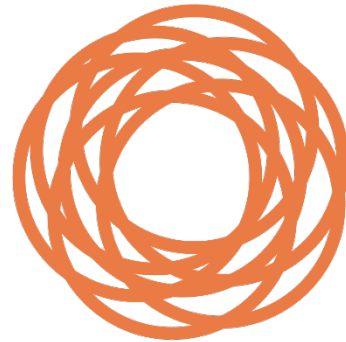


Customer Service Receipt Procedure AEP Series (ENG)



ROKIT HEALTHCARE

Necessary Information

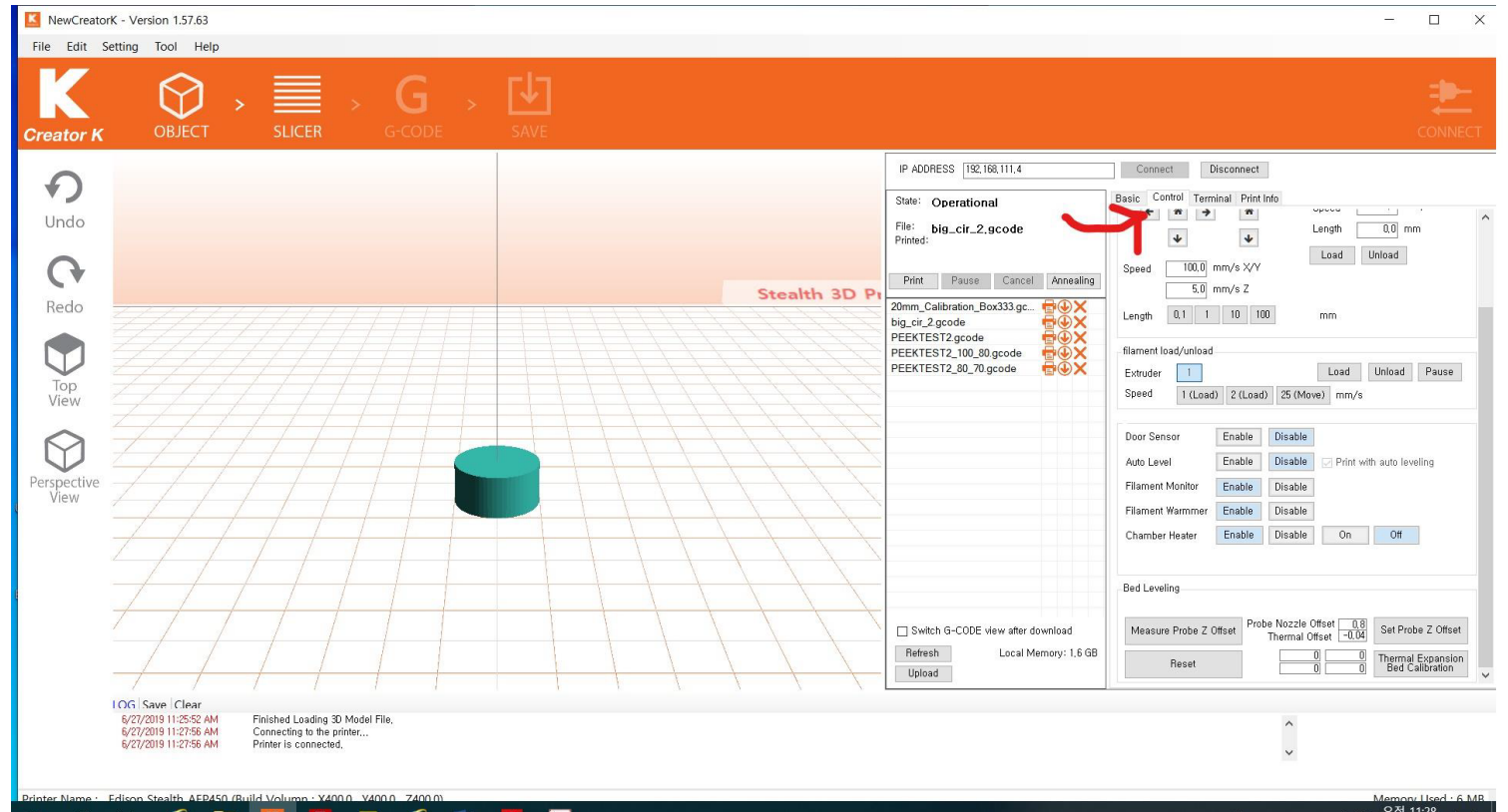
1. Organization / Customer Name
2. Serial Number
3. Contact Info
 - 1) E-mail
 - 2) Phone, C.P
4. Address
5. Version of Newcreator_K
6. Version of Firmware
7. G-code File (Only in printing issue)
8. Screenshot of Slicer Setting (Only in printing issue)
9. Screenshot of Control Window
10. Video of the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

