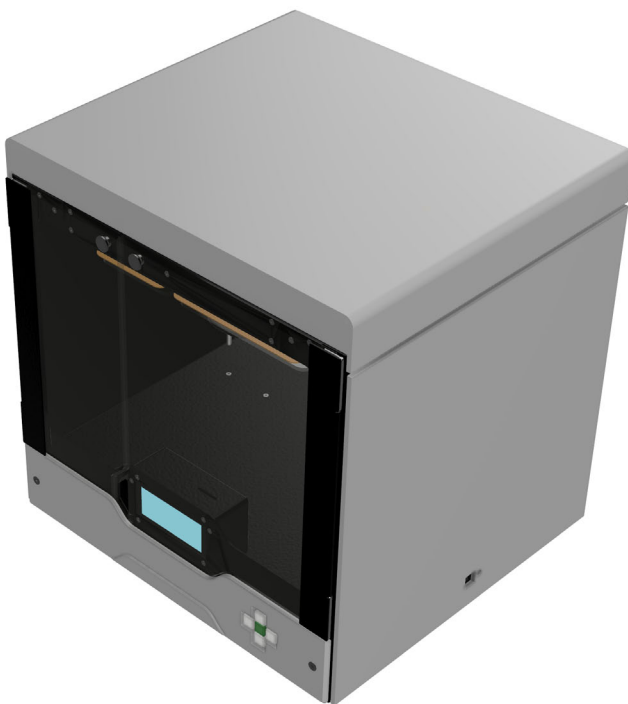




User Manual - English - v2020.3A



**ZYXX** Labs

ZYXX article number: D2.0405

# User's Manual

*The ZYYX Pro*  
*The fume free desktop 3D Printer*



## NOTICE

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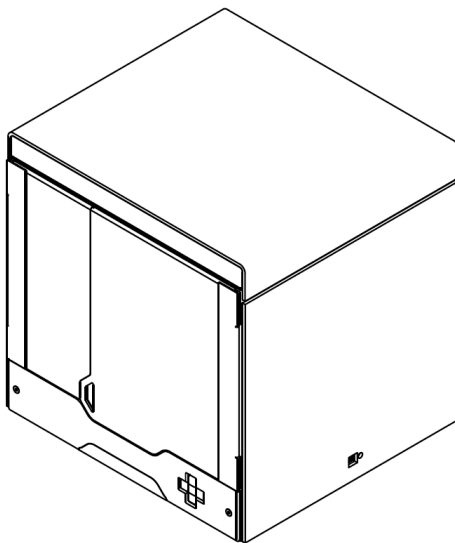
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# 1 Getting Started

## 1.1 Specifications



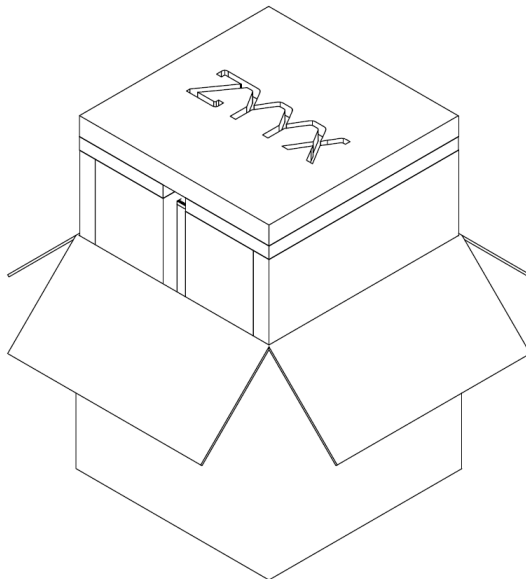
Print technology	Fused Filament Fabrication (FFF)
Build volume	260×225×200 mm
Filament diameter	1.75 mm
Nozzle diameter	Variable with exchangeable SwiftTool
Max resolution	50 μm layer thickness, 11 μm XY positioning
Speed	up to 150 mm/s print speed, 200 mm/s travel speed
Printing temperature	100 - 265 °C
Chamber temperature	room - 65 °C
Filament types	proNylon, proCarbon, proGlass
Additional filament types	ZYYX-PLA, ZYYX.ABS, ZYYX-FLEX (available with optional with Multi-Material Extension Kit)
Interfaces	USB, SD Card
Stepper motor type	1.8° Step angle, 1/16 micro stepping
Build surface (plate)	Glass build-plate with ZYYX 3D Print Sheet top layer, 2 kinds
Firmware	Custom Sailfish Open Source FW
Desktop software	Simplify3D
Computer requirements	Intel Pentium 4 or higher processor, 4 GB or more of RAM (8 GB recommended), Windows Vista or greater (32 or 64 bit), Apple OS X 10.7 or later, Ubuntu Linux 14.04 or later (32 or 64 bit). OpenGL 2.0 capable system
Supported file types	STL, X3G, 3MF
Product size	44×44×45.5 cm (W×H×D)
Product weight	25.5 kg

## 1.2 Unpacking Your Printer

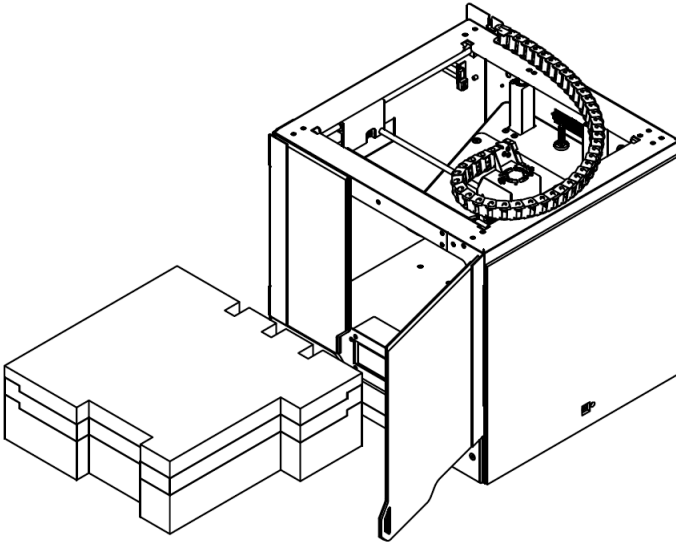
1. Place the box on the ground with text facing up and open it up, by removing the tape. Be careful with sharp tools.



