

CREALITY
创想三维

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Create reality, achieve dreams

CR-10 Smart

CR-10 Smart



3D Printer User Manual

3D打印机用户使用手册

V1.0

Dear Consumers,

Thank you for choosing our products. For the best experience, please read the instructions before operating the Printer. Our teams will always be ready to render you the best services. Please contact us via the phone number or e-mail address provided at the end when you encounter any problem with the Printer. For a better experience in using our product, you can also learn how to use the printer in the following ways:

View the accompanied instructions and videos in the storage card.

Visit our official website www.creality.com to find relevant software/hardware information, contact details and operation and maintenance instructions.

尊敬的用户：

感谢您选择创想三维的产品。为了您使用方便，请您在使用之前仔细阅读本说明书，并严格按照说明书的指示进行操作。

创想三维团队时刻准备为您提供优质的服务。在使用过程中无论遇到什么问题，请按照说明书结尾所提供的电话、邮箱与我们联系。

为了您能够更好地体验我们的产品，您还可以从以下方式获取设备操作知识：

随机使用说明：您可以在存储卡内找到相关使用说明及视频。

您还可以登陆创想三维官网(www.cxsw3d.com)寻找相关软硬件、联系方式、设备操作、设备保养等信息。

Firmware Upgrade

Please login the official website <https://www.creality.com/download>, switch the language and select the relevant printer and model and download the required firmware, you can use it after the installation is finished.

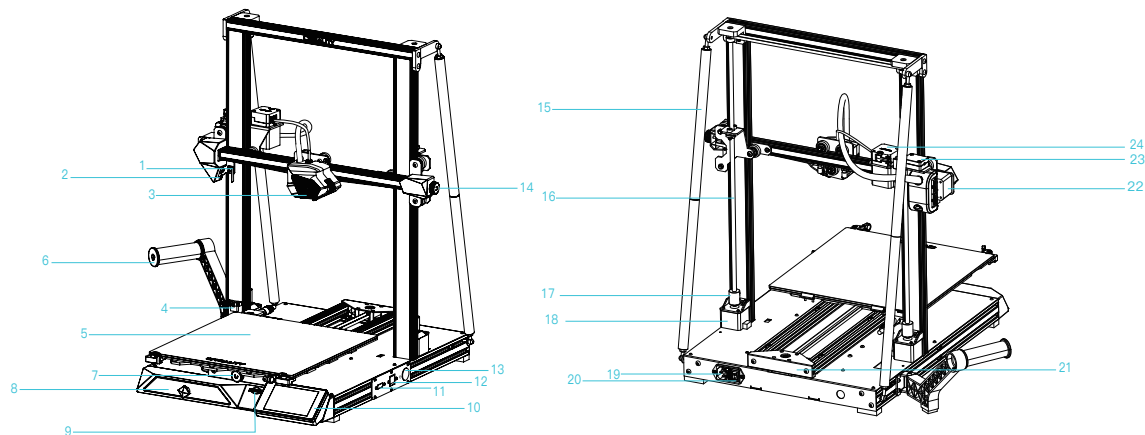
固件升级

请您登录官网<https://www.cxsw3d.com>，点击首页→服务支持→下载所需固件，安装完成后即可使用。

- 1 Do not use the printer any way other than described herein in order to avoid personal injury or property damage.
- 2 Do not place the printer near any heat source or flammable or explosive objects. We suggest placing it in a well-ventilated, low-dust environment.
- 3 Do not expose the printer to violent vibration or any unstable environment, as this may cause poor print quality.
- 4 Please use recommended resin to in case damage of machine.
- 5 Do not use any other power cable except the one supplied. Always use a grounded three-prong power outlet.
- 6 Please do not open the plastic cover during usage, otherwise the printing will be interrupted.
- 7 Do not wear cotton gloves when operating the printer. Such cloths may become tangled in the printers moving parts leading to burns, possible bodily injury, or printer damage.
- 8 Please wait a moment after the print is finished. And please wear gloves to take out the print by tools.
- 9 Clean the printer frequently. Always turn the power off when cleaning, and wipe with a dry cloth to remove dust, adhered printing plastics or any other material off the frame, guide rails, or wheels. Use glass cleaner or isopropyl alcohol to clean the print surface.
- 10 Children under 10 years should not use the printer without supervision.
- 11 This machine is equipped with a security protection mechanism. Do not manually move the nozzle or printing platform mechanism manually while booting up, otherwise the device will automatically power off for safety.
- 12 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.

- 1 请勿尝试任何使用说明中没有描述的方法来使用本机，避免造成意外的人身伤害和财产损失；
- 2 请勿将本机放置在易燃易爆物中或高热源附近，请将本机放置在通风、阴凉、少尘的环境内；
- 3 请勿将打印机放置在振动较大或者其他不稳定的环境内，机器晃动会影响打印机打印质量；
- 4 建议使用厂家推荐耗材，以免造成机器损坏；
- 5 请勿在安装过程中使用其他产品电源线代替，请使用本机附带的电源线，电源插头需接插在带有地线的三孔插座；
- 6 请勿在操作打印机工作时打开打印机面盖，以免影响打印；
- 7 请勿在操作打印机时戴棉手套，以防可动部件对人身造成卷入挤压和切割伤害；
- 8 在打印完毕后稍等片刻，带上手套后再取下打印平台，借助工具将平台上的模型取下，清理时请勿直接用手触摸；
- 9 常做产品维护，定期在断电的情况下，用干布对打印机做机身清洁，拭去灰尘和粘结的打印材料、导轨上的异物；
- 10 年龄在10岁以下的儿童，请勿在没有人员监督的情况下使用本机，以免造成人身伤害；
- 11 本机设有安全保护机制，请勿在开机状态下手动快速移动喷头或打印平台机构，否则设备会自动断电关机保护；
- 12 使用者应遵守设备所在地（使用地）相应国家、地区法律法规，恪守职业道德，注意安全义务，严禁将我司的产品或设备使用在任何非法用途上。如有违反者所应承担的相关法律责任我司概不负责。

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- 1 X Limit Switch X轴限位开关
- 2 Spotlight 射灯
- 3 Nozzle Kit 喷头套件
- 4 Z-axis photoelectric switch
Z轴光电开关
- 5 Printing Platform 打印平台
- 6 Feeding holder components
料架组件
- 7 Y-axis belt adjusting knob
Y轴皮带调节旋钮

