Customer Information Bulletin

3DSYSTEMS

| | X | Advisory | | | Upgrade / Repair / Retrofit | | | Safety Alert |

Purpose: Service and Maintenance Items for the ProJet ® 1200   **ProJet® 1200**

Greetings ProJet ® 1200 customers and resellers,

Thank you for your business and your purchase of the ProJet 1200. There are a few service and maintenance items we would like to bring to your attention.

Returning Material

We have identified a batch of material that is prone to leaking. Please return all material from batch GR140315-01 to your reseller for exchange. The batch number is on the cartridge box. Resellers will use the normal material RMA process for material exchange.
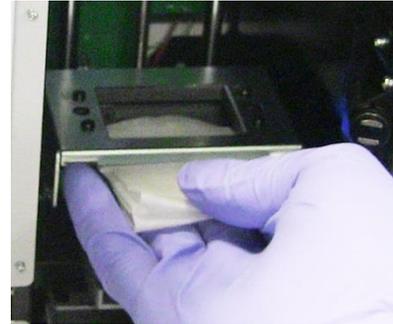
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Inserting a New Material Cartridge

1. Open alcohol wipe found in new cartridge or a lint free tissue.

2. Wearing nitrile gloves, wipe off entire underside of cartridge holder.

NOTE: Always wear nitrile gloves when handling parts inside the ProJet 1200 to prevent material from contacting skin.

The following short video clip demonstrates how to properly clean the cartridge holder. See "Cleaning Cartridge Clamp" Video link.

3. Check material cartridge to ensure tab is folded over and facing the front of machine, if not, fold over now.

4. Insert the material cartridge into the material cartridge support and then under the material cartridge clamp.

5. This video clip demonstrates the correct way to insert the new cartridge. See "Install Material Cartridge" Video link.

Wiping off cartridge clamp
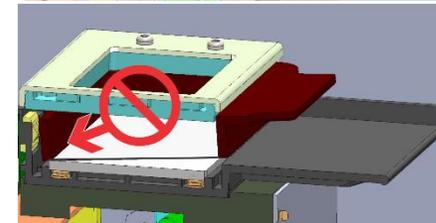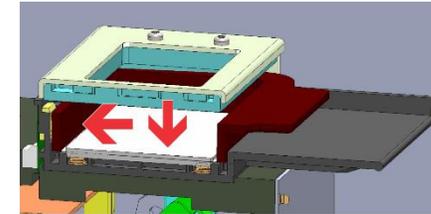
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NOTE: The material cartridge will set into a pocket on top of the glass.

CAUTION: It is very important that the cartridge be seated correctly in the pocket or else a leak can be created in the cartridge which may damage the system.

CAUTION: If a leak/spill occurs do not run the printer. UV curing will harden it on the glass and that will make it very hard to remove. A long cleaning swab and isopropyl alcohol will help clean up any spilled resin.

6. Push the material cartridge clamp lever down to lower the cartridge clamp. (1)

NOTE: Ensure the clamp is locked. If the clamp requires a lot of force to lock, check that the cartridge is seated properly in the pocket.

NOTE: Only put a cartridge in the printer and clamp it once. Repeating clamping can break the seal between the film and the cartridge.

7. Carefully pull cover off of material cartridge. (2)
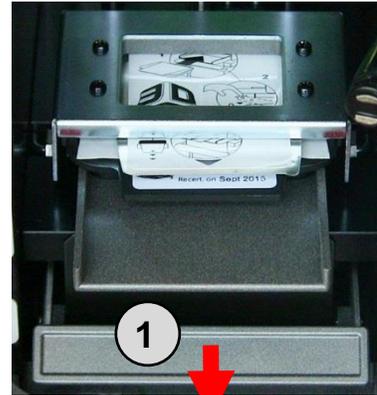
Push clamp down
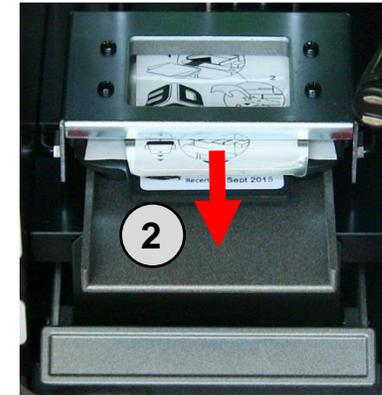
Remove cover from material cartridge

