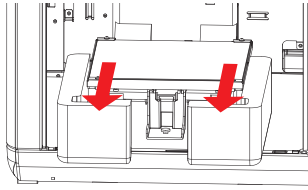
3 Remove plastic bag and tapes.



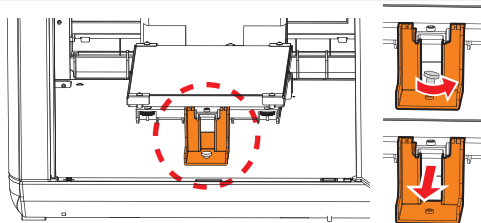
4 Open the top cover, then remove packaging supports and tapes from inside.



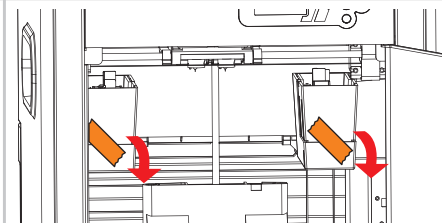
5 Removing the print bed shipping tapes and foam cushioning pieces.



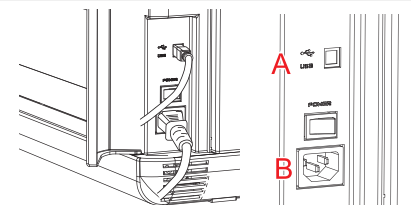
6 Remove the print bed packaging tape and shipping foam.



7 Remove the bottom screw and the plastic piece under print bed.

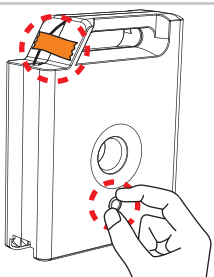


8 Remove the drip tray packaging tape.

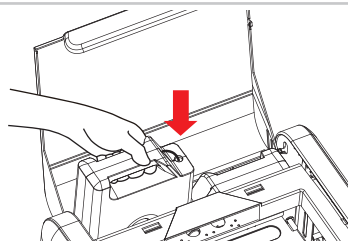


9 Use the USB cable to connect the printer to PC. Connect the power cord to the printer then turn on the power switch.

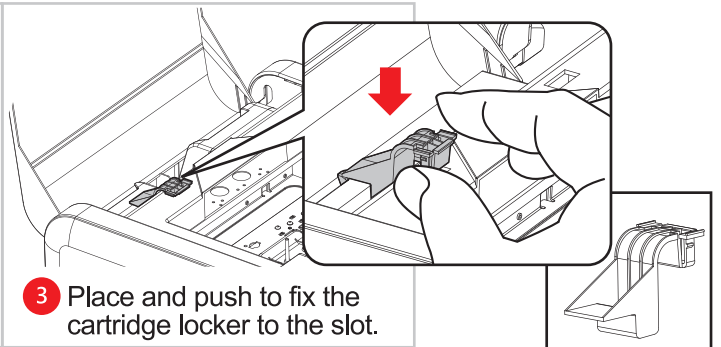
Install Cartridge



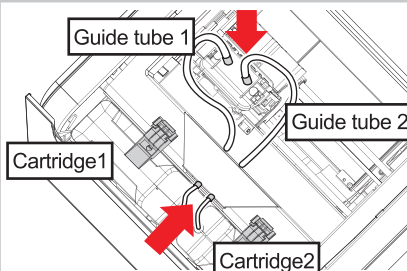
1 Remove filament stopper and tape.



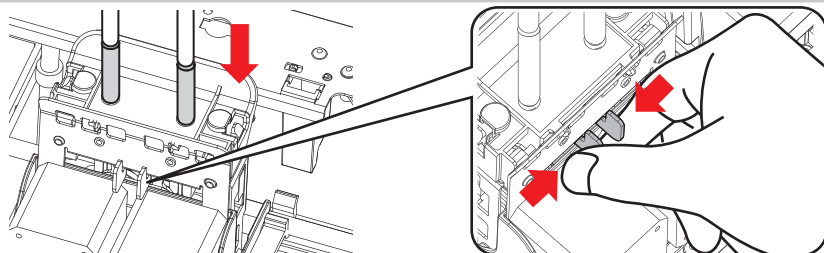
2 Install new filament cartridge into the empty slot.



