



D400 HS User Manual

V1.0

Thank you for choosing Creatbot products.

- **Read Before Use:** For your convenience and safety, please read this manual carefully before operating the device and strictly follow the instructions provided.
- **Technical Support:** If you encounter any issues or content not covered in this manual, please contact your sales consultant or our technical support team at: **support@creatbot.com**.
- **Online Resources:** You can also visit the official CreatBot website at **www.creatbot.com** to find information regarding software and hardware updates, contact details, device operation, and maintenance.

Pre-Use Notice / Safety Instructions

To ensure the safe operation and optimal performance of the printer, please read the following precautions carefully before use:

- **Operating Environment:** This 3D printer is designed to operate in an indoor environment between **5°C and 30°C**.
- **Emergency Stop:** In case of any emergency during operation, please press the **red emergency stop button** immediately.
- **Power Requirements:** The voltage and power supply must match the printer's specifications to avoid equipment damage or safety risks. Please check the label on the back of the printer for specific voltage and power parameters.
- **High-Temperature & High-Speed Warning:** This printer is a high-temperature, high-speed device. Avoid operation by children or unauthorized personnel to prevent burns, pinch point injuries, or other hazards.
- **Moving Parts:** Do **not** touch the extruder, heat bed, or other moving components during the printing process to prevent burns or mechanical injury.
- **Stability:** Once the printer is positioned, please lower the **anti-slip leveling feet** to make full contact with the ground to prevent shaking or sliding during operation.
- **Power Cord Safety:** Use only the power cord provided with this machine. Do not substitute it with third-party cables. The power plug must be connected to a **grounded 3-prong outlet**.
- **Filament Recommendations:** We recommend using **CreatBot filaments** for the best printing results. Third-party filaments may cause quality issues and require manual optimization of temperature and software parameters.
- **Stable Environment:** Do not place the printer in environments with significant vibration or instability, as shaking will severely degrade print quality.

- **Maintenance:** To ensure normal operation, regular maintenance is recommended. Use a clean cloth to wipe down the machine body, remove dust, adhesive residue, and debris from the guide rails. Periodically **lubricate the X, Y, and Z axes**.
- **Legal Compliance:** Users must comply with the laws and regulations of the country or region where the equipment is used, uphold professional ethics, and fulfill safety obligations. It is strictly forbidden to use our products for any illegal purposes. **CreatBot** shall not be held liable for any legal consequences resulting from violations.

 NOTE

Supplementary information and explanations for the main text.

 TIPS

Suggestions to optimize operation, improve efficiency, or enhance convenience, helping you use the printer more effectively.

 CAUTION

Operational precautions that may affect print quality or equipment performance. Please handle with care to avoid potential issues.

 DANGER

Potential risks exist. Failure to comply may result in equipment damage or serious injury to the user. Please strictly follow all related guidelines.

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Product Introduction

External Components

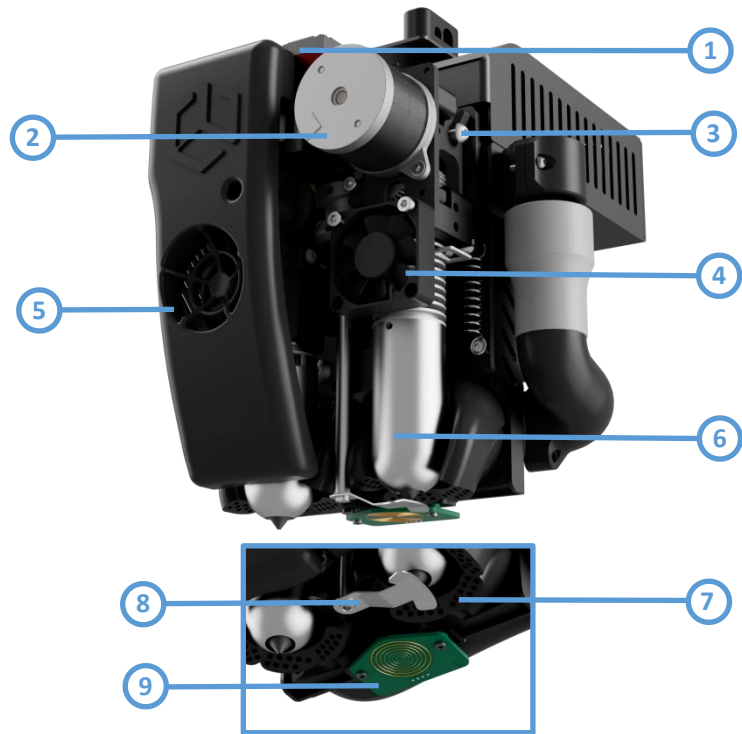


Front View

① Screen	② Extruder
③ Heated Bed	④ Filament Compartment

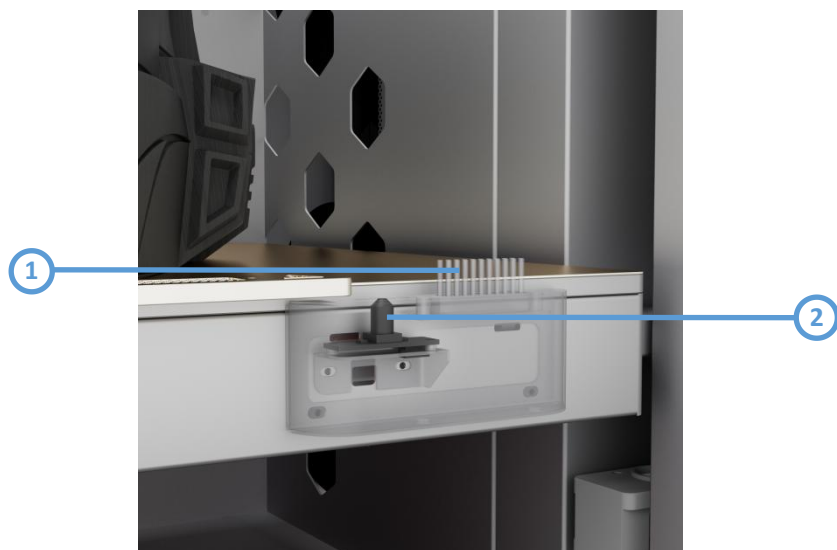


① Air Filtration Outlet	② Power Switch
③ USB Port	④ Wi-Fi Antenna Connector
⑤ LAN Port	⑥ Power Connector



Extruder

① Nozzle Servo	② Extrusion Motor
③ Filament Pressure Nut	④ Sink Fan
⑤ Extruder Hood	⑥ Quick-Release Hotend
⑦ Quick-Release Hotend	⑧ Nozzle Shutter
⑨ Eddy Current Leveling	



Nozzle Cleaning Brush/Camera AI Alignment

① Nozzle Cleaning Brush

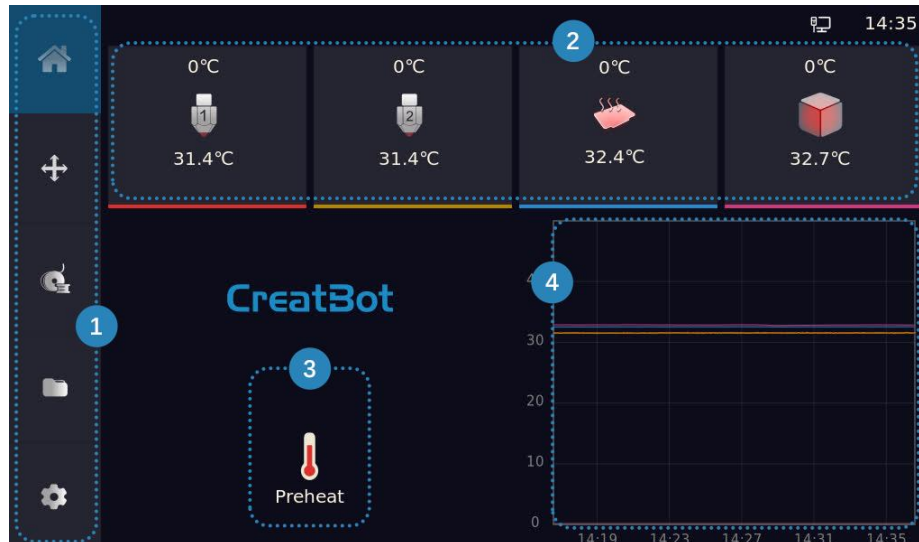
② Camera AI Alignment

Specifications

Printing	
Print Technology	FDM/FFF
Build Volume	Single Extrusion: 420 x 400 x 420mm Dual Extrusion: 365 x 400 x 420mm
Number of Nozzles	Double
Filament Diameter	1.75mm
Filament Compatibility	PLA, ABS, ASA, PP, PETG, PC, Nylon, TPU, ABS-CF, PC-CF, PET-CF, PET-GF, UltraPA-CF, PPS-CF, etc, PPS-CF, etc, PA-GF, PA-CF, PA-ABS, PC-ABS, PP-GF, PP-CF
Temperature	
Max Nozzle Temperature	420 °C
Max. Bed Temperature	120 °C
Hot Chamber Temperature	70 °C
Speed	
Max Print Speed	300 mm/s
Flow Rate	90 mm ³ /s
Electrical	
Power Requirements	110 V, 50~60 Hz; 240 V, 50~60 Hz
Display	7 inch touch screen
Rated Power	Printer: (220V/3200W) (110V/2700W)
File Transfer	USB /U disk/ WiFi / LAN
Special Function	
Air filter	HEPA+Carbon
Camera Control	Camera Remote Monitoring
Bed Leveling Technology	Eddy Current Leveling
XY Offset Technology	HD Camera Dual Nozzle Offset
Nozzle Shutter Technology	Dual nozzle shutter
Door Opening Detection	Yes
Mechanical	
Build Plate	Aviation Aluminum Plates + Removable magnetic sheet
Build Plate Leveling	Automatic
Extruder	Smart Dual Extruders
Auto-Raising Extruders	Yes
X/Y Positioning Precision	0.00375 mm
Z Positioning Precision	0.00156 mm
Size & Weight	
Product Dimensions & Weight	785 x 700 x 985mm 110kg
Packing Size & Weight	830 x 760 x 1090mm 140kg