- 8 Tool Box 工具箱
- 9 Storage Card Slot 存储卡槽
- 10 Touch screen 触摸屏
- 11 USB interface USB接口
- 12 Network Interface 网络接口
- 13 Power-on button 开机按钮
- 14 X-axis belt adjusting knob
X轴皮带调节旋钮
- 15 Pull rod 拉杆
- 16 Screw rod 丝杆

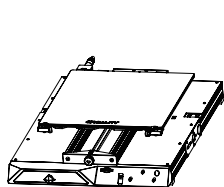
- 17 Coupling 联轴器
- 18 Z-axis motor (Z1) Z轴电机
- 19 AC power supply 交流电源
- 20 Power switch 电源开关
- 21 Y-axis Motor Y轴电机组件
- 22 X-axis Motor X轴电机组件
- 23 Filament Detector 断料检测
- 24 Extruder Motor 挤出电机组件

2. Equipment parameters 设备参数

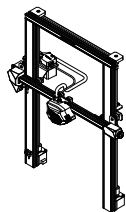
Basic Parameters 基本参数

Model 型号	CR-10 Smart
Printing Size 成型尺寸	300*300*400mm
Molding Tech 成型技术	FDM
Nozzle Number 喷头数量	1
Slice Thickness 切片层厚	0.1mm-0.4mm
Nozzle Diameter 喷嘴直径	Standard 0.4mm 标配0.4mm
Precision 打印精度	±0.1mm
Filament 打印材料	1.75mm PLA/ABS/TPU/PETG/Wood 木材
File Format 切片支持格式	STL/OBJ/AMF
File Transfer 打印方式	Wifi/Storage card Wifi或存储卡脱机
Slice Software 可兼容切片软件	Creality Slicer/Cura/Repetier-Host/Simplify3D
Power Supply 额定电压	Input 输入:AC100-240V 50/60Hz Output 输出:DC 24V
Total Power 额定功率	350W
Bed Temp 热床最高温度	≤100°C
Nozzle Temp 喷嘴最高温度	≤260°C
Resume Printing 断电续打	Yes 支持
Filament Detector 断料检测	Yes 支持
Dual Z-axis 双Z轴	Yes 支持
Auto Leveling 自动调平	Yes 支持
Language 语言	中文/ English/Español/Deutsch/Français/Русский язык/Brasileiro/Italiano/Türkçe
Printing Speed 打印速度	80-100mm/s

3. Package Content 零件清单



1 Base Frame | 底座 x 1



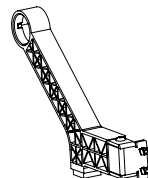
2 Gantry Frame | 龙门架 x 1



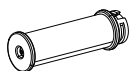
3 Touch screen | 触摸屏 x 1



4 Power Cord | 电源线 x 1



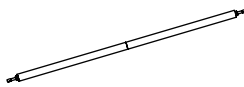
5 Rack | 料架 x 1



6 Spool | 料管 x 1



7 Filament | 耗材 x 1



8 Pull rods | 拉杆 x 2



9 M5x45 Sems Screw x4
M5x45组合螺丝



10 M5x12 Hexagon flat round
head screw x2
M5x12 内六角平圆头螺丝



11 M5x20 Hexagon flat round
head screws x2
M5x20 内六角平圆头螺丝



12 M5 Large Flat gasket x2
M5加大平垫



Tool list 工具包清单



13 Spade x 1
铲刀



14 Wrench x 1
扳手



15 Socket Spanner x 1
套筒扳手



16 Nozzle Cleaner x 1
通针



17 Diagonal Pliers x 1
剪钳



18 Allen wrench x 1
内六角扳手



19 Storage Card & x 1
Card Reader
存储卡和读卡器



20 Quick Connect Buckles x 2
快接卡扣



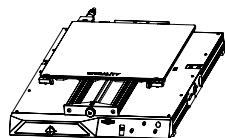
21 Quick Release Claw x 2
快接卡爪



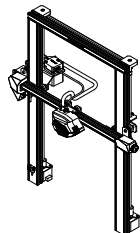
22 Nozzles x 2
喷嘴

Tips: the above accessories are for reference only, please refer to the physical accessories! 注意：以上配件仅供参考，请以实物为准！

4. Install the Gantry Frame 安装龙门架



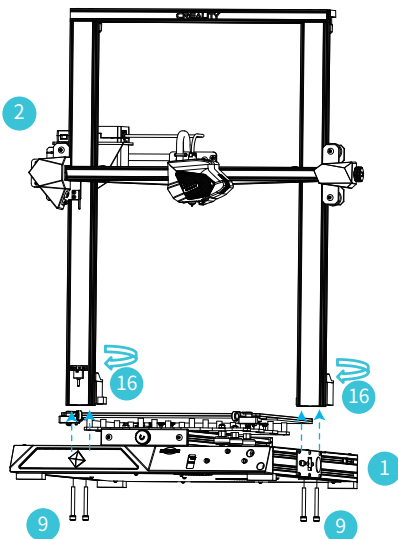
1 Base Frame | 底座 x 1



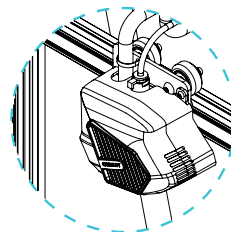
2 Gantry Frame | 龙门架 x 1



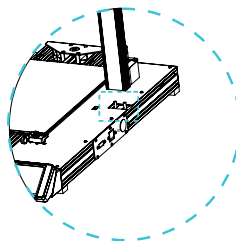
9 M5x45 Sems Screw x4
M5x45组合螺丝



Twist the coupling to raise the X axis to the position shown in Figure 16.
拧动联轴器使X轴上升到如图16所示位置。



Fix the lines on the nozzle kit with a black rolling belt as shown in the figure and re-fix it if any re-assembly before operation.
喷头组件上的线使用黑色轧带和卡扣固定，如图。
若是拆装后使用前请重新固定。

