Charles Staton

From: Xmax3 <max3ams@qd3dprinter.com>
Sent: Saturday, December 2, 2023 9:12 AM
To: Charles Staton
Subject: Re: Technical support request

Dear Charles,

After you received the package, Feel free to feedback when has any progress

Have a good weekend

best regards,
Alice

Max3AMS

Max3AMS@qd3Dprinter.com

---- Replied Message ----

From	Charles Staton
Date	12/2/2023 20:42
To	Xmax3<max3ams@qd3dprinter.com>
Subject	Re: Technical support request

That is outstanding Alice, thank you very much!

Sent via the Samsung Galaxy Note9, an AT&T 5G Evolution capable smartphone
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From: Xmax3 <max3ams@qd3dprinter.com>
Sent: Saturday, December 2, 2023 3:06:12 AM
To: Charles Staton
Subject: Re: Technical support request

Dear Charles,

We have send out , the track number is via DHL

1.Please install the upgraded front and back covers according to the following video:
https://drive.google.com/file/d/1fLmlC5DohvnqLchty1FdsNoDMb4bYDDx/view?usp=drive_link
2.Please replace the type-c cable according to the following video
https://drive.google.com/drive/folders/12v84g2Lh-6g_AXnOO3HMP-e-ZbsA-R-w?usp=drive_link
we also send an induction probe and soft magnet as spare

best regards,
Alice

max3ams

max3ams@qd3dprinter.com

---- Replied Message ----

From	Charles Staton
Date	12/2/2023 14:28
To	Xmax3<max3ams@qd3dprinter.com>
Subject	Re: Technical support request

And phone number is the same as in my email signature +1 (713) 321-9262

Sent via the Samsung Galaxy Note9, an AT&T 5G Evolution capable smartphone
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From: Charles Staton
Sent: Saturday, December 2, 2023 12:27:02 AM
To: Xmax3 <max3ams@qd3dprinter.com>
Subject: Re: Technical support request

Ok That worked. Thank you for your help! It is great to deal with a company that supports their product.

The address for delivery is:

(redacted)

Sent via the Samsung Galaxy Note9, an AT&T 5G Evolution capable smartphone
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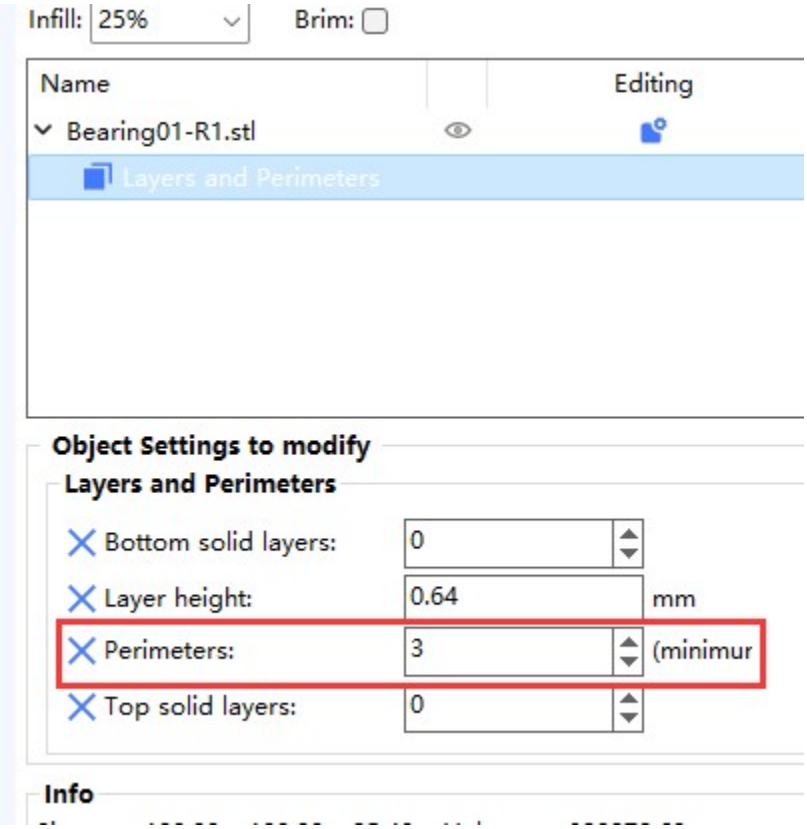
From: Xmax3 <max3ams@qd3dprinter.com>
Sent: Saturday, December 2, 2023 12:15:47 AM
To: Charles Staton
Subject: Re: Technical support request