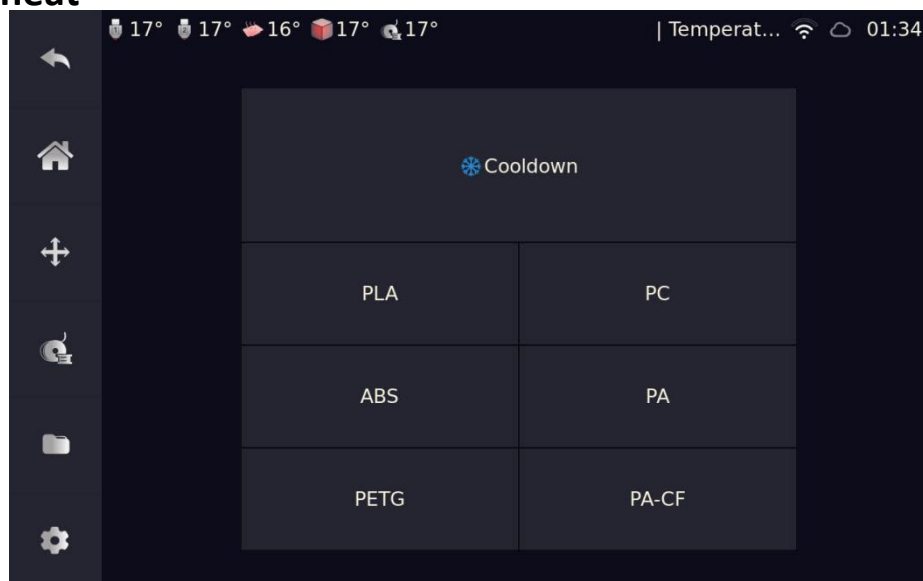
UI Interface Introduction

Home Page



1. **Menu Bar** : Switch between different functional pages.
2. **Temperature Overview** : Quickly monitor/set temperatures for Nozzle 1, Nozzle 2, Heat Bed, Chamber, and Filament Dry Box.
3. **Preheat** : Rapidly set preheating temperatures for various materials (PLA, ABS, PETG, etc.)
4. **Heating Curve** : Long press to enlarge and observe the temperature rise/fall graph.

Preheat

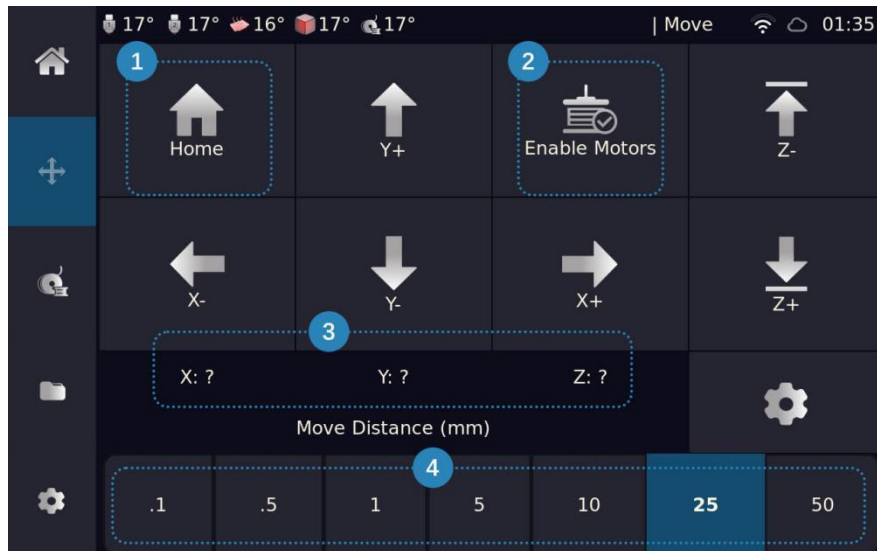


Click the material name to preheat.
Tap "Cooldown" to turn off all heaters.

NOTE

Preheating only quickly heats up Nozzle 1 and the Heat Bed.

Axis Control



1. Tap to enter the Home page.
2. Enable Motors: Tap to obtain coordinate information for X/Y/Z axes, allowing movement in X, Y, and Z directions.
Disable Motor: Tap to allow manual movement of X/Y axes by hand.

NOTE

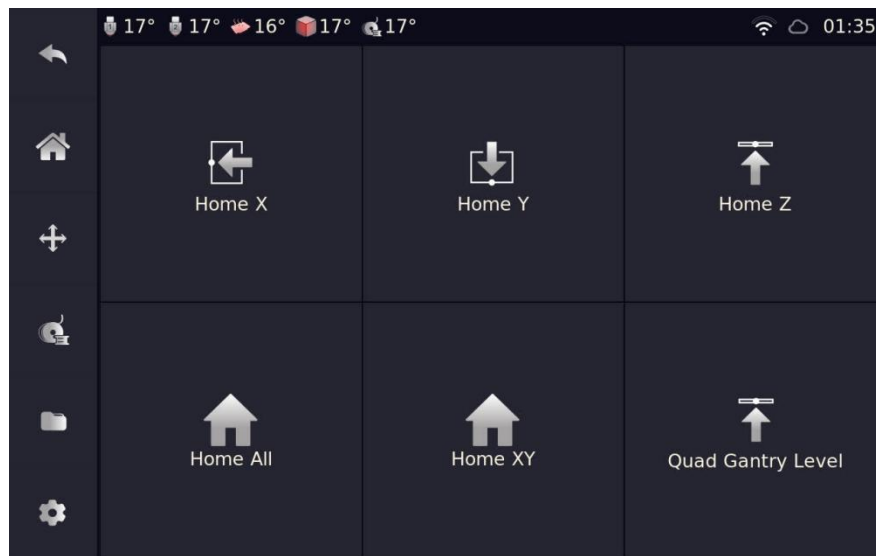
When the X/Y/Z axis coordinates display a "?" symbol, the axes cannot be moved via screen control.

CAUTION

After enabling the motors, the X/Y/Z coordinate information is incorrect. Please pay attention to the actual position of the extruder before moving.

3. X/Y/Z Axis Coordinates.
4. Move Distance: Set the distance for each movement step.

HOME



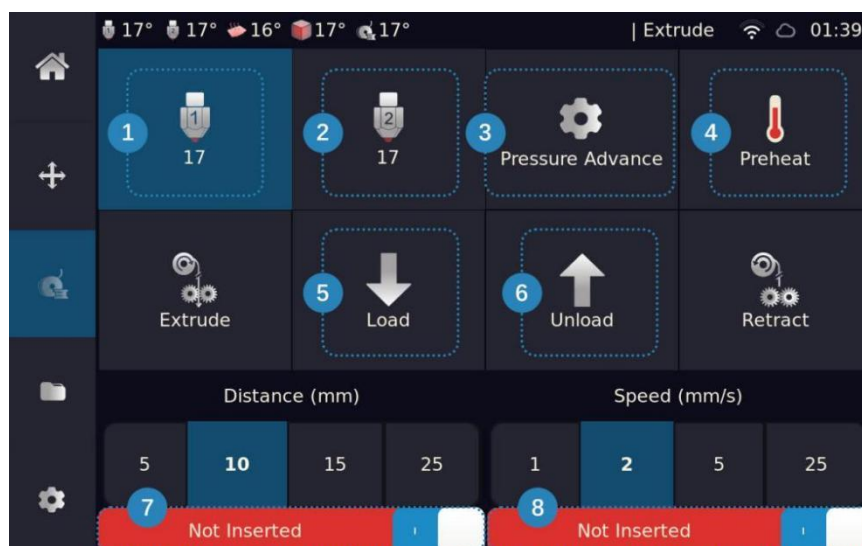
Single Axis Home: Use this to home/lock a specific axis if needed.

Home All: Tap to perform an automatic homing sequence for X, Y, and Z axes.

Home XY: Use this option if only the X and Y axes need to be homed.

Quad Gantry Level: If the print bed is noticeably tilted, tap this option for the machine to automatically calibrate the printing plane.