3 Place and push to fix the cartridge locker to the slot.



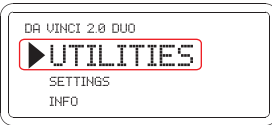
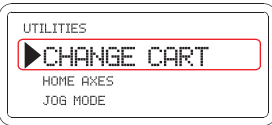
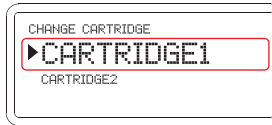
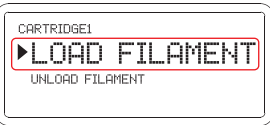

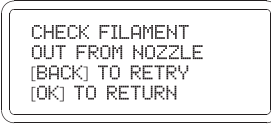
4 Push the filament through the filament guide tube to the hole of the extruder.



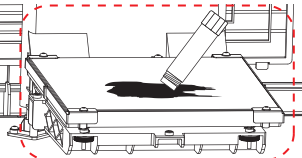
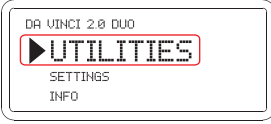
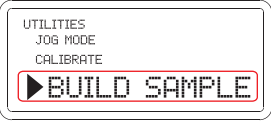
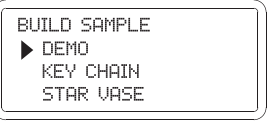
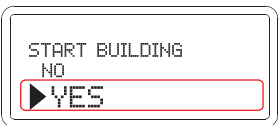
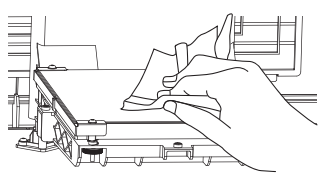
Tip: Grasping the release arms while inserting, it will make it easier to push filament into the extruder.

Note: Before pushing the filament into the guide tube, it is advised to cut the tip of the filament off at a 45° angle with a cutting pliers, filament loading will be easier.

Load filament

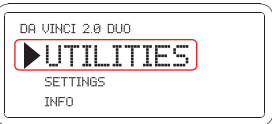
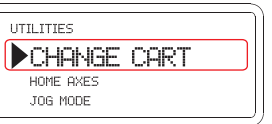
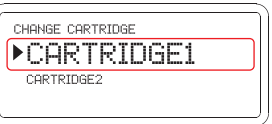
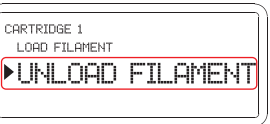
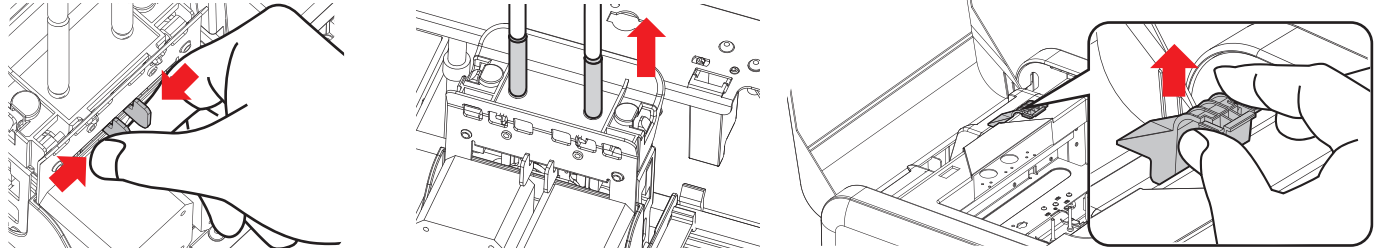
 <p>1 Choose "UTILITIES" and press "OK" to continue.</p>	 <p>2 Choose "CHANGE CART" and press "OK".</p>	 <p>3 Select a cartridge to be loaded to the printer, and press "OK".</p>	 <p>4 Choose "LOAD FILAMENT" and press "OK".</p>
 <p>5 Wait until extruder reaches working temperature, and insert filament into extruder as instructed.</p>	 <p>6 Check if the nozzle outputs filament and press "OK" to go back to main menu.</p>		

