



CREATE REALITY,ACHIEVE DREAMS

Ender-3 Max Neo

Ender-3 Max Neo

3D Printer User Manual

V1.2

To Our Dear Users

Thank you for choosing Creality. For your convenience, please read through this User Manual before you start and follow the instructions provided carefully.

Creality is always ready to provide you with high-quality services. If you encounter any issues or have any questions when using our products, please use the contact information at the end of this manual to contact us. To further improve your user experience, you can find more about our devices via the following methods:

User manual: You can find instructions and videos in the memory card provided with the printer.

You can also visit our official website (<https://www.creality.com>) to find information regarding software, hardware, contact information, device instructions, device warranty information, and more.

Firmware Upgrade

Please visit our official website <https://www.creality.com/download>. Click Homepage → Support → Download.

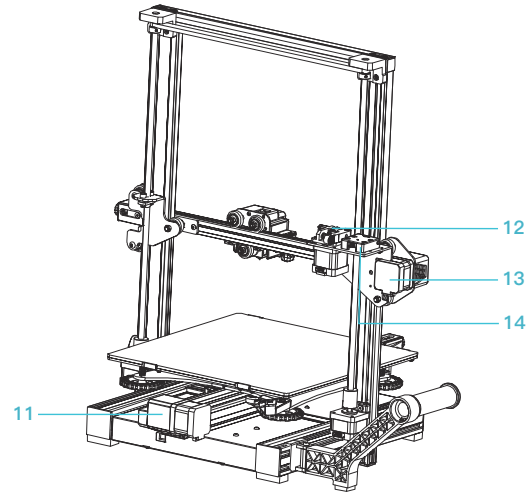
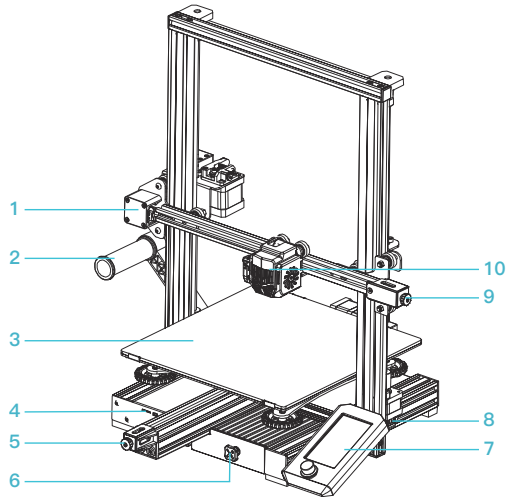
Download the required firmware and install it.

- ❶ Do not use this printer by methods or operations that are not described in this manual, otherwise it may result in accidental injury or property damage.
- ❷ Do not place this printer near flammable materials, explosive materials or high heat sources. Please place this printer in a ventilated, cool and low-dust environment.
- ❸ Do not place this printer in a vibrating or any other unstable environment, as the printing quality will be compromised when the printer shakes.
- ❹ Please use the filament recommended by the manufacturer, otherwise the nozzle may be clogged or the printer may be damaged.
- ❺ Please use the power cord provided with the printer and do not use the power cord of other products. The power plug must be plugged into a three-hole socket with a ground wire.
- ❻ Do not touch the nozzle or hotbed while the printer is in operation, otherwise you may get burned.
- ❼ Do not wear gloves or accessories while operating the printer, otherwise the moving parts may cause accidental injury including cuts and lacerations.
- ❽ After the printing process is complete, please use tools to clean up the filament on the nozzle while the nozzle is still hot. Do not touch the nozzle with your hands when cleaning, otherwise your hands may get burned.
- ❾ Please regularly clean the printer body with a dry cloth while the power is off, and wipe off dust, sticky printing materials, and foreign objects on the guide rails.
- ❿ Children under the age of 10 must not use this printer without adult supervision in order to avoid accidental injury.
- ⓫ This printer has a safety protection mechanism. Please do not manually move the nozzle or printing platform quickly while the printer is on, otherwise the printer will automatically power off for protection.
- ⓬ Users should abide by the laws and regulations of the corresponding country and region where the equipment is located (place of use), abide by professional ethics, and pay attention to safety obligations. The use of our products or equipment for any illegal purpose is strictly prohibited. Our company is not responsible for the relevant legal responsibilities of any violators.