Filament Page



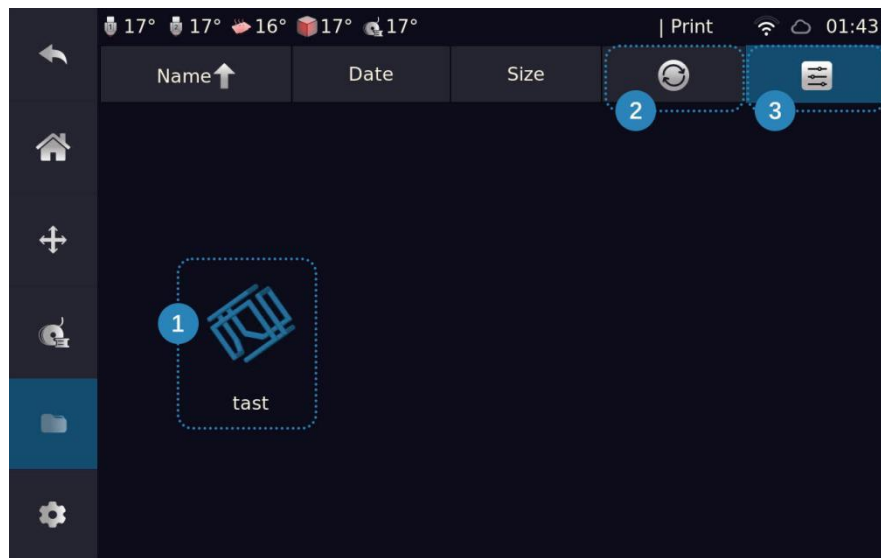
1. Tap to switch to Nozzle 1 / Set Temperature.
2. Tap to switch to Nozzle 2 / Set Temperature.
3. Set / Adjust Pressure Advance Default Value.

TIPS

The parameters set on the screen will be overwritten by the filament settings in the slicing software.

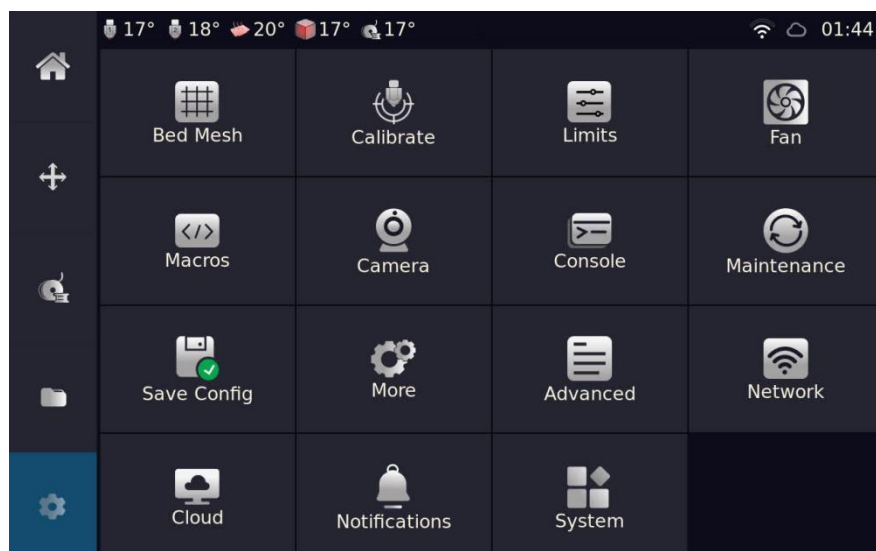
4. Tap to enter the Preheat page.
5. Tap to extrude filament from the extruder.
6. Tap to retract/unload filament from the extruder.
7. Nozzle 1 Filament Status.
8. Nozzle 2 Filament Status.

Print File Selection

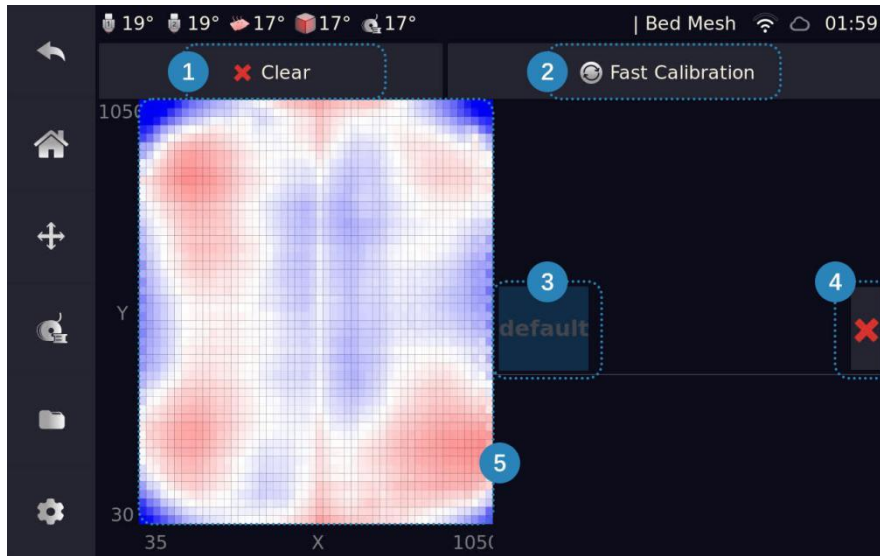


1. Print File Selection: Tap the file and complete the secondary confirmation to start printing.
2. Manual Refresh: If the list does not refresh automatically after inserting a USB drive or sending a file, you can refresh it manually.
3. Display Mode Switch: Toggle between detail list mode and preview mode (the image shows preview mode).

Settings Page



Bed Mesh



1. Clear the currently loaded bed mesh data.
2. Tap "Calibrate" and the printer will automatically perform a bed level scan.
3. Tap to view bed mesh probing data and rename it.
4. Delete Data: The delete option will permanently remove the bed mesh probing data.

Printer Limits



Max Acceleration : This parameter determines the acceleration curve from low to high speed during linear motion. Higher max acceleration leads to faster initial movement. Since the weight of the extruder determines the inertia, excessively high acceleration can cause severe vibrations and risks of motor errors. (Default: 5000mm/s²).

Max Velocity : This parameter limits the maximum movement speed of the X/Y axes. The actual printing speed will not exceed this setting, and the device can only operate at speeds below this maximum value. (Default: 300mm/s).

Minimum Cruise Ratio : This parameter acts as the braking speed. When an axis needs to change

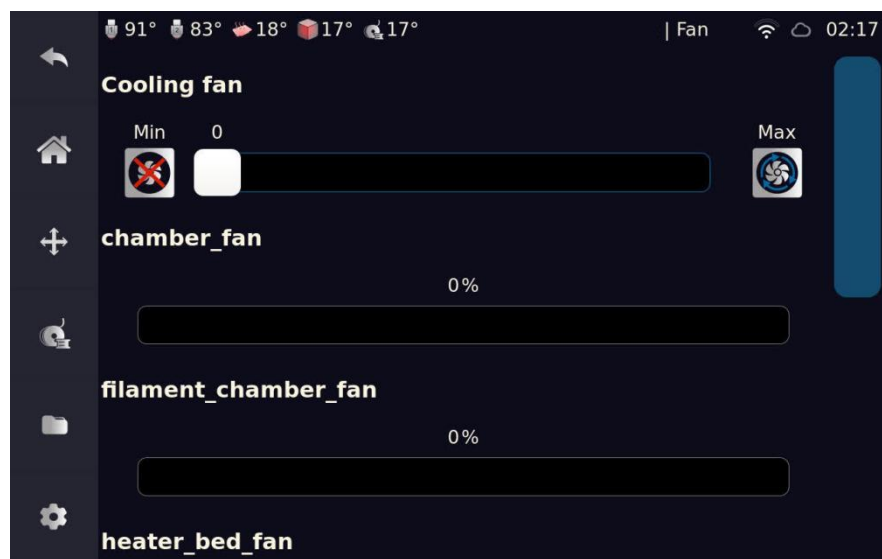
direction suddenly or stop quickly, a higher value results in faster braking. However, due to inertia, a higher value may cause machine vibration and motor errors. (Default: 50%).

Square Corner Velocity : This parameter determines the turning speed of the X/Y axes. A larger value results in faster directional changes. If this value is too high, it will also cause machine vibration and motor errors due to inertia. (Default: 5mm/s).

! CAUTION

This is an advanced parameter. Please only make changes under the guidance of after-sales support or a professional technician.

