



**Sermoon M350**

# User Manual

Sermoon M350 3D Printer

V 1.0\_EN



## Dear **Users**

Thank you for choosing Creality products. This quick guide introduces the steps for unboxing, installation, and debugging. Please read it carefully before use. For more detailed instructions, unboxing videos, and after-sales service tutorials, please visit the Creality Wiki platform. The Creality team is always ready to provide you with quality service. If you encounter any problems during use, please contact us through the phone number and email provided at the end of this quick guide.

**Bought a product but don't know how to use it?  
Don't worry, all your confusions will be resolved!**



Creality official Wiki

<https://wiki.creality.com>



- ✓ Comprehensive understanding of the new product, immersive exploration of its features.
- ✓ Detailed operation guides to help you get started effortlessly.
- ✓ Professional after-sales support platform offering efficient solutions.

**Creality Cloud – Your 3D Printing Universe Awaits!  
Discover the all-in-one 3D printing platform designed for all enthusiasts.**



Creality Cloud App

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- ✓ Access a vast library of high-quality models.
- ✓ Built-in cloud slicing and Print Settings make printing easier than ever.
- ✓ Control remotely and print with just one click, anytime, anywhere.

1. The printer should be operated by personnel who have received necessary training or possess the required knowledge and experience.
2. Installation and maintenance must be carried out by skilled personnel following the manufacturer's instructions and local safety regulations.
3. Do not use the printer in any way other than described herein in order to avoid personal injury or property damage;
4. Do not place the printer near any heat source or flammable or explosive objects. We suggest placing it in a well-ventilated, cool and dustless environment;
5. Do not expose the printer to a violent vibration or any other unstable environment, as this may cause poor print quality;
6. It is recommended to use officially recommended consumables to avoid printhead blockages and machine damage;
7. Do not replace the provided power cord with other products' power cords during installation; third-party cables may cause grounding failure and risk electric shock or fire. The power plug should be inserted into a three-prong outlet with a ground connection;
8. Do not touch the nozzle and the heated bed during operation to avoid burns or personal injury;
9. Do not wear gloves or wraps while operating the machine to prevent entrapment of movable parts that could cause crushing and cutting injuries to bodily parts;
10. Use the provided tools to clean the filament from the extruder in time taking advantage of the residual temperature after printing. Do not touch the extruder directly when cleaning, otherwise it may cause burns;
11. Clean the printer frequently. Clean the printer body with a dry cloth regularly after powering off the printer, wipe away dust, bonded print filament and foreign objects on the guide rails;
12. Children must be accompanied by an adult at all times when using or near the machine;
13. 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; Creality will not be responsible for any violators' legal liability under any circumstance;
14. Tip: Do not plug in or unplug wires on a charged basis.



Hot parts!

Burned fingers when handling the parts

Wait one-half hour after switching off before handling parts

|                                                                  |              |
|------------------------------------------------------------------|--------------|
| <b>1. Printer Information</b>                                    | <b>01-10</b> |
| 1.1 Packing List                                                 | 01-03        |
| 1.2 About the Printer                                            | 04-06        |
| 1.3 Equipment Specifications                                     | 07-08        |
| 1.4 Equipment Size                                               | 09-10        |
| <b>2. Unboxing</b>                                               | <b>11-18</b> |
| 2.1 Remove Screw Rod Holder, Hotbed Locking Screws, Camera cover | 11-11        |
| 2.2 Install Accessories                                          | 12-14        |
| 2.3 Connecting CFS                                               | 15-16        |
| 2.4 Connecting Multiple CFSs for Use                             | 17-18        |
| 2.5 Power-on Guide                                               | 18-18        |
| <b>3. Product Usage</b>                                          | <b>19-22</b> |
| 3.1 User Interface                                               | 19-19        |
| 3.2 Loading Filament From Spool Holder                           | 20-21        |
| 3.3 Loading Filament From CFS                                    | 22-22        |
| <b>4. First Use</b>                                              | <b>23-26</b> |
| 4.1 Filament Setup                                               | 23-23        |
| 4.2 Print                                                        | 24-24        |
| 4.3 Creality Print Slicing                                       | 25-26        |
| <b>5. Drying oven usage</b>                                      | <b>27-32</b> |
| 5.1 Connect the drying oven                                      | 27-27        |
| 5.2 Open the desiccant and place it in the storage box           | 28-28        |
| 5.3 Instruction for Starting a Drying Oven                       | 29-29        |
| 5.4 Introduction to the Interface of the Drying Oven             | 30-30        |
| 5.5 Filament drying                                              | 31-31        |
| 5.6 The locking and releasing of the bottom pulley               | 32-32        |

# 1. Printer Information

## 1.1 Packing List



1 Printer



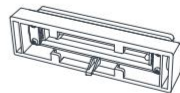
2 CFS



3 Filament Buffer



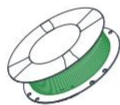
4 Touch Screen



5 Screen Base



6 Spool Holder



7 Filament



8 PTFE Tube



9 Tool Box



10 Creality 485 cable



11 Exchange wiring connectors



12 Power Cable



13 Quick Guide



14 After-sales services card

## 1. Printer Information

### TOOL BOX



1 Nozzle Cleaner



2 Cutting Plier



3 Scraper



4 USB Flash Disk



5 Screwdriver Bits Kit



6 Universal Handle



7 Hexagonal Wrench



8 Socket Spanner



9 Lubricating Grease



10 Glue Stick



11 Unboxing wrench

Tips: the above accessories are for reference only. Please refer to the physical accessories.

## 1. Printer Information



### FREEBIE



① Textured platform board



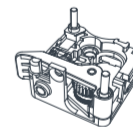
② Hot End



③ Nozzle×4



④ Napkin module kit



⑤ Extruder front shell kit



⑥ PTFE Tube & Pneumatic Fitting kit

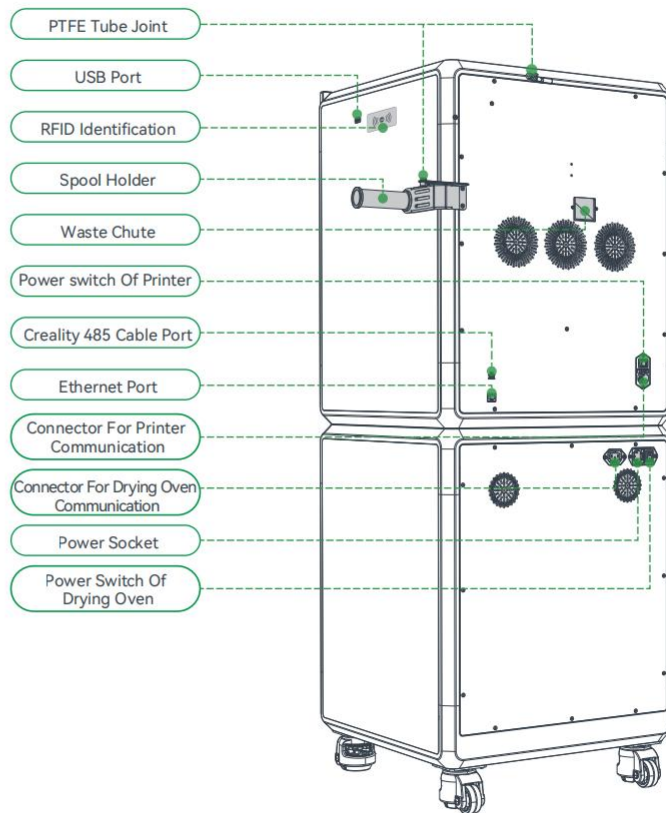
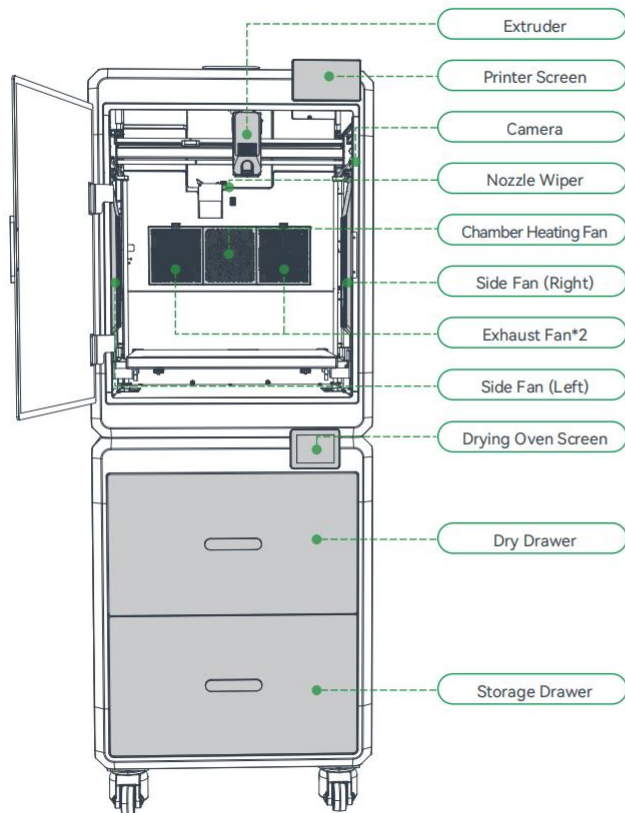