2. Remove the top cardboard plate and then lift the top styrofoam (with ZYYX engraving) and remove the gray plastic printer cover.
3. Slowly take the printer out of the box by grasping the upper steel frame with two hands. (You can alternatively find hand grips on the outside of the styrofoam packaging.)



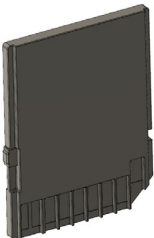
4. Place the printer on a sturdy, flat surface and carefully remove all packaging materials, including the two zip ties around the printhead axis, holding the axis to the front frame of the printer.
5. Remove the foam blocks inside the printer. Embedded in the foam you will find the build-plate and optional toolkit bag.



Please keep all packaging materials, as they provide the required means of transporting your printer, should the need arise.

### 1.3 What Is Included?

The product comes with the following accessories. If anything is missing or damaged, please contact your sales representative from whom you purchased the printer.



SD card

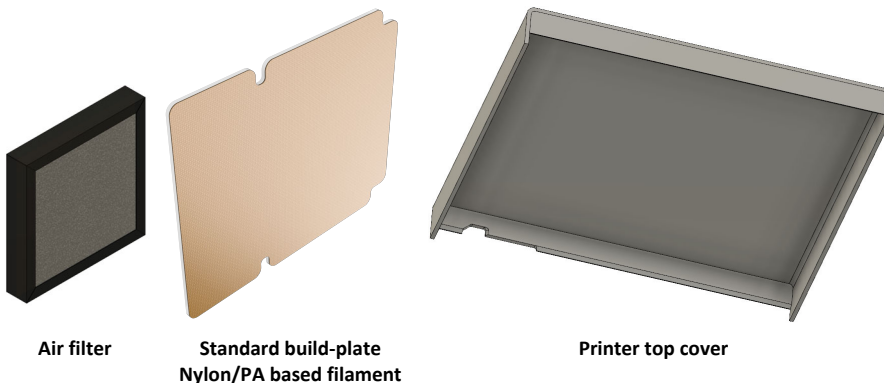


USB cable



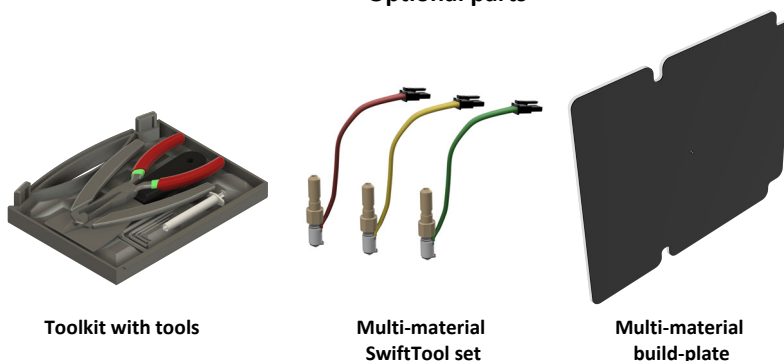
Power cord





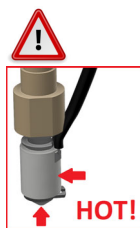
You will also find a Simplify3D redemption card and this manual. The SwiftTool Carbon0.6 and the Air Filter come pre-installed.

### Optional parts



## 1.4 Before Starting the ZYYX Pro for the First Time

Before using the ZYYX Pro for the first time, make sure to remove all transport seals. See [Unpacking Your Printer](#) <sup>3</sup>.



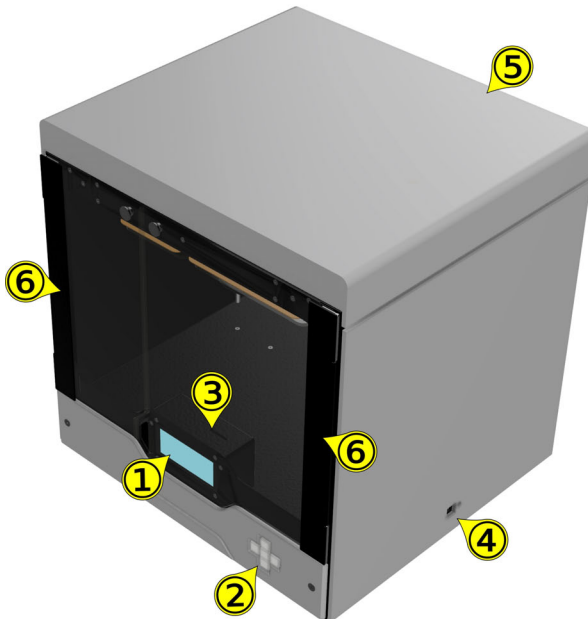
Note that during printing, the SwiftTool nozzle and SwiftTool nozzle heater are very hot (up to 260 °C) and will burn if touched. We highly recommend keeping the lid and doors closed during the whole printing process for all filaments requiring a heated chamber.

Please also allow time to cool down before making a SwiftTool exchange. See section [Swapping SwiftTools](#) <sup>15</sup>.