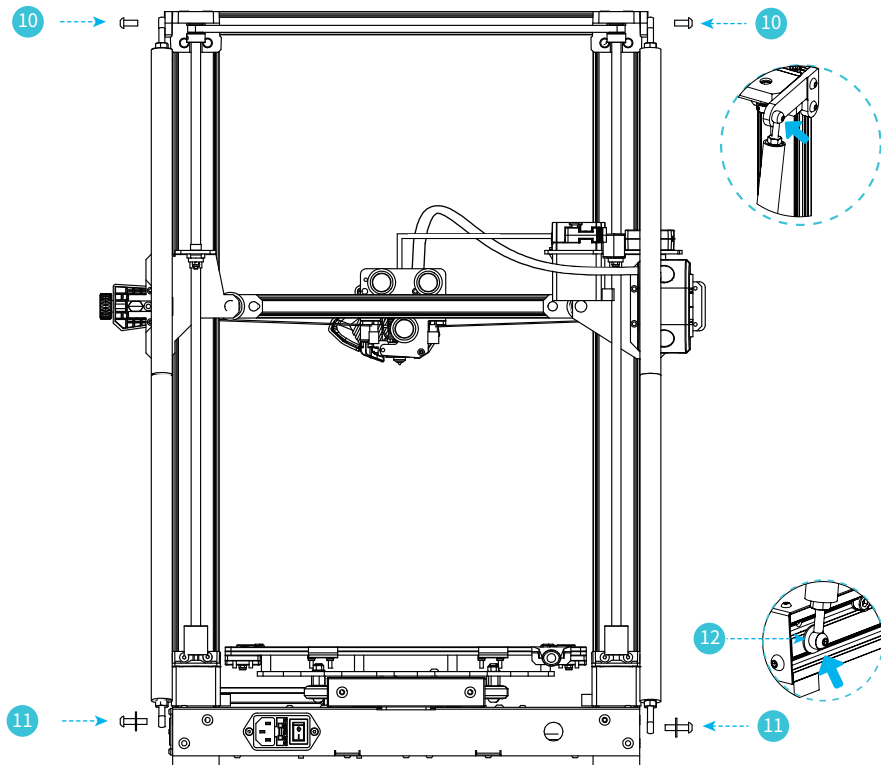


Two Z-axis profiles, installed on the inner step of the Y-axis bottom profile.
两根Z轴型材，靠Y轴底部型材内侧台阶安装。

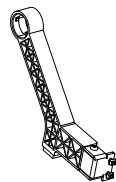
5. Pull Rod Installation 拉杆安装

Adjust the proper length of assembled pull rod and install in the position shown in the figure
拉杆组装调节到合适的长度，安装在图示位置

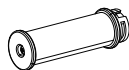
- 
10 M5×12 Hexagon flat round head screw x2
M5x12 内六角平圆头螺丝
- 
11 M5x20 Hexagon flat round head screws x2
M5x20 内六角平圆头螺丝
- 
12 M5 Large Flat gaske x2
M5加大平垫



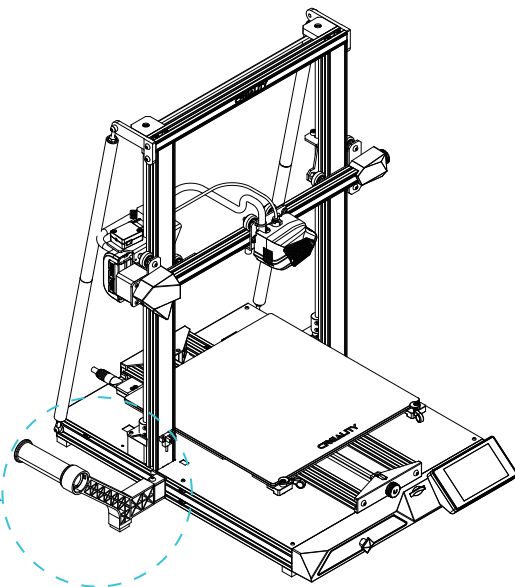
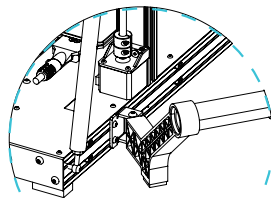
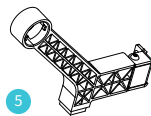
6. Install the Rack 安装料架



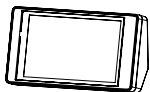
5 Rack | 料架 x 1



6 Spool | 料管 x 1

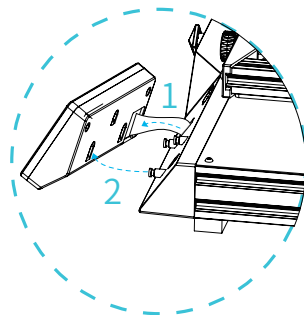
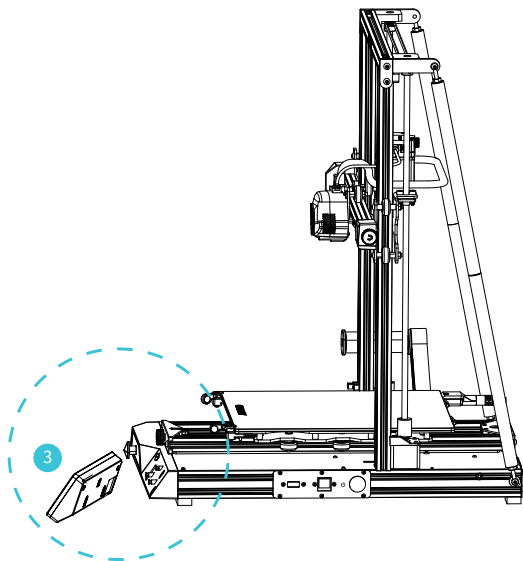


7. Install the touch screen 安装触摸屏



3 Touch screen | 触摸屏 x 1

1. Connect the FFC on the base with the touch screen.
1、把底座的排线与触摸屏连接起来
2. Fix the three screen locks on the touch screen to the studs of the base and press them into place.
2、将触摸屏上的三个屏幕锁固定在底座的螺丝柱上，并按压到位。