⑦ Cutting Blade×5

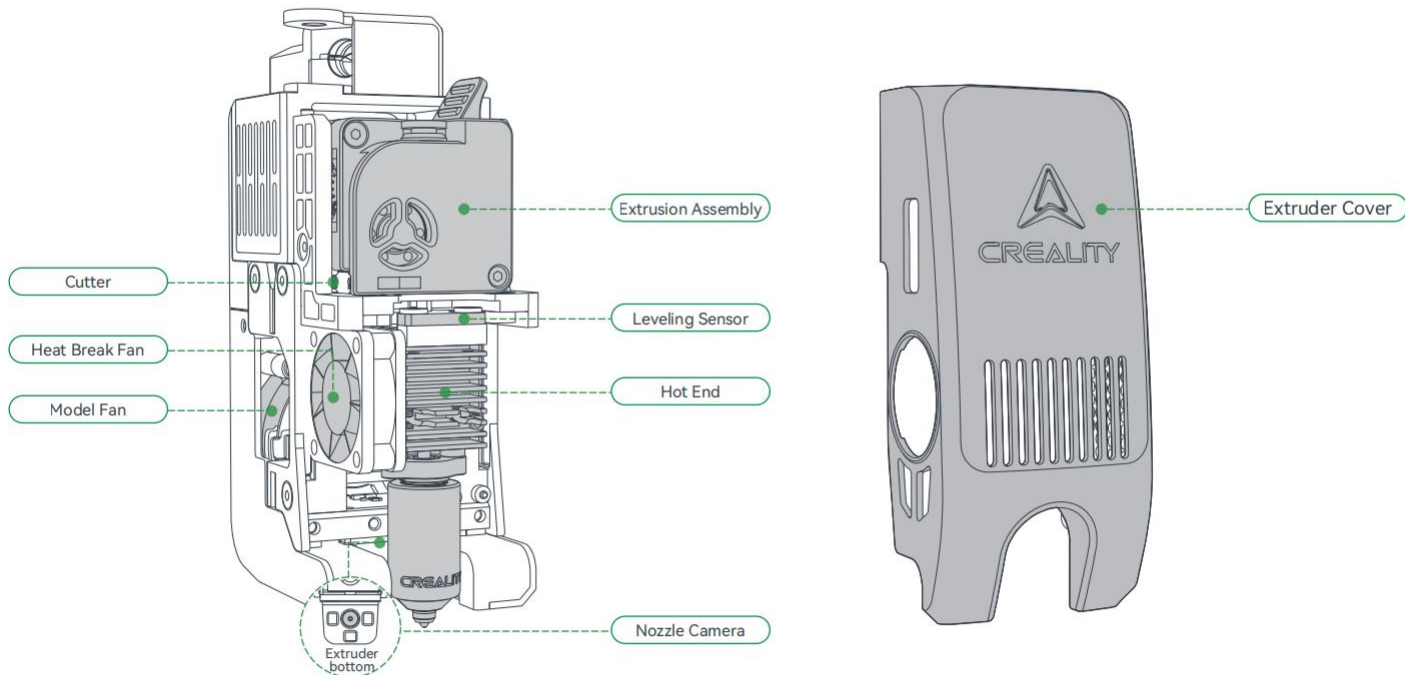
Tips: the above accessories are for reference only. Please refer to the physical accessories.

# 1. Printer Information

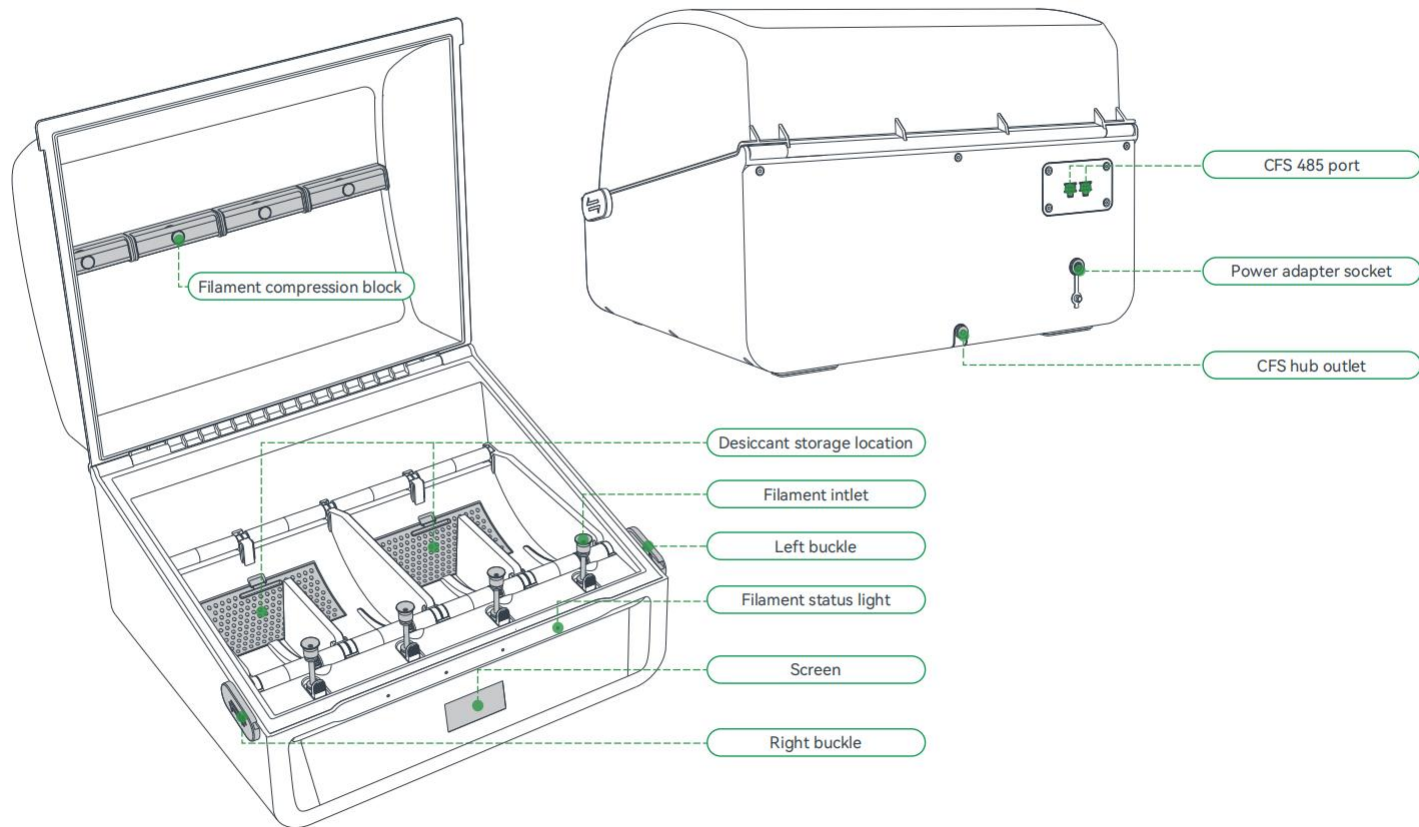
## 1.2 About the Printer



# 1. Printer Information



# 1. Printer Information



# 1. Printer Information

## 1.3 Equipment Specifications

Sermoon M350 Parameter

|                            |                                                                                                                                                                                                                             |                             |                                                                                  |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------|
| Modeling technology        | Fused deposition modeling                                                                                                                                                                                                   | Rated voltage               | 100-240V~, 50/60Hz                                                               |
| Modeling dimensions        | 350*350*350mm                                                                                                                                                                                                               | Screen                      | 4.3-inch color touch screen                                                      |
| Printing speed             | ≤600mm/s                                                                                                                                                                                                                    | Rated Power                 | 1650W                                                                            |
| Acceleration               | ≤30000mm/s <sup>2</sup>                                                                                                                                                                                                     | Chamber camera              | Standard configuration                                                           |
| Precision                  | 100mm±0.1mm                                                                                                                                                                                                                 | Nozzle camera               | Standard configuration                                                           |
| Layer thickness of a print | 0.05-0.3mm                                                                                                                                                                                                                  | Power loss recovery         | Yes                                                                              |
| Extruder type              | Proximal dual gear extruder                                                                                                                                                                                                 | Automatic refilling         | Yes                                                                              |
| Filament diameter          | 1.75mm                                                                                                                                                                                                                      | Winding material inspection | Yes                                                                              |
| Nozzle diameter            | 0.2mm/0.4mm/0.6mm/0.8mm                                                                                                                                                                                                     | Air purification            | Yes                                                                              |
| Nozzle temperature         | ≤350°C                                                                                                                                                                                                                      | Vibration optimization      | Yes                                                                              |
| Hotbed temperature         | ≤120°C                                                                                                                                                                                                                      | Lighting lamp               | Yes                                                                              |
| Printing platform          | Flexible printing plate                                                                                                                                                                                                     | Hotbed tilt correction      | Yes                                                                              |
| Leveling method            | Automatic leveling                                                                                                                                                                                                          | Active belt tensioning      | Yes                                                                              |
| XYZE Motor                 | Servo stepper motor                                                                                                                                                                                                         | Print file format           | Gcode/3MF                                                                        |
| Printing Method            | USB flash drive /Ethernet/Wi-Fi                                                                                                                                                                                             | Slicing software            | Creality Print 5.0 and above                                                     |
| Built-in storage           | 32GB EMMC                                                                                                                                                                                                                   | Language                    | 中文/English/Español/Deutsche/Français/Русский/<br>Portugues/Italiano/Türk/日本語/한국어 |
| WiFi                       | 2.4GHz/5GHz                                                                                                                                                                                                                 |                             |                                                                                  |
| Supported filaments        | Engineering Filament: PLA-CF/ASA/ASA-CF/HIPS/PA/PA-CF/PA6-CF/PA6-GF/PA12-CF/PA612-CF/PAHT-CF/PPA-CF/<br>PC/PCTG/PET/PET-CF/PETG-CF/PP/PP-CF/PPS/PPS-CF<br>Basic Filament: PLA/PETG/ABS/TPU Water-soluble Filament: BVOH/PVA |                             |                                                                                  |