Please also note that metal components within the printer body will become warm (up to 60-70 °C) when the heated chamber is used. Even after printing, these parts - such as the x/y-axes rods, interior metal frame, z-screw, etc. - will be warm until the interior has cooled. Therefore, we highly recommend that you

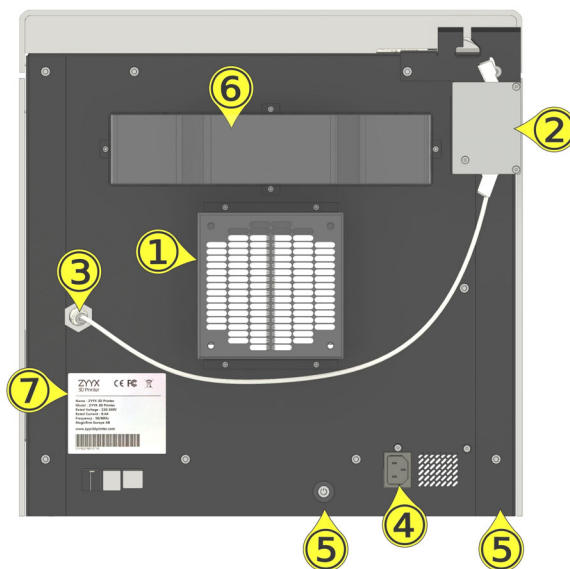
allow the interior to cool before touching any metal components and, if you must touch a metal component before the printer is completely cool, that you do so with caution.

## 2 Product Overview



FRONT/SIDE VIEW

#	Name	Description
1	LCD display	ZYYX Pro user interface display and control menu.
2	Menu buttons	Used to control the user interface. See section <a href="#">Keyboard Operation</a> <sup>8</sup>
3	SD Card slot	Uses an SD Card with print files
4	USB port	Interface to computer. Primarily used for firmware updates Next to the USB port there is a hardware reset button
5	Top cover	Can be removed for easier access when changing SwiftTool or feeding filament
6	Doors	Can be opened to access the print volume, removing the build-plate after the print is finished and also for accessing the SD card slot

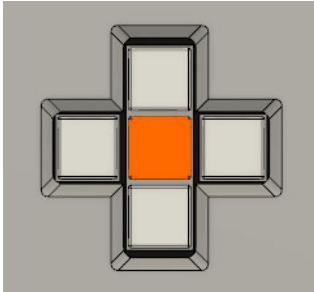


BACK VIEW

#	Name	Description
1	Air filter container	Contains a fan and a replaceable air filter. The fan makes sure that all air exiting the unit passes the filter and is clean. The filter cartridge is inserted from the right side (see <a href="#">Air Filter Cartridge</a> <sup>18</sup> ).
2	Filament monitor	Monitors if there is a problem with the filament or if the filament runs out. If that happens the print is paused, so that the problem can be corrected before resuming the print
3	Filament feed funnel	Attaches to the filament tubing which guides the filament on its way from the roll to the printhead extruder via the filament monitor
4	Power input	Connects to power wall socket via power cable
5	Power button	Powers on/off the ZYYX Pro (position varies depending on printer version)
6	Heater cover	This part contains the heater for the heated enclosure. It will be warm when printing with heated enclosure, up to 65-70 °C
7	Product label	Displays detailed information about the product and model as well as certification labels. The serial number is found at the bottom below the bar code

## 2.1 User Interface

### 2.1.1 Keyboard Operation



**Activation middle button (orange)**

Activates the selected menu item. On older ZYYX Pro this button is green.

**Up and Down buttons**

Moves the marker (>) up and down

**Right button**

In Menu view: Nothing

In specific screens, as shown on screen

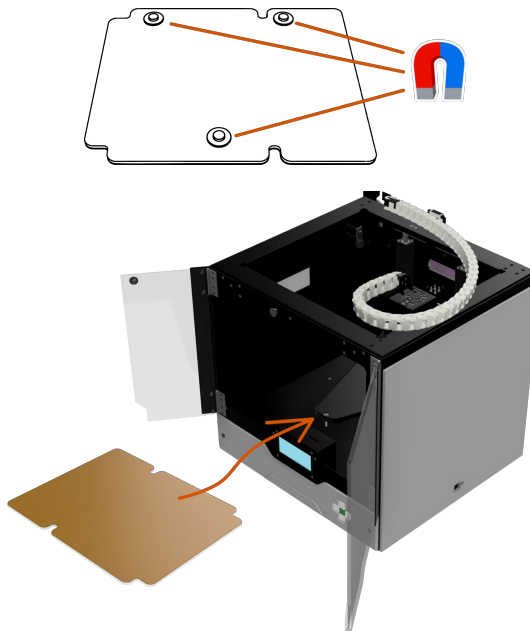
**Left button**

In Menu view: cancels or exits a function

## 2.2 Setting Up the ZYYX Pro Printer

### Insert Build-Plate

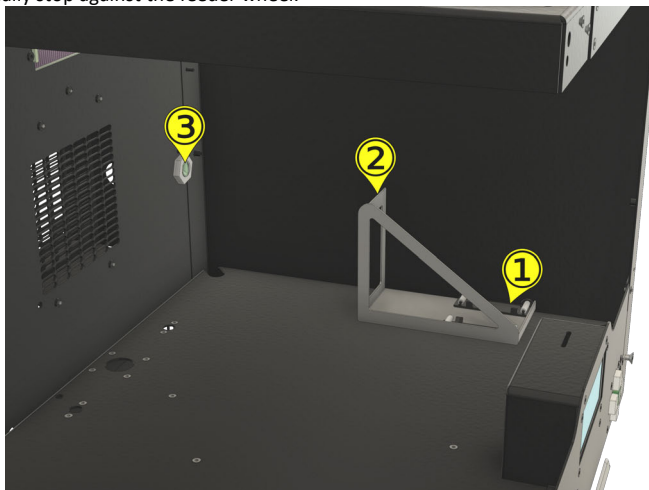
Place the build-plate in the printer. Make sure that all three magnets under the build-plate are positioned correctly in the circular recesses of the triangular build-plate holder.



### Installing Filament - STEP 1

Turn the power on. Open the doors. Place the filament roll inside the printer on the spool support ①. Make sure that the filament is fed from the bottom of the roll over the stand edge ②. Cut off any molten plastic from the tip of the filament string. Push the filament tip into the white funnel ③ at the back wall of

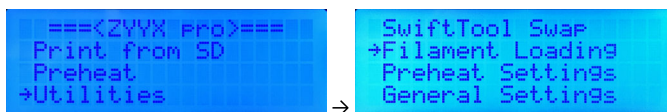
the printer and through the feed tube until the filament string appears close to the printhead. The filament tip will eventually stop against the feeder wheel.



