

Customer Information Bulletin



3D Professional Printer

CIB# CIB00234

Date: 10/21/2021

Subject: Upcoming Change to all Projet 2500 Material Vent caps

Projet MJP 2500 Series

Summary:

3D Systems has identified a recent field failure related to MJP 2500 material bottles leaking within the enclosed sealed bags which can be problematic for our customers. When identifying the root cause, it was found that the material bottles top cap enclosure with the integrated vent has the potential to allow material to leak during transit. 3D Systems will be transitioning to a new redesigned cap to which will be “un-vented” and more robust including a seal that is thicker and covers the entire cap. With this change we can eliminate the chances of bottle leaks and provide better quality to our customers.

We advise that everyone is aware of this change and continues to follow the instructed guidance when using our materials. As prompted and trained when inserting these bottles, please loosen the caps which will allow better flow when the bottle is in an active state and printing. If you do not follow these instructions, you may experience a UI prompt instructing the user to check the bottle to ensure that it is properly seated within its cubie, that the caps are vented, and that there is enough material to continue the print job.

This change will take effect in November 2021 for all Projet 2500 MJP material bottles.

If you have any questions or concerns, please contact our 3D Systems Hotline for immediate support.

Customer Support Numbers:

US and Canada: 888-598-1438

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