## 1. Printer Information

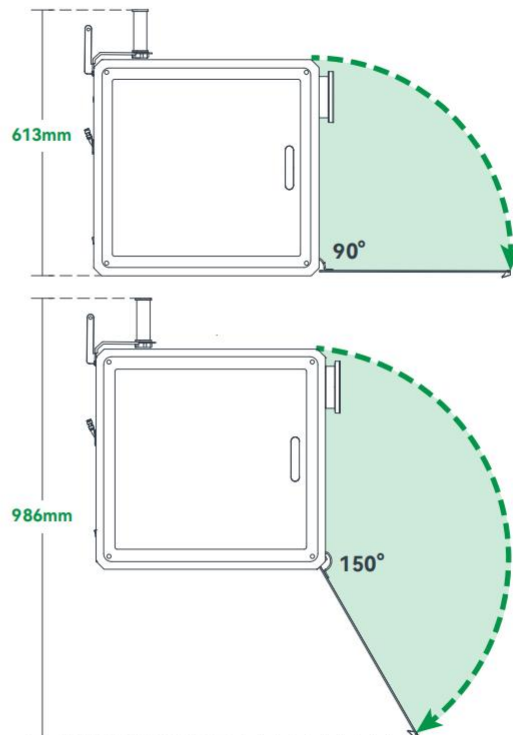
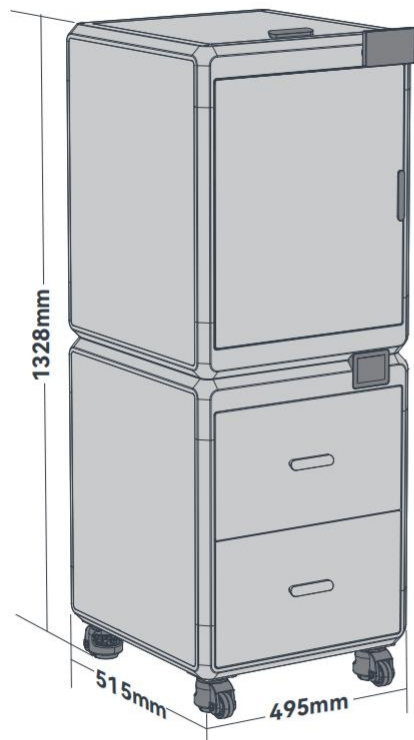


| CFS Parameter               |                                                                |
|-----------------------------|----------------------------------------------------------------|
| Number of silos             | 4                                                              |
| Drying method               | desiccant                                                      |
| Filament Buffer             | Four in, one out                                               |
| Expandable number           | ≤4                                                             |
| RFID identification         | Yes                                                            |
| Support Filament diameter   | 1.75±0.05mm                                                    |
| Interface                   | Crealty 485 interface *2                                       |
| Screen                      | segment display that supports temperature and humidity display |
| Automatic refilling         | Yes                                                            |
| Filament roll compatibility | 1kg material roll (diameter: 197-202mm, thickness: 42-68mm)    |

| Drying Storage Box Parameter |                                                         |
|------------------------------|---------------------------------------------------------|
| Drying silo capacity         | 12 rolls of standard 1 kg filament                      |
| Storage silo capacity        | 420*380*220mm                                           |
| Power input                  | 100-240V~, 50/60Hz                                      |
| Rated Power                  | 450W                                                    |
| Drying silo temperature      | ≤60°C                                                   |
| Drying technology            | PTC heating and drying                                  |
| Air circulation              | Hot air blowers can expel moisture out of the warehouse |
| Screen                       | 3.2-inch color touch screen                             |
| Voice prompt                 | Support , and remind me after it dries                  |
| Bottom omnidirectional wheel | 4,Supports short-distance movement                      |

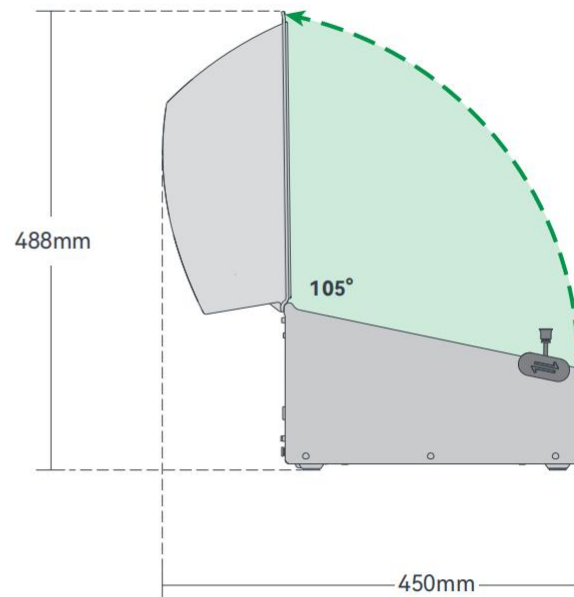
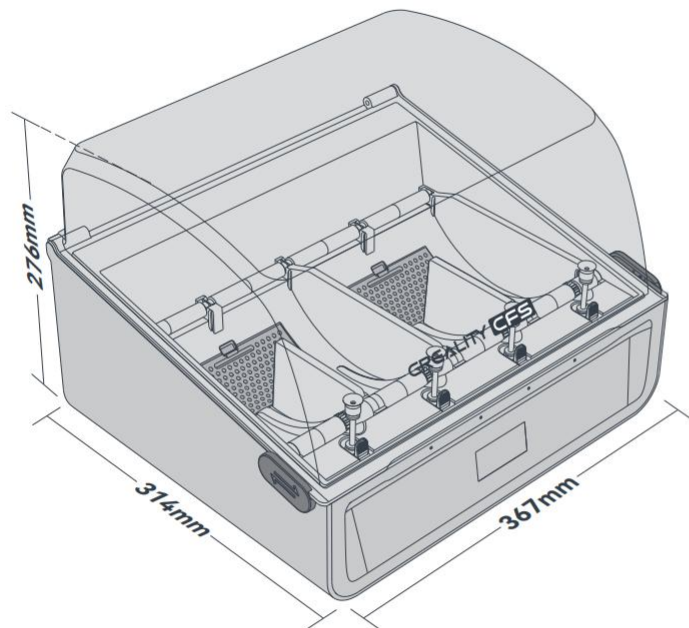
# 1. Printer Information

## 1.4 Equipment Size



Please ensure at least a 10 cm distance between the machine and the wall.

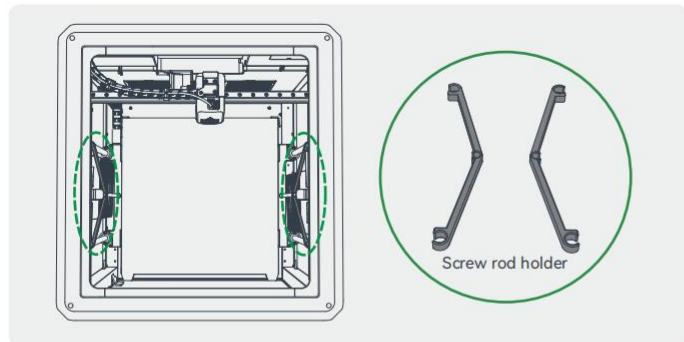
## 1. Printer Information



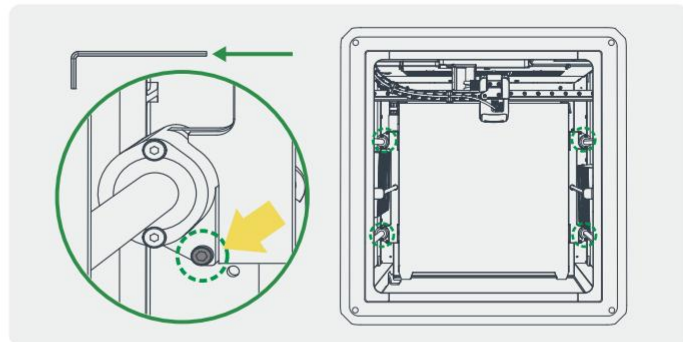
Please ensure at least a 10 cm distance between the machine and the wall.

## 2. Unboxing

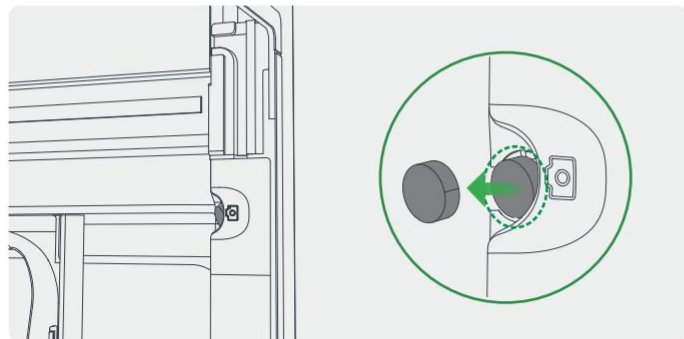
### 2.1 Remove Screw Rod Holder, Hotbed Locking Screws, Camera cover



- 1 Remove the left and right screw rod holders;



- 2 Use the L-shaped wrench to remove the four hotbed locking screws indicated by the yellow label;

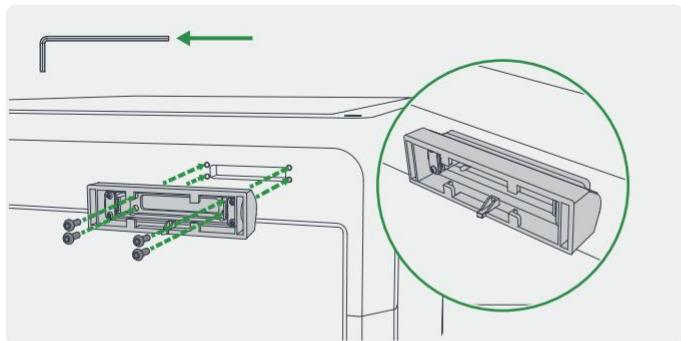


- 3 Remove the camera cover.