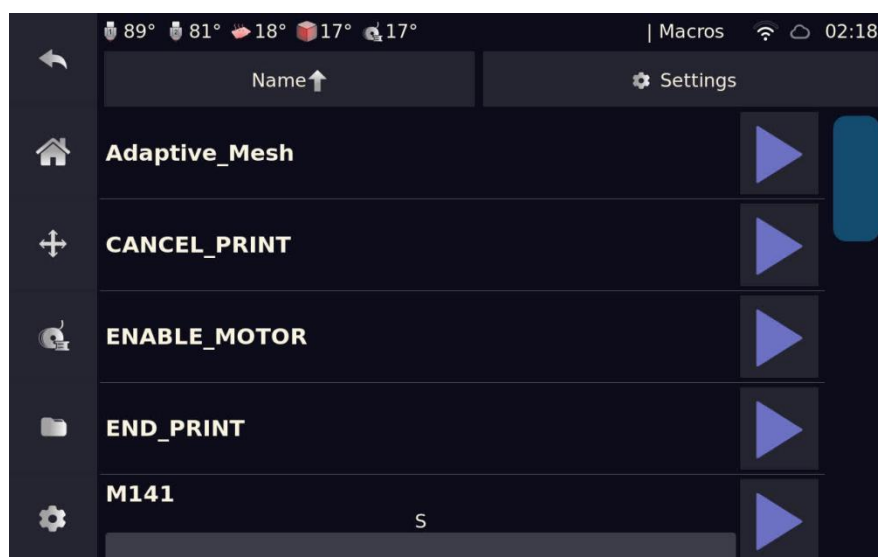
Fan Settings



Cooling Fan: Used for printing model cooling.

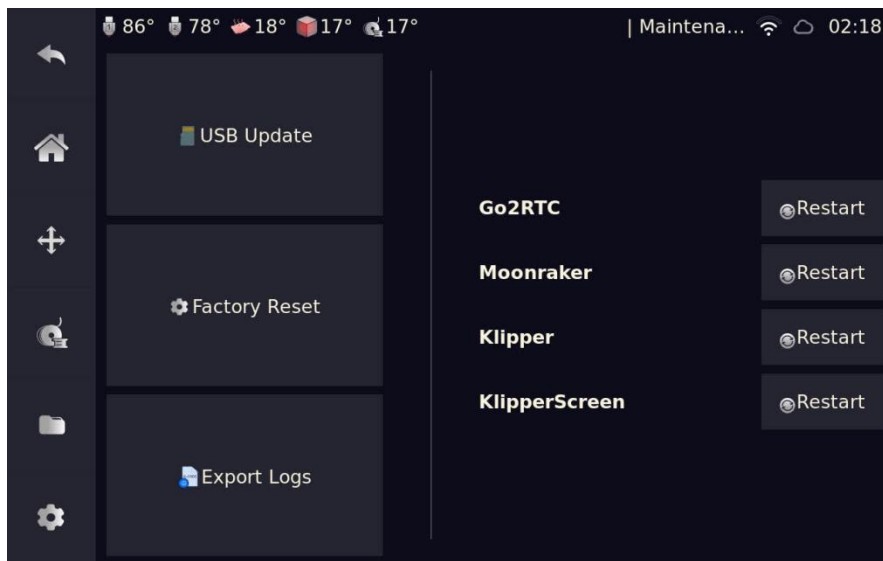
Chamber Fan: Chamber HEPA exhaust fan.

Macros



Name	Type	Usage / Purpose
Adaptive_Mash	Calibration	Adaptive Bed Calibration
CANCEL_PRINT	Macro	Cancel print
ENABLE_MOTOR	Macro	Enable motors
END_PRINT	Macro	End print
M141	Device Control	Set Chamber Temperature
M191	Device Control	Wait for Chamber Temperature
PAUSE	Macro	Pause print / Interrupt print
PRINT_END	Macro	Print End
PRINT_START	Macro	Print Start
RESUME	Macro	Resume print
RIGHT_NOZZLE_PROBE	Device Control	Right nozzle probe
SET_PAUSE_AT_LAYER	Macro	Pause at specified layer
SET_PAUSE_NEXT_LAYER	Macro	Pause at next layer
START_PRINT	Macro	Start Print
T0	Device Control	Switch to Left Nozzle
T1	Device Control	Switch to Right Nozzle

Maintenance



USB Update: Used for updating firmware via a USB drive.

Factory Reset: Restore the printer to its original factory settings.

Export Logs: Export the printer's operation logs to a USB drive.

Restart: If a specific component encounters an error, tap this to restart it.

Advanced Settings

84° 77° 18° 17° 17°

| More   02:18

24 Hour Time
Disable for 12hs with am / pm

☒

Auto-close notifications
Close messages after a timeout

☒

Auto-open Extrude On Pause

☒

Confirm Emergency Stop
Asks for confirmation before stopping

☒

Estimated Time Method
Changes how the time remaining is calculated

Auto (default) ▾

Font Size
Inversely affects the icon size

Small (default) ▾

Hide sensors in Temp.
Show only devices that are able to be set

☐

Icon Theme
Changes how the interface looks

dark (default) ▾

Language



Screen DPMS
Enable screen power management
Not all screens support this

☒

Screen Power Off Time
Timeout for screen black-out or power-off

Never ▾

Screen Power Off Time (Printing)
Timeout for screen black-out or power-off during printing

Never ▾

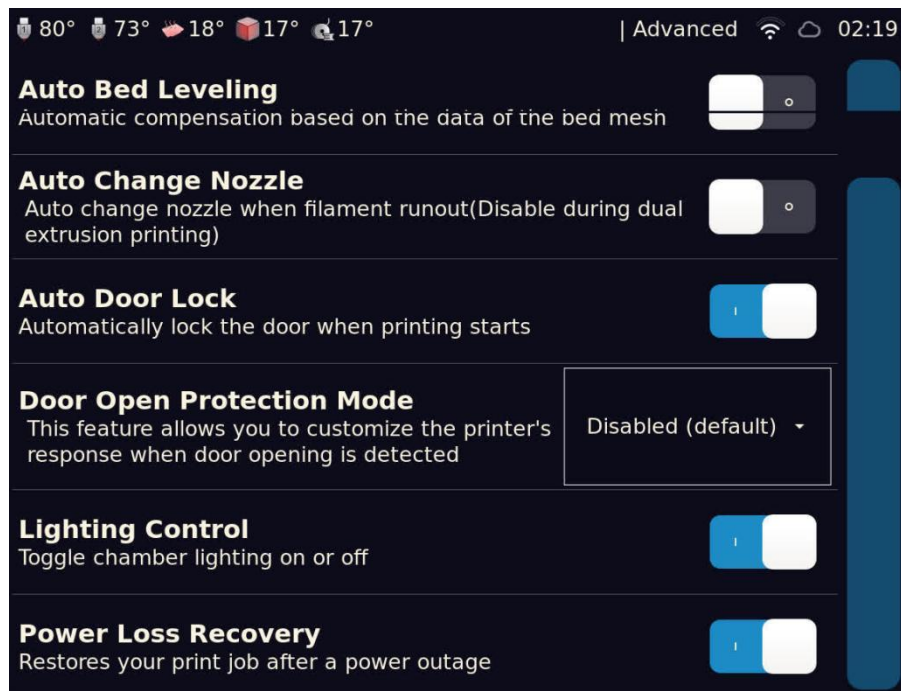
Show Heater Power
Current percentage and graph line

☐

Show Scrollbars Buttons
Useful for un-responsive touchscreens

☐

Advanced Settings



Door Open Protection Mode: This feature allows the printer to automatically execute a preset action (Pause Print / Stop Print) if the chamber door is detected as open during the printing process.

TIPS

If "Stop Print" is selected, opening the chamber door during printing will directly cancel the current print task.

Auto Changer Nozzle : When printing with a single nozzle, if the filament is exhausted, the printer will automatically switch to the other nozzle to continue the print.

NOTE

Using this feature requires both nozzles to be loaded with the same type of filament and have identical nozzle diameters. Additionally, the offset value for Nozzle 2 must be calibrated.

CAUTION

Installing different filament types or using mismatched nozzle diameters may cause issues such as no extrusion, poor flow, layer shifting, or print failure after the nozzle switch.

Power-loss Recovery: When this feature is enabled, the device saves the current printing progress at the moment of a power failure. Upon restarting, the printer will prompt you to choose whether to resume the print operation.

CAUTION

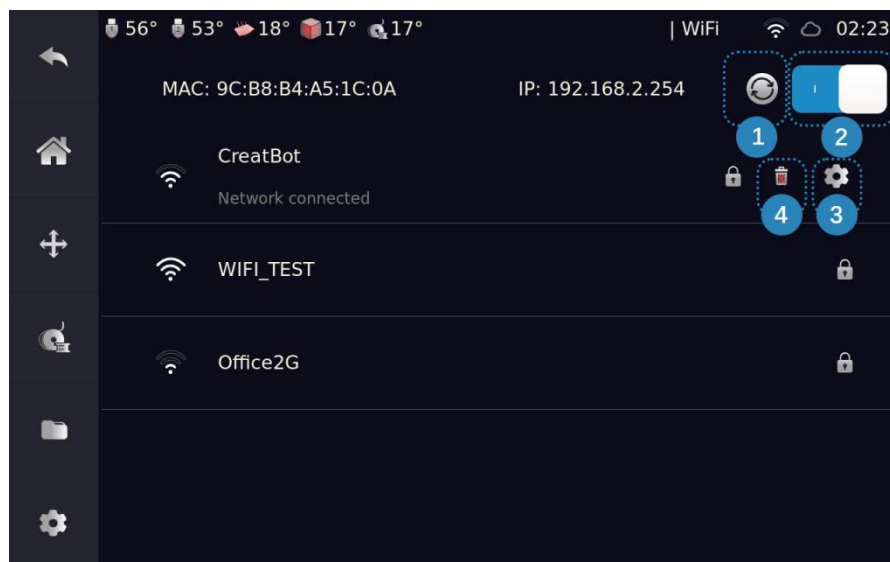
Before resuming a print, ensure the bottom of the model is still firmly adhered to the heatbed surface. If any warping or detachment is observed at the base, do not proceed with the print to avoid potential damage to the extruder or other components.