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1. About the Printer



1 X Axis Limit Switch

2 Filament Holder

3 Printing Platform

4 Storage Card Slot

5 Tension Adjustment 01

6 Tool box

7 Screen

8 Power Switch

9 Tension Adjustment 02

10 Nozzle Kit

11 Motor 01

12 Extrusion kit

13 Motor 02

14 Filament Detector

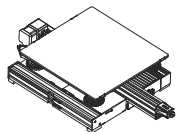
2. Equipment Parameters



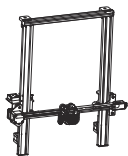
Basic Parameters	
Model	Ender-3 Max Neo
Language	English
Print Method	TF card/USB online printing
Molding Technology	FDM
Number Of Nozzles	1
Printing Size	300*300*320mm
Layer Thickness	0.1-0.35mm
Printing Speed	≤60mm/s
Nozzle Diameter	0.4mm
Heated Bed Temperature	≤100°C
Nozzle Temperature	≤260°C
Printing Materials	PLA/ABS/PETG/Wood
Filament Diameter	1.75mm
Supported Slicing File Formats	STL/OBJ/AMF
Machine Size	516*582*590mm
Machine Weight	10.5KG
Package Size	665*555*290mm
Package Weight	13.5KG
Rated Voltage	100-120V~ 200-240V~ 50/60Hz
Operation System	WIN/MAC/Linux
Rated Power	350W
Display Screen	4.3 inch

3. Package Content

Parts List



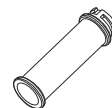
1 Base Frame



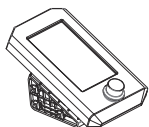
2 Gantry Frame



3 Material rack



4 Material barrel



5 Display Screen



6 Filament

Tools list



7 Cutting pliers



8 Nozzle Cleaner



9 Power cable



10 Cable tie



11 TF card /Card reader



12 M5x65 Hexagon round head screws x4



13 Blade



14 Wrench and screwdriver



15 Blue clip x2

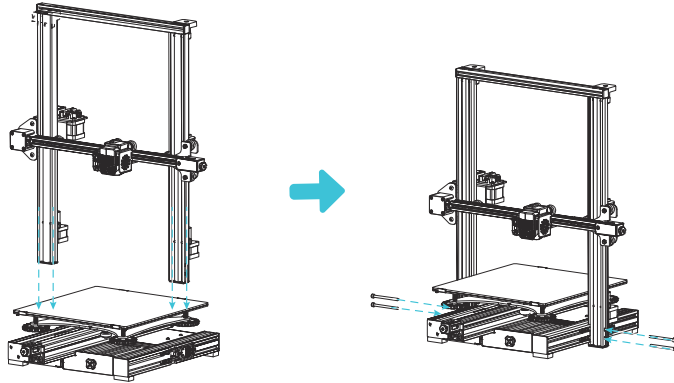


16 Nozzle

4. Product Installation

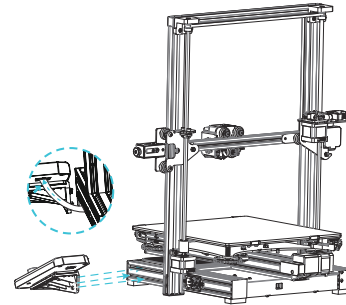
1. Gantry installation

Place the gantry frame in the slot of the base and pre-lock with four M5x65 hexagon socket head spring washer combination screws aligned with the hole, and then tighten the screws.



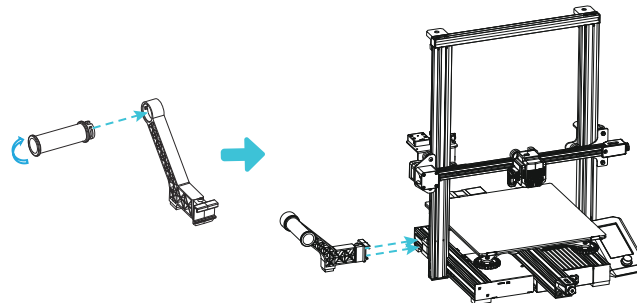
2. Gantry installation

- Place the screen kit on the right side of the profile, snap it into the profile horizontally and then tighten the screws.
- Connect the cable of the screen, as shown below.