The screenshot shows the 'Slicer setting' window with the 'Basic Setting' tab selected. The window is divided into several sections: General, Support, Wipeprime Tower, Quality, Extruder, Filament, Cool Fan, Speed, and Fill. Each section contains various settings with input fields and checkboxes. The 'General' section includes Layer Height (0.2), Fill Density (90), Printing Temperature (230), Bed Temperature (80), and Bed Temperature Change (0). The 'Support' section has Base Type and Support Type set to 'None'. The 'Wipeprime Tower' section has Wipeprime Tower checked, Volume Per Layer (15), Base volume per layer (67), and Distance Between Tower (3). The 'Quality' section includes Shell Thickness (1.2), Initial Layer Height (0.254), Line Width Ratio at First Layer (100), Line Width Ratio (100), Cut Off Object Bottom (0.0), and Dual Extrusion Overlap (0.15). The 'Extruder' section has Nozzle Size (0.4). The 'Filament' section has Diameter (1.75) and Input Flow (87). The 'Cool Fan' section has Minimum Layer Time (4) and Enable Cooling Fan checked. The 'Speed' section includes Print Speed (55), Travel Speed (120), Bottom Layer Speed (40), Infill Speed (55), Inner Shell Speed (55), and Outer Shell Speed (50). The 'Fill' section has Solid Infill Top and Bottom checked, Bottom/Top Thickness (3), Infill Overlap (15), and Perimeter Before Infill unchecked. The 'OK' button is highlighted in blue.

Section	Setting	Value
General	Layer Height (mm)	0.2
	Fill Density (%)	90
	Printing Temperature (C)	230
	Bed Temperature (C)	80
	Bed Temperature Change (C)	0
	Enable Retraction	<input checked="" type="checkbox"/>
	Infill Rotate Angle	90
	First Layer Infill Angle	45
	Print Start Inner Temp. (C)	60
	Inner Temperature Change (C)	0
Support	Base Type	None
	Support Type	None
Wipeprime Tower	Wipeprime Tower	<input checked="" type="checkbox"/>
	Volume Per Layer (mm3)	15
	Base volume per layer	67
Quality	Shell Thickness (mm)	1.2
	Initial Layer Height (mm)	0.254
	Line Width Ratio at First Layer(%)	100
	Line Width Ratio (%)	100
	Cut Off Object Bottom (mm)	0.0
Extruder	Nozzle Size (mm)	0.4
	Dual Extrusion Overlap (mm)	0.15
Filament	Diameter (mm)	1.75
	Input Flow (%)	87
Cool Fan	Minimum Layer Time (sec)	4
	Enable Cooling Fan	<input checked="" type="checkbox"/>
Speed	Print Speed (mm/s)	55
	Travel Speed (mm/s)	120
	Bottom Layer Speed (mm/s)	40
	Infill Speed (mm/s)	55
	Inner Shell Speed (mm/s)	55
	Outer Shell Speed (mm/s)	50
Fill	Solid Infill Top	<input checked="" type="checkbox"/>
	Solid Infill Bottom	<input checked="" type="checkbox"/>
	Bottom/Top Thickness (mm)	3
	Infill Overlap (%)	15
Perimeter Before Infill		<input type="checkbox"/>

[EX] Slicer setting (Advanced setting)