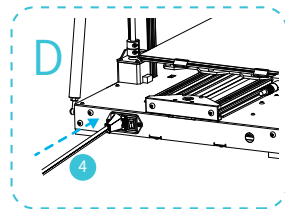
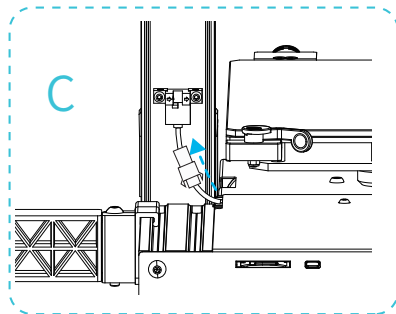
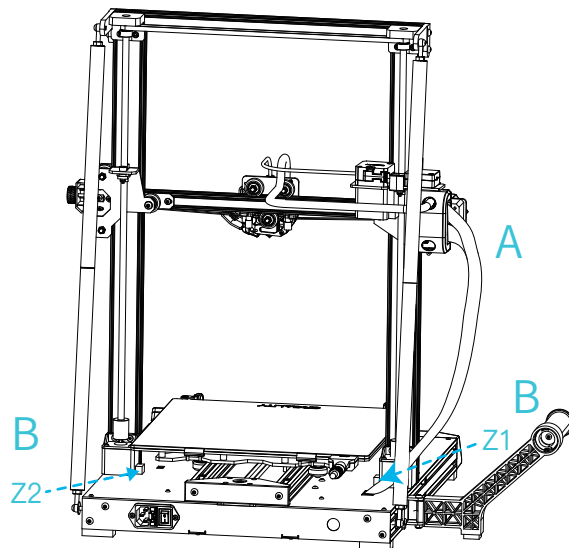
Caution

- Do not connect or disconnect the cables when the machine is powered on.
- 当机器通电时，请勿连接或断开连接线。

8. Cable Connection 设备接线



4 Power Cord | 电源线



- A、Connect the 15pin port to the nozzle adapter board as shown in the figure 按图示15pin端口连接喷头转接板
B、Connect Z-axis motor cable 连接Z轴电机线
C、Connect the photoelectric switch wire 连接光电开关线
D、Connect the power cord 连接电源线



Caution

- Do not connect or disconnect the cables when the machine is powered on.
- 当机器通电时，请勿连接或断开连接线。

9. Bed Leveling 调平平台

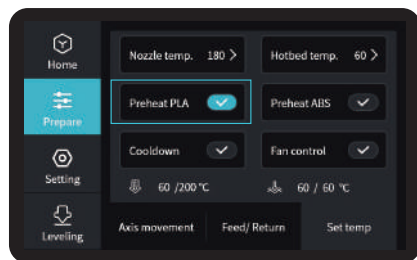
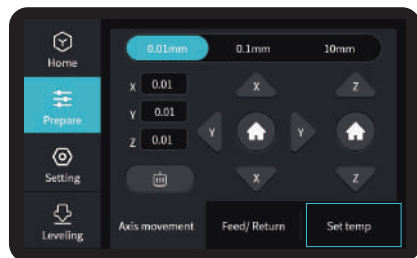
1. Select "Level" to automatically level
选择首页调平，即可自动调平
2. After the leveling is completed, adjust the Z-axis compensation value according to the adhesion of the printing consumables and the glass
调平完成后，依据打印耗材与玻璃平台的粘附情况，适当调节Z轴补偿值



During the leveling process, please do not touch the Teflon tube and nozzle cable.
调平过程中，请不要触碰铁氟龙管及喷头排线。

10. Preheating Method 预热方法

Method 1



方法1



Notes: The UI information is only for reference, the actual UI may be different.
注意：界面仅供参考，实际以UI为准。

10. Preheating Method 预热方法

Method 2



方法2

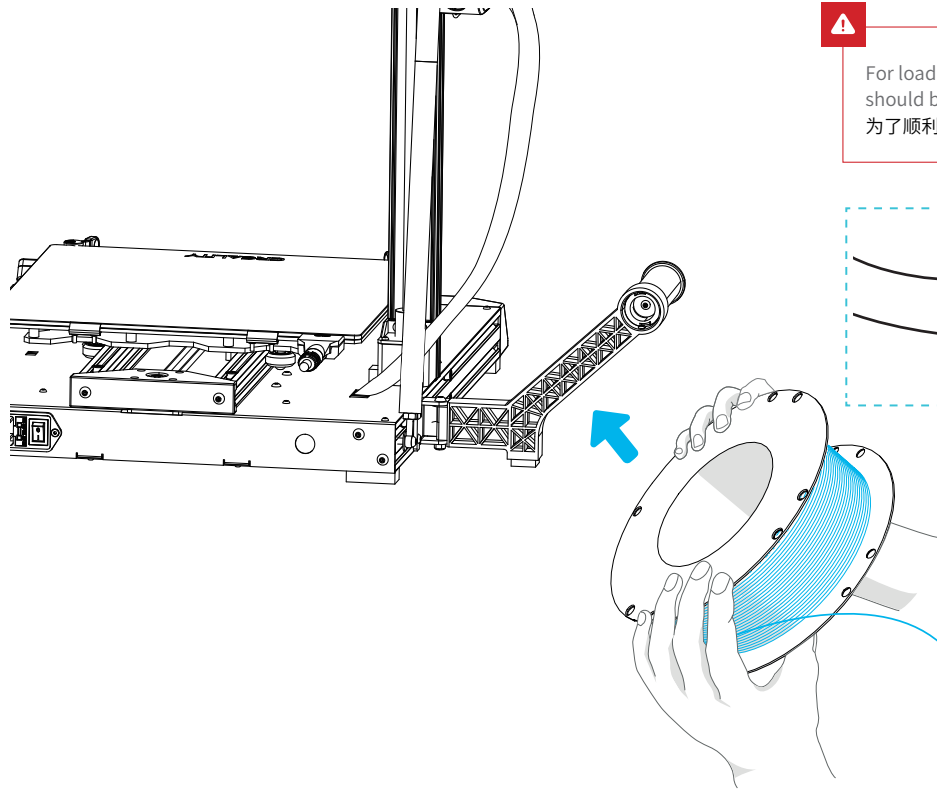


Notes: The print preheating standard is adjusted at the factory, PLA preheating standard: nozzle temperature 200 °, hot bed temperature 60 °, ABS preheating standard: nozzle temperature 240 °, hot bed temperature 70 °. If you need to adjust it due to printing materials or other reasons, you can adjust the parameters on the interface home page control → temperature → PLA / ABS preheat setting.