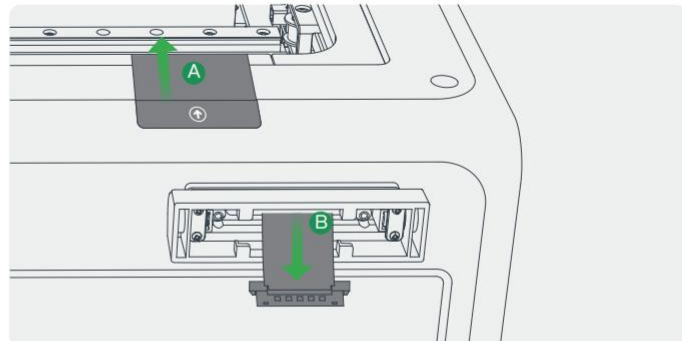
## 2. Unboxing

### 2.2 Install Accessories

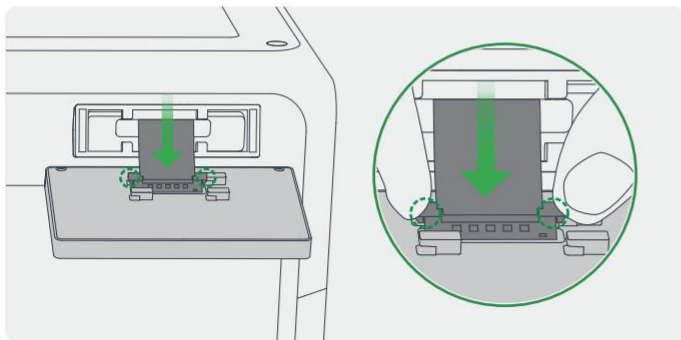
#### 2.2.1 Install Printer Screen



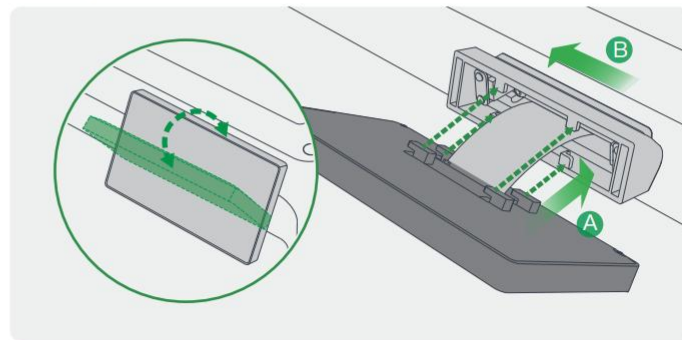
1 Install the screen base.



2 A. Tear off the screen flex cable sticker; B. Thread the screen flex cable through the screen base any entrance.



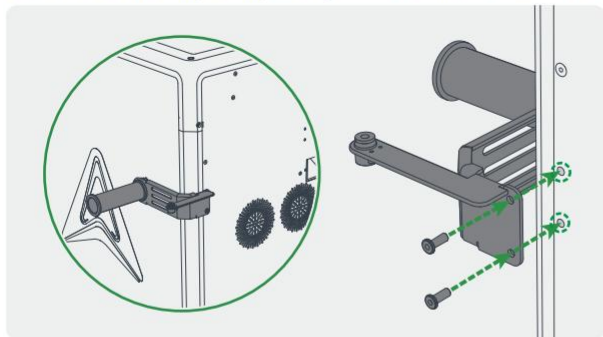
3 Connect the screen cable: Pay attention to the direction shown in the figure and press to connect;



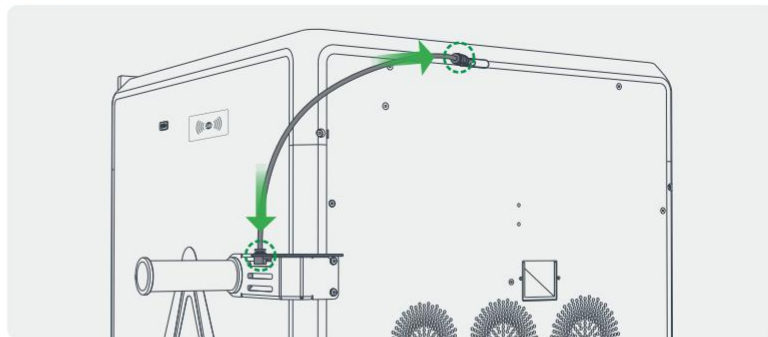
4 Snap the screen into the screen base: A. Align the screen clamping position with the screen base clamping slot; B. Push to the left to lock.

## 2. Unboxing

### 2.2.2 (When printing a single page) Install Spool Holder and PTFE Tube



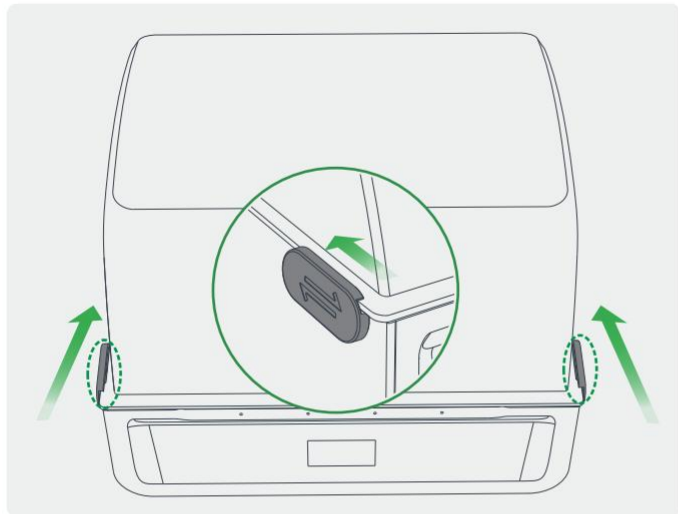
- 1 As shown in the figure, align the material rack with the hole on the back of the machine and tighten it with two material rack screws;



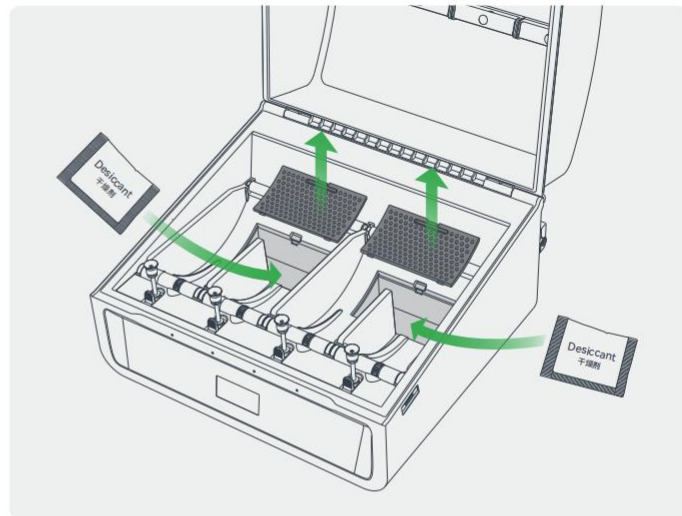
- 2 Connect the Teflon tube: As shown in the figure, connect the two ends of the Teflon tube to the pneumatic joints on the material rack and the machine.

## 2. Unboxing

### 2.1 Unpack the desiccant and put it into CFS



- 1 Open CFS: Push the locking buckles on both sides of CFS to the back to unlock and open the top cover;



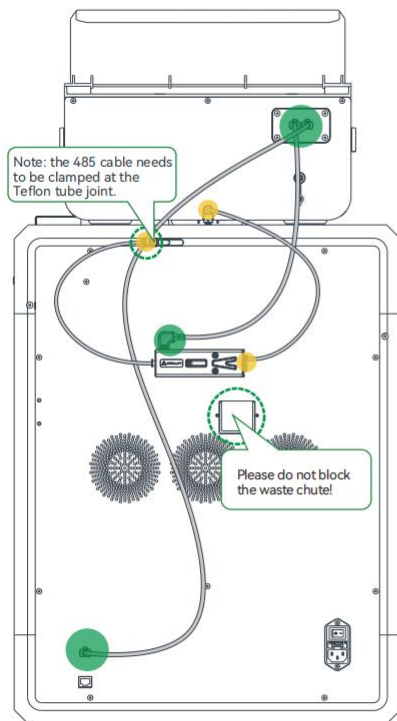
- 2 Find the desiccant storage location, open the top cover and put the desiccant in, and then put the top cover back.



Tear off the film on the surface of the desiccant first, and then put the desiccant into the CFS.

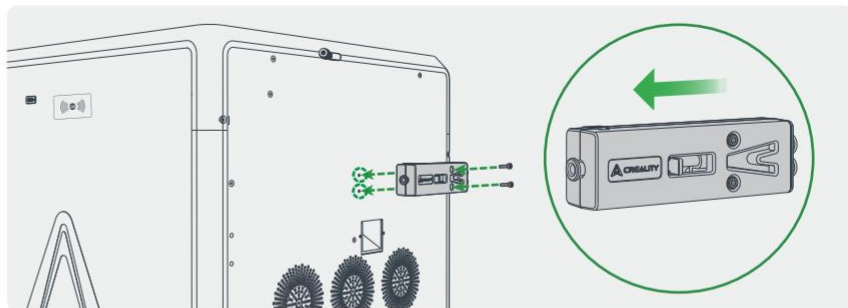
## 2. Unboxing

### 2.3 Connecting CFS



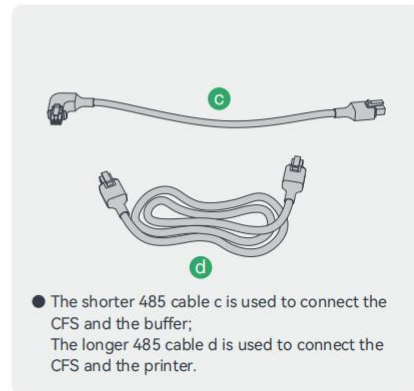
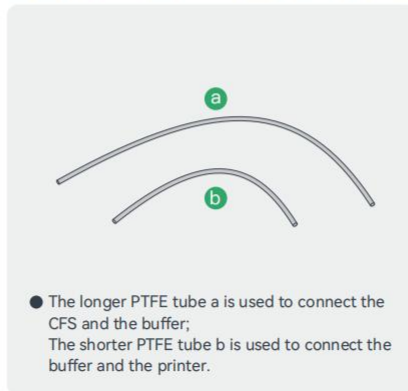
- The green circle is the connection point of the 485 cable;
- The yellow circle is the connection point of the PTFE tube.