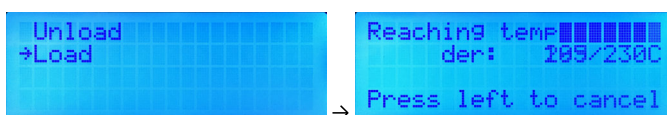
### Loading Filament - STEP 2

By using the function buttons, perform the following steps to load the filament.

1. Choose Utilities → Filament loading



2. Choose Load → Wait for heating up



Begin loading or unloading. Press the center button when finished.

3. When the message shown to the left appears on the LCD, push the filament some more. Stop pushing as soon as the feeder wheel is gripping the filament. Wait until the correct color plastic extrudes from below the SwiftTool nozzle and press the coloured center button to exit.

Now the printer is ready for printing.

### Note!

When unloading the filament, make sure to keep the filament wire tightly wound on the roll and fixate the loose end of the spool by using the holes/slots on the side of the roll. This to avoid tangling of the filament roll.  
Also make sure to read up on and follow the filament handling instructions given in section [Filament Handling](#) <sup>16</sup>.

## 2.3 Setting Up the Simplify3D Slicer Software and ZYYX Pro Profiles

Below is a simple step-by-step overview of how to set-up the Simplify3D software.

### 1. Find e-mail with code for Simplify 3D

Find your Simplify licence email from ZYYX.

### 2. Downloading Simplify3D

Now go to [simplify3d.com](https://simplify3d.com) and login to your user account with the data you received in 1.

Follow the instructions given in the confirmation e-mail to download and install the software.

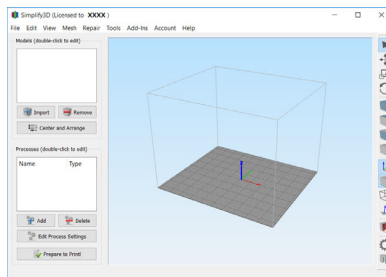
### 3. Download ZYYX profiles

Go to [www.zyyxlabs.com/profiles/](https://www.zyyxlabs.com/profiles/) and download the Simplify3D print profiles. Unpack the zip archive.

### 4. Start and initial setup of Simplify3D software

Start the Simplify3D software. A screen such as that shown to the right will appear. If installed correctly, your name is shown on top.

If requested for selecting printer click *Cancel*, and install profiles below.

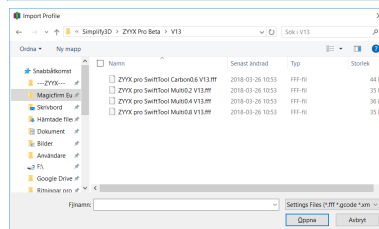


### 5. Adding ZYYX profiles

Go to menu *File-Import FFF Files*, and select the files downloaded and unpacked in 3.

Select the files (one for each SwiftTool type that you will use).

Click open.



Simplify3D is now set up for use.

## 2.4 Slicing a First Print File

When the Simplify3D and the ZYYX profiles are installed you can "slice" your first print file.

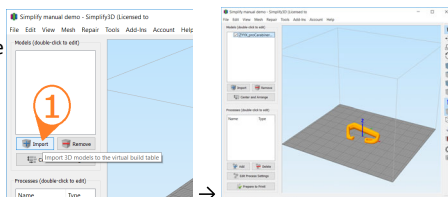
"Slicing" is the process necessary to convert a 3D model into a file that can be understood by the 3D printer.

### 1. Adding a model

Click the Import button and select an STL or 3MF file that has been exported from your CAD software. Click open.

In our example the ZYYX proCarabiner is used.

The model may be reviewed and manipulated using the Tool Bar options (listed vertically on the right side of the window).



### 2. Placing the model on the print surface

Depending on how the STL/3MF file was exported, you may need to place it in a suitable position for printing.

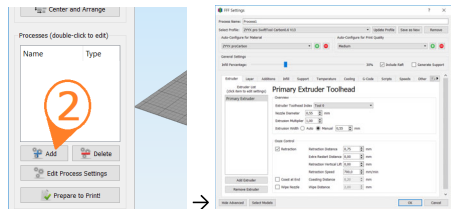
Do this by marking a suitable surface on the model and pressing CTRL-L (=menu *Edit - Place Surface on Bed*).

You may also use the *Center and Arrange* button.

Doing this wisely may save trouble and time when printing and reduce the need for support structures.

### 3. Adding a process and selecting profile

Click *Add* to see the FFF settings screen as shown to the right.



### 4. Selecting profile

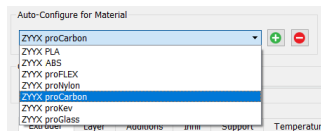
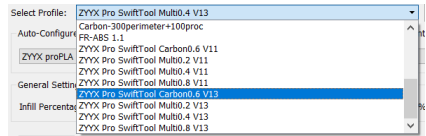
Select the profile for the SwiftTool nozzle that you will use. In the example, the Carbon0.6 is chosen to print with proCarbon filament.

Please note that ZYYX Pro profiles are not compatible with ZYYX+ or ZYYX Classic machines, and vice versa.

### 5. Selecting material / filament

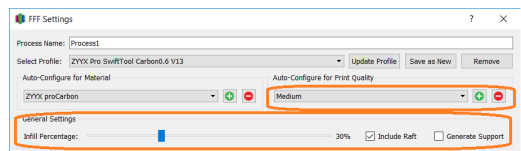
Select the filament to use for your print. In the example proCarbon is chosen.

It may be useful to check the table in section [Printing](#) 12 to know what materials to use with which profile.



### 6. Other process settings

There are many different settings that can affect the print result. Most are automatically selected by the profile, but there are some important ones on top, as highlighted in the picture to the right.