注意：打印预热参数标准出厂时已调整好，PLA预热标准：喷嘴温度200°，热床温度60°，ABS预热标准：喷嘴温度240°，热床温度70°。若因打印材料或其他原因需要调整，可以在界面首页控制→温度→PLA/ABS预热设置进行参数调整。

11. Load Filament 装料

When you wait for the temperature to rise, hang the filament over the Filament Holder.
当您等待温度上升时，把耗材挂在料架上。



For loading filament smoothly, the end of the filament should be placed as shown above.

为了顺利完成装料，耗材的末端位置应如图所示。



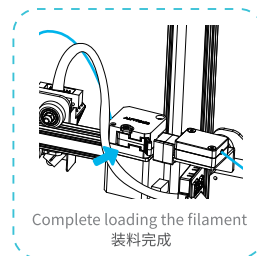
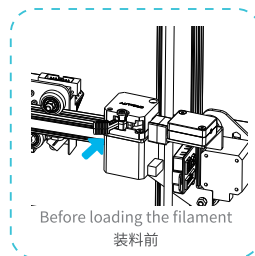
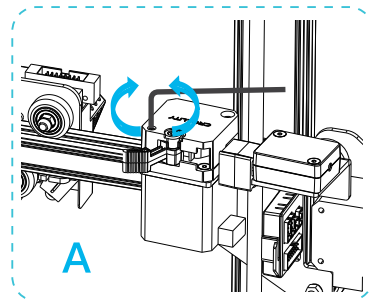
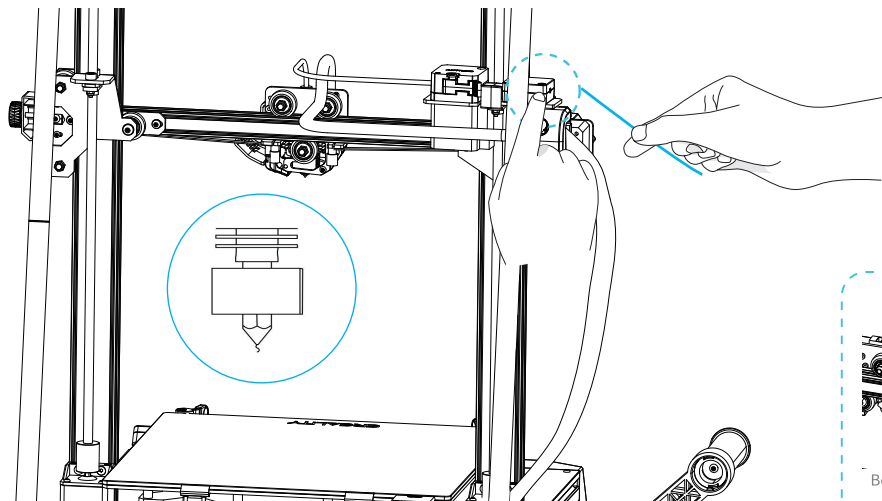
11. Load Filament 装料

When it reaches the target temperature, insert the filament into the small hole of the Extruder until it reaches the nozzle through the filament cutting detection module. If the filament flows out from the nozzle, it presents that the filament is properly loaded.

当前温度达到目标温度时，将耗材通过断料检测模块，插入挤出机小孔直至喷嘴位置，看到喷嘴处有耗材流出即表示耗材已经装载完成。

The method of extrusion spring adjustment: turn right to loosen turn left to tighten (as shown in Fig. A)

调节挤出弹簧松紧度方法：箭头往右调松 往左调紧（如图A所示）



Tips: How to replace the filament?

1、Cutting filament near the Extruder and slowly feed new filament until they are fed into the new filament.

2、Withdrawing the filament quickly and feeding the new filament after nozzle preheated and filament pushed a little forward.

Tips: 如何更换耗材?

方法一、在靠近挤出机处将耗材剪断，将新耗材缓缓送入，直到耗材被送入导料管为止。

方法二、预热喷嘴后，将耗材往前推进一下后，迅速抽出耗材，将新耗材送入。

12. Pairing via Bluetooth 蓝牙配网



1.Download Creality Cloud
1.下载创想云



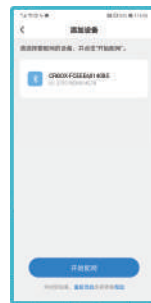
2.Register
2.注册



3.Log in
3.登录



4. Scan QR Code
4.选择蓝牙



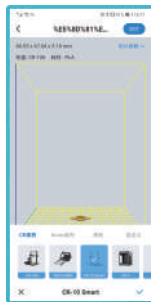
5.Add equipment
5.连接本机蓝牙



6. Connect to local WiFi
6.连接WiFi



7. Select model
7.选择模型



8. Select machine
8.选择机型



9. Printing
9.打印



10. Select device
10.选择设备



11. Start printing
11.开始打印

13. Creality Cloud print 创想云打印



1.Download Creality Cloud
1.下载创想云



2.Register
2.注册



3.Log in
3.登录



4. Scan QR Code
4.扫一扫



5. Add equipment
5.新增设备



6. Network settings
6.网络设置



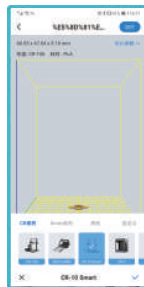
7. Connect machine WiFi
7.连接本机WiFi



8. Connect to local WiFi
8.连接用户WiFi



9. Select model
9.选择模型



10. Select machine
10.选择机型



11. Printing
11.打印



12. Select device
12.选择设备

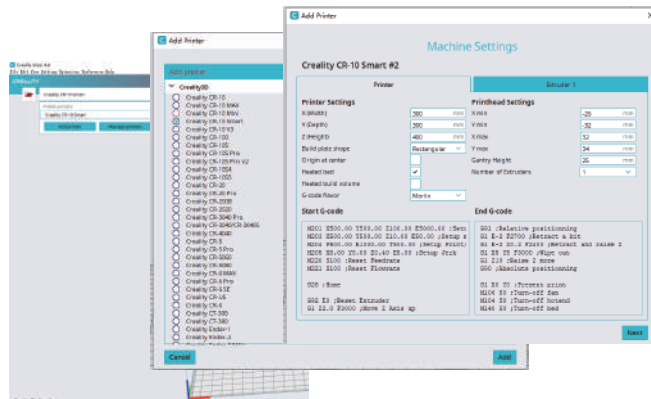


13. Start printing
13.开始打印

14. Off-line print 脱机打印



1. Double click to install the software. | 安装软件
2. Double click to open the software. | 打开软件



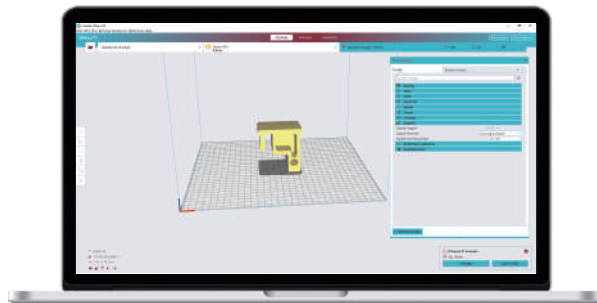
3. Select language→Next→Select your machine→Next→Finish.