Auto Leveling: When this switch is enabled, the printer will perform "Adaptive Probing" on the specific printing area for slicing files generated by CreatWare. For files from other slicing software, a full-bed leveling will be performed before the print starts.

Lighting Control: Controls the internal lighting switch for the printer chamber.

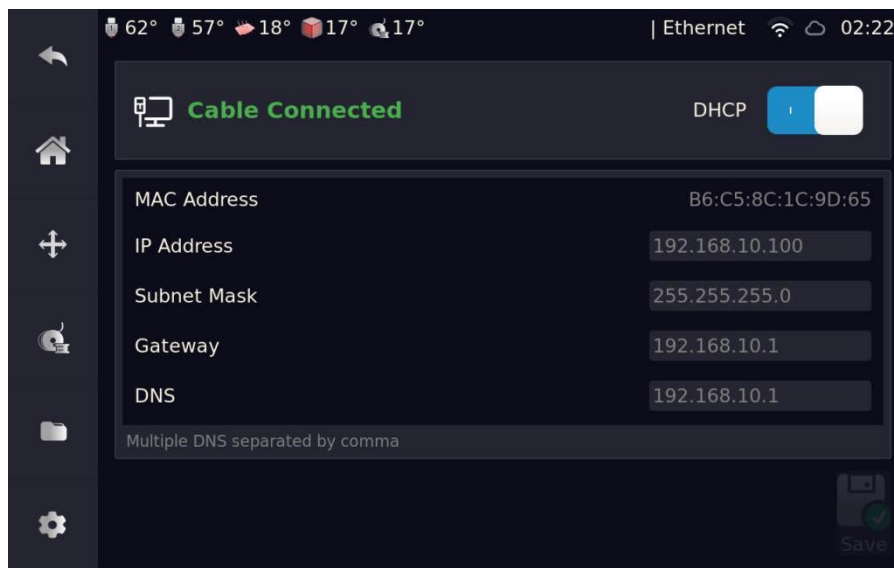
Auto Door Lock: When this option is enabled, the machine will automatically engage the lock once it detects that the chamber door is properly closed.

Wi-Fi Network Settings



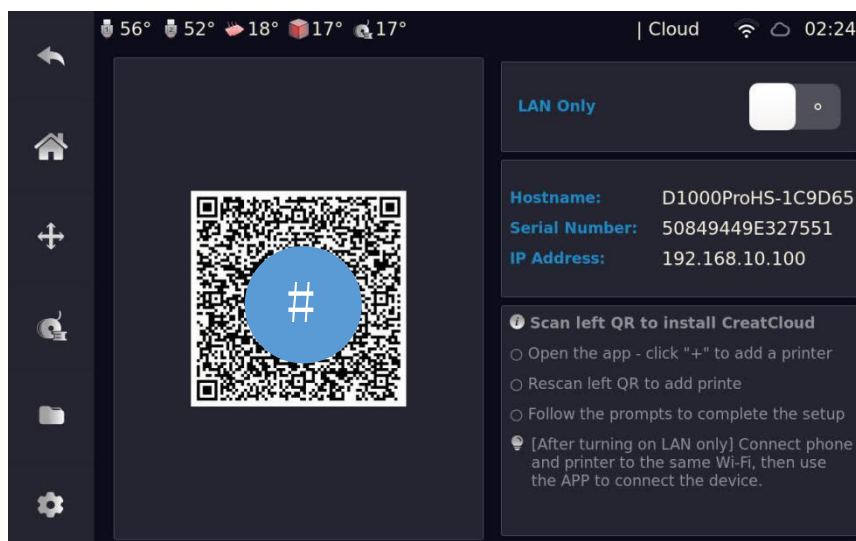
1. Scan / Refresh.
2. Enable/Disable WiFi.
3. WiFi Configuration.
4. Remove Network.

Network Settings



DHCP Switch: When disabled, you can manually configure the IP address, gateway, and other network parameters.

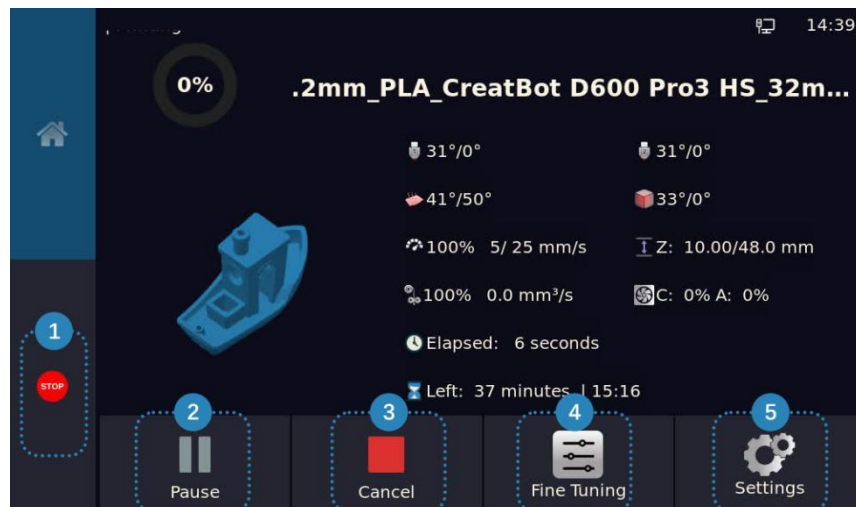
Cloud



Local Network Only: Enable to restrict printer access to the local network only and block external connections.

QR Code: Scan this QR code with the CreatCloud App to add the printer to your device list.

Print Page

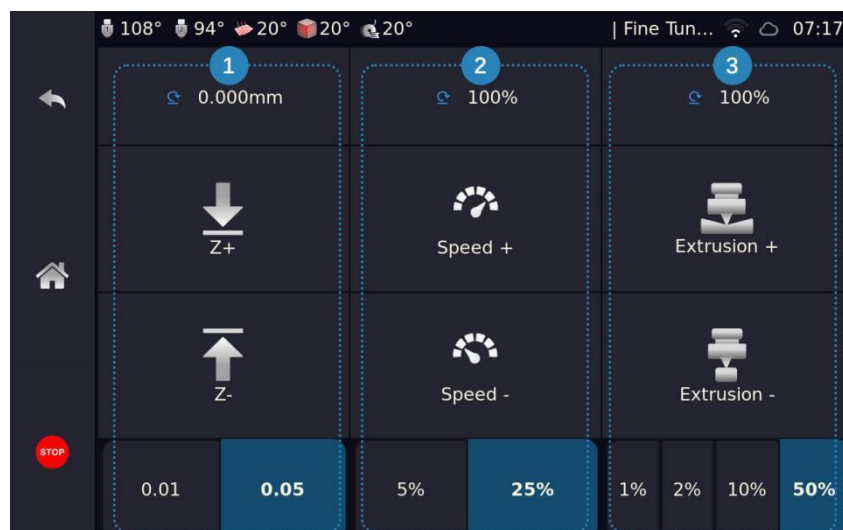


1. Tap to stop printing immediately.
2. Pause Print.
3. Cancel Print.
4. Fine Tuning.
5. Settings .

TIPS

When tapping "Pause" or "Cancel," the action will take effect only after the current line of G-code has finished executing.