**Print Quality:** Controls vertical resolution. The medium setting is usually sufficient. A fine quality print takes roughly twice the time to print compared to a medium.

**Infill Percentage:** Decides how much material will be used inside massive parts. A lower number gives faster prints, a higher usually gives stronger parts.

**Include Raft:** Adds a plate below the print. This is default for all ZYYX profiles and gives better adhesion and quality.

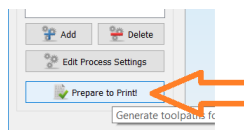
**Generate Support:** Add support if your model has flat overhangs or other complex structures that e.g. begins in free air, and has no natural attachment from the build-plate and all the way up.

Below these four settings, there are many more settings that may be useful for an expert user. Use of the ZYYX profiles optimizes all these automatically.

Click OK to close.

### 7. Creating the sliced model

Click the button *Prepare to Print!*.



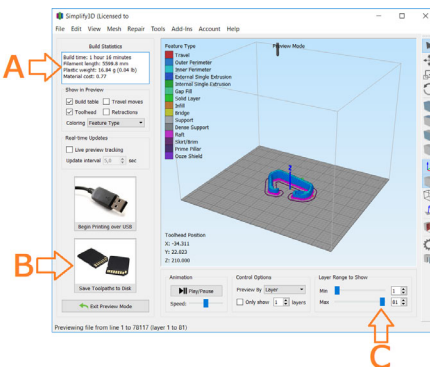
## 8. Viewing the sliced model and saving print file

In this view, a preview is shown of what the print will look like. The sliced model can also be zoomed and rotated the result, just as in the previous 3D model view. There are also lots of other useful information as shown in the picture to the right.

**A:** Estimated print time, material use, and cost.

**B:** Saves the sliced model to the X3G format file for the printer.

**C:** Allows a layer-by-layer preview of the print process.



Finish by clicking the B button and save the X3G file to a known place. We suggest that the file name also includes information about material and SwiftTool size.

The file name is limited to 32 characters, so a short

code suffix like "-P04" for ZYYX-PLA with 0.4 SwiftTool or "-C06" for proCarbon with 0.6 SwiftTool allows more space for the description.

## 9. Copying file to SD Card

Finish the process by copying the X3G file to the SD card. Go to the [Printing](#) 12 section to continue.

More details on the Simplify3D software is found at [www.simplify3d.com](http://www.simplify3d.com). A Simplify3D Quickstart Guide is found at [www.simplify3d.com/support/quick-start-guide/](http://www.simplify3d.com/support/quick-start-guide/).

**Please note that damage occurring due to deviation from our provided profiles (including printing without a raft) will not be covered under ZYYX Labs's warranty policy.**

**Note!** Due to limitations in the Simplify3D software it always ask you to save any profile settings that you have modified. Always click "No". If you by mistake click "Yes" we recommend that you to restore the ZYYX profiles by deleting and adding them again, as described in section [Setting Up the Simplify3D Slicer Software and ZYYX Pro Profiles](#) 10.

## 2.5 Printing

The table below gives an overview of valid combinations that can be used for printing.



Filament type	Standard	Multi-Material	Heated Chamber	SwiftTools				Soft Spring
	Build-plate (br/orange)	Build-plate (black)		M-M 0.2	M-M 0.4	M-M 0.8	Carbon 0.6	
proCarbon	YES		YES				YES	
proGlass	YES		YES				YES	
proNylon	YES		YES	YES	YES	YES	YES	
ZYYX-PLA		YES		YES	YES	YES	YES	
ZYYX-ABS		YES	YES	YES	YES	YES	YES	
ZYYX-Flex		YES		YES	YES	YES	YES	NEEDED

**Note!**

As a user it is important to keep track of:

1. the right build-plate and the right SwiftTool, as shown above.
2. to add the Soft Spring when printing ZYYX-Flex.

The rest is taken care of by the ZYYX Simplify3D profiles.

Below, the recommended method of printing from the SD Card, is described. This is the most convenient solution, since it is more robust and frees your computer during the print. If you still want to print from computer via USB or control the printer that way, contact ZYYX at [support@zyyxlabs.com](mailto:support@zyyxlabs.com), and we will send you drivers.

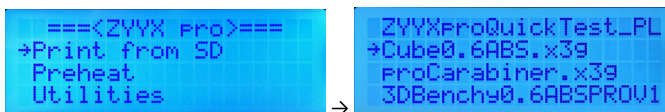
The ZYYX Pro 3D printer uses the Simplify 3D Integrated Printing Software to generate the print file needed for printing. Please refer to [Slicing Your First Print File](#)<sup>10</sup> for details on how to create a print file.

To skip that process for now, the SD card comes ready and loaded with the proCarabiner model, so you simply need to load proCarbon filament (other filament types will not work with this file), place the Standard Build-plate (brown/orange) in the printer, and begin printing!

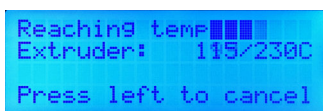
When a print file is stored on the supplied SD card, simply follow these instructions to print:

**1. Starting the print**

Choose *Print from SD* on the printer menu and then choose the print file with the Up/Down buttons. Press the coloured mid-button to start.

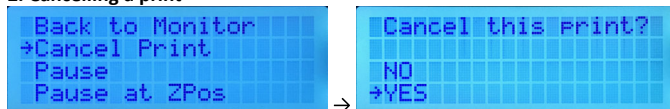


The printhead will heat up and then start printing your model.



**Note!**

If displaying the temperatures, please note that the chamber temperature display does not go below 30 °C. This means that if it displays 30 °C the chamber temperature is 30 °C or lower.

**2. Cancelling a print**

To cancel the print, press the Left button to bring up a selection of actions and select *Cancel Print*.

**3. Print finished**

When the print is finished, open the doors and remove the build-plate. Use the Spatula from the toolkit or a similar tool to remove the print from the build-plate.