3.依次选择语言→Next→选择对应机型→Next→Finish,完成设置.



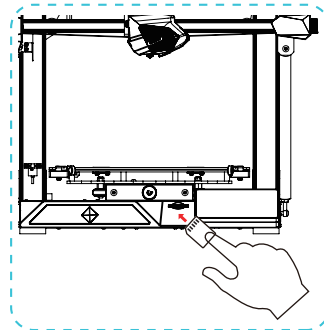
4. Open Creativity 3D slicer → Load (Read file) → Select file.
打开创想三维切片软件→Load (读取文件)→选择文件。



5.Generate G-code, and save the gcode file to storage card.
生成 G 代码→保存到存储卡



File names must be Latin letters or numbers, not Chinese characters or other special symbols
文件名需为拉丁字母或数字, 不能为汉字或其他特殊符号



6.Insert the storage card→ Click print control→ Select the file to be printed.
插入存储卡→点击打印控件→选择要打印的文件



Notes: For details on the software instructions, please refer to the slicing software manual in the storage card!
温馨提示: 软件使用说明详情, 请见存储卡内切片软件使用手册!



Warning: Please don't insert or remove the storage card during printing.
警告: 在打印过程中, 禁止插拔存储卡。

15. Start Printing 开始打印



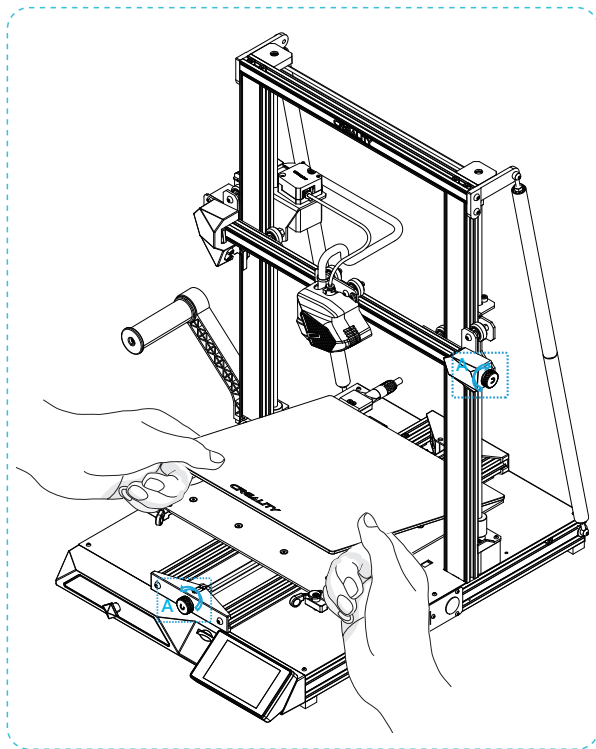


Note:
注意:

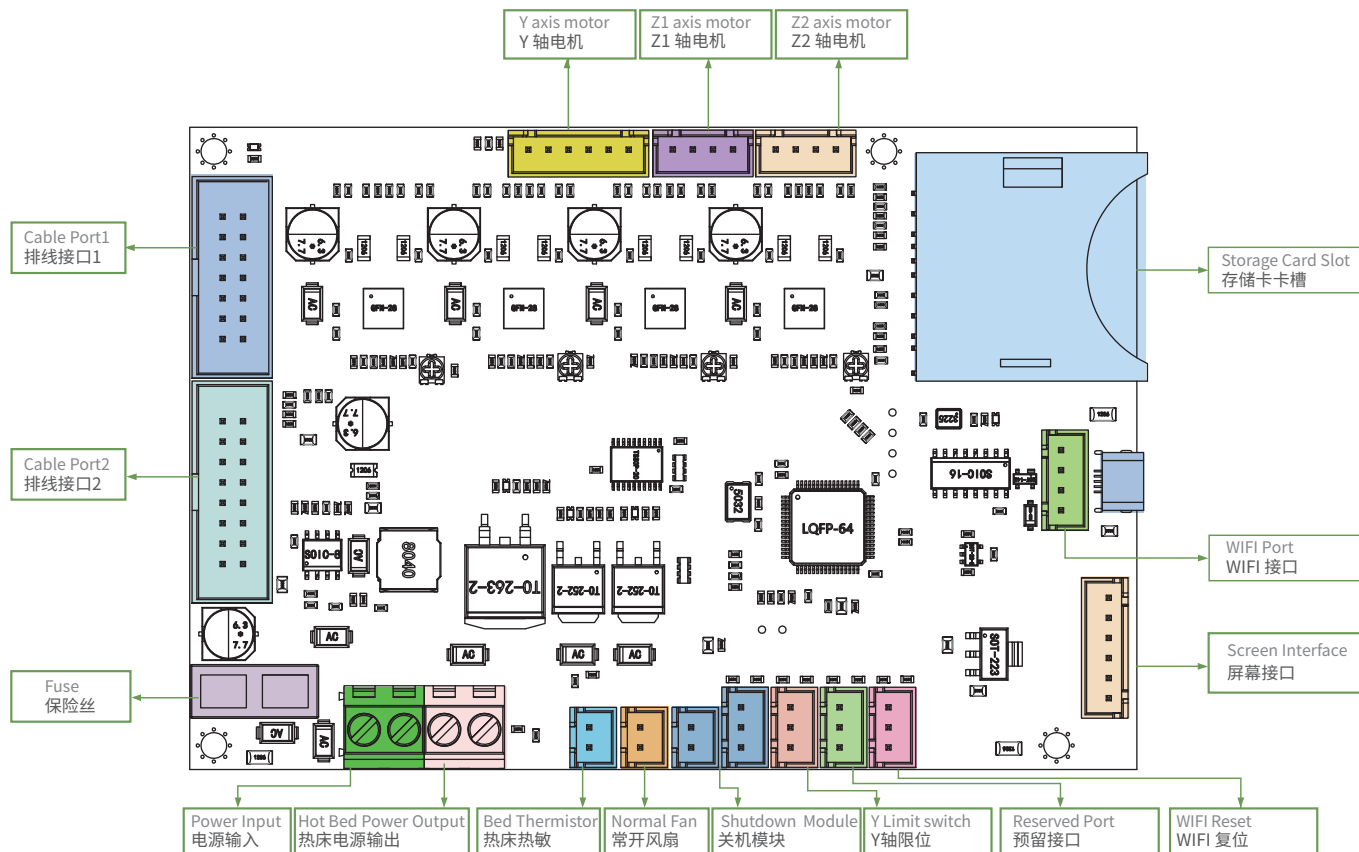
1. For the first use or after the WiFi path is reset, the WiFi will be reset after 1 minute.
1. 在首次使用以及WiFi路径进行复位, 请等待1分钟之后WiFi复位
2. The interface is for reference only, and the actual UI shall prevail.
2. 界面仅供参考, 实际以UI为准。

