

Warranty and FAQ

Important notice

You can personalise your Prusa i3 HEPHESTOS and update it with the latest innovations that appear in the community. However, it is important that you understand that modifying the kit, integrating it with other products, or printing with materials which require temperatures above 230 °C or are different from those recommended on the www.bq.com website, will immediately invalidate the Warranty.

The Warranty covering the Ramps electronics will be invalidated if you make incorrect connections or if you modify the calibration of the motor drivers.

The Warranty of the printed parts will be invalidated in the event of breakage due to inappropriate handling during assembly. Some of these parts are small and fragile. You should therefore take great care when handling them during assembly. Pay special attention to:

Upper supports for Z axis

If you don't sand them sufficiently, you could force the parts to the point of breakage when inserting the smooth rods.

Pulley

This part can break when the bearings are inserted. If this happens it is not critical for the functioning of the printer, as you can fit the bearing on its own without the pulley.

Corner for Y axis

Insert the smooth rods carefully. They must be fitted from the side and not from above.

Right X axis and left X axis

If you don't sand these parts sufficiently, you could force them to the point of breakage when inserting the rods.

Chain coupling for left X axis

Take care when connecting the chains.

Take care when **embedding the nuts** with the soldering iron, as the heat could damage or melt the parts.

Information about the Warranty

You can consult the Warranty for this product via this link:

www.bq.com/warranty

Safety precautions

When using your Prusa i3 Hephestos please follow these safety recommendations:

- Do not use damaged cables or connectors, or loose sockets. Do not bend or damage the power cable. Do not touch the power cable with wet hands, and do not pull the cable to unplug the charger.
- Hephestos works at high temperatures and uses mobile parts which can cause injuries when being moved. Do not touch the inside of the printer or the extruder during printing because they reach high temperatures during operation.
- Do not knock or drop the 3D printer, and do not connect it with cables which have not been approved by the manufacturer.
- Handle and dispose of the consumables carefully.
- In potentially explosive environments or near flammable chemical products, switch off the 3D printer. Always observe regulations, instructions and warning signs.
- Ensure that any small 3D-printed parts, and parts which could be dangerous for small children, remain out of their reach.
- Do not store or transport flammable liquids, gases or explosive materials in the same compartment as the 3D printer, its parts or accessories.
- Monitor the printing process while your Hephestos is in operation.

FAQ

I can't load the filament into the extruder

Re-trim the end of the filament. Discard the areas which are damaged or folded or severely bent.

My LCD panel is displaying odd characters – what should I do?

Remove the SD card and reinsert it into the printer. If the problem persists, switch the machine off and then switch it back on again.

When the printing is finished, I can't remove the pieces

This is because the extruder is too close to the bed, causing the first layer of the parts to adhere strongly. To remove the part, you can put the print bed into warm water. If you are still unable to unstuck the printed object, use a spatula or similar object to carefully lift the edges. You will need to readjust the level of the bed so that it is further away from the extruder.

The part does not adhere to the print bed

This is because there is too great a distance between the extruder and the bed. Readjust the level of the bed to move it closer to the extruder. Remember to also use lacquer to make the polymer adhere more easily. Otherwise the objects will not adhere properly to the print bed.

The part was printing correctly at first, but the edges have started to come unstuck

This is also due to incorrect levelling. If the distance between the top of the extruder and the bed is greater than necessary, the filament at the ends of the part will not adhere well and will come unstuck. Another way to increase the adherence is to spray a little lacquer on the bed before beginning to print.

Can I pause a print job?

You can pause a print job by pressing the control wheel and selecting the **Pause Print** option. When you want to resume printing, go back to the menu and press **Resume Print**.

Can I stop a print job?

You can stop a print job by pressing the control wheel and selecting the option **STOP Print**.

The extruder has jammed

Heat the extruder to 220 °C and push a needle through the nozzle to clear it. Alternatively, you can push the 2 mm Allen key through the filament loading area.

The motors are rotating in the wrong direction

You might have connected the motors to the board the wrong way round, causing the polarity to be inverted. Before attempting to unplug the connectors and reconnect them correctly, make sure that the power supply to the board is switched off.

My printer does not have the specified maximum printing area

It is possible to lose printing area depending on the adjustment made to the X and Y axes during assembly. To obtain the maximum printing area, make sure that your printer meets these specifications:

-Y axis: the Y tensioner bearing has to be as close as possible to the threaded rod, leaving a margin for tightening of the belt, and facing slightly downwards. As a result, the belt will have more leeway and the part which holds it against the bed will not collide with the tensioner. You should also ensure that the bed does not hit the motor. You can do this by slightly separating the pulley from the motor, which is located on the motor axis.

-X axis: the tensioner must be placed as far inside the part that houses it as possible, while leaving a margin for tightening the belt. The belt will have more leeway as a result.

Can I print directly on the methacrylate bed?

Although this is possible, it is not recommended and you would invalidate the Warranty.

Can I add a heated bed to my printer?

You can add a standard RepRap heated bed, but you will need to switch to a higher power supply unit.

The endstop is not working

This is due to poor contact. Disconnect the endstop connector and then reconnect it.

Technical support

If you have any problems with your bq device, or any technical queries, please contact us at:

www.bq.com/technical-support

Telephone: +44 207 048 01 42

Disposing of this Product Correctly



(Electrical and electronic waste. Applies within the European Union and in European countries with selective waste collection systems).

The presence of this symbol on the product, or on accessories or informative material which accompany it, indicates that at end of life, neither the product nor its electronic accessories (extruder, cables, etc.) can be disposed of with other domestic waste. To prevent any damage to the environment or to human health, separate these products from other types of waste and recycle them correctly. This will help promote the sustainable use of material resources. Household users should contact the retailer that they purchased the product from or the relevant local authorities to find out how and where they can recycle this product safely and without harming environment. Business users should contact their supplier and consult the terms and conditions of the purchase agreement. This product and its electronic accessories should not be disposed of with other business waste materials.