**Note!**

Be careful when using the sharp Spatula. Recommended practice if print is big or difficult to break away from the build-plate is to put the build-plate vertically with one of its edges onto the floor and push with spatula between the build-plate and the print from above. Note the direction of the angled edge of the spatula and put the flat side towards the build-plate, the angled edge towards the print.

**2.6 SwiftTools**

The SwiftTool system is a unique feature of the ZYYX Pro printer. It allows a quick-and-easy switch of nozzle size or replacement of a clogged nozzle.

There are four different SwiftTools:

**SwiftTool Carbon0.6 (black)**

This is a 0.6 mm hardened steel nozzle that can be used with any filament but that is optimized for the use of abrasive filaments, like proCarbon or proGlass. These are strong carbon fiber and glass fiber reinforced nylon filaments suitable for heavy duty applications. Note that these materials only should be used with this kind of nozzle.

**SwiftTool Multi0.4 (yellow)**

This is the standard size brass nozzle, included with the optional Multi-Material kit. It is suitable for the softer filaments, like ZYYX-PLA, ZYYX-ABS, ZYYX-Flex, and proNylon. Note that this nozzle never should be used with proCarbon or proGlass.

**SwiftTool Multi0.2 (red)**

This is the high resolution nozzle included with the optional Multi-Material kit. It is suitable for the softer filaments, like ZYYX-PLA, ZYYX-ABS, ZYYX-Flex, and proNylon, to make smaller size models with high detail level. Note that this nozzle never should be used with proCarbon or proGlass.

This SwiftTool is 4-8 times slower than Multi0.4 when printing the same model.

**SwiftTool Multi0.8 (green)**

This is the low resolution nozzle included with the optional Multi-Material kit. It is suitable for the softer filaments, like ZYYX-PLA, ZYYX-ABS, ZYYX-Flex, and proNylon, to make larger size models with lower detail level. Note that this nozzle never should be used with proCarbon or proGlass.

This SwiftTool is 4-8 times quicker than Multi0.4 when printing the same model and may be used for quick draft prints.



Memory rule: Traffic light, Red=slow, Yellow=middle, Green=fast.

## 2.7 Swapping SwiftTools

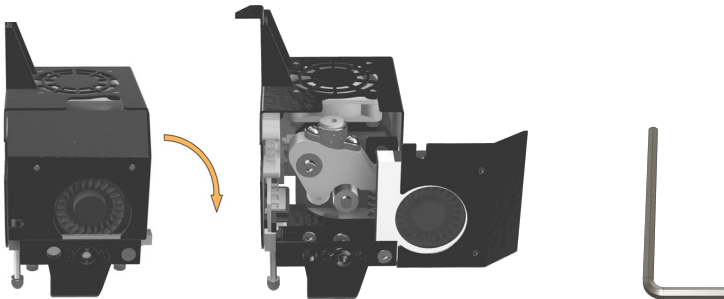
To replace SwiftTool it is recommended to use the built-in SwiftTool swap function. You will find it on the main menu of the ZYYX Pro. It guides you with an on-screen step-by-step instruction and also helps by heating and cooling at the right times.

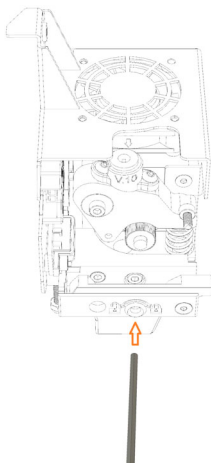


Make sure to hold the SwiftTool by the body, do not pull the cable to remove it. The cable may break if too much force is used.

If you still want to do it manually, a step-by-step manual guide is given below.

1. Start by unloading the filament using the ZYYX Pro main menu. If this for some reason is not possible, you may need to cut the filament using a pair of snippers.
2. Allow the SwiftTool to cool down for a few minutes, since the next step requires you to hold the SwiftTool.
3. Locate the printhead and flip the front part to the right as shown below. Find the 2.5 mm Allen key (hex tool), as shown right.





4. Insert the 2.5 mm Allen key (hex tool) into the hole in the plastic fan holder. Unscrew counter-clockwise until the screw hits the front wall of the fan holder.
5. Disconnect the SwiftTool connector by squeezing the lock tab on the SwiftTool connector and then pulling out.
6. When 4 and 5 are complete, the SwiftTool can easily be grabbed from below and pulled down or pushed from the top with a tool to come loose. It should be quite easy to pull out. If not, unscrew the lock screw some more. Never pull the wires!
7. Put the replacement SwiftTool in place by using the opposite procedure.

### Note!

Make sure to push the SwiftTool up while mounting the lock screw, or the SwiftTool may be mounted too low. This will result in printing problems.

## 2.8 Filament Handling

Please be aware that ZYYX Pro Engineering materials, like other nylon-based filaments, must be kept as dry as possible to produce the best printing results. If not, stringing and other printing defects will occur. To prevent moisture build-up we therefore suggest that, when not in use (in a heated machine), the filament roll is stored in the provided vacuum bag together with a dehumidifier bag, and that the pump is used to evacuate excess air.

In summary, the ZYYX Pro Engineering materials can be stored safely in the following places:

- In the original vacuum sealed package.
- Inside the ZYYX Pro as long as the heating is on (during print or when Preheat function is activated).
- In a re-sealed OfficeSafe™ bag with dehumidifier bag and vacuum by the use of the OfficeSafe pump, see below.



### Verifying Status of a Filament Roll

Please note that the silica gel beads (aka siccant) of the dehumidifier bag turn dark green when they no longer can absorb moisture. As long as they are brownish they still work fine. Please also note that the vacuum bags will not maintain their seal if there is the slightest gap in the top. Therefore, it is recommended that you check on the bag a day after sealing to ensure that no air has leaked in.

If a roll has been left out for a few hours, it may be restored by drying in a low temperature oven (at 50-60 °C) for 12-24 hours.

## 2.9 Tips and Tricks

### Using Preheat

It can take some time to heat up the chamber before starting the printing process.

To speed this up, the Preheat function on the main menu can be used to heat the chamber beforehand.

