

Customer Information Bulletin



3D Professional Printer

CIB# 00123 Rev_A

Date: 6/5/2019

Subject: Defective specific batch materials that need to be replaced through RMA

Projet MJP 2500 Base, 2500 Plus, 5500, & 5600 Only

Purpose:

Global Announcement

The purpose of this CIB is to inform our customers that as of April 2019, 3D Systems has found and tested defective batches of material within our stock that will need to be RMA/quarantined to prevent issue's within the field for partners and customers alike. Each batch has gone through multiple testing phases for root cause analysis and validation. 3D Systems has identified the issue and is addressing this matter accordingly. 3D Systems understands that the identified defective batches currently in the field will need to be replaced and is prepared to do so in accord with our RMA process. Please be aware that our partners and customers may have these batches currently in stock. Please review this CIB to better understand the steps that will need to be taken moving forward.

Issue:

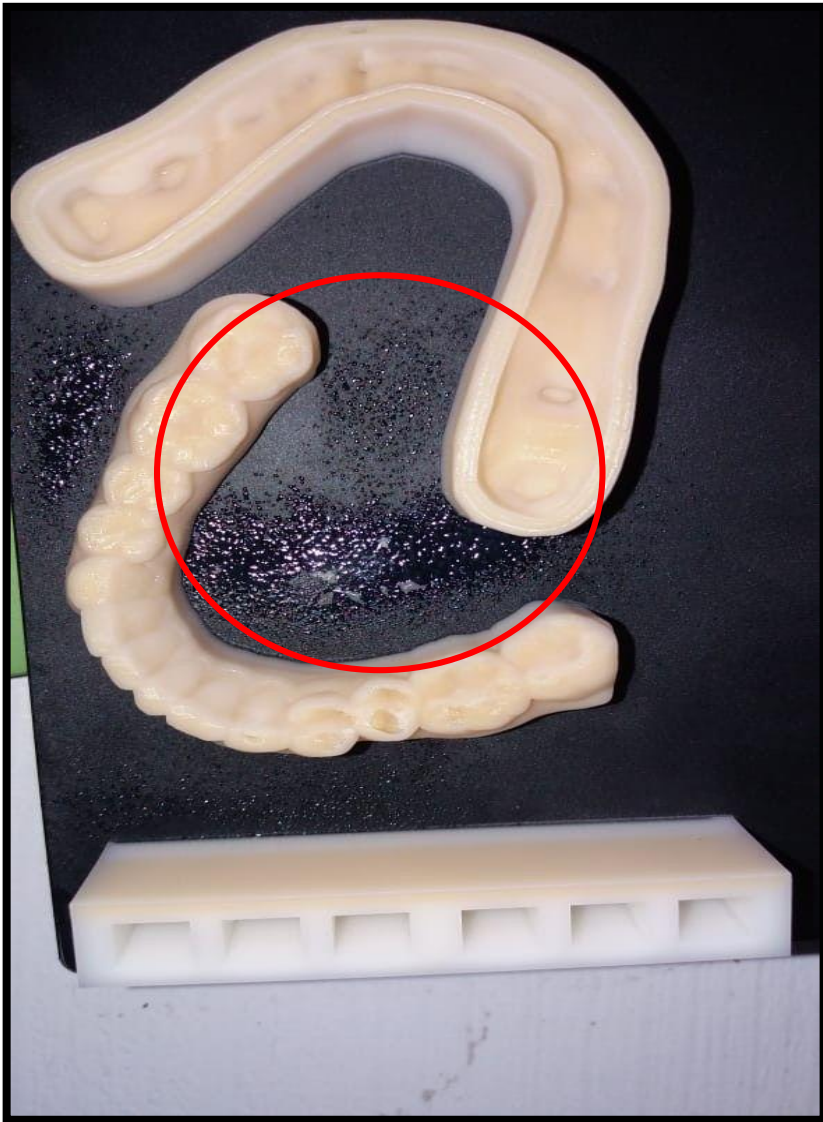
Batches that should be RMA

Please reference slides 2 and 3 of this CIB for what may be expected while printing with defective batches of materials and the results. These batches provided below are only used on the Projet MJP 2500 and 5500/5600 family machines. Please quarantine these batches and inform your current partner and or service provider to begin the RMA process via Material Claim Form.