Dear Charles,

We have check "bearing2.3mf file", because you have setting perimeters to 3, it will cover vertical shells perimeter that you changed to 20
please delete this setting as below picture, re-slice, you will get the model you want



Yes, we have update on extruder cover and type-c cable, but the hotend is same,

As for probe, There is not much difference between the induction probe and the BL touch.
but the induction probe need install soft magnets and refresh the parameter file
You can continue to use BL touch.

we will send you upgrade kit, please give us your address, zip code, telephone number for delivery

best regards,
Alice

max3ams

max3ams@qd3dprinter.com

---- Replied Message ----

From	Charles Staton
Date	12/2/2023 02:31
To	Xmax3<max3ams@qd3dprinter.com>
Subject	RE: Technical support request

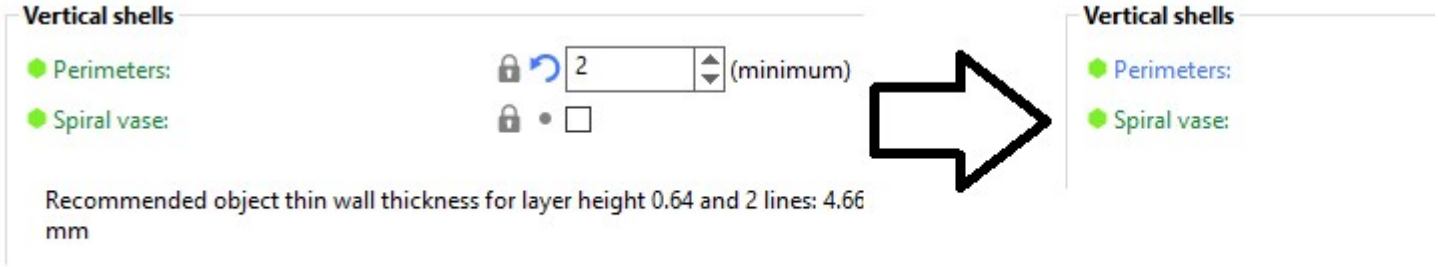
Alice,

I appreciate that you would print this to help figure out the issue, but that is a pretty big part and I hope you don't waste too much time and filament in testing. Maybe you can identify the problem without printing it. I think there is a "bug" in the project; I discovered it when I tried to simplify the gcode. Below is what I did; maybe if you do it as I did it, you will learn something:

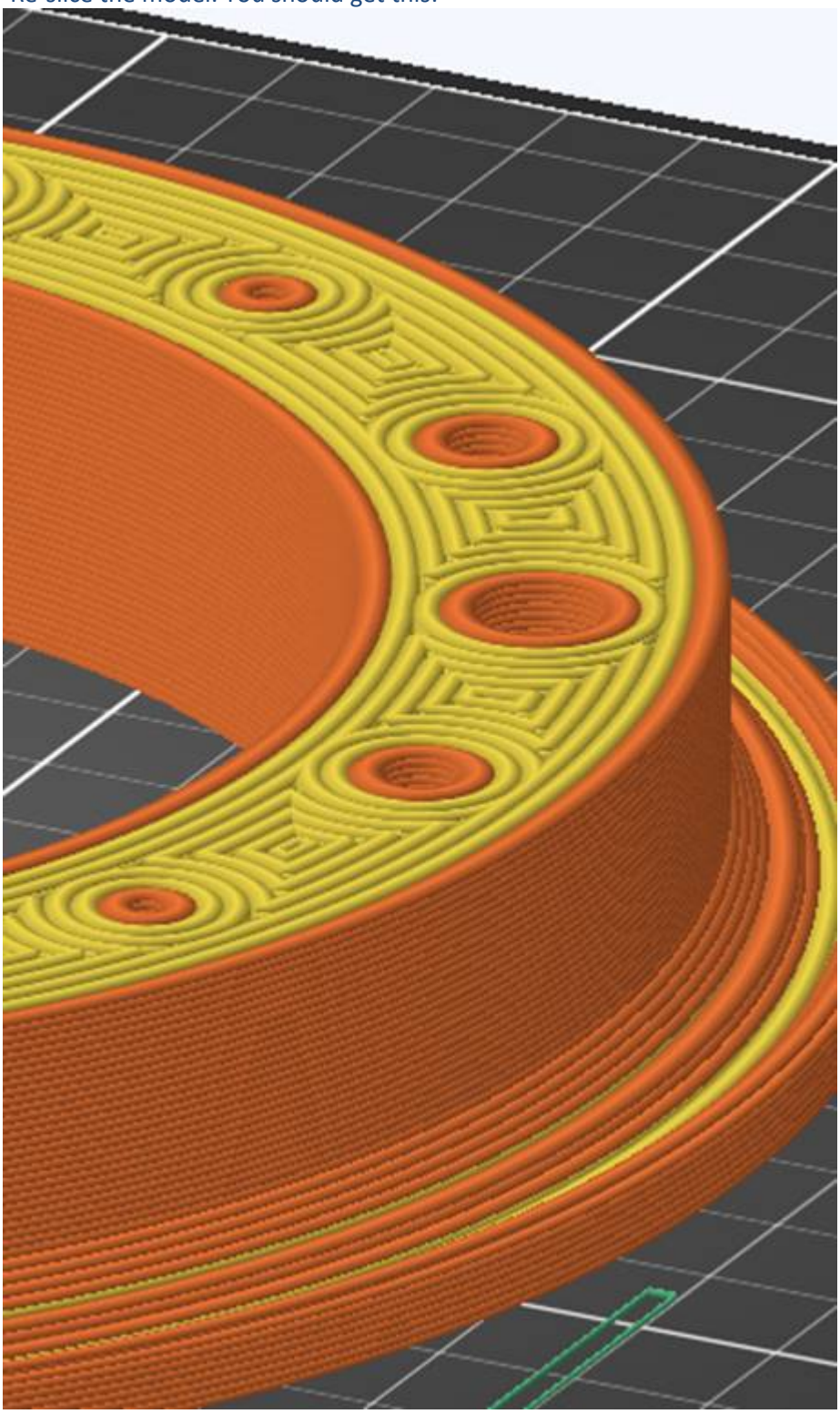
1. Open bearing2.3mf

2. Delete the height range modifiers

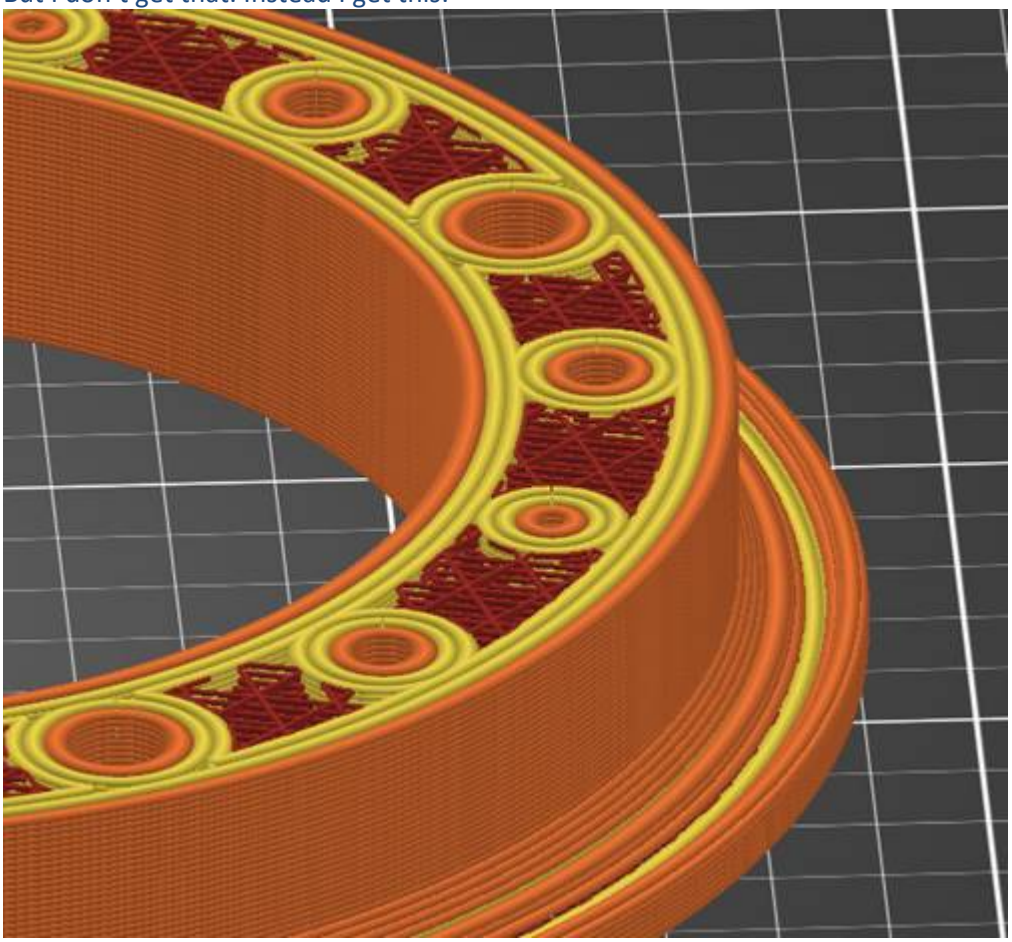
3. Change vertical shells from 2 to 20 (this is how I get 100% infill with still optical clarity)