Sample print

 <p>Apply glue to the print bed before printing. The area for where the glue needs to be applied is determined by where the object is to be printed.</p>	 <p>1 Choose "UTILITIES" and press "OK" to continue.</p>	 <p>2 Choose "BUILD SAMPLE" and press "OK" to continue.</p>	 <p>3 Select one of the samples.</p>
 <p>4 Select "YES" and press "OK" to start printing.</p>	 <p>5 Remove the printed object when the print bed has descended. Cover a damp cloth on the print bed (while cold) for 2~3 minutes. Then wipe the moistened glue from the print bed with the damp cloth gently.</p>		

Unload filament

Note: To avoid clogging the extruder, complete the "UNLOAD FILAMENT" procedure before changing the cartridge. Do not cut filament from the extruder.

 <p>1 Choose "UTILITIES" and press "OK" to continue.</p>	 <p>2 Choose "CHANGE CART" and press "OK".</p>	 <p>3 Select a cartridge to be unloaded from the printer, and press "OK".</p>	 <p>4 Choose "UNLOAD FILAMENT" and press "OK".</p>
 <p>5 Remove filament slowly when printer has reached working temperature as instructed. Then remove cartridge locker and the cartridge unloaded.</p>			

Important Safety Instruction



The maintenance tools provided should only be handled by an adult. Please keep tools away from children. Incorrect handling or maintenance of the printer may cause damage to the product or personal injury.

Information and usage of the advanced maintenance tools



■ Scraper

Scraper is used to remove printed objects from print bed when printing is completed.
(Caution: do not remove the printed object while the print bed is hot.)



■ Cleaning Wire

Cleaning wire is used to remove the filament left in the path inside the clogged nozzle.
(Caution: Print bed may be hot during cleaning, please keep away from the platform to avoid personal injury.)
When cleaning the printer nozzle, gears or filament path please ensure to keep hands clear of the print bed which may be hot.



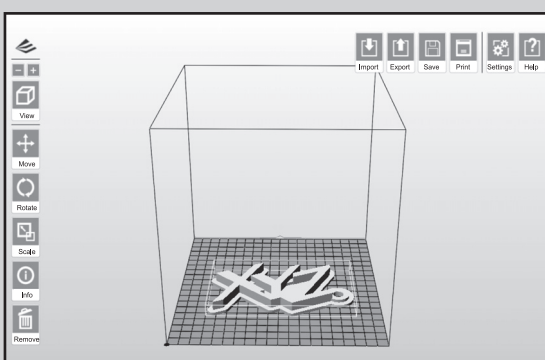
■ Copper Brush

When the printer fails to calibrate consistently; clean and remove the filament from extruder(s) surface.

Specifications

FEATURES	da Vinci 2.0 Duo 3D Printer	FEATURES	da Vinci 2.0 Duo 3D Printer
Print Technology	Fused Filament Fabrication(FFF)	Nozzle Diameter	0.4 mm
Printer Head	Dual Head	AC Input	100-240V, 50~60Hz
Build Volume(W x D x H)	15 x 20 x 20 cm	Connectivity	USB 2.0 x 1
Layer Resolution Settings	Standard 200 microns	Display	FSTN LCM (16 Characters x 4)
	Speed 300 microns	Control Method	Key x 6
	Ultra fast 400 microns	Indicator	Buzzer
	Custom 100-400microns	Lighting	LED
Filament Diameter	1.75 mm	Weight	27.5 Kg