#### 2.3.1 Install the filament buffer

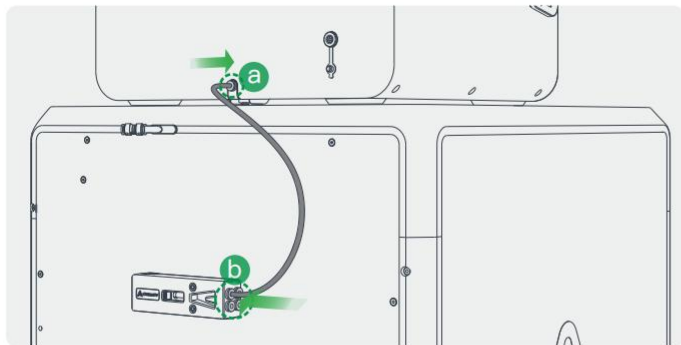


- 1 Install the filament buffer on the back of the printer and tighten it with two buffer screws; pay attention to the direction of the buffer, do not install it in a wrong direction;

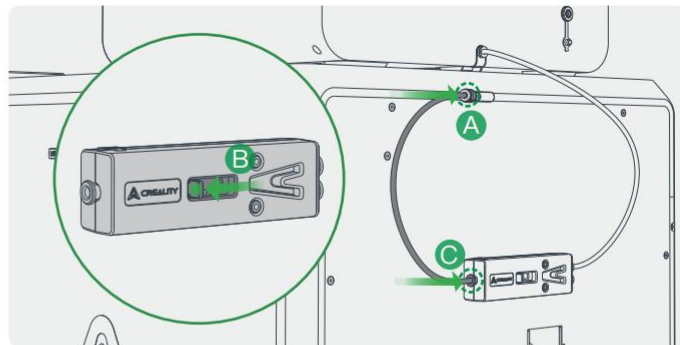
#### 2.3.2 Connect the PTFE tube and 485 cable



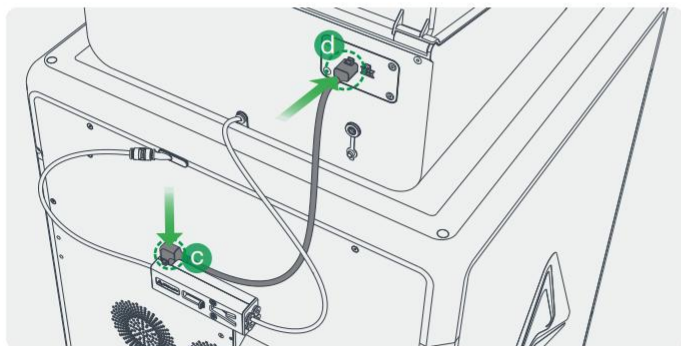
## 2. Unboxing



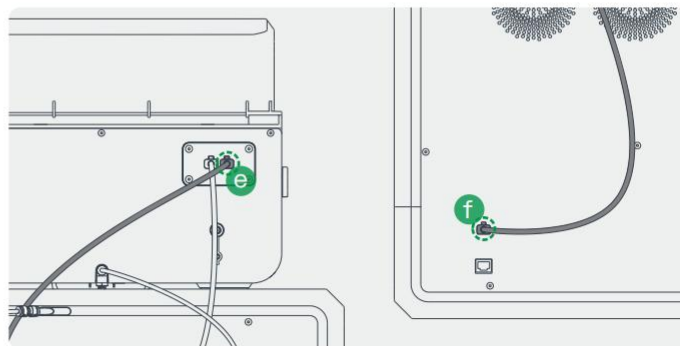
- 1 Connect CFS hub outlet and buffer: insert one end of the longer PTFE tube into the CFS hub outlet (position a); insert the other end into the buffer (position b, any of the four holes);



- 2 Connect the buffer and the printer according to steps A, B, and C;



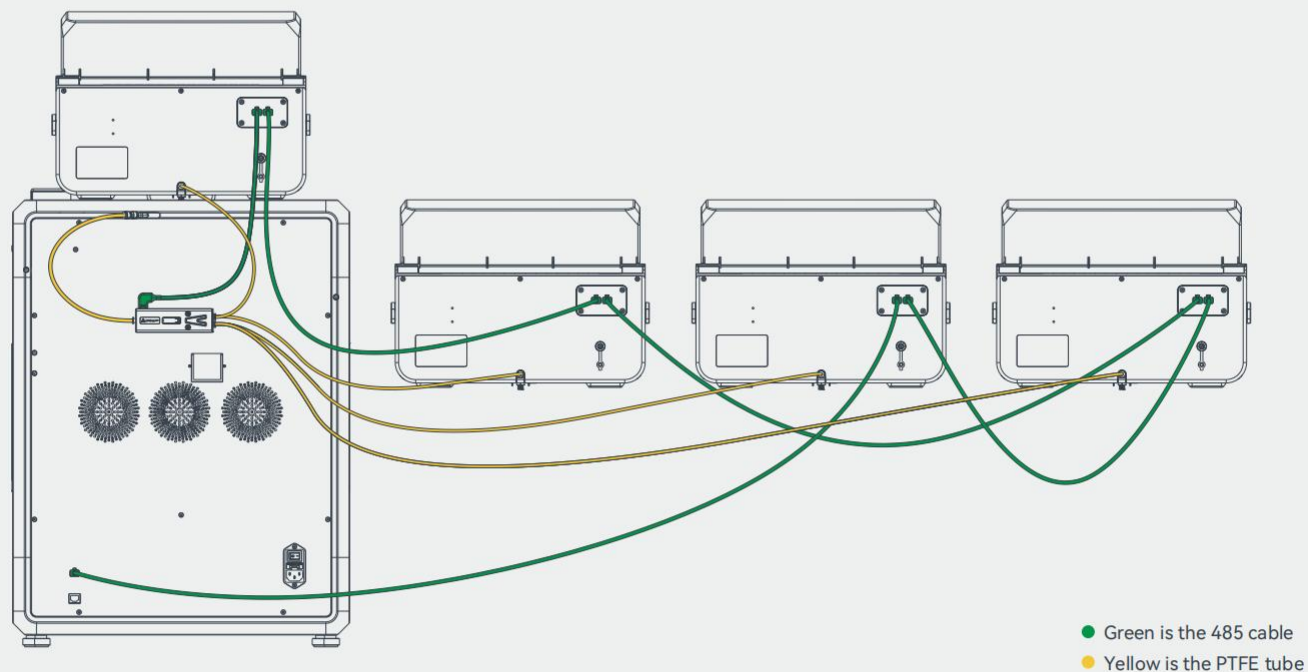
- 3 Connect CFS and buffer Crealty 485 cable: Note that the elbow is inserted into the buffer position c, and the straight head is inserted into the CFS position d (either of the two 485 sockets of CFS);



- 4 Connect the CFS to the printer using the 485 communication cable: Both ends of this cable are 6-pin straight connectors, which have no specific orientation. Plug one end into position e on the CFS and the other end into position f on the machine interface.

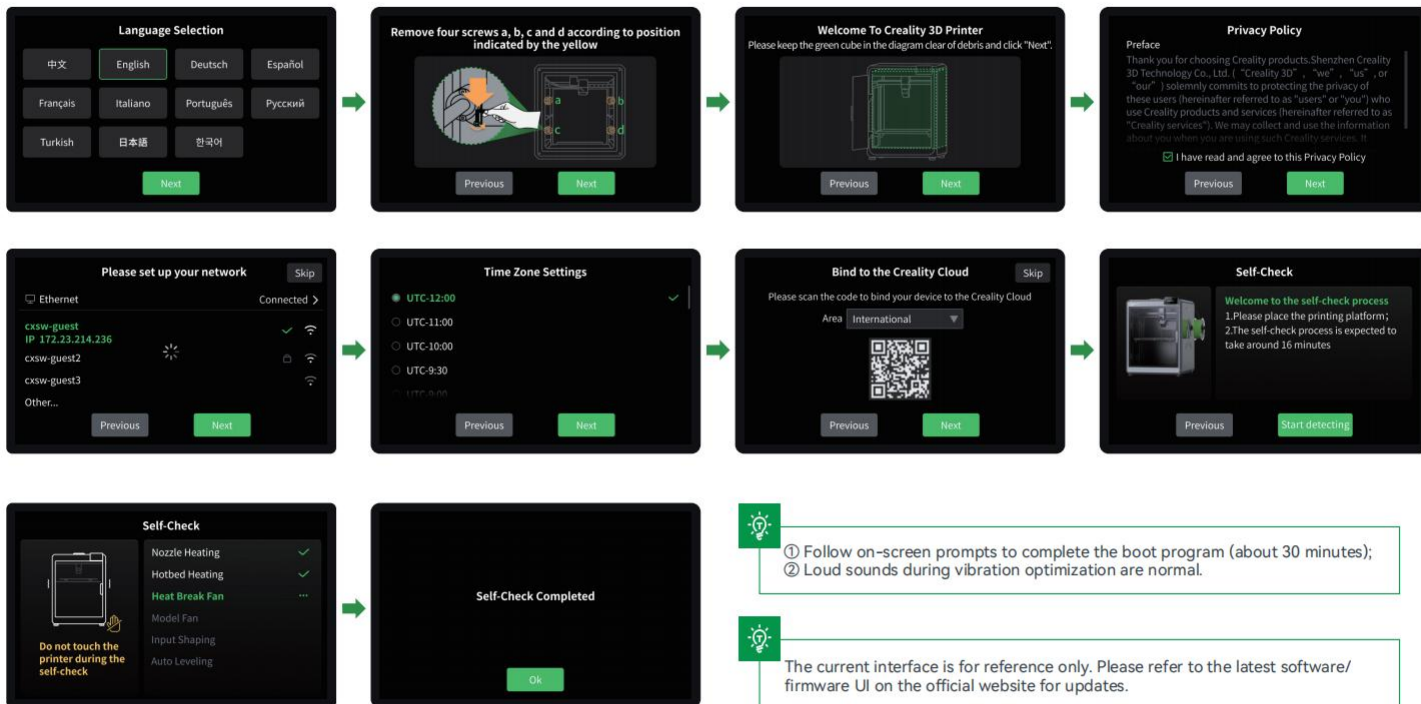
## 2. Unboxing

### 2.4 Connecting Multiple CFSs for Use



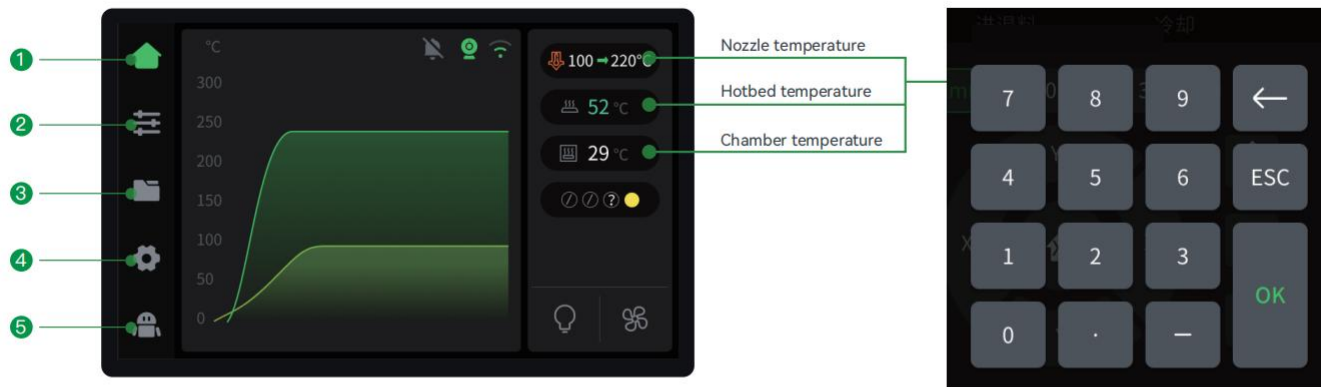
## 2. Unboxing

### 2.6 Power-on Guide



## 3. Product Usage

### 3.1 User Interface



Parameters can be manually set

The left side is the navigation bar :