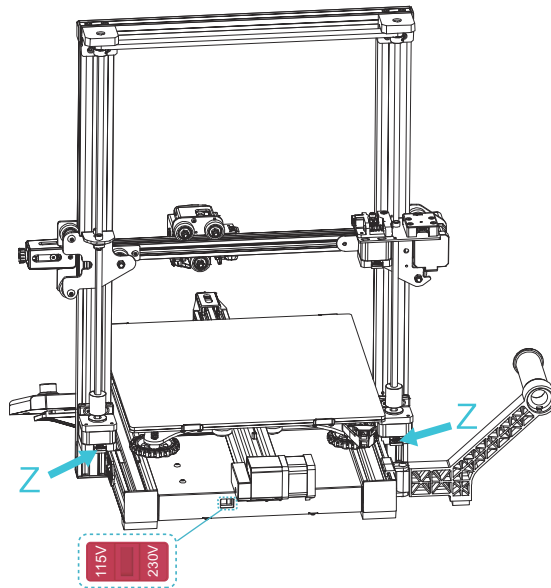
3. Material rack installation

Fit the front slot of the installed material rack to the front slot of the profile, and then press down to clamp the bottom of the profile.



5. Equipment Wiring

Connect the Z-axis stepper motor as prompted on the label on the 6-pin (4 wires) port.

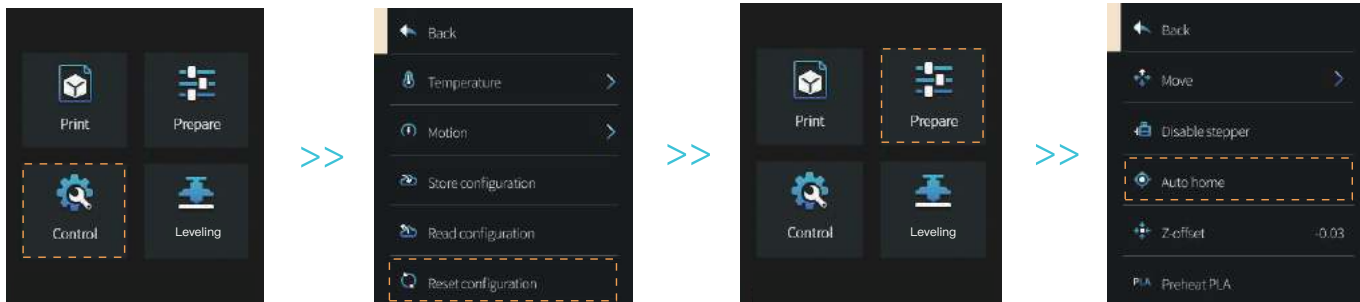


Caution

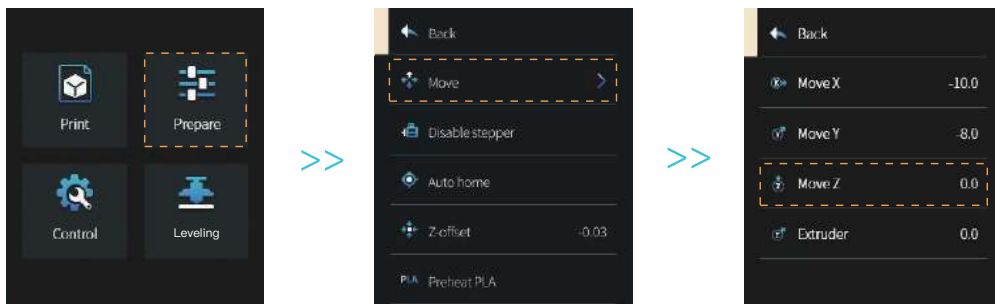
- Please ensure the correct position for the power supply switch and mains before supply connection, in order to avoid damage to the device.
- If the mains between 100V and 120V, please select the 115V for the power supply switch.
- If the mains between 200V and 240V, please select the 230V for the power supply switch(default is 230V).

6. Initialization Settings

1. Enter “Control → Reset configuration” to reset the printer parameters.
2. Enter “Prepare→ Auto Home” and return to the starting position.

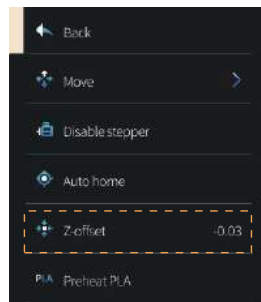
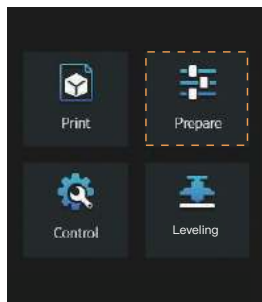


3. Enter “Prepare → Move → Move Z”, and clear the value.

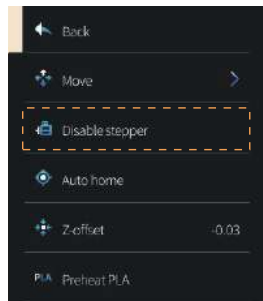
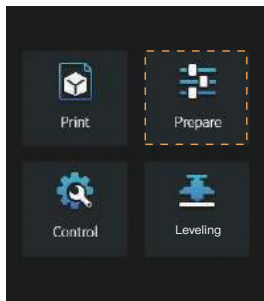