Know about XYZware



For Mac OS and Windows 8/8.1 user or software related topics, please visit following webpage for further information and download the proper XYZware version:
<http://support.xyzprinting.com/downloads>

「XYZware」 is developed by XYZprinting Inc. It is designed for everyone, with or without modeling skill. You can view the model in various perspectives by importing (*.stl) file to it. It is also used to print objects from da Vinci 3D printer. XYZware can be found in the bundle installation disc. To check our latest software updates and further information, please go to:

<http://support.xyzprinting.com/manuals>



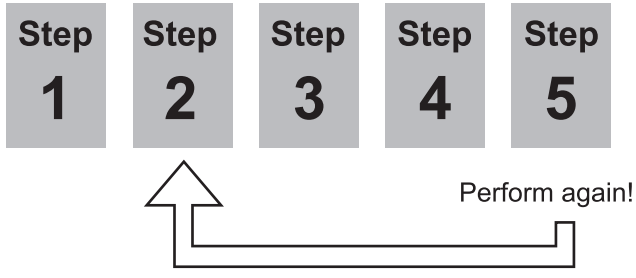
(Notice: Some instructions and video tutorials might require online registration to obtain authorization.)

Print Bed Adjustment Instructions

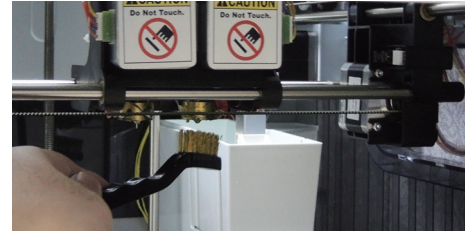
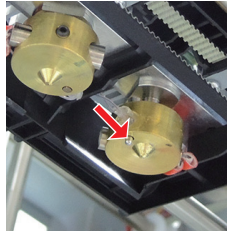


This print bed has been factory calibrated before shipping. Recalibration is necessary if there are print issues when starting to print or the nozzle gets too close to the print bed. When in doubt, it is recommended to contact service center for more information.

Print bed adjustment flow chart

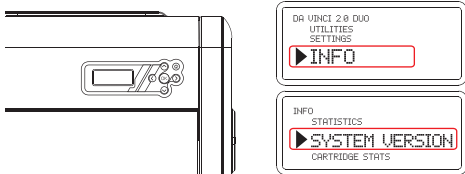


To clean the molted filament from nozzle thoroughly, it is recommended to activate "CLEAN NOZZLE" function to keep heating the extruders for better cleaning.

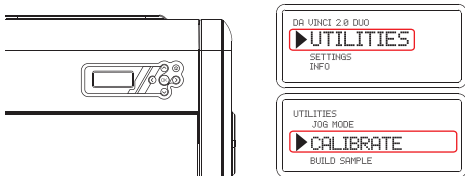


Print bed adjustment steps

1. Click "INFO>SYSTEM VERSION" using the function keys to make sure your firmware is the latest.

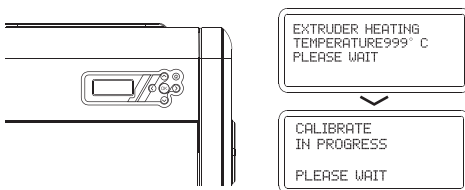


2. Click "UTILITIES>CALIBRATE" using the function keys and select "Yes" to perform print bed measurement.

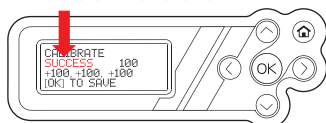


3. The printer starts automatic measurement. Wait for 2~3 minutes and verify the data shown.

Note: During the measurement process, the print bed and print module will be heated. Care should be taken during operation!

