Customer Service Receipt Procedure
AEP Series (ENG)

ROKIT HEALTHCARE

Overseas Technical Support Division

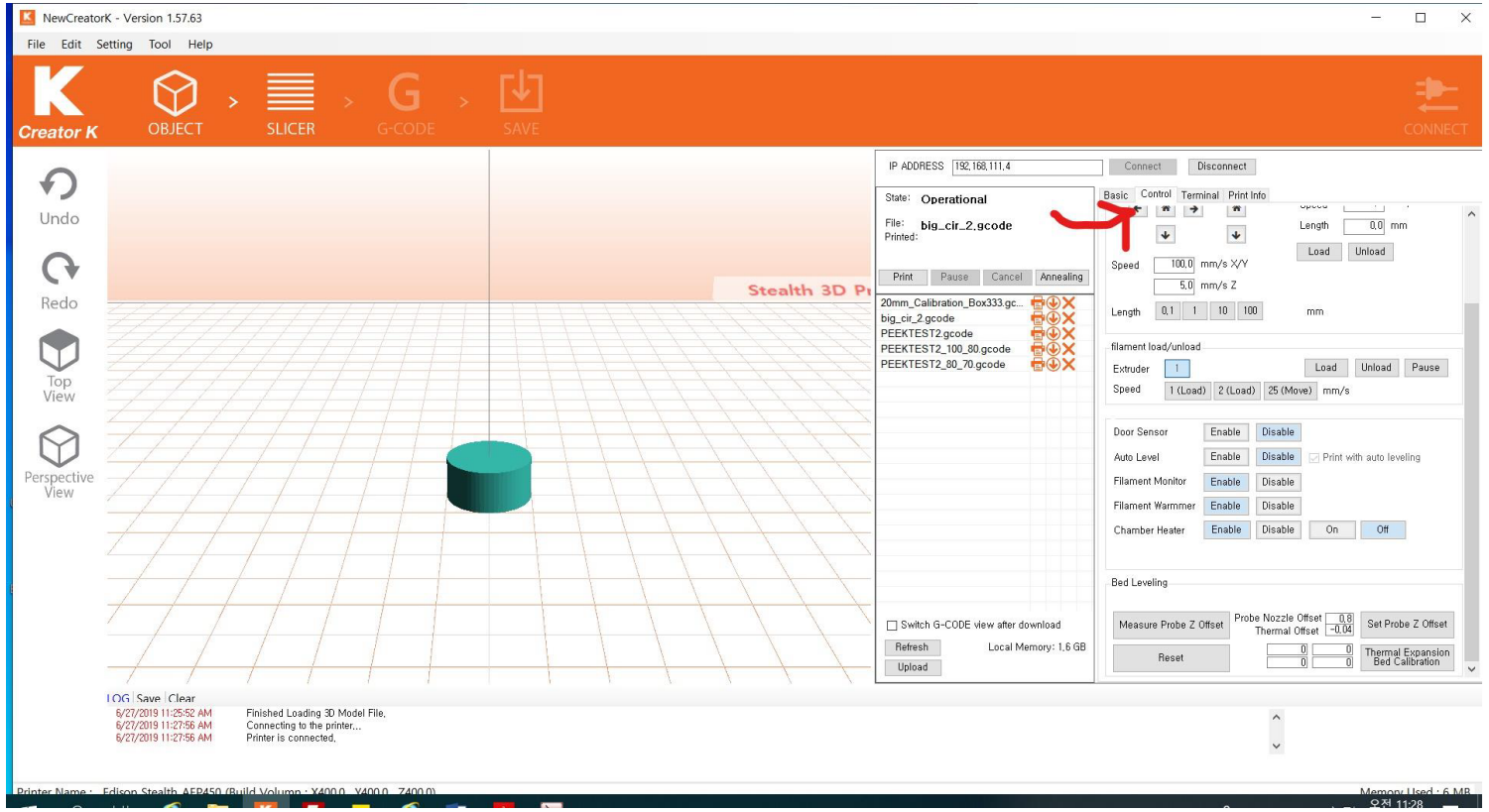
Necessary Information

1. Organization / Customer Name
2. Serial Number
3. Contact Info
   1) E-mail
   2) Phone, C.P
4. Address
5. Version of Newcreator_K
6. Version of Firmware
7. G-code File (Only in printing issue)
8. Screenshot of Slicer Setting (Only in printing issue)
9. Screenshot of Control Window
10. Video of the issue