Fine Tuning

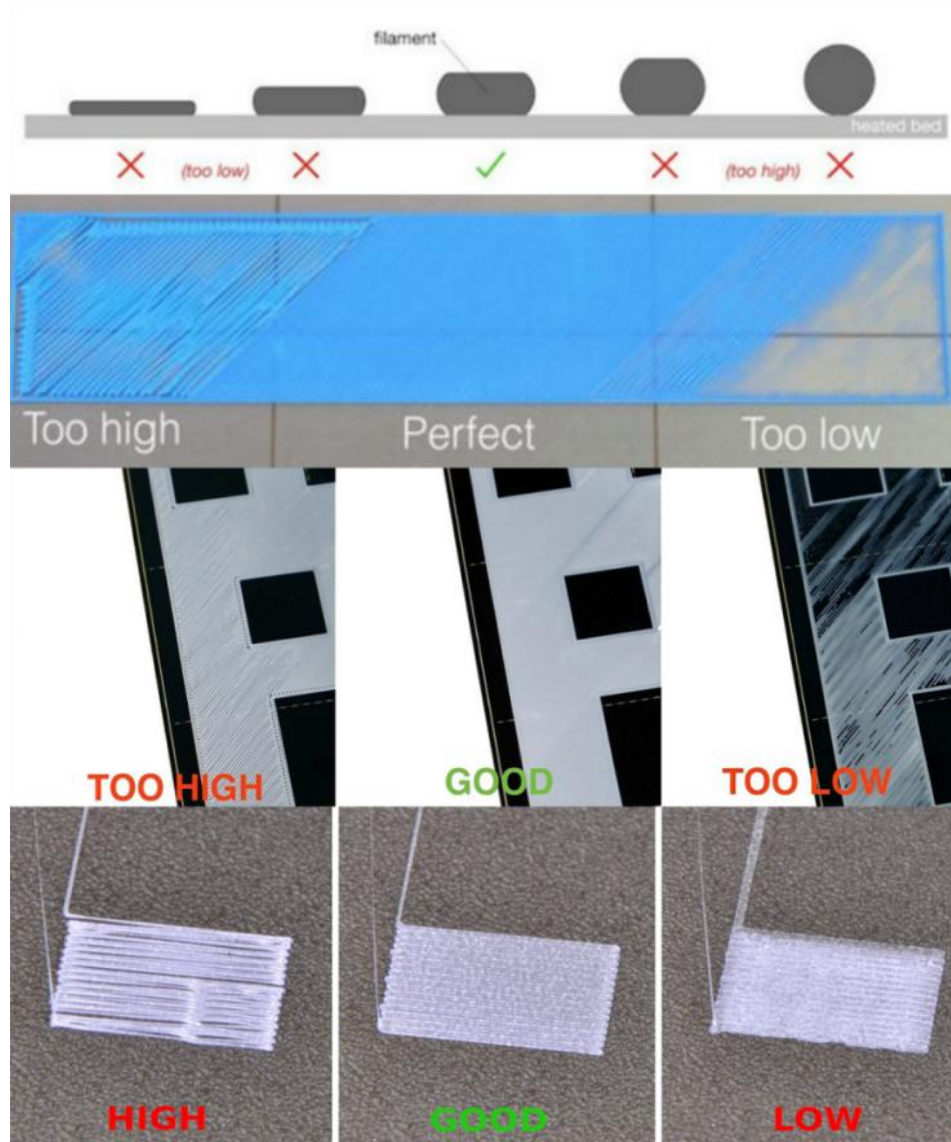


1. Tap Z+ or Z- to control the descent or ascent of the heatbed. This is used to fine-tune the gap between the nozzle and the heatbed if it is too large or too small during the first layer printing.

 TIPS

Refer to the photos below to observe the printing status of the first layer and check if the gap between the nozzle and the heatbed is appropriate.

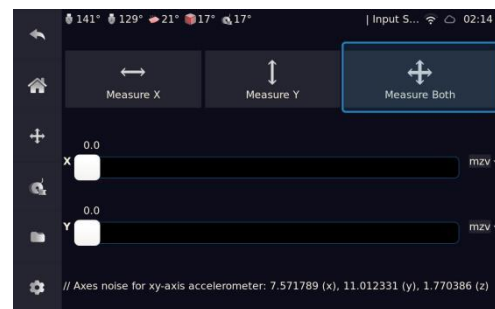
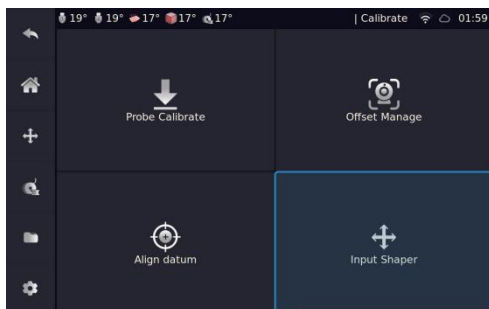
2. Tap Speed+ or Speed- to adjust the printing speed. You can quickly return to 100% by tapping the "Reset" button at the top.
3. Tap Flow+ or Flow- to fine-tune the extrusion amount. You can quickly return to 100% by tapping the "Reset" button at the top.



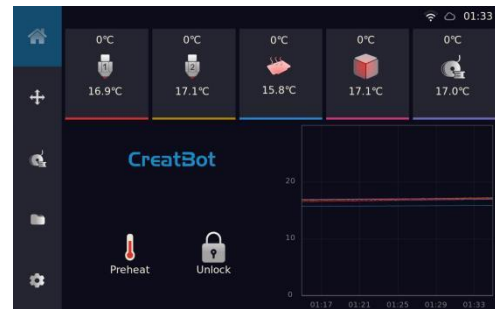
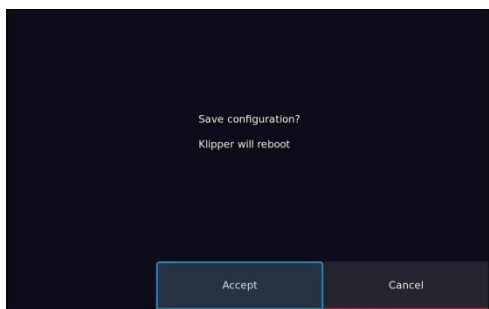
Machine Calibration

Input Shaper

- 1: After entering the Calibration page, tap "Input Shaper."
- 2: Tap "Full Measurement" and wait for the automatic calibration to complete.

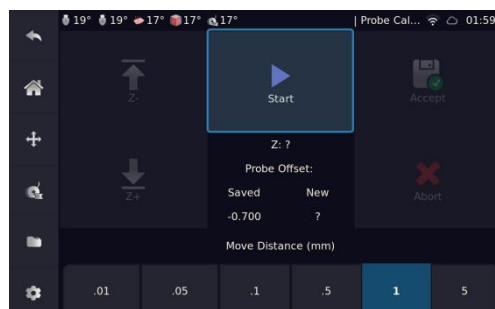
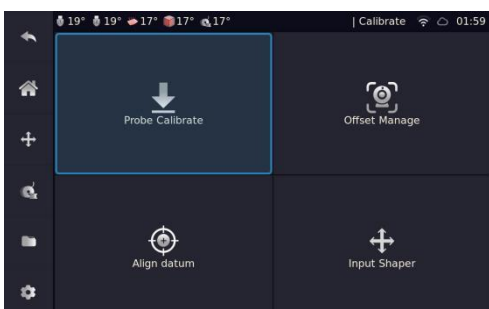


- 3: After clicking "Accept," wait for the machine to restart.
- 4: Calibration Complete

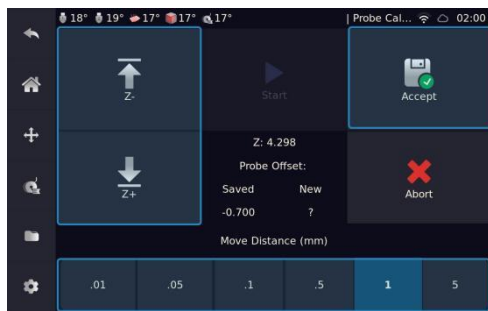


Probe Offset Calibration

- 1: Click Probe Calibration
- 2: Click Start to initialize calibration.



3: Perform Z-Offset Calibration



NOTE

- 1: Click the numerical value corresponding to the movement distance to toggle the single-step movement increment.
- 2: Click Z+ or Z- to adjust the height of the heated bed.

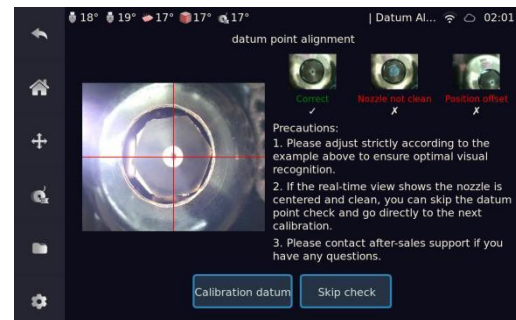
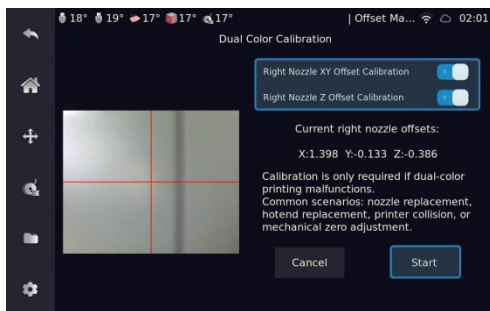
TIPS

When performing Z-offset calibration, it is recommended to adjust the distance values sequentially, moving from larger increments to smaller ones.

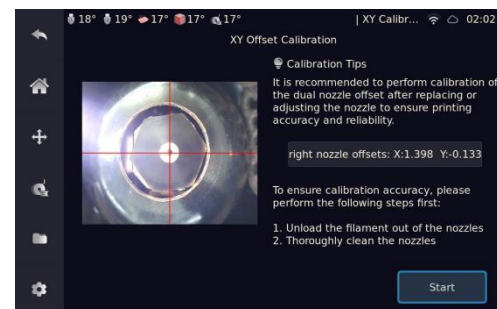
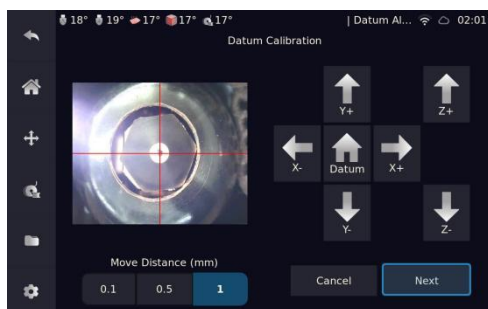
During the Z-offset adjustment process, place a 0.1mm feeler gauge between the nozzle and the build platform. Use the Z+ and Z- buttons to adjust the height while sliding the feeler gauge back and forth. Once you feel distinct resistance when pulling the gauge, click "Confirm" to save the setting.