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Manually Creating Stronger Supports

Supports on the ProJet 1200 are sometimes smaller than what is needed to hold the part on the build platform during the build. During a build when the part lifts off the film sometimes it breaks off at the supports. We are working on a software change to make the supports stronger, especially on the lowest region of the part. As a work around, adding additional supports on the lowest region of the part will work. This is done using the "Manual Supports" function in the Geomagic Print software.
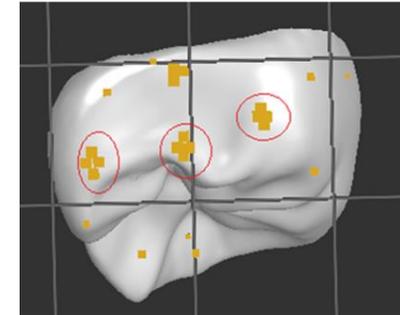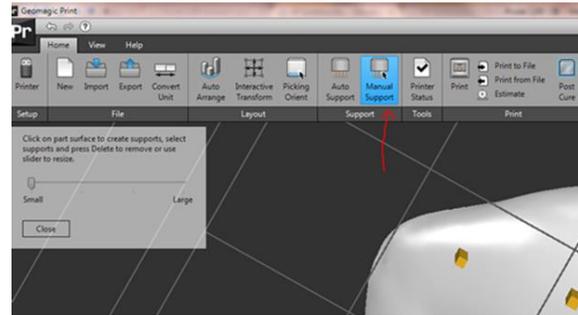
Shipping Precautions

Whenever shipping the ProJet 1200 ensure that the material cartridge has been removed and tape down the clamp lever with painter's tape or any tape that will not leave residue, holding the dummy cartridge in place. You can also roll up foam packing material and insert above the cartridge lever. Complete repacking instructions are now available on 3DS Central. Repacking instructions can also be found in the User Manual that is also available on 3DS Central.
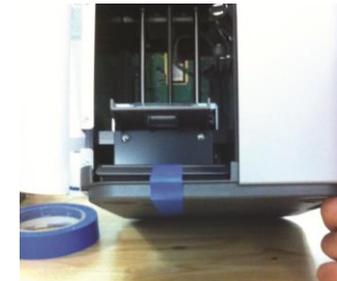
Caution: Material Cartridge Sharp Edges

There are two sharp corners on machines manufactured after June 15, 2014 on the material cartridge tray. Be careful not to push down on the cartridge while it is being inserted into the machine or while it is being removed from the machine. It can scratch or tear the film.
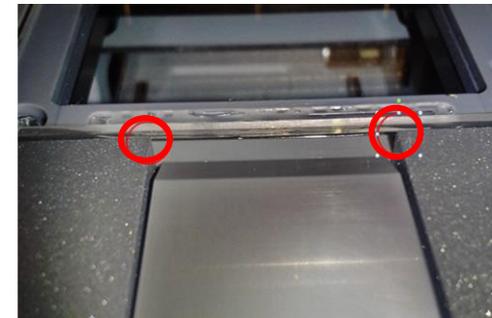
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Trouble with Builds

If you are having trouble with builds where nothing is building on the print platform and it cures on the film in the cartridge, you can download a new build parameter file and instructions on how to install it from 3DS Central. This build parameter file increases the curing time for the first layer to ensure that it sticks to the build platform. This will be updated in the next software release.

Please note that most of the times when this happens it is due to the build platform clamp not being lowered or the material cartridge isn't properly seated as noted in item **"Inserting the New Material Cartridge".**

Best regards,

3D Systems