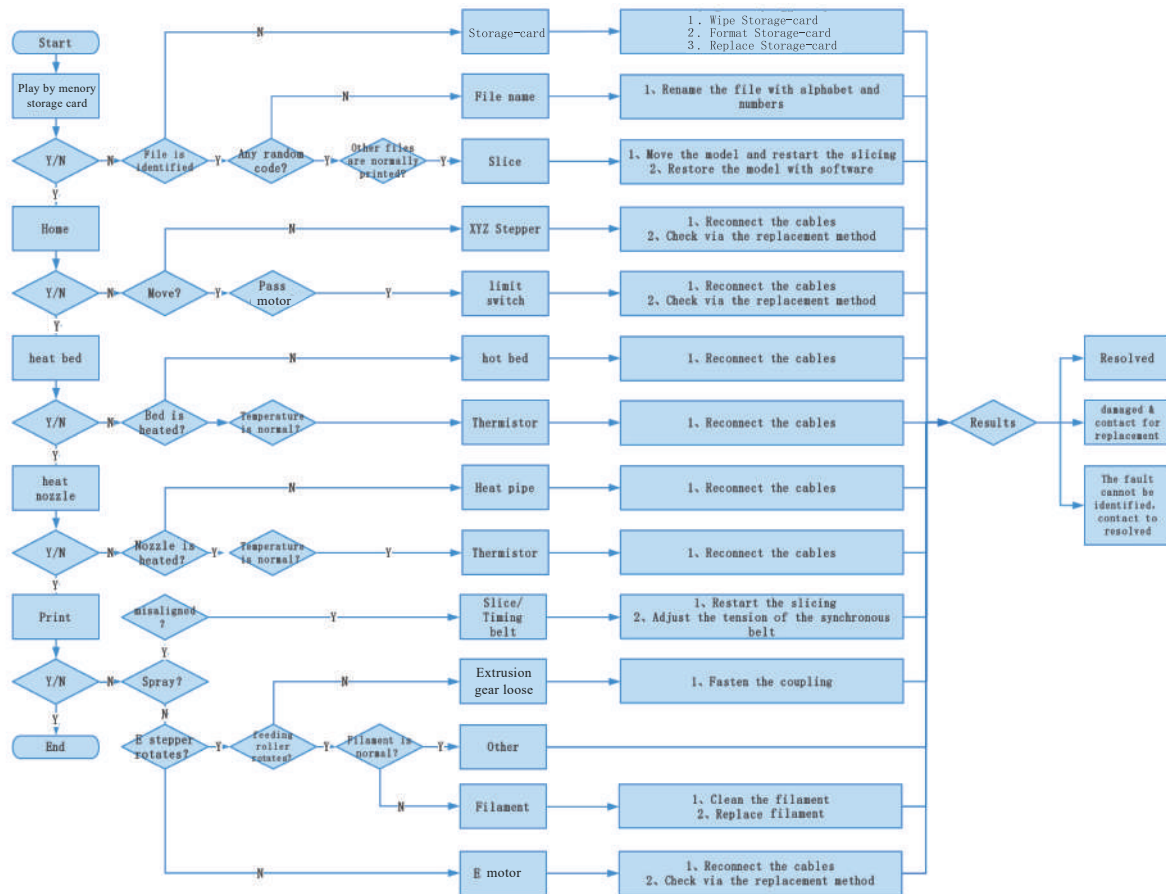


1. Rotate the glass pick-and-place handleplate for platform replacement.
1. 转动玻璃取放手柄压板可进行平台更换。
2. Then manually turn the knob to the appropriate tightness to avoid belt breakage. (as shown in figure A, two places)
2. 然后手动将旋钮左右拧到适合松紧度, 过紧容易造成皮带崩断。
(如图所示A二处)
3. Use water to clean the printing platform
3. 打印平台需要用清水清洗
4. The machine will restart after power interruption and pop out the "resume printing" button. Please clear the redundant filament between the nozzle and model before resumption to avoid printing failure.
4. 当发生断电后, 机器重启开机启动, 会弹出断电续打提示框。需要断电续打前, 建议将喷头与模型之间多余溢料清除干净再继续打印, 以免出现打印失败。



18. Circuit Wiring 电路接线







Warranty Policy ←

- 1-year Limited Warranty since the date of product purchase.
- 3-months Limited Part Warranty for Vulnerable parts (Nozzle module, Flat belt, Glass platform, etc.)
- No Warranty for the Product Gift (Storage card, Card reader, Wrench, Pliers, Scraper knife, etc.)