7. Initialization Settings

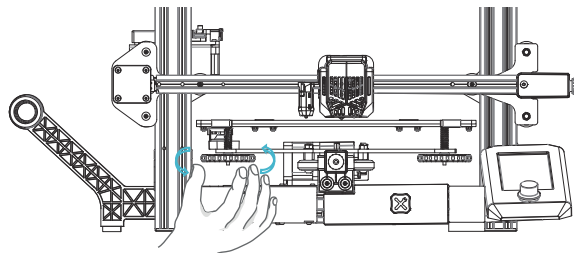
4. Enter “Prepare→Z-offset”, adjust the Z-axis compensation value so that the height from the nozzle to the platform is almost the thickness of a piece of A4 paper (0.08–0.1mm), click the knob to confirm, and complete the center point leveling.



5. Enter “Prepare → Disable stepper” to turn off all enabled motors.



6. Adjust the knob at the bottom of the hotbed, move the nozzle to the four corners of the printing platform, so that the height of the nozzle to the printing platform is almost the thickness of a piece of A4 paper (0.08–0.1mm) to ensure that the four corners are leveled.

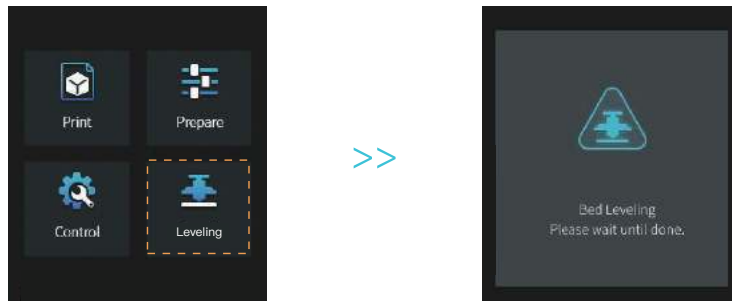


The interface is for reference only, and the actual UI shall prevail.

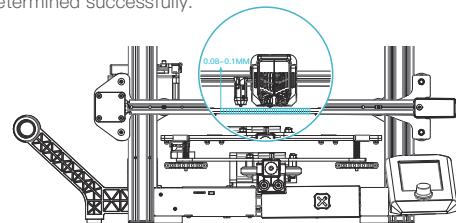
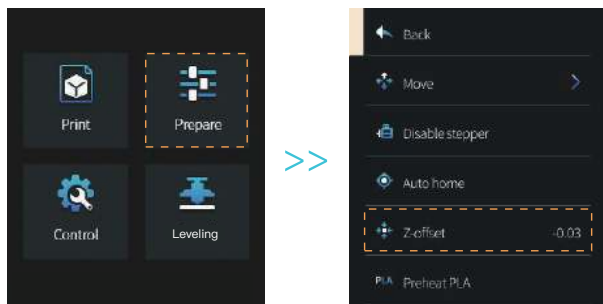
08. Automatic leveling










1. Turn on the equipment and select “Leveling”.

Default operation: The printer first automatically returns home for automatic calibration of 25 points, and then returns home again to complete the leveling.

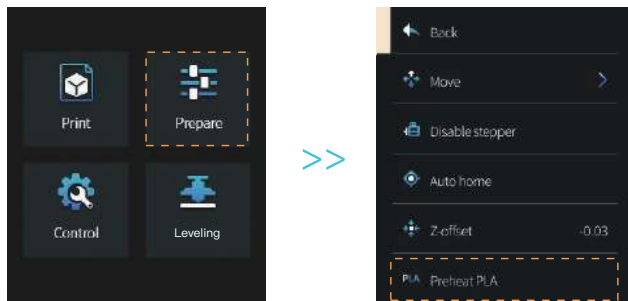


2. Enter “Prepare→Z-offset”, adjust the Z-axis compensation value so that the height from the nozzle to the printing platform is about the thickness of a piece of A4 paper (0.08–0.1mm), click the knob to confirm, and the Z-axis compensation value is determined successfully.