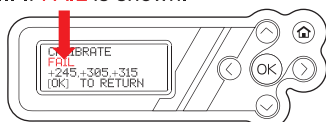


I. If **SUCCESS** is shown.



→Adjustment to the print bed is unnecessary. Press **OK** to exit.

II. If **FAIL** is shown.

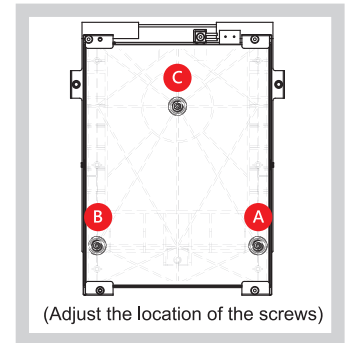
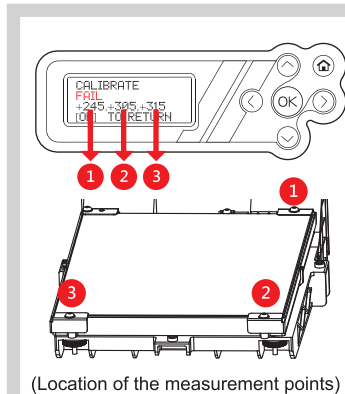


→If the 3 values are more than +/- 20 from each other, this will result in a "FAIL" calibration. Print bed leveling is necessary, refer to the values shown.

4. Refer to the values for adjustment:

Note: 3 values shown on screen indicate the distance between the detect pin by the nozzle and the edge of the print bed. If any value is out of the range of 90 to 110, please adjust the value by turning the screw(s) under the print bed.

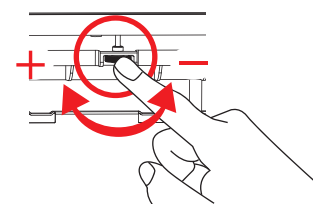
Tip I. Value set and corresponding thumbscrew:



(Adjust the location of the screws)

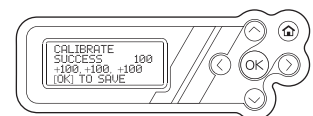
Tip II. View the printer from the front when making adjustment

Rotate the screw to the **left** to **raise the bed (value increases)**
 Rotate the screw to the **right** to **lower the bed (value decreases)**



Use small dial turns to approximate the desired value

5. After adjusting the screw(s), please run "Calibrate" (see step 2). If the screen repeats "FAIL", please continue the steps for calibration. Until "**SUCCESS**" is shown on screen, press "OK" to complete the calibration.



※ Reminder

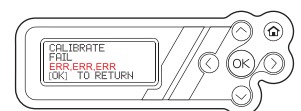
If the value shown is always **ERR,ERR,ERR**, follow the steps below to clean.

A. Clean the surface of the print head using the copper brush.

(Clean the contact point between the print head and print bed)

B. Wipe and clean the measurement points as shown on the print bed in step 4

C. Perform the calibration process again.



Service Code Informations

For further information and instruction of the service code, please refer to XYZprinting website (<http://support.xyzprinting.com/>) or contact service center for help.

Service Code	Display Panel Description
0010	Extruder or heated bed higher/lower than maximum/minimum temperature during printing
0011	Extruder cannot heat to the specified temperature
0013	Print bed heating error; critical temperature detected
0014	Extruder(1) heating error; critical temperature detected
0015	Extruder(2) heating error; critical temperature detected
0030	X axis motor failed results moving failed or X axis home sensor failed results home detect failed
0031	Y axis motor failed results moving failed or Y axis home sensor failed results home detect failed
0032	Z axis motor failed results moving failed or Z axis home sensor failed results home detect failed
0040	Memory storage cannot read/write
0050	Flashrom cannot read/write

Note

Please retain all original packaging material and please ship your product with the original packaging for warranty purpose. Shipping without original packaging material may cause product damaged during the shipment and may cause chargeable service fees.