

Core Series FAQ'S

C- Create Software
S - Support

P - Printer
D – Documents

	Question	Answer
C	What do I need to do when the printer does not automatically show up in the print manager, although it is connected to the same network?	You need to manually add the printer by the IP address shown in the printer display. Wi-Fi Channels restricted to Channel 11 and below - please disable router automatic channel selection and set the channel to 11 or below (NOT US)
C	what types of files are needed for the B9Create print job?	. STL files are required for use with Core Series
C	What computer requirements does the B9Create software have?	Any Mac or PC using a recent OS and a decent graphics card will do. The better the graphic card performance the faster the slicing.
C	How is the B9Create software updated?	As soon as there is an update available, the B9Create tells the user to update. An internet connection to the printer to update the printer Firmware.
C	Is the B9Create software protected by a dongle?	No, the printer is the dongle, but you can install the software on additional PCs.
C	Is there a license fee for the B9Create software?	No
C	How many printers can be run by one B9Create software?	There is no limitation in the software. It will probably be more the space for all those printers that limit the amount.
C	What is the best orientation for the model?	Please see the Orientation and Support guidelines .

C	What does the view slices function do?	The print analyzes function checks for unsupported areas that may cause a print failure. The unsupported areas show up in red when looking through the print slices. This is a theoretical calculation that does not consider material properties. So, if only a slim red line shows up this will not cause any print failures. if large areas show up in red, then supports is needed.
C	How is build time affected by orientation?	Assuming a constant slice thickness, the higher the build volume is the longer the print time. This is not linear, as the software checks for delicate areas and adjusts the movement for the Z-Axis to ensure that everything is printed well. But the estimate is: double the height, double the time.
C	I'm receiving this error message when trying to open a file in the Print Editor: The model cannot be located. Do you want to locate it manually?	This message occurs If you transfer a .cpj file to another computer or another directory location without also transferring the associated. stl files, you will get this message. If you still wish to open/edit the .cpj file then you will need to either put the associated .stl files in the same directory as the .cpj file or manually browse to the location of the .stl files and select them.
C	What if the foundation is thinner or thicker than designed?	The foundation layer is needed for a support structure for bigger objects to ensure the adhesion to the build table and the stabilization of the object. Thickness can vary some 0.1 mm but will not influence the build of the object above the foundation layer.
C	Where can I download the most recent B9Create Software?	See Core Series Getting Started.

C	How can I turn a CPJ file into an STL file?	This can be done by loading up a CPJ file in the Print Editor, and then going File->Export. Change the file type at the bottom to an STL file. This will save the models and all their supports into an STL.
C	How do I Add, Download or Remove a print in the Printer Library while printing?	During the printing process, these functions are not available.
D	How do I know how long to post-cure each material?	Please see the B9 Model Cure operation guide .
D	What design platforms do we recommend and what is the validation process?	Currently, we do not have recommendations on which design software your customer uses. They should choose software that meets their design needs. The only requirement is that the software can output the design in an STL format.
P	Can I mix used material and fresh material?	To refill in the DuraVat material can be mixed. Always adding new material to old.
P	Can I pour back unused material in the bottle?	It is recommended to use <u>a separate bottle</u> to store material that has been in the DuraVat. Be sure to check for debris in the material and always use the strainer when pouring back material into a bottle.
P	Is there an automatic identification of the material by the printer?	No this is not implemented. The user needs to set the right material matching the material in the DuraVat. If the wrong material settings are used, the print may fail and in rare cases, the DuraVat window may get damaged.
P	What is the minimum material volume needed?	The material needs to cover at least the complete DuraVat window and must be enough to match or exceed the volume of the object printed. It is better to have more material than to restart your print.