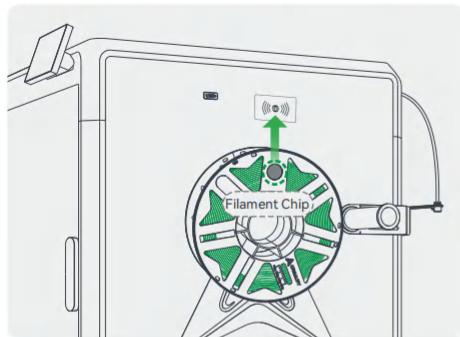
- 1 Home: In idle state, you can view the temperature of each part of the machine; during printing, you can view the model printing progress and other information on this interface;
- 2 Adjustment page: On this page, you can operate the machine to move, load filaments, etc.;
- 3 File page: On this page, you can choose to print files and operate printing;
- 4 Function setting page: You can set network, camera and other functions; you can also view machine information;
- 5 Help page: You can export logs or view machine wiki.



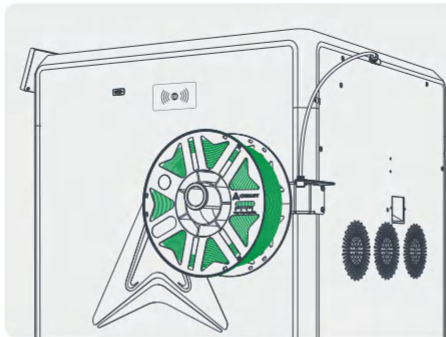
The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.

## 3. Product Usage

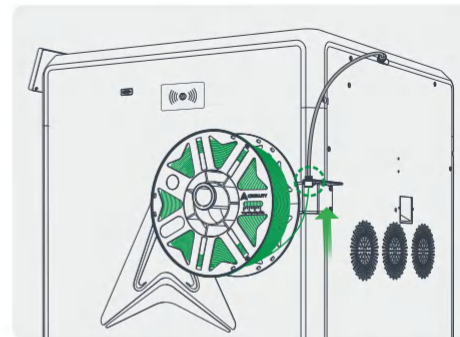
### 3.2 Loading Filament From Spool Holder



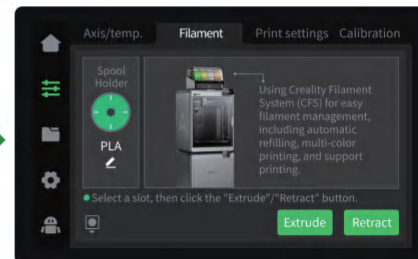
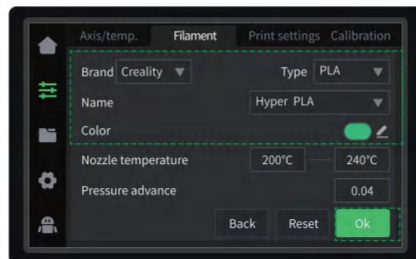
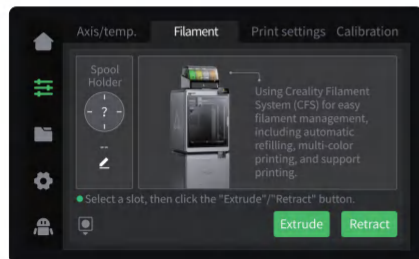
- 1 If the filaments support RFID recognition, align the chip on the filaments with the RFID recognition position of the machine body to scan the filaments, and the filament information can be automatically set;



- 2 Hang the filament on the spool holder;

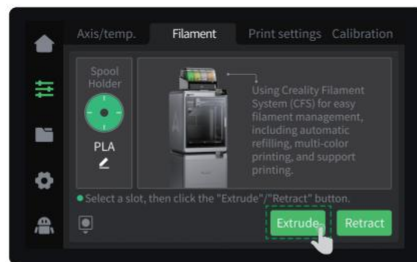
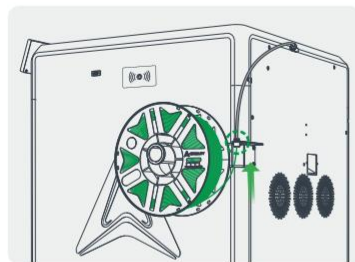


- 3 Thread the filaments into the Teflon tube and push gently until they cannot be pushed;



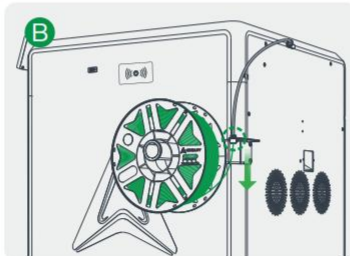
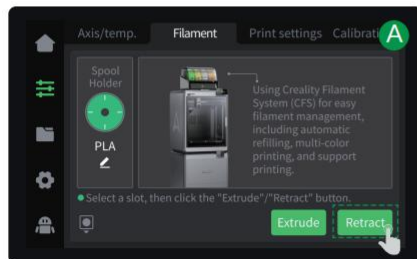
- 4 If the filaments do not support RFID recognition, you need to manually click on the screen to set the filament information: Adjustment page → Filaments → Edit (as shown below the material rack), set the filament brand-type-name-color respectively, and finally click OK to save the settings;

### 3. Product Usage



During the extruding process, you can observe that the filaments are flowing out of the nozzle

- 5 Extrude: Push the filament gently by hand, and click "Extrude" on the filament interface. The machine will automatically set the current filament temperature, and will automatically extrude the filament after the heating is completed;



During extruding, you can observe whether there is filament flowing out of the nozzle. If no flow-out is observed, you can gently push the filament toward the extruder at the Teflon tube behind the machine, and then click "Extrude" again.



The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.

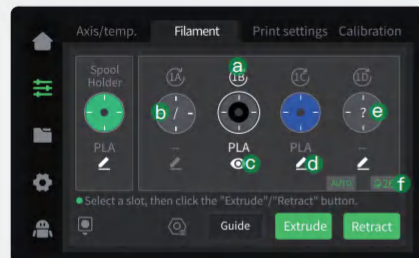
- 6 Retract: A. Click Retract on the filament management page, and the extruder will automatically move to the left front to cut off the filament for retraction;  
B. Wait for the retraction to end, and extract the filament from the Teflon tube behind the machine.

## 3. Product Usage

### 3.3 Loading Filament From CFS

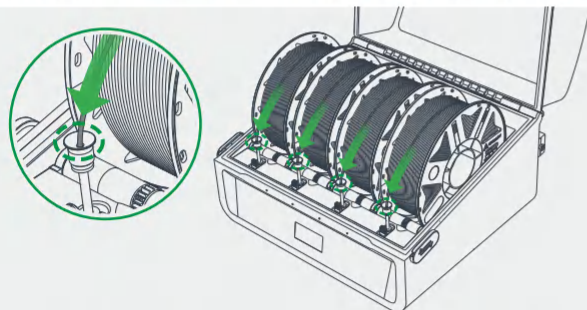


To avoid filament spool getting stuck, do not use cardboard spool with untreated edges or cardboard spool that are deformed as a whole;

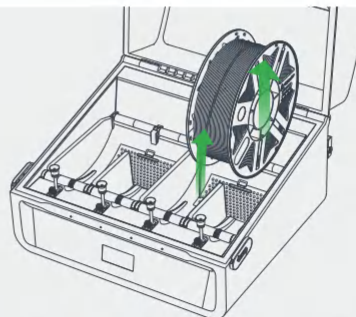


- a** is the Refresh RFID button, which can be used to read filament. If the reading is successful, the remaining filament and filament color will be displayed. If the reading fails, the filament editing button will be displayed, and the filament will be displayed as "?";
- b** is the empty slot state, displayed as "1", and editing is not supported;
- c** means that the RFID filament is read, the eye icon is for viewing filament information, RFID filament only support viewing; if this is RFID and you want to use non-RFID next time, click the pre-loading button, wait for the reading to complete, and then click the filament editing button;
- d** is ordinary filament, which support editing;
- e** is the state where RFID is not read, the filament display "?". At this time, you need to click the edit button to manually edit the filament information;
- f** is the CFS humidity status. Green means the humidity is appropriate, orange means the humidity is slightly higher, and red means the humidity is very high. The desiccant may need to be replaced.

- 1** Introduction to the filament management interface: The filament management page is divided into two parts: the spool holder [left] and the CFS [right]. The code above the filament in the CFS, such as 1A, indicates the slot number;



Loading filament: Put the filament into the CFS, align the filament head with the Teflon tube of corresponding silo, push it in gently, and let go after feeling the pulling force. The filament will be automatically loaded.

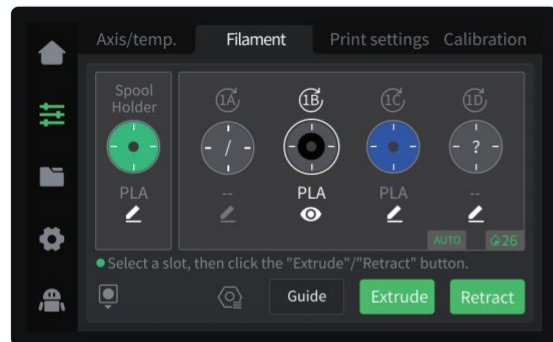


Unloading filament: First, make sure that the filament is not in the extruder, in this case, just pick up the filament and pull it out; if it is in the extruder, click the Retract button first, wait for the filament to return to the CFS, and then take out the filament.