Screenshot of Control Window

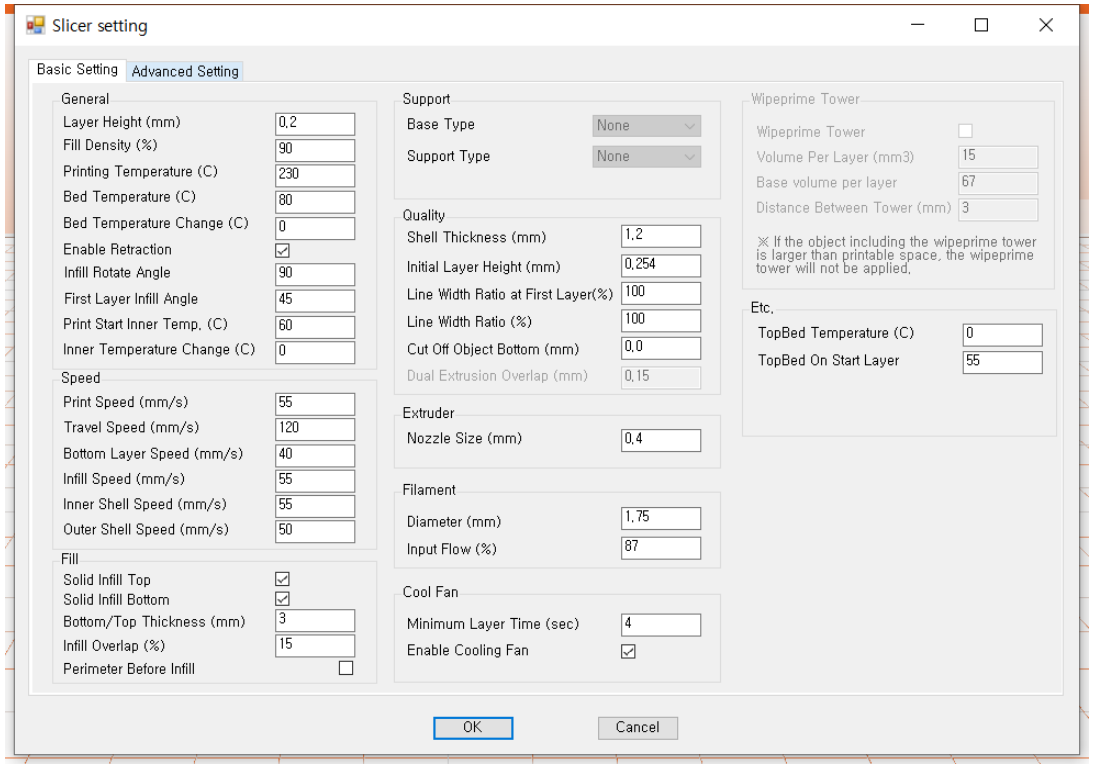
1. Connect the PC and 3D printer with Wi-Fi or USB Cable.
2. Capture the screen on “Control” window as shown in the picture.

*** Please capture the entire screen, not just the parts of it.**

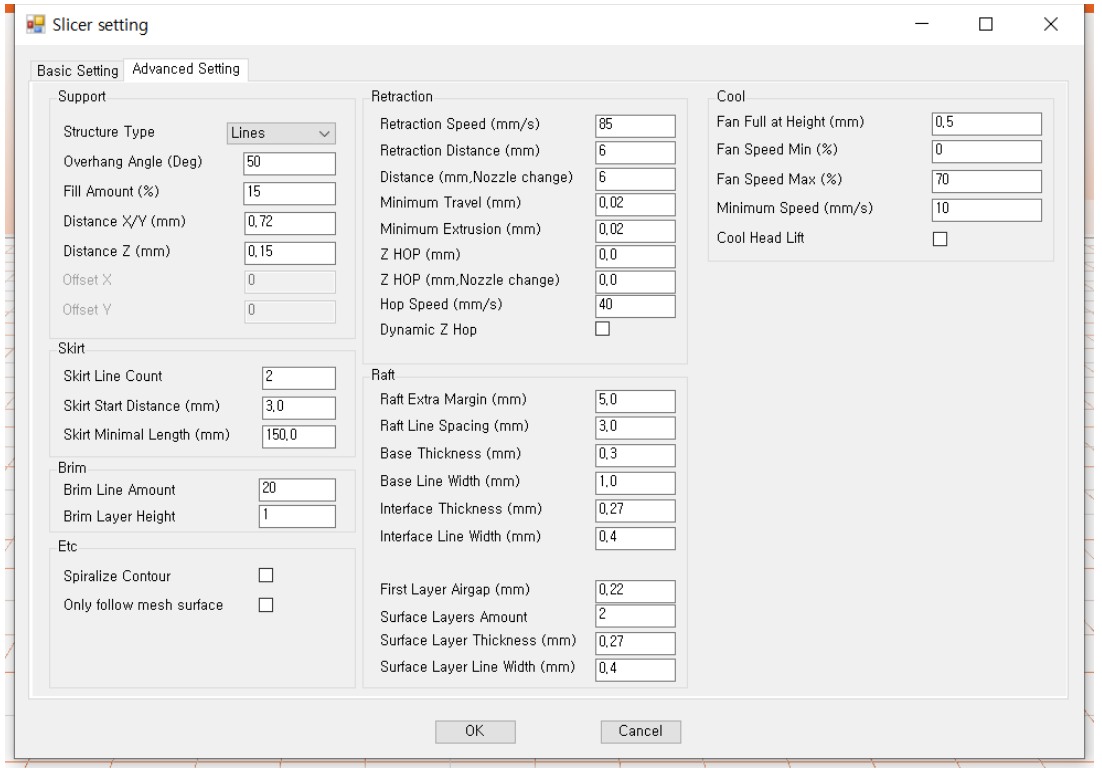


Capture the slicer setting value of the file that cannot be printed.