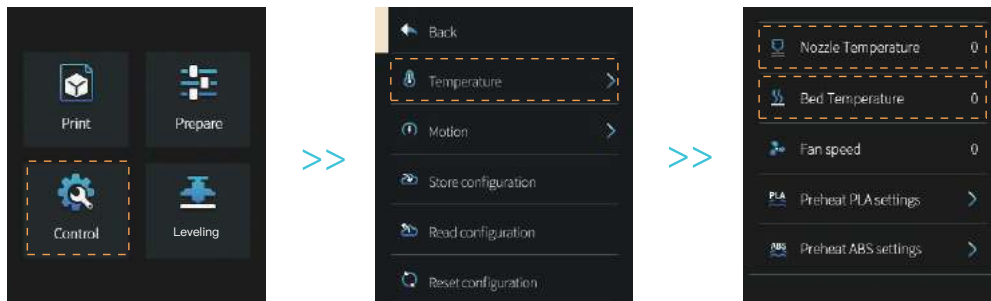


		 The nozzle is so far away from the platform that the filaments can't attach to the platform.
		 Filaments are extruded evenly, just sticking on the platform.
		 The nozzle is so close to the platform that the filaments are not extruded enough, or even scratch the platform.

Method1

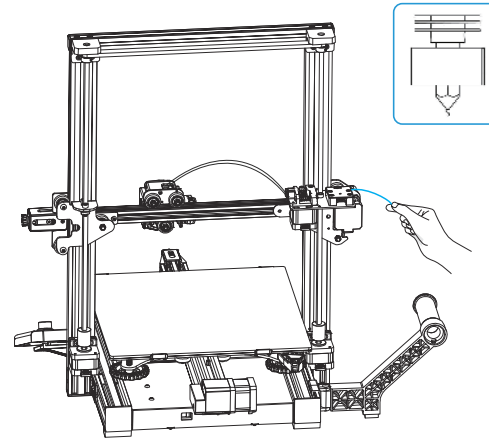
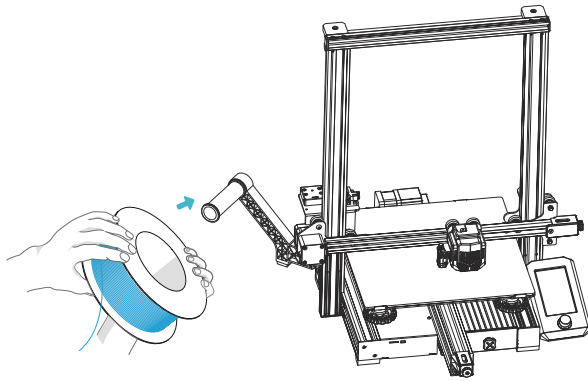


Method2



10. Filling the Filament

1. When you are waiting for the temperature to rise, hang the consumables on the rack.
2. Press and hold the extrusion spring and insert the filaments into the nozzle position along the extruder hole. When the temperature reaches the set target value, you can see that there are filaments flowing out of the nozzle and the loading is completed.



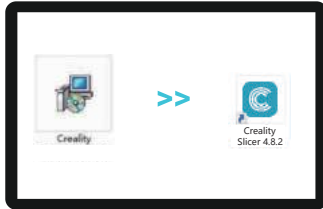
In order to successfully load the filament, the end of the filament should be in the position as shown in the figure.



Replacing the Filaments:

1. When the printer starts printing, cut the filaments near the extruder and feed the filaments slowly until they are fed into the printer's pipe.
2. After the printer has finished printed and been cooled, heat the nozzle to 185°C+, then take out filaments, and replace the filaments following step 1.
3. Replace filaments during printing and adjust the printing speed to 10%, and then replace the filaments following step 2.

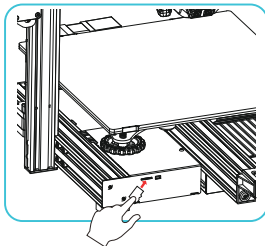
11. Start Printing



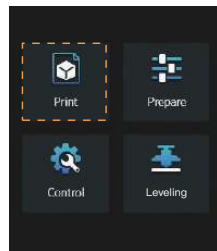
1. Double click to install the software.
2. Double click to open the software.



4. Open Creality 3D slicer → Load (Read file) → Select file.



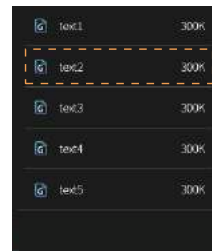
6. Insert the storage card, print and then select the file to be print.



3. Select language → Next → Select your machine → Next → Finish.



5. Generate G-code, and save the code file to storage card.



For details on the software instructions, please refer to the slicing software manual in the memory card!



Please don't insert or remove storage card during printing.



Note: The file name must only contain Latin letters and numbers. Chinese characters or special symbols must not be used.

Due to the differences between different machine models, the physical objects and the images can be differ.The final explanation rights shall be reserved by Shenzhen Creality 3D Technology Co, Ltd.



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