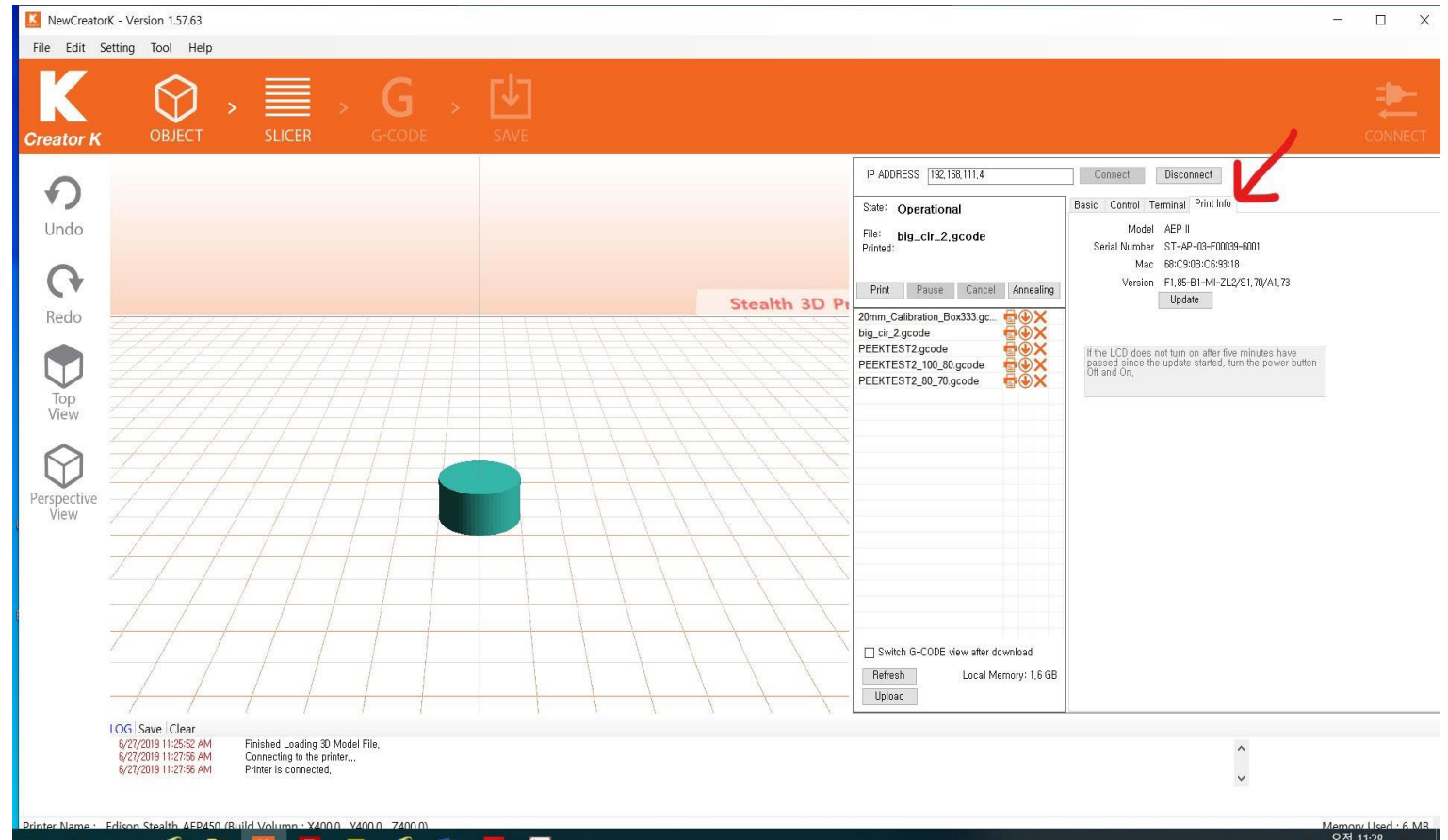
The screenshot shows the 'Slicer setting' window with the 'Advanced Setting' tab selected. The window is divided into several sections: Support, Retraction, Cool, Skirt, Raft, Brim, and Etc. Each section contains various settings with input fields and checkboxes. The 'Support' section has Structure Type set to 'Lines', Overhang Angle (50), Fill Amount (15), Distance X/Y (0.72), Distance Z (0.15), Offset X (0), and Offset Y (0). The 'Retraction' section includes Retraction Speed (85), Retraction Distance (6), Distance (mm, Nozzle change) (6), Minimum Travel (0.02), Minimum Extrusion (0.02), Z HOP (0.0), Z HOP (mm, Nozzle change) (0.0), Hop Speed (40), and Dynamic Z Hop unchecked. The 'Cool' section has Fan Full at Height (0.5), Fan Speed Min (0), Fan Speed Max (70), Minimum Speed (10), and Cool Head Lift unchecked. The 'Skirt' section includes Skirt Line Count (2), Skirt Start Distance (3.0), and Skirt Minimal Length (150.0). The 'Raft' section has Raft Extra Margin (5.0), Raft Line Spacing (3.0), Base Thickness (0.3), Base Line Width (1.0), Interface Thickness (0.27), and Interface Line Width (0.4). The 'Brim' section has Brim Line Amount (20) and Brim Layer Height (1). The 'Etc' section has Spiralize Contour and Only follow mesh surface both unchecked. The 'OK' button is highlighted in blue.

Section	Setting	Value
Support	Structure Type	Lines
	Overhang Angle (Deg)	50
	Fill Amount (%)	15
	Distance X/Y (mm)	0.72
	Distance Z (mm)	0.15
	Offset X	0
	Offset Y	0
Retraction	Retraction Speed (mm/s)	85
	Retraction Distance (mm)	6
	Distance (mm, Nozzle change)	6
	Minimum Travel (mm)	0.02
	Minimum Extrusion (mm)	0.02
	Z HOP (mm)	0.0
	Z HOP (mm, Nozzle change)	0.0
	Hop Speed (mm/s)	40
Cool	Fan Full at Height (mm)	0.5
	Fan Speed Min (%)	0
Cool	Fan Speed Max (%)	70
	Minimum Speed (mm/s)	10
Cool	Cool Head Lift	<input type="checkbox"/>
	Skirt	Skirt Line Count
Skirt Start Distance (mm)		3.0
Skirt Minimal Length (mm)		150.0
Raft	Raft Extra Margin (mm)	5.0
	Raft Line Spacing (mm)	3.0
Raft	Base Thickness (mm)	0.3
	Base Line Width (mm)	1.0
Raft	Interface Thickness (mm)	0.27
	Interface Line Width (mm)	0.4
Brim	Brim Line Amount	20
	Brim Layer Height	1
Etc	Spiralize Contour	<input type="checkbox"/>
	Only follow mesh surface	<input type="checkbox"/>

Serial Number & Version of Newcreator_K and Firmware

We must have a serial number, version of Newcreator_K and firmware 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.