4. Re-slice the model. You should get this:

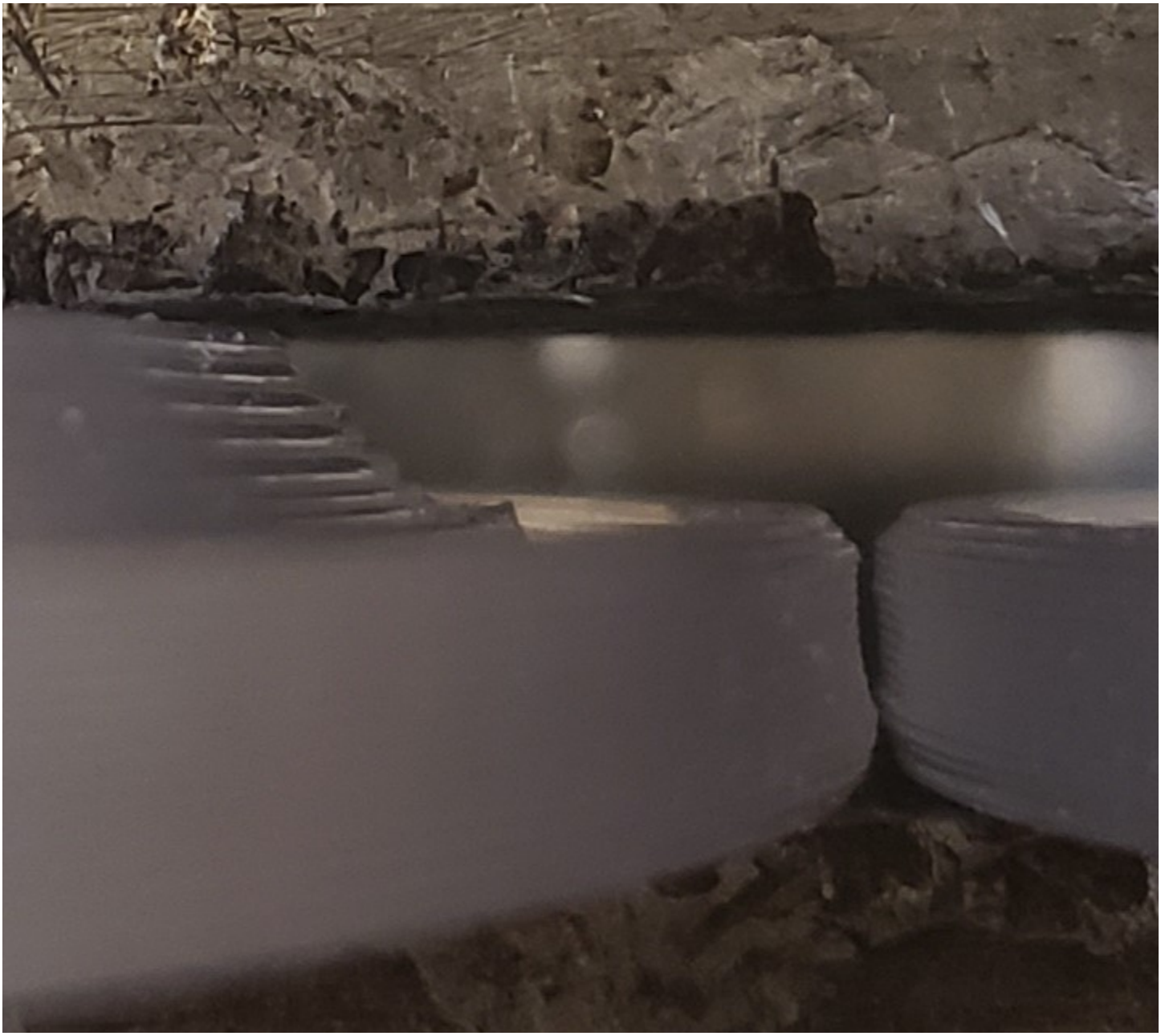