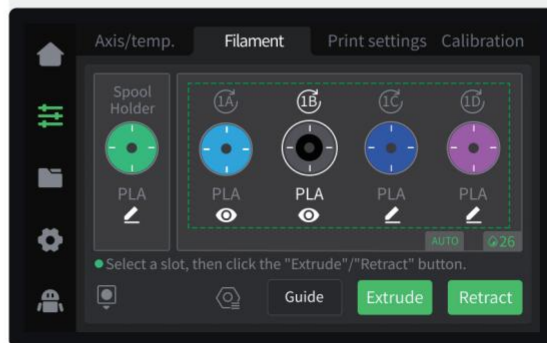
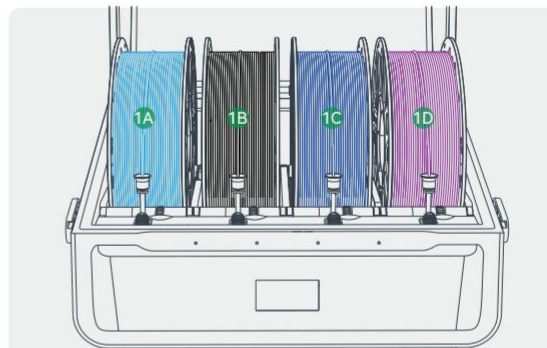
- 2** Load/unload filament.

## 4. First Use

### 4.1 Filament Setup



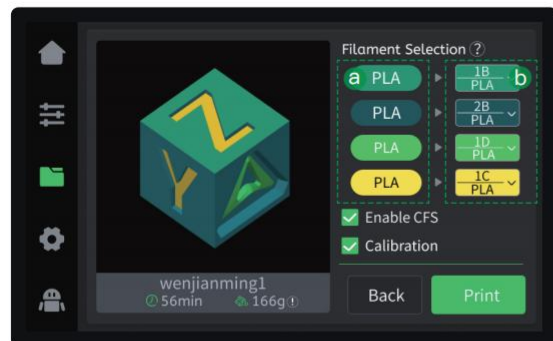
- 1 Put in filament and wait for tightening (RFID filament does not need to be edited, in case of non-RFID filament, "?" will be displayed after reading, and filament needs to be edited manually);



- 2 Check whether the filament information displayed on the screen corresponds to the filament in CFS.

## 4. First Use

### 4.2 Print



- The area **a** is the color and type of the material contained in the print file. For example, the green background PLA in the figure indicates that green PLA is required;
- The area **b** is the state after the mapping of the print file to the filament bin is completed. For example, there is no green PLA in the filament bin, and the blue PLA is automatically selected;
- When the mapping fails, '--' will be displayed, and the user needs to manually select the material;
- Enabling CFS means printing with CFS filament, otherwise the material rack filament will be used for printing, and the multi-color file will be regarded as a single-color file;
- Checking print calibration will perform automatic leveling, AI calibration and other functions.

- 1 Click the file on the screen, confirm the filament mapping status, and click Print;



- 2 Printing...



The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.

## 4. First Use

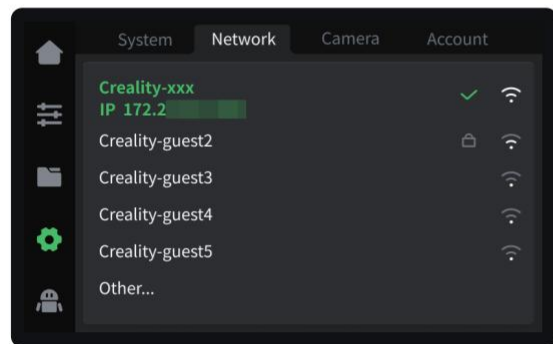
### 4.3 Creality Print Slicing

#### 4.3.1 Software Download and Installation



Log in to the Creality Cloud website to download the latest Creality Print slicing software:  
<https://www.crealitycloud.com/software-firmware/software/creality-print> ;

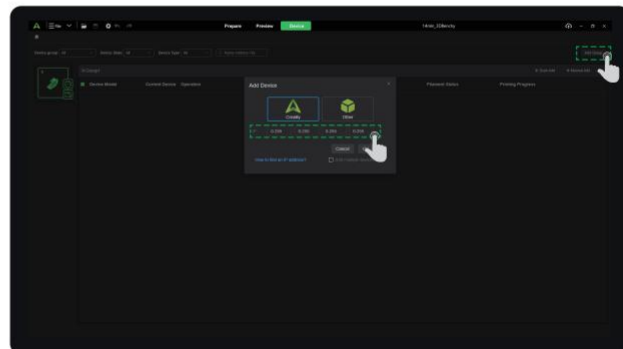
#### 4.3.2 Bind Machine to LAN



- 1 Check the machine IP on the machine screen: Settings → Network;



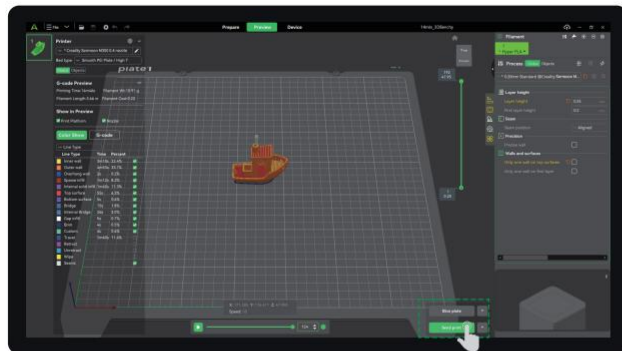
The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.



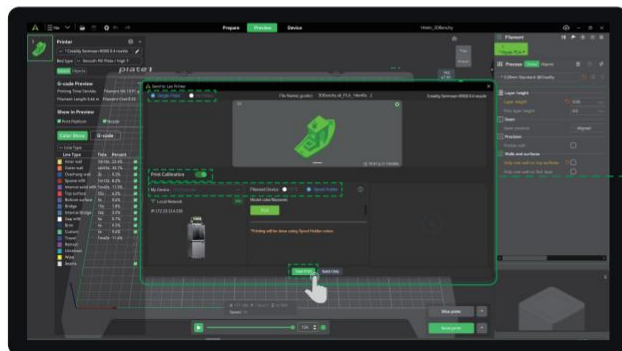
- 2 Enter the machine IP in the slicing software for binding: Manually add → Enter IP;

## 4. First Use

### 4.3.3 Slice and Send to Print



1 Click "Slice Plate", and after slicing is complete, click "Send Print".



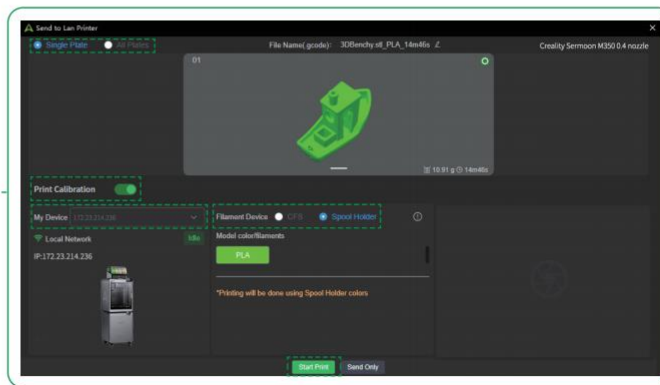
2 Check the machine and filament information, then click "Start Print".



For more detailed slicing software usage tutorials, please log in to the Crea3D official Wiki:  
<https://wiki.crea3d.com/en/software/update-released>

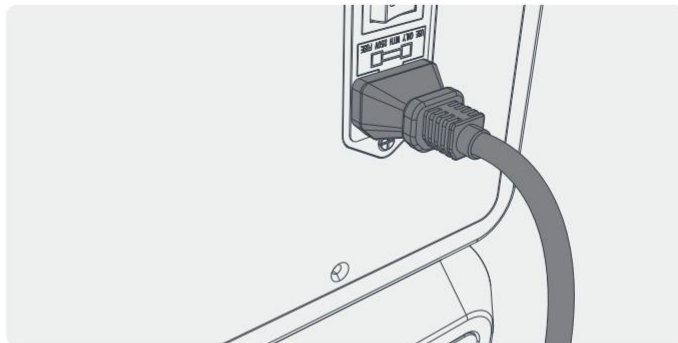
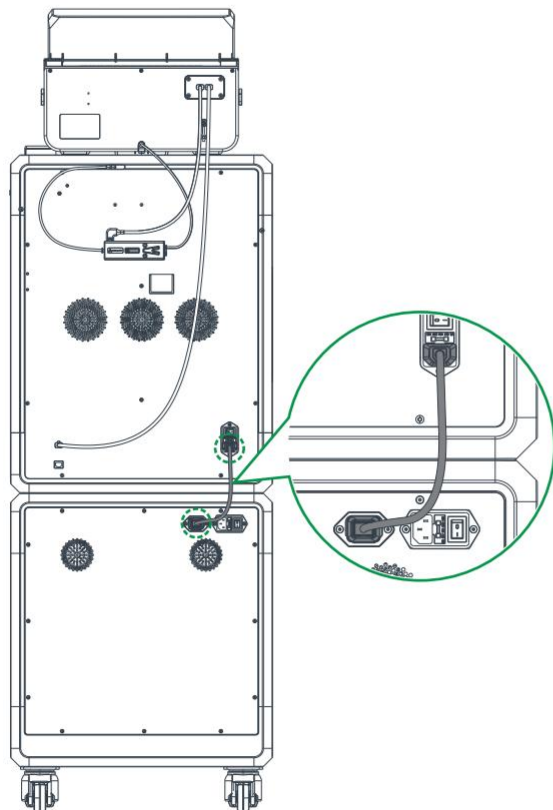


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/ firmware UI published on the official website.