This is how:

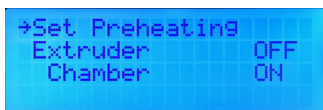
1. Choose *Preheat* → *Set Preheating* screen is now shown



2. Select *Chamber* and press the Green button → *Chamber* setting should now be ON



3. Select *Set Preheating* and press the Green button → The heater fans will turn on



4. Exit the menu by pressing the Left button twice

There is also a setting for the preheat temperatures. You will find this under Utilit

### Max file length and file type

The system supports a max file length of 32 characters of which 16 is visible simultaneously on the ZYYX Pro display.

It is recommended is to keep the important info in the beginning of the file, so that the right file is easily found.

A good practice is to add info about material and SwiftTool size in the file name, since every material is unique and a sliced file works only for that material. The file name is limited to 32 characters, so a short code suffix like:

"-P04" for ZYYX-PLA with 0.4 SwiftTool

"-C06" for proCarbon with 0.6 SwiftTool

"-A02" for ZYYX-ABS with 0.2 SwiftTool

etc.

allows more space for the description.

## 3 Maintenance

### 3.1 Build-Plates

Please note that the build-plates do not require the addition of adhesives or calibration. The build surfaces are designed for filament adhesion without the addition of glue or tape, and the printer has been pre-calibrated for your build-plates. We do, however, recommend wiping the surface of the build-plates with some acetone before use, as this cleans the surface and aids in adhesion. (Acetone will leave light streaks on the M-M build surface, but these actually serve to increase adhesion and generally have no effect on print quality.) For general maintenance, we recommend this acetone procedure after every 4-8 prints.

Please keep in mind that the standard ZYYX Pro build-plate is suited for nylon-based filaments, such as our ZYYX Pro Engineering Materials, as is the pre-installed proCarbon SwiftTool. The Multi-Material build-plate should be used when printing with non-nylon based materials (such as ZYYX-PLA, ZYYX-ABS, and ZYYX-FLEX).

To install the build-plate in the printer, place all three magnets on the build-plate in the circular grooves of the triangular build-plate holder. The magnets must sit snug in these grooves for printing to begin, as every print starts with a surface auto-levelling procedure that will abort the print if the print level variation is too big.

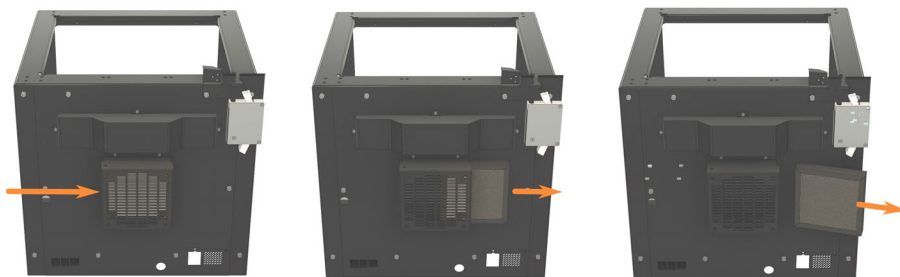
### 3.2 Air Filter Cartridge

The printer is pre-installed with a HEPA+Active Carbon filter cartridge to reduce odor and fumes. It is recommended that this filter is replaced roughly every two months, based on printing 2-4 hours per day.



Write the installation date on the filter or put a reminder in your calendar so that you remember to replace the filter regularly.

Push the filter out from the back using the hole on the left side of the filter box. Then pull it out to the right. See step-by-step guide below.



Put the new filter in place, using the reverse procedure.



Please observe that the black side of the filter cartridge should face backwards, for optimum performance.

### 3.3 Monthly Cleaning Routine

Every month the printer feeder wheel area behind the front fan on the printhead should be cleared from debris. This is easily done, as the front fan simply flips open by rotating around its bottom right corner. Use the brushes from your Maintenance Kit to remove any excess filament build up. Please be certain to put the fan back in place once you have finished!

Every three months a check of whether the printer is noisier during printhead or Z screw movement should be done. If so, add a small amount of grease to the movement rods or Z screw, type NSK LR3 or similar.

### 3.4 Adjusting Z-Axis Offset

The printer is calibrated prior to shipment. Over the life of a printer, it is often necessary to adjust the distance between its SwiftTool and build-plate to either increase or decrease filament adhesion to the plate. This can be due to a number of reasons, such as a change of build-plate, change of SwiftTool or printhead probe, normal build-plate wear and tear, or small changes within the printer itself. Keep in mind that adjustments of half a millimeter or less can mean the difference between adhesion and non-adhesion. Also bear in mind that if the printer is very cool, the distance will change while adapting to room temperature. Please allow the printer to stabilize in temperature before starting to print. For printing with a heated chamber, the pre-heat function is recommended, see [Tips and Tricks](#) <sup>17</sup>.

Therefore, adjusting the distance between the SwiftTool and build-plate (aka the Z-Axis Offset) is a good tool to have. This can be done and saved in your Simplify3D profile for each unique SwiftTool and material combination.

To make this change, please go to Simplify3D>Edit Process Settings>G-Code tab. Under the Global G-Code Offsets section, the Z-Axis Offset value can be adjusted. Setting a more negative value will move the nozzle closer to the build-plate, increasing adhesion. Conversely, making the Z-Axis Offset more positive moves the build-plate farther from the nozzle, decreasing filament adhesion.

When changing the Z-Axis Offset value, it is recommended to increase or decrease by 0,05 mm at a time. You may need to adjust the value more than once to find the setting that works best at any given time.



This is an advanced user setting!

If you move the SwiftTool too close to the build-plate, you can cause it to impact the build-plate. This may damage the build-plate!

Important aspects:

- Take care when making the Z-Axis Offset more negative.
- Take small steps at once, 0,05 mm at a time.
- When the SwiftTool is quite close to the build-plate surface, adjust it by less than 0,05 at a time.