P	What is the shelf-life of the material?	Refer to specific materials.
P	How do I know when to replace the material DuraVat?	When you detect damage such as holes or colored areas in the film window by visual inspection.
P	How is the print cured?	We recommend the B9 Model Cure or the B9 Model Cure HD which provides 3x the curing energy compared to the B9 Model Cure.
P	Why is the DuraVat so expensive?	There is a special component in the DuraVat that protects the film from a chemical reaction with the material. This component is unique and expensive, but it ensures the lifetime of the DuraVat to be this long (if it is not mechanically damaged).
P	Can the printer be linked by the external network (e.g. can someone in New York control a printer in Los Angeles)?	No, this is not possible. In addition to security issues, it is important that the printer is manually started by someone that can verify the material is in the DuraVat, and that no debris is present before starting a print. However, an organization may choose to have a central location that STL files are sent to for printing. It simply requires that someone start the print job.
P	What is the warranty?	The warranty that comes with the printer is for 1 year and it states: Product will be free from defects in material and manufacture for a period of 1 year. Warranty does not apply to misuse, tampering, abuse, normal wear and tear, damage caused by an electrical power surge, or operation in ways not recommended or authorized by B9Creations.
P	Is calibration required?	No, all necessary calibration has been done during production.

P	Do I need to be at the printer to start printing?	Yes, this ensures by visual inspection of the DuraVat and the build table that everything is prepared for the next print (e.g. no debris in the resin or on the build table).
P	When does the light bulb need replacement?	The lifetime of the LED light source is more than 20,000 hours so replacement is not expected.
P	Is there a dead stop for the Build Table?	Yes, there is, be sure to always turn clockwise until it does not wobble.
P	Is there a dead stop for the DuraVat?	Yes, there is, push the DuraVat in the slot until you hear the click and see the green line fully.
P	How long do the filters last?	During normal use, the filters need to be changed every 3 months. In especially dusty areas and in heavy use (24/7) please change more frequent. The lower filters can be washed with water and soap. Please make sure to dry completely before installing it.
P	Can I start a print from the PC directly?	No, it is advised to check the build table and DuraVat before starting a new print to make sure the material is correct and there is no residual cured material that may damage the film window.
P	Is there a preferred position on the build table for better accuracy?	No, all areas of the build table are of equal accuracy. There is no distortion from the light engine (as there is for laser-based systems)
P	What does the factory reset do?	It erases all customer defined settings and deletes all print files, but it does not delete material files or the Firmware.
P	How many prints can be stored on the printer?	limited to 75 prints but also depending on the file size

P	What care does the DuraVat need?	The window in the DuraVat is the delicate component that must be treated very carefully. Never use sharp or metallic tools to clean the DuraVat. Even fingernails may damage the film. Use only included silicone spatula and glove protected fingertips when touching the DuraVat window. Carefully clean the DuraVat with isopropyl and microfiber cloths only.
P	Does the printer need light protection?	The material cures a 405nm, which is deep blue. Normal office lights, especially white LED lights do contain this wavelength, so material may be hardened when exposed to this light. During printing the printer does not need light protection, the orange windows prevent the blue light to enter. But when handling the DuraVat, no direct bright light exposure (e.g. LED white light or sunlight) should be present.
P	How do I test the printer?	A standard print file is provided with the printer. Print it in the assigned material and see the results.
P	What infrastructure is needed?	AC power (110-250V, 50-60Hz), an even table able to hold 30kg, dust reduced environment, an ultrasonic bath and a B9 Model Cure Power for post-curing.
P	How do I get print samples?	We are happy to print samples for customers interested in purchasing a Core Series printer.
P	How does technical support work?	The customer contacts Technical Support if they are having issues printing or need general troubleshooting assistance with the printer. They will be instructed to try a "test print" for validation to determine if it's a printer issue or possibly a B9Create or workflow issue. As needed, tech services will work to troubleshoot