What Is Covered? ←

Any defects in material, workmanship of product will be covered until you provide any relating documents and information, including but not limited to:

- User of the product are in the country of purchase
- Defective product is a CREALITY product
- Proof of Purchase

What Is Not Covered? ←

CREALITY does not guarantee the service as a result of:

1. The proof of purchase being altered or made illegible.
2. The product label or serial number on the product being altered or made illegible.
3. Normal wear of accessories or consumables for use as release film.
4. Malfunction or damage caused by personal retrofitting, or improper installation and usage.
5. Malfunction or damage caused by use in non-recommended working environments.
6. Malfunction or damage caused by overuse (overload) or wrong maintenance (damp, mildew, etc.)
7. Malfunction or damage caused by Force Majeure (fire hazard, earthquake, lightning and floods, etc.)
8. Malfunction or damage caused by the use of other brand parts or consumable.

Technical Support ←

Please enjoy our technical support of the whole lifetime (Except technical problem beyond product itself) after purchase the product while product documents as user manual attached in storage card for instruction.

Please provide product Serial Number when apply for technical support.

Kindly Notification ←

Please read the user manual and warranty card carefully before the use. For any service, Please priority contact local seller or contact us via Email: cs@creality.com for support.

See www.creality.com/after-service-policy/ for specific warranty information about your product and procedures to act on a warranty claim.

退/换货政策 <

一、满足退/换货时间

- ① 电商平台购买支持7天无理由退货，即产品签收时间起算，满168小时为7天。
- ② 因机器品质问题，非人为损坏的情况，签收后15天内可申请退换货。
- ③ 如另通过合同购买且有签订退换货时间的以合同为准，运费标准以售后服务卡为准。

二、产品外观要求无损伤、划痕、污迹、裂纹、变形等；随机配件、工具、赠品、包装等要求齐全完好。经我司售后检测判定，如退/换货收到的产品外观损坏，配件不全或因未按照原包装打包邮寄导致的问题，客户需承担相应的费用，具体损耗及费用需寄回后经专业售后人员进行检测核算。

三、非质量问题退/换货，如使用了耗材，客户需承担耗材的费用；由于包装纸盒或打木架返厂后是无法二次使用的，因此客户需承担包装费；具体损耗及费用需寄回后经专业售后人员进行检测核算。

四、因不喜欢、不想要、拍错、使用不当、不满意产品等原因造成的退换货，退回运费需客户自行承担。

五、换货时，客户需先将机器寄回，公司收到机器后会及时安排发货。

退/换货运费标准 <

类型	分类	寄回运费	出库运费
换货	非品质问题	客户承担	公司承担
	品质问题	公司承担	公司承担
退货	非品质问题	客户承担	/
	品质问题	公司承担	/

保修政策 <

一、质保期

- ① 产品保修一年，易损件和赠品除外。
- ② 易损件（喷头套件、平皮带、玻璃等）保修三个月。
- ③ 赠品（存储卡、读卡器、扳手、剪钳、螺丝刀等）无保质期收到产品后，请核对说明书部件清单，如赠品有缺少或品质问题，7天内可联系售后申请补发或更换。

二、质保期内保修：经我司售后检测判定为品质问题，公司提供免费维修服务；如果是人为导致的非品质问题，客户需承担相应更换的配件费用，无需承担维修费。

三、质保期外维修：由客户承担维修过程中产生的人工费、配件费、包装费、来回运费等所有费用。

返厂维修运费标准 <

类型	返厂时间	返厂运费	出库运费
非品质问题	三个月以内	客户承担	公司承担
	三个月以上	客户承担	客户承担
品质问题	一个月以内	公司承担	公司承担
	一至三个月	客户承担	公司承担
	三个月以上	客户承担	客户承担

下列情况不列入质保范围 ←

- ① 无法提供有效的机器制造编码、购买凭证和保修卡，或信息被涂改、字迹模糊、无法辨认等。
- ② 正常的使用磨损而造成的部件损坏。
- ③ 未按说明书指导，不正确安装、使用及操作，或私自对机器进行改装而造成机器故障或损坏。
- ④ 在非机器规定的工作环境下使用而造成机器故障或损坏。
- ⑤ 由于滥用（超出工作负荷等）或维护不当（受潮、进液、浸泡、发霉等）造成机器故障或损坏。
- ⑥ 由于不可抗因素（如：火灾、地震、雷击、水灾等）造成机器故障或损坏。
- ⑦ 由于使用其他品牌部件或低质量耗材造成的设备故障或损坏。
- ⑧ 未经官方授权的服务点维修过的机器。

技术支持 ←

凡购买创想三维3D打印机，均可享受（除产品本身之外）终生技术支持，如超越产品本身的技术问题恕不提供。本产品在存储卡中有相关使用资料，如在使用过程中遇到技术问题，请联系售后客服帮您解决。

温馨提示 ←

- ① 使用机器前请仔细阅读说明书和售后服务卡。
- ② 质保期内维修过的机器后仍享有剩余质保服务。
- ③ 退/换货及返厂维修需按原包装寄回机器，以免快递过程中产生其他问题，建议妥善保存好产品原包装。
- ④ 申请质保服务时，需提供产品制造编码、购买凭证、订单号、保修卡、发票等信息。如未提供，公司有权拒绝提供质保服务。
- ⑤ 服务时间：周一至周五，8:30-20:30；周六至周日，8:30-18:00（法定节假日除外）。

热线：400-613-3882，微信公众号：深圳市创想三维科技有限公司



WARRANTY

Before returning the product and filling in a warranty, please contact after-sale person for going through after-sale formality. And attach this warranty card along with the returned machine.

Repair ☐

Change ☐

Return ☐

Name: _____ Telephone: _____

Address: _____

Serial Number: _____ Order Number: _____

Channel: Platform ☐ Offline ☐

Date of purchase Day _____ Mon. _____ Year _____



Note: Client need filling in basic infor. and return reasons. Repair records shall retain for technicians.

Malfunction And Damage Depiction Or Return And Change Reasons\ Suggestions:

Repair Records:



产品保修卡



产品寄回前请先联系售后专员，为正常进行售后处理，请务必填写此卡，并随机器寄回。

返修 ☐

换货 ☐

退货 ☐

客户名称：_____联系电话：_____

收件地址：_____

机器制造编码：_____订单编号：_____

购买渠道：电商平台 ☐ 线下 ☐

购买日期：_____年_____月_____日

故障描述或退、换货原因和建议：

维修情况记录：



温馨提示：基本信息及返厂原因为客户必填项，维修情况记录部分为维修人员填写项。



Notes 笔记

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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