[EX] Slicer setting (Basic Setting)



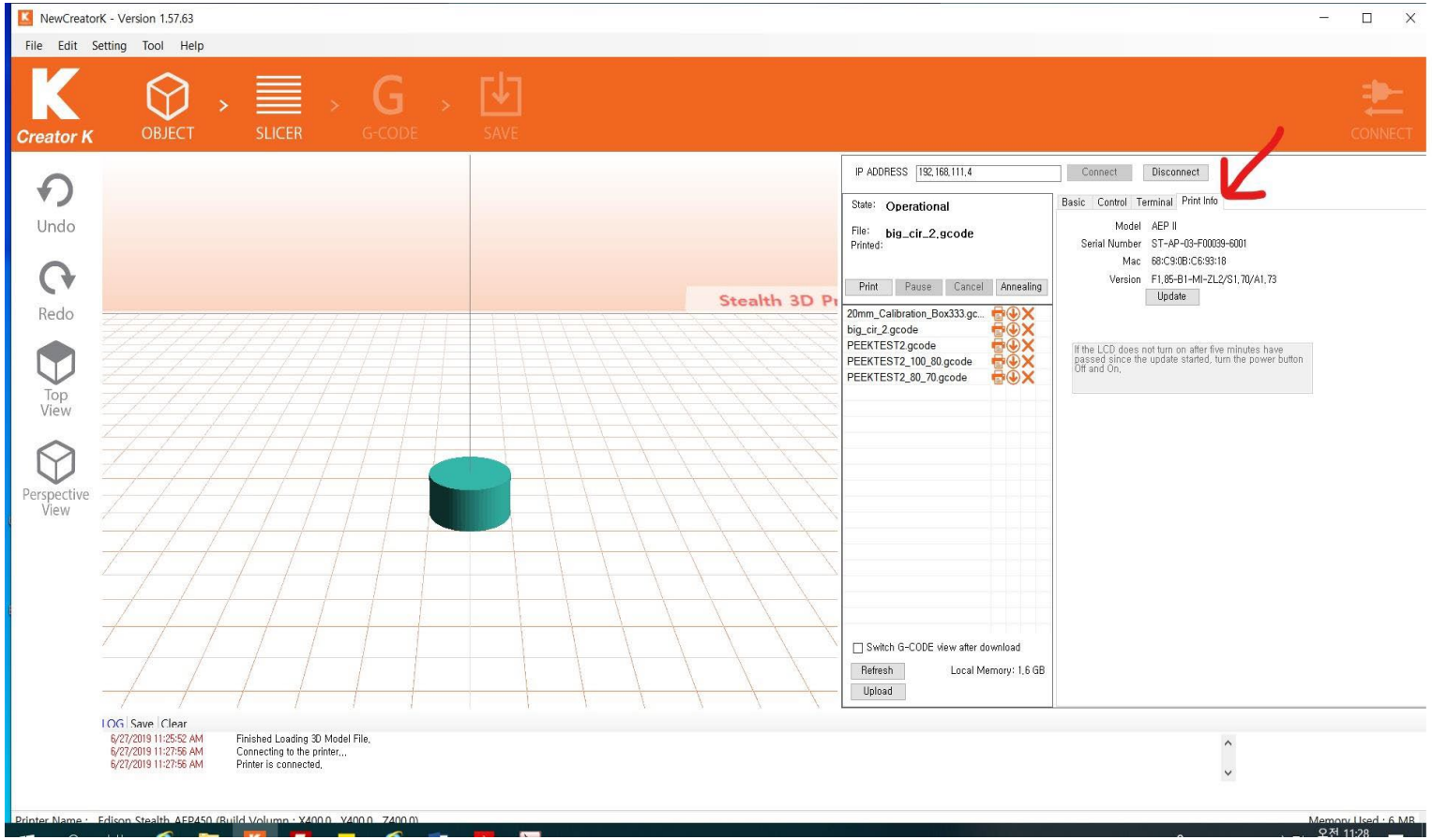
[EX] Slicer setting (Advanced setting)



Serial Number & Version of Newcreator_K and Firmware

We must have a serial number, version of Newcreator_K and firware to get a better understanding of your 3D printer, so capture the screen on “Print Info” as shown in the picture then send us.

*** Please capture the entire screen, not just the parts of it.**



Thank you for your help

We will do our best to solve the problem.