## 4 Troubleshooting

If experiencing problems with the ZYYX, please check the ZYYX website FAQ or Support videos for more suggestions before contacting your local ZYYX Labs distributor or the producer ZYYX Labs AB. These are found at: [www.zyyxlabs.com/faq/](http://www.zyyxlabs.com/faq/).

## 5 Warranty

ZYYX Labs AB (hereafter ZYYX) warrants that ZYYX-branded products shall be free from defects in material and workmanship for a period of 12 months after the sale and delivery ("Warranty Period") and that ZYYX-branded spare parts shall be free from defects in material and workmanship for 90 days from the date of delivery. Normal consumables or expendable parts, as listed below, are excluded from this warranty. ZYYX's obligation under this warranty is expressly limited to supplying replacement parts and/or service for, or replacing, at its option, any product, which in the sole discretion of ZYYX is found to be defective with respect to workmanship or materials. The warranty is subject to the conditions that the product is used for the purpose intended and that any claims are made in writing to [support@zyyxlabs.com](mailto:support@zyyxlabs.com) within 30 days of the date the damage occurred.

Any warranty claim must first be recognized as justified by ZYYX, by contacting the ZYYX reseller or ZYYX directly at [support@zyyxlabs.com](mailto:support@zyyxlabs.com). If so, the Reseller or ZYYX is obliged to rectify the defects free of charge according to this warranty. If the defect cannot be repaired, the Reseller will, within the warranty period, replace the Product by an identical product, or, if the Product is no longer manufactured, by a similar replacement of the same value or offer an appropriate refund.

For a warranty claim to be valid:

1. notification must be made to the ZYYX reseller or ZYYX directly before the end of the warranty period,
2. conform to any additional stipulations of the warranty, as defined below,
3. the original serial number sticker must still be on the Product(s) if applicable, and
4. the Product must be returned in the original packaging, packed according to ZYYX's written guidelines. The packing guidelines will be received after the contact with [support@zyyxlabs.com](mailto:support@zyyxlabs.com). Since customers will be entitled to make a warranty claim only on submission of the packaging, we advise that the original packaging are kept in a safe place. If the original packaging is not available anymore, the customer can purchase such for an additional amount of €25 + shipping and VAT.

The customer shall make any arrangements as may be reasonably necessary to safely deliver up to ZYYX the defective products which are being replaced/repared and ZYYX shall be entitled to charge the customer if such defective products or parts are not returned on request.

If a part of the Product is repaired or replaced during the warranty period, the warranty period still remaining for the entire Product will apply to this part. However, repair and/or replacement will not extend the warranty period for the Product. For the replaced/repared part itself, the 90 day warranty listed above is valid, even if the Product warranty period expires.

Consumers within the European Union have a Warranty Period of two years. If defects appear after six months, the consumer, according to EU regulations, needs to prove that the defect existed when the product was received.

### Exclusions

- Consumables are not covered by the normal one year warranty. The following parts are considered consumables:
  - a. Filament
  - b. Filament bags and siccants (dry bags)
  - c. Build-plates
  - d. SwiftTools
  - e. Air filter cartridges
  - f. Filament tubing
  - g. Filament drive wheels
  - h. Filament roll holder low-friction parts

If not taken into use, the consumables are warranted to be free from defects in material and workmanship for 90 days from the date of delivery.



- Any defect or damage caused by inappropriate, incorrect or improper use, installation, maintenance, operation and cleaning or normal wear and tear. Also abuse, misuse, neglect or any unauthorized repairs, maintenance or alterations of the products, including altering of Profiles without directions by ZYYX and failing to use guidelines sent out in emails/guides. For correct use, reference is made to the manual of the Product and other distributed guides.
- Failure of the Product caused by an accident or any other event, act, default or omission outside ZYYX's control.
- Customers are welcome to use third party materials, accessories, etc.. That in itself, does not void the warranty. If, however, the use of third party elements, causes damage to the Product, the part(s) affected by this damage is excluded from warranty.

In any event, ZYYX's obligation under these warranties shall not include any liability for indirect or consequential damages, including but not limited to loss of use, loss of staff time, profit, or revenue. Furthermore, ZYYX's liability is limited to the purchase value of the Product.

**Applicable law and competent court**

This warranty is exclusively governed by Swedish law. Any dispute arising out of or in connection with this warranty will be exclusively submitted to a Swedish court.

## 6 Standards and Compliances

## 6.1 Manufacturer Declaration of Conformity



### Declaration of Conformity

We, ZYYX Labs AB, Stena Center 1 B, SE-412 92 GOTHENBURG, Sweden,

declare under our sole responsibility that the product:

**Product name:** ZYYX Pro

**Type of equipment:** Additive Manufacturing Equipment

is in conformity with the provisions of the following EC Directive(s):

- **2014/30/EU Electromagnetic Compatibility Directive (EMC),**
- **2014/35/EU Low Voltage Directive (LVD),**
- **2011/65/EU and (EU) 2017/2102 Restriction of Hazardous Substances in EEE Directive (RoHS 2)**

and that the following standards and/or technical specifications referenced below have been applied to the product and/or components there of:

EN 55022:2010, EN 55032:2012, EN 60950-1:2001+A11+A1+A12+A2, EN 61000-3-2:2014, EN 61000-3-3:2013, EN 55024:2010+A1:2015  
(EN 61000-4-2:2008, EN 61000-4-3:2006+A1:2007+A2:2010, EN 61000-4-4:2012, EN 61000-4-5:2014, EN 61000-4-6:2013, EN 61000-4-8:2009, EN 61000-4-11:2004)



Gothenburg, 2018-12-03,

A handwritten signature in blue ink, appearing to read 'Tomas Bengtsson'.

Tomas Bengtsson, CEO

## 6.2 Filament Safety Data Sheet (SDS)

Technical data sheets and SDS documents for the various ZYYX Filaments can be downloaded from the ZYYX web site at [www.zyyxlabs.com/data-sheets](http://www.zyyxlabs.com/data-sheets).

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Note!

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[www.zyyxlabs.com](http://www.zyyxlabs.com)