Offset Manage

- 1: Select the coordinates requiring calibration, then click "Start"
- 2: Observe whether the nozzle meets the standard; if it does, you may click "Skip Check"; otherwise, calibration is required.



- 3: After fine-tuning the nozzle to the centered position, click Next.
- 4: Click Start.



- 5: Waiting for XY coordinate calibration...



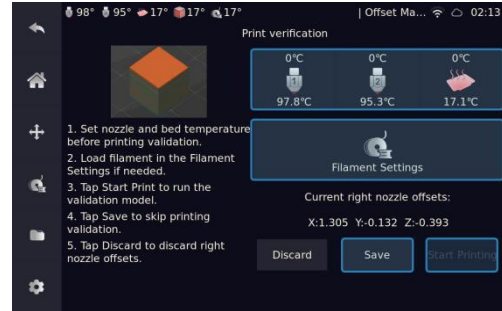
- 6: Waiting for Z-axis coordinate calibration...



7: Print Verification Parameter Settings



8: Calibration Complete



TIPS

- 1: If print verification is not required, please click "Save" directly.
- 2: Please set the nozzle and heated bed temperatures according to the material parameters (refer to the filament spool label or slicing software settings).
- 3: If you need to load or change filament, please click "Filament Settings."
- 4: Please ensure the build platform is clean and free of debris before clicking "Start Print."

Ready to print

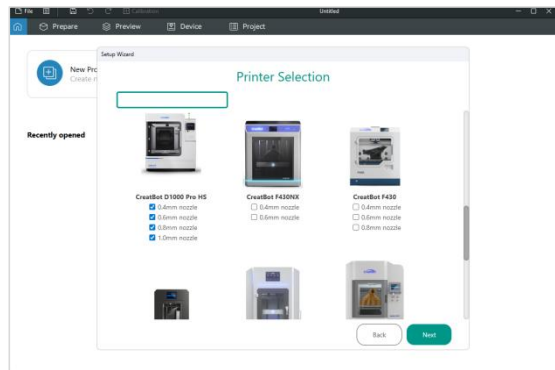
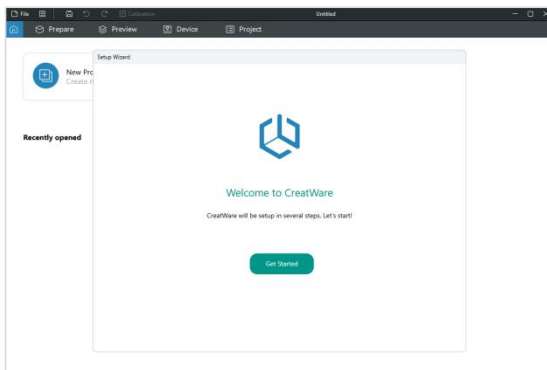
Software Downloads

Download - CreatBot 3D Printers

Click the link to download the software and app.

Slicer Software Configuration

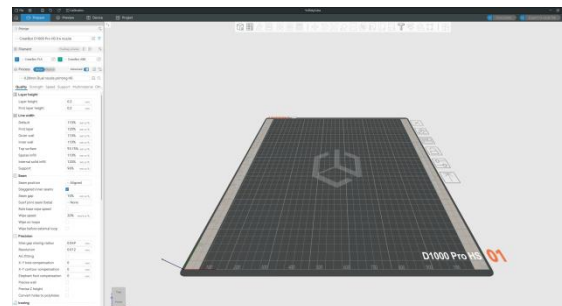
- 1: Open the software.
- 2: Select the corresponding model and nozzle diameter.



3: Select Filament

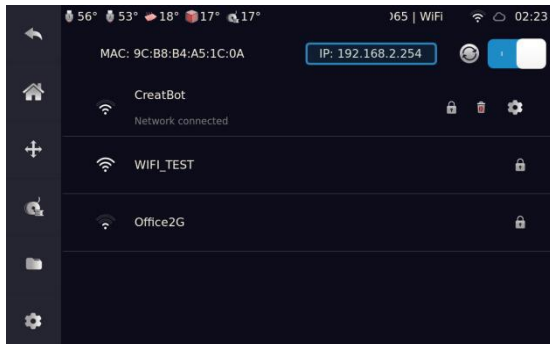


4: Configuration Complete

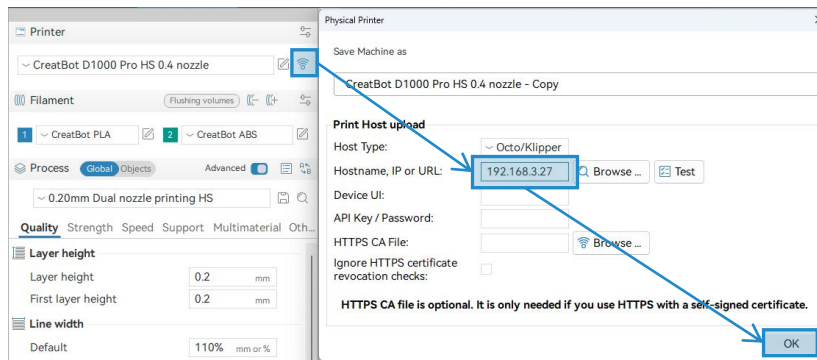


Connect the printer to the slicing software.

1: Go to the printer to check the IP address.

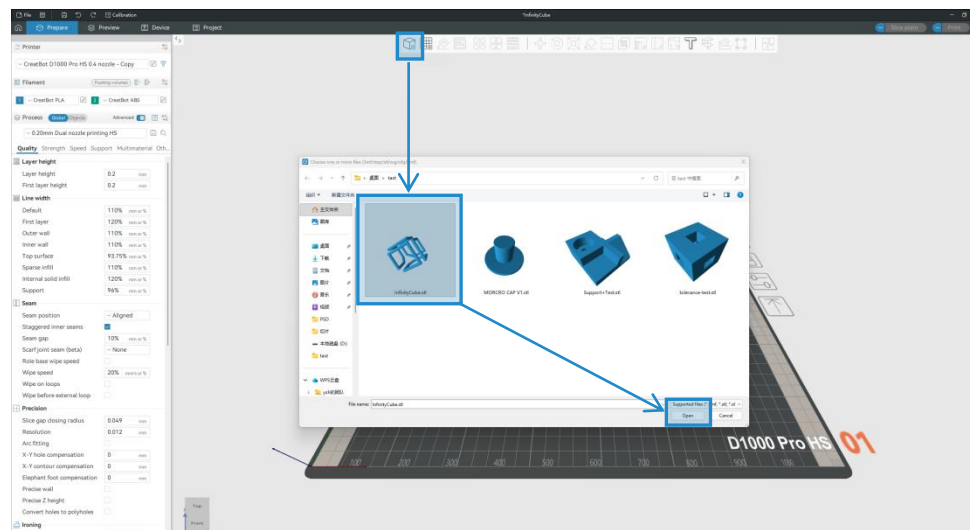


2: Enter the printer's IP address, then save.



Introduction to the Slicing Process

1: Drag the model file you wish to print into the software, or click "Add" to select the model file.



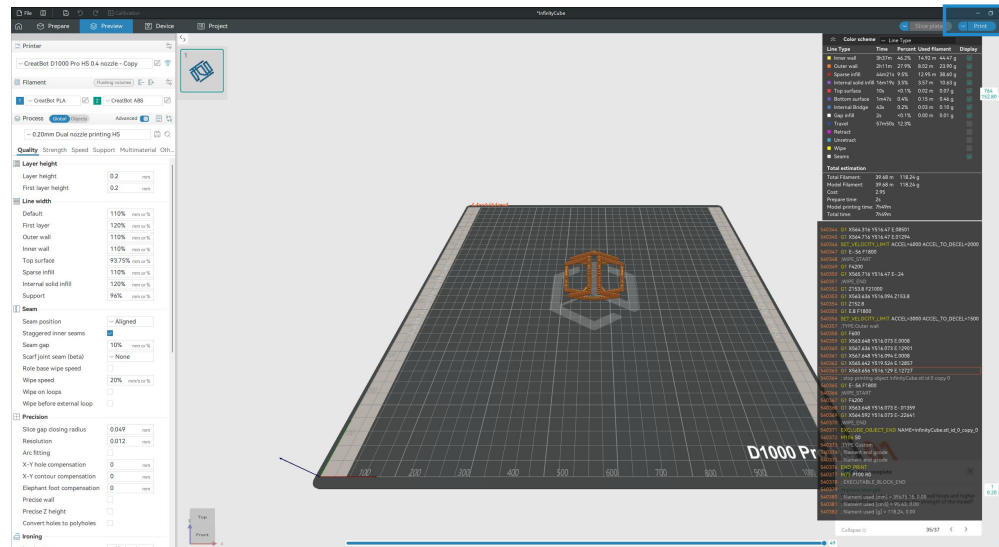
Print File (Send Online)