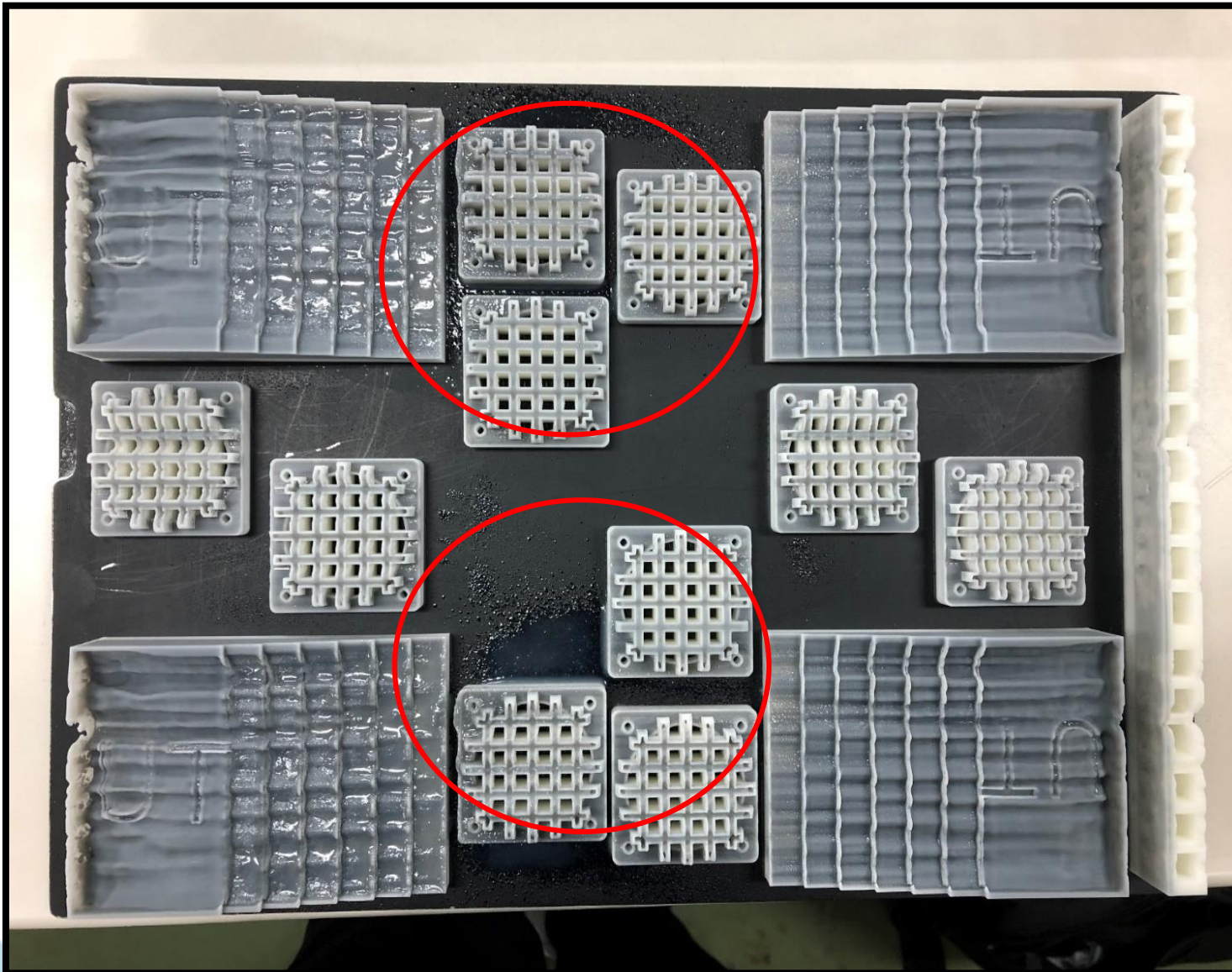
	Visijet M2R-CL 1.5kg (24218-915)	Visijet M2R-BK 1.5kg (24217-915)	Visijet M2R-TN 1.5kg (24240-915)	Visijet M2R-GRY 1.5kg (24207-915)	Visijet M2R-WT 1.5kg (24219-915)
2500 Family- Batch Specific	RR190801A RR180910A RR180703A	RB191401A RB180412A	DY180310A	RG190202B RG180803B RG182003B	RE191201A RE180312A RE181812A
5500&5600 Family- Batch Specific	Visijet CR-CL 200 1.75kg (24208-905)	Visijet CR-WT 200 2.0kg (24209-905)	Visijet CR-BK 2.0kg (24217-905)		
	LC190804A LC181211A LC190801A LC180703A	LW191201A LW191004A LW180607A LW180802A	RB191401A RB181311A		

Symptoms shown from using defective batches

- 3D Systems has identified the issue known as “SNEEZING” shown in these prints (circled in red).
- The artifact appears randomly throughout the build.
- There is no specific pattern for the sneezing.
- You will only see this on the build platform during the print process when the Print head is asked to jet part material on the plate.



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- You will notice compared to the previous slide that the “SNEEZING” effect varies.
- Some may experience large puddles
- The “SNEEZING” will only be found on the build plate. During the print process when the Print head is asked to jet part material.

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Customer Support Hotline

Please contact your Customer Support Hotline at one of the following numbers:

- US and Canada: 888-598-1438
- UK and EMEA: +44 1442 279883
- International: +1 803-326-3930

You can also contact your local 3D Systems representative.

3D Systems' support portal is located at <http://www.3dsystems.com/support>

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