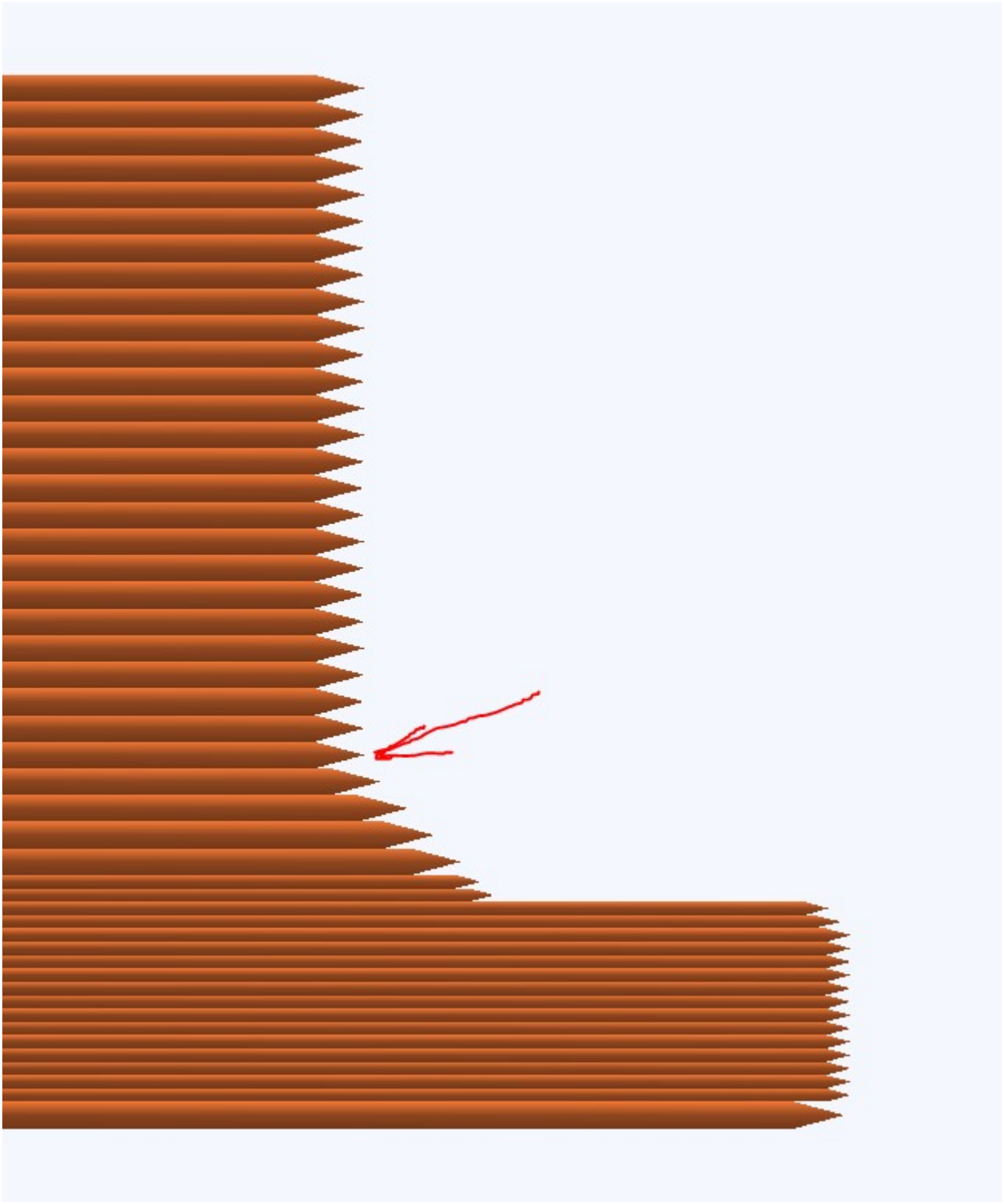
But I don’t get that. Instead I get this:



5. Delete Bearing01-R1.stl and re-import it.
Re-orient base down 90 deg, slice again.
Now I get the proper result.

If that doesn’t help and you still need to print it, I recommend printing bearing2.gcode as it is the one that resulted in two failures at the same layer (layer # 23).





NOTE the failures occurred on the printer running the firmware that it had when I received it (V4.3.6). Last night I upgraded to firmware 4.3.10 and I am currently printing another test. I will update with the result.

Charles Staton

From: Xmax3 <max3ams@qd3dprinter.com>
Sent: Friday, December 1, 2023 10:53 AM
To: Charles Staton
Subject: Re: Technical support request

Dear Charles,

Thanks for your feedback
We will test print the model you provided when we get back to work tomorrow.
I will contact you when we have the results.
Thank you for your patience.
best regards,
Alice

Max3AMS

Max3AMS@qd3Dprinter.com

---- Replied Message ----

From	Charles Staton
Date	12/1/2023 21:40
To	Xmax3<max3ams@qd3dprinter.com>
Subject	Re: Technical support request

Hello,
Receipt attached. I suspected the same thing you suggested so I cleaned and lubricated the axes. I am using a heated filament dryer with a clear lid instead of the dry box on the back, with PTFE tube direct/straight into the printer, no bends. I would see a filament jam easily and the was no jam.

I have looked more closely at the failed prints and the two which failed on the same layer, I think they failed at exactly the same spot in the gcode, where there is a layer height modifier.

Sent via the Samsung Galaxy Note9, an AT&T 5G Evolution capable smartphone
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From: Xmax3 <max3ams@qd3dprinter.com>
Sent: Friday, December 1, 2023 3:23:03 AM

To: Charles Staton

Subject: Re: Technical support request

Dear Charles,

Thanks for contacting Qidi Technology.
Please do not worry,we will help you fix the issue.
May I have your purchase record and date to check the printer?

its seems something stuck, please check if the filament get tangled on the back side filament roll, it is common issue that filament get tanged in the back side.

Please clean and lubricate the x-axis refer below video:
https://www.youtube.com/watch?v=LwAsZDIng5w&list=PL4USXkhuONDgWB5Iuaptlagcap Tgpqbo0&index=12

Best regards,
Alice

max3ams

max3ams@qd3dprinter.com

---- Replied Message ----

From	Charles Staton
Date	12/1/2023 11:01
To	Max3AMS@qd3Dprinter.com<Max3AMS@qd3Dprinter.com>, Max3support@qd3Dprinter.com<Max3support@qd3Dprinter.com>
Subject	Technical support request

Hello,

We have purchased a X Max 3 as a pilot to assess the feasibility of adding 3D printing to our in-house parts manufacturing capabilities. For the first week, the X Max 3's large build volume and capability to print Engineering grade filaments exceeded expectations. Then it started doing something weird. I recorded a video of it to explain:

Note: video speed is 100%, no speed change. I think it was going maybe 18mm/s when this happened. I am going slow with large nozzle and large extrusion for optically clear parts.
https://drive.google.com/file/d/1HybVLrKcz1qq2aXzt8ej6oB8Dlu7cSED/view?usp=sharing

This now represents dozens of lost man hours and waste of polycarbonate filament. Please help. It is not a mechanical problem in my opinion. It goes from printing perfectly and then has some kind of electrical “seizure” and slams into the corner or the wall, before resuming printing in the wrong place. I sliced it two different ways and the result was the same. I have attached files of the STL, solid model, gcode, and QIDISlicer project from both ways I sliced it.