		issues remotely. If printer issues can't be addressed remotely with support from tech services, it will be returned for service.
P	Are there ongoing support fees?	No
P	If the LED bulb is damaged in transport can the customer replace it?	No, if a replacement is required due to damage, it would need to be returned for repair as significant calibration is required to replace it.
P	How important is detail level	Detail level is important and is dependent on application.
P	How sensitive to light are the finished prints?	Prints are sensitive to light once they are removed from the printer. Once they are removed, they should be cleaned and cured. If they are left in the printer with the door closed, the light will not affect the print.
P	My print DuraVat window appears to have small divots or piercings.	It's critical that the DuraVat window does not encounter any sharp objects, such as a fingernail, or excessive pulling force trying to remove a failed print stuck to the surface. In these instances, the thin film can be cut or torn, causing the DuraVat to not work correctly. This damage can also occur when either a print remnant was in the resin or on the build table surface at the beginning of a new print. When the printing process begins the build, table is lowered to the proximity of the DuraVat windows film surface. A print remnant or debris of just 20 microns can leave a permanent impression in the film surface, causing the DuraVat to not work correctly. It's always important to clean the build table thoroughly and to assure there are no material particles in the DuraVat. If unsure, it is always best to clean

		out the DuraVat and strain the material to catch any possible debris.
P	Does B9 Resins work on other printers?	Potentially, if the other printer uses a wavelength of 405nm.
P	I see white splotches on my cured print.	This is a result of curing the print before the isopropyl alcohol is thoroughly dried. The isopropyl cures on the appliance leaving a white area.
P	Where can I find the Core Series Operating Manual?	See: Core Series 530, 550 Users Manual
P	What happens if you upload an unsliced CPJ file to a printer?	Printing without slicing is not possible. If you try to transfer the file through the network B9Create will ask if you want to slice the file. If the transfer is done via USB it will give an error.
P	I find that if the printer sits idle for a period to get the Wi-Fi to connect to the printer, I must turn off the power (switch on the back) and then back on again to connect?	Try restarting the B9Create or just clicking “Add a printer” and entering the IP address.
P	How can I send a Print Job for further investigations?	Please identify your sliced .cpj and .stl file, open a ticket at B9Creations Support Portal and add it to a ticket.
P	How do I connect to Wi-Fi?	Currently, the printer can only be used for router channels 1-11. The router must be adjusted on one of the channels 1-11 manually.

		<p>Auto Channel in Router must be switched off. See the manual of your Router or ask your network admin.</p>
<p>P</p>	<p>USB Cpj files not transferring to the printer.</p>	<ol style="list-style-type: none"> 1. Bad USB, try a different USB 2. Verify printer USB operation: <ol style="list-style-type: none"> a) inserting a USB into the printer. b) Selecting USB Transfer on the main screen. Wait until the right and left screens are populated. c) On the left screen scroll to the Sample Print d) Hold your finger on the "Sample Print until the message appears "Do you want to transfer the Sample print to the USB? Select "Yes". e) The "Sample Print should now be on the USB. 1. Again Select "USB Transfer" on the main screen if operating correctly the Sample Print should then appear on the right side "USB Memory" screen.
<p>P</p>	<p>How do I update the Printer Firmware via USB?</p>	<p>In the B9Create select “settings” (gear symbol) and then scroll down to “Latest Firmware Version: xx” and select “Show Firmware Update Files”. The file will be displayed in the explorer window. Transfer the file to a USB drive and insert the USB drive into your printer. Select the file via the “USB Transfer” menu icon on the printer display and follow the instructions.</p>
<p>P</p>	<p>How do I update the Printer Firmware via Network with an Internet connection?</p>	<p>A new update is displayed in the B9Create Print Manager in an orange window indicating “Firmware Update!” When selecting the printer, the update button appears. Click on it and follow the instructions.</p>