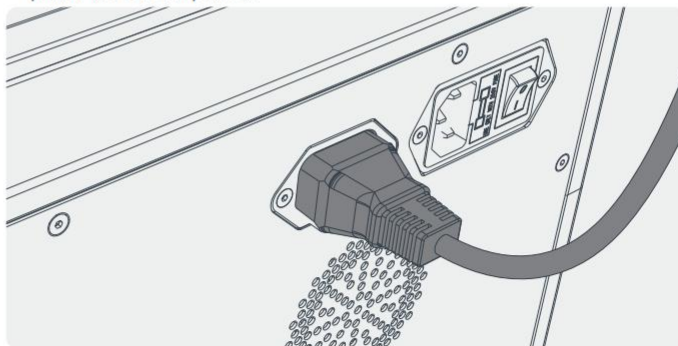


## 5. Drying oven usage

### 5.1 Connect the drying oven



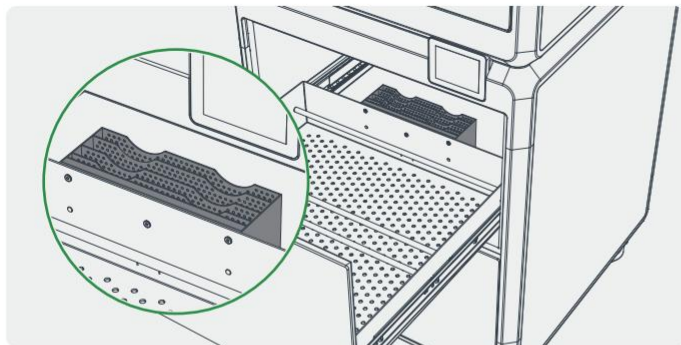
- 1 As shown in the figure, connect one end of the AC power cable to the AC power inlet on the printer.



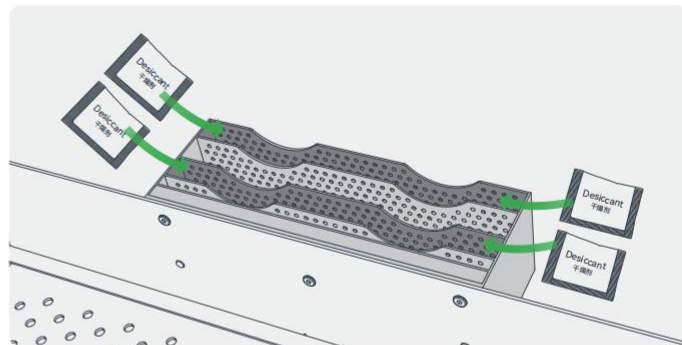
- 2 As shown in the figure, Connect the other end of the AC plug to the AC socket on the drying cabinet

## 5. Drying oven usage

### 5.2 Open the desiccant and place it in the storage box



1 Pull out the top drying drawer to reveal the desiccant storage box inside;



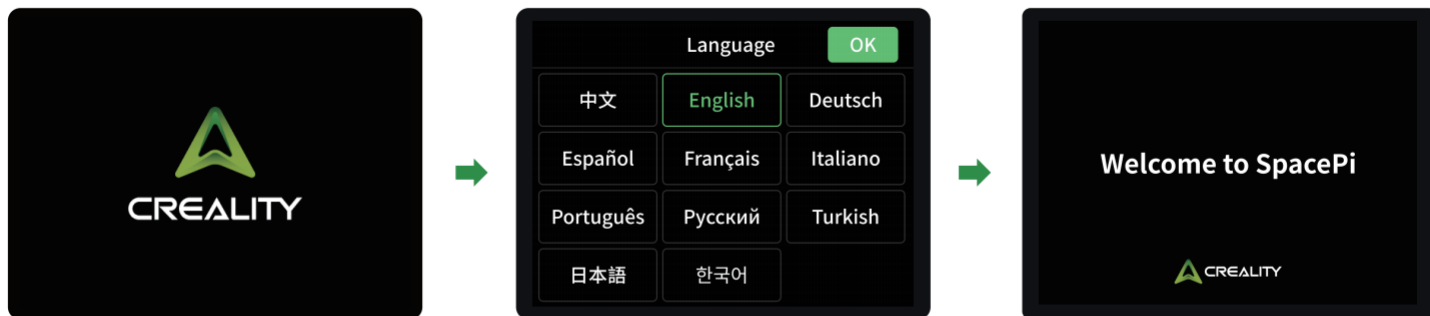
2 Tear off the coating from the surface of the desiccant, then place the desiccant into the storage box.



It is recommended to regularly replace the desiccant to avoid affecting the drying effect of the filament.

## 5. Drying oven usage

### 5.3 Instruction for Starting a Drying Oven



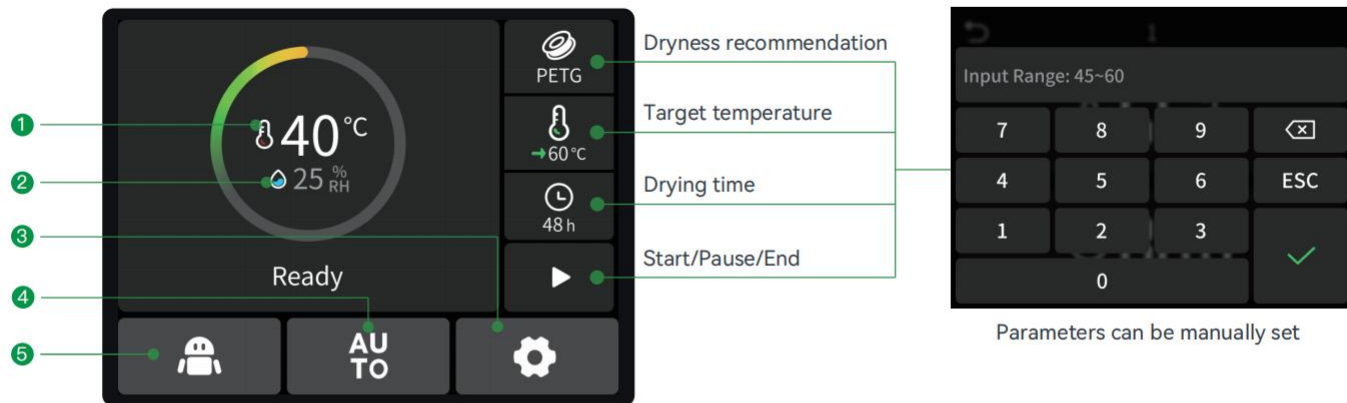
Follow the on-screen instructions to complete the startup guide. This process will take approximately 5 minutes.



The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.

## 5. Drying oven usage

### 5.4 Introduction to the Interface of the Drying Oven



#### Interface Overview

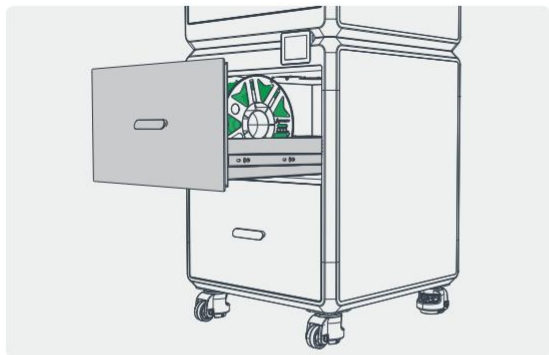
- 1 Real-time temperature
- 2 Real-time humidity
- 3 Settings Page: On this page, you can modify the system settings parameters of the device
- 4 Automatically Set Page: On this page, you can set the on/off status and execution parameters for automatic dehumidification and drying
- 5 My Dry Options: You can set up your three most frequently used drying modes on this page, with parameter configurations for convenient access anytime



The current interface is for reference only. Please refer to the latest software/firmware UI on the official website for updates.

## 5. Drying oven usage

### 5.5 Filament drying



- 1 Pull out the upper drying drawer, insert the filament, and close the drawer.



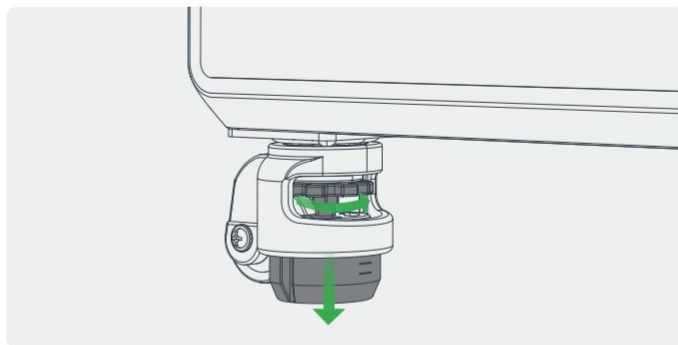
- 2 Set the target temperature and drying time, then click the start button.



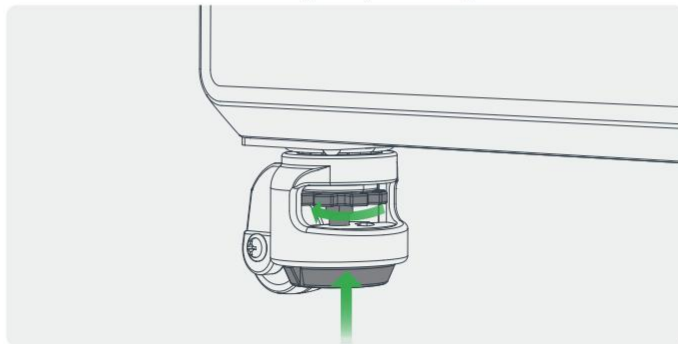
Please refer to the actual filament manufacturer's recommended drying temperature to achieve the best results.

## 5. Drying oven usage

### 5.6 The locking and releasing of the bottom pulley



- ① As shown in the diagram, rotate the handle to the right to lower the wheel base and lift the wheels off the ground, thus locking the bottom casters.



- ② Rotate the handle to the left, raising the wheel base so the wheels touch the ground, thereby releasing the bottom caster.

## FCC WARNING

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

## IC Caution

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

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

To maintain compliance with RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Le présent appareil est conforme aux CNR d'Industrie 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, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Pour maintenir la conformité aux directives d'exposition aux radiofréquences, cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

Due to the differences between different machine models, the actual objects and the images can differ. Please refer to the actual machine. The final explanation rights shall be reserved by Shenzhen Creality 3D Technology Co., Ltd.



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