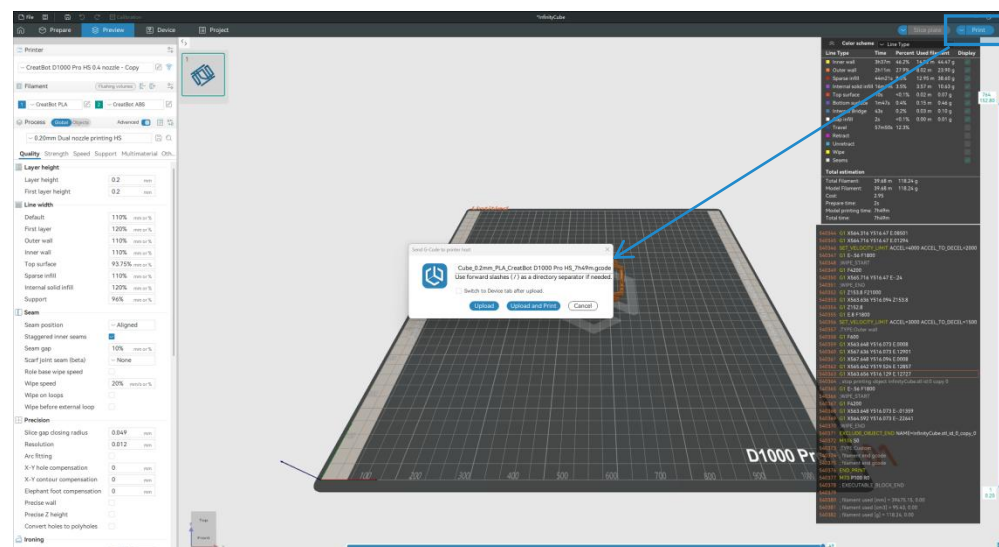
TIPS

Before sending, please ensure that you have connected the printer to the slicing software.

1: Click the Print .

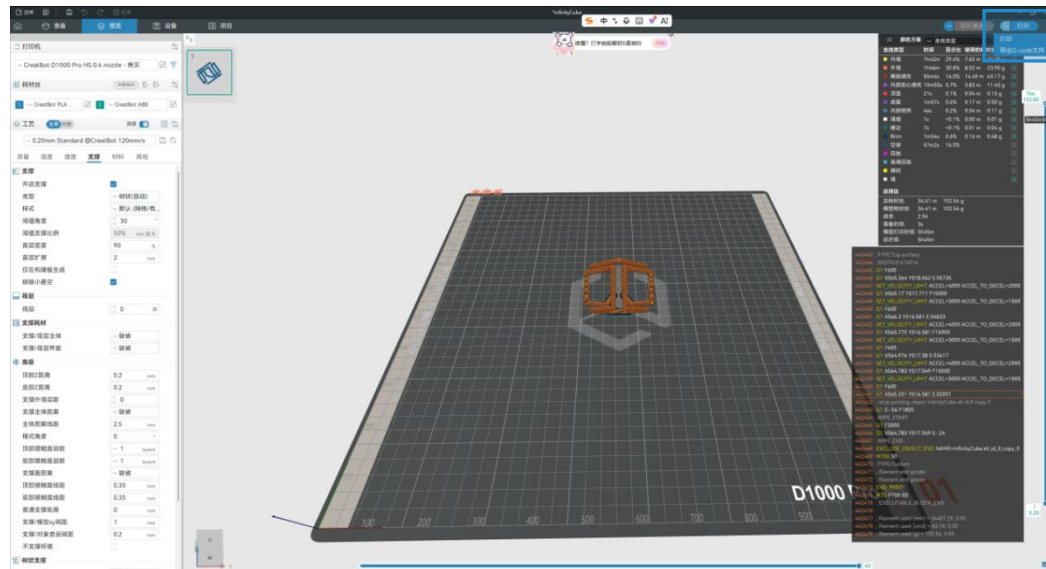


2: Set the print filename and choose whether to print immediately or only send the print file.

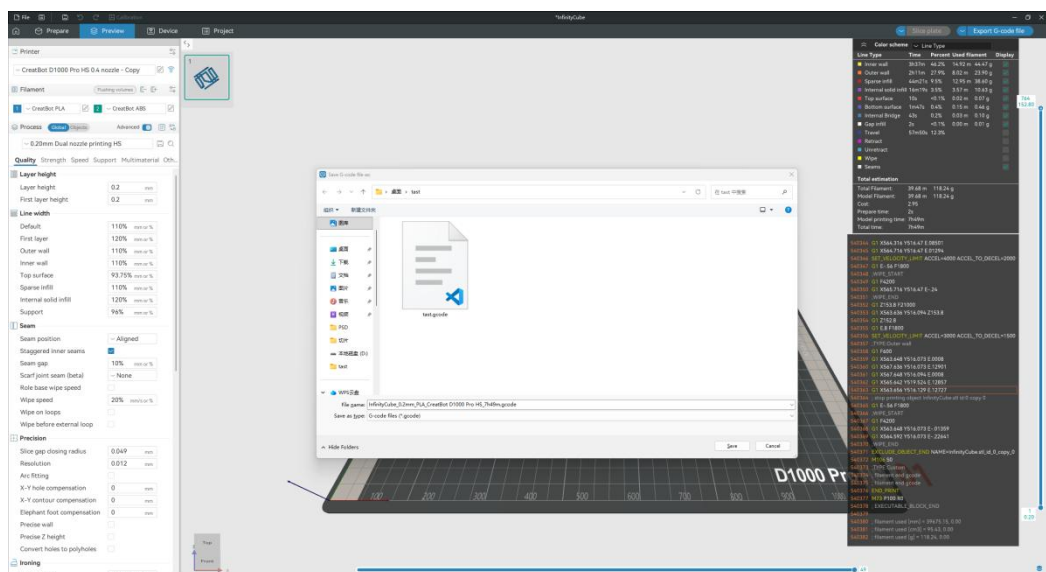


Print File (Offline Printing)

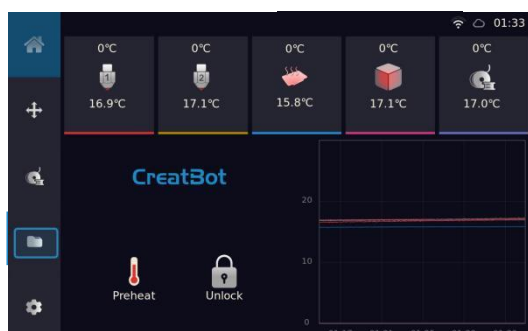
1: Switch export mode to G-code export mode



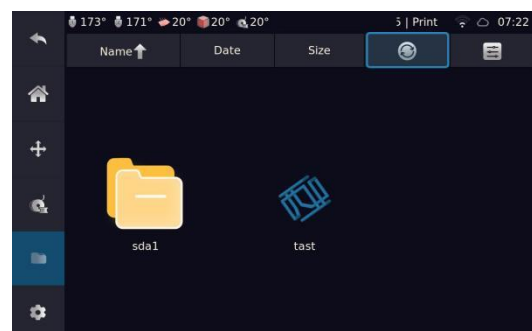
2: Save the G-code file to a USB drive, then insert the USB drive into the printer.



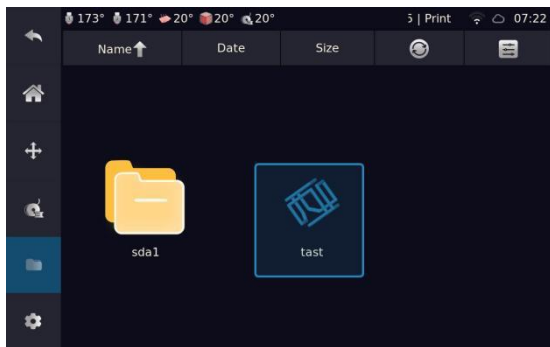
1: Click the File



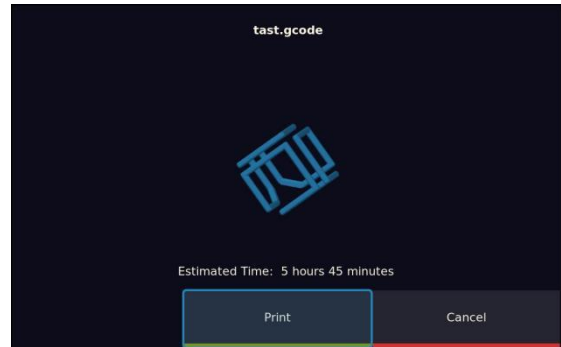
2: If no file or device is found, please click to refresh the list.



3: Select File and Print



4: Confirm Print



! CAUTION

After selecting the file to print, please do not immediately remove the USB drive. You may remove the drive once the printing of the first layer has begun.



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