P	Can other files than STL files be printed with the Core Series?	B9Create accepts only STL files. Other files like OBJ cannot be uploaded
P	How can I delete the print files on the printer?	Via the B9Create on the connected PC in the network or at the printer by pressing and hold on the name of the print to be removed in the print library and following the instructions.
P	How to change the resin material?	Please see: Core Series Post Printing and DuraVat Cleaning Procedures
P	How to clean the printer case?	It can be cleaned with water and a soft and clean cloth. Resin residuals can be cleaned with isopropyl and a soft and clean cloth. Do not use Acetone.
P	Which environmental conditions are needed for the Printer?	Dust from milling and gypsum should be avoided. The area around the printer should not be influenced by direct sunlight or strong UV light sources.
P	What shall I do in case of loss of power?	Unfortunately, your print job has failed, and you must restart it completely. Please ensure proper removal of already printed parts, cleaning the building platform, refill material and start again afterward.
P	Do I need elevated temperatures for cleaning with ultra-sonic?	No. Please keep your water bath cool the entire process. Exchange your water with cold periodically.
P	There are some bubbles from shaking the resin when filling the DuraVat. Do they affect printing quality negatively?	As the building platform dives into the resin bubbles will be repressed and displaced. Usually, they will not appear inside your print.
P	Will it adversely affect the DuraVat (or the resin) if the resin is left in a covered DuraVat for a few days?	No, the resin will remain intact as long as the DuraVat film is exposed to air and the resin is well mixed prior to use.

P	Q: What does "recharging" the DuraVat accomplish?	During the printing process, oxygen is depleted from the window. The Recharging Process allows the window to be replenished with oxygen. Oxygen is critical for optimal printing.
P	Can resin be left in the DuraVat	We recommend that if you leave the resin in the DuraVat, you tilt the DuraVat to expose the entire window per the Recharge Process . Resin should be mixed prior to reuse with the spatula provided. Mixing should not be done over the window area.
P	Core Sample Print installed on a new printer will not print.	At the Printer delete the Core Sample print. Reboot the printer using the back-toggle switch.
P	The Build Table will not rise high enough to remove or insert the DuraVat.	Start a print and "Abort" the Print immediately. The build table should rise 1-2 inches.
P	<p>Core The height the build table rises after a print is dependent upon the height of the print which was just completed. Therefore, normal operation is the build table that will raise to various heights after a print to reduce printing time.</p> <p>When beginning a new print, the Build Table may raise or lower is also normal operation.</p> <p>Series Build Table does not rise to the top position after a print is completed.</p>	<p>The height the build table rises after a print is dependent upon the height of the print which was just completed. Therefore, normal operation is the build table that will raise to various heights after a print to reduce printing time.</p> <p>When beginning a new print, the Build Table may raise or lower is also normal operation.</p>

	Code	Possible Cause	Remedy
P	25000	This error code will be displayed if the printer is rebooted during a print cycle.	Retry the print
	25009 or 25011	Slicing Error	Slightly adjust the layout in Create Software, re-slice, and reprint.
	ERROR - MAX LED TEMP EXCEEDED, ABORTING PRINT or 25010	<ul style="list-style-type: none"> Printer environment too warm Air Filters are dirty Inadequate Printer airflow clearance 	Turn printer "Off" for 10 minutes, ensure the printer is in an office temperature environment, air filters are clean and there are twelve inches of printer clearance.
S	Where can I download the most recent B9Create Software?	On the B9Creations Support Portal or b9c.com/support	
S	How should the resin be mixed when it is in the DuraVat?	Remove the build table, pull the DuraVat out of the printer, then stir with the soft silicone spatula provided in the accessories kit. Never stir the resin with the material DuraVat fully inside the machine, too easy to cause resin spills on the build chamber window.	
S	Can I use other post-curing devices than the B9 Model Cure?	No. All parameters like printing, Material, and post-curing are optimized to the existing system consisting of B9 Model Cure and materials respectively. Those components are already validated and safe.	
S	Can I use ethanol instead of isopropanol for cleansing?	Yes. Ethanol (pure) works as well.	
S	Can 3rd party materials be used?	Yes, however, <u>the DuraVat warranty is voided</u> . We do not supply settings for 3 rd party resins.	

S	How are undercuts captured?	Undercuts need to be supported because the area closest to the build table will print in the resin and not be a part of the print.
S	Can I begin printing after cleaning the DuraVat?	You can but you have to ensure that the material DuraVat is clean, recharged and completely dry without residues. Please “shake well” the material prior to use.