

## **FAQs - Dremel DigiLab 3D Printers**

### **What is 3D printing?**

3D printing is a method of creating 3 dimensional objects from computer model file. Many different forms of 3D printing exist today, but Dremel's 3D Printers utilize Fused Filament Fabrication (FFF) to extrude layers of molten plastic on top of one another until an object is realized.

### **How good is the build quality?**

Build quality depends on a number of factors such as layer thickness and slicer settings. The Dremel printers (3D20, 3D40, and 3D45) extrude filament into layers thinner than a sheet of paper, 50 to 300 microns (.05 -.3mm). The thinner the layers, the more detail can be printed. Also, many slicer settings can influence the build quality, the DigiLab Slicer has settings that are optimized for Dremel's 3D Printers.

### **How big is the build volume?**

3D20: Maximum build volume is 9" x 5.9" x 5.5" (230mm x 150mm x 140mm). 3D40 and 3D45: Maximum build volume is 10" x 6" x 6.7" (254mm x 154mm x 170mm). 30% larger than the 3D20.

### **What can my Dremel 3D Printer build?**

Your Dremel 3D Printer can build more things than can be listed here. See [digilab.dremel.com/software](http://digilab.dremel.com/software) to explore a variety of ways you can create your on models.

### **How long does it take to build an object?**

The time it takes to build a 3D object depends on the size and complexity of the model file and it is not an exact science. Dremel 3D model files have estimated build times for your reference.

### **How thick are the object layers?**

The thickness of your object layers is something you can choose. The 3D40 and 3D45 Printers have a maximum resolution of 50 microns (0.05mm), the 3D20 has max resolution of 100 microns (0.1mm). All printers have a minimum resolution of 300 microns (0.30mm). The higher the resolution, the smaller each layer and the better your object will look. The layer resolution depends on the setting: Low - 0.3mm Medium - 0.2mm High - 0.1mm Ultra - 0.05mm (3D40 and 3D45 only)

### **Why are my objects getting stuck to the build platform?**

Objects sticking to the build platform is a good thing as they require a firm adhesion to the build platform during the build process. This is to ensure that the object remains stable throughout building. If your prints are too difficult to remove, your nozzle may be too close to the build platform. You may need to adjust your first layer height which is available in the settings menu. Please contact customer service if you have any questions, or this does not work. See instruction manual for object removal instructions.

### **Why won't my objects stick to the build platform?**

There are many reasons why objects may not stick to the build platform. You should first ensure that you have clean, debris free build tape and that it is not torn or ripped. Next, check that the build platform is level. These are the two most common causes for builds not sticking. If your prints still do not stick, your nozzle may be too far from the build platform. You may need to adjust your first layer height which is available in the settings menu. Please contact customer service if you have any questions, or this does not work.

### **Can I use more than one type/color filament on one object?**

Yes. You can pause a build, then change filament during the pause. The print can easily be resumed when you have completed the filament change process.

### **Why do my objects collapse on themselves?**

You may need to optimize the model design. Angles greater than 45 degrees from vertical will require external supports to prevent it from collapsing. Also, even with supports, some models may require a specific orientation to be stable while printing, or an extra layer to help the model stick. In the DigiLab slicer try clicking "Generate Support" and "Build Plate Adhesion". If you are still having issues, please contact customer service for some additional ideas.

### **Can I print a model that has large overhangs?**

Yes, you can print such a model using supports generated by the slicing tool. In DigiLab Slicer, click the "Generate Support" button.

### **Will there be any marks on my print after I remove support material?**

Supports are designed to be easy to remove and they should leave minimal marks on your print, however if you find some marks you can sand them with fine sanding paper.

### **How long does the build tape last?**

Build tape is only required for 3D20 & 3D40. The black build tape will last up to 50 prints; the blue build tape will last up to 10 prints. The black build tape can be cleaned with a mild spray cleaner, this should extend its life.

### **What is the difference between the two build tapes (black & blue)?**

Both build tapes will provide the same quality of build, the main difference is that the black build tape is more durable, and will hold objects tighter.

### **Is there a specific way I should position my model before printing?**

The best orientation for printing usually minimizes any horizontal overhangs that would require support and maximizes the build plate contact area. These are not always the same position, and some experimentation may be required to optimize.

### **Why does my printer print an outline around the object or a line to the side of my object before it builds the model?**

This is called a skirt or brim and is used to prime the nozzle to ensure smooth filament flow before beginning to print the real model.

### **How can I use my printer remotely?**

You can register your 3D40 or 3D45 printers on the Dremel Print Cloud service. This allows you to upload models, manipulate, slice, start a print and monitor your print until completion. If you have a 3D45 printer, you will get a feed from the onboard camera to show its progress. The Dremel print cloud can be accessed here: [digilab.dremel.com/software](http://digilab.dremel.com/software)

### **Where can I see a Dremel 3D Printer in action?**

Here are several videos showing Dremel 3D Printers in action: [digilab.dremel.com/support/3d-support](http://digilab.dremel.com/support/3d-support)

### **What is included with my Dremel 3D Printer?**

3D20: quick start guide, PLA filament (1x .5kg spool), USB cable, SD card loaded with model files and Dremel3D software, build tape, an object removal tool, instruction manual, unclog tool, and leveling sheet. 3D40: quick start guide, PLA filament (1x .5kg spool), USB cable, USB Flash drive loaded with model files and Digilab Slicer Software, build tape (2), an object removal tool, instruction manual, unclog tool, and build sheet. 3D45: quick start guide, ECO\_ABS filament (1x .5kg spool), NYLON filament (1x .5kg

spool), USB cable, USB Flash drive loaded with model files and Digilab Slicer Software, build platform glue, an object removal tool, instruction manual, unclog tool, and build sheet.

### **Where can I buy a Dremel 3D Printer and Dremel filament?**

Dremel 3D Printer and Dremel PLA filament is sold at select stores nationwide and also online.

### **While my Dremel 3D Printer is in use, am I able to lock the doors?**

3D20: There is no door lock or monitoring on the Dremel 3D20. 3D40 and 3D45: The doors are monitored, and both doors must be closed to initiate a remote print from the Dremel Printcloud. This ensures that there are no hands inside the printer when a print is started from a user who is not near it. During any other time, including building an object, opening a door will cause a warning notice to display on the screen.

### **Is there an emergency stop button on my Dremel 3D Printer?**

No, there is no emergency stop button, however, on all Dremel 3D Printers, the side power switch will immediately cut power to the printer.

### **How does the assisted leveling work?**

The 3D40 and 3D45 Printers come with "Quik Level", which is a feature that is capable of detecting the position of the build platform with the use of smart sensor technology. It creates a reference point in the back of the build platform, then transfers that level to the front two adjustable points. It then directs the adjustment until all points are at the same level.

### **What are the differences between the three Dremel 3D Printers?**

Please refer to the model comparison chart on our website to see the differences between the 3D20, 3D40, and 3D45.

### **Do Dremel's 3D Printers have dual extruders?**

No, all of Dremel's 3D Printers (3D20, 3D40, 3D45) are constructed as single extruder systems.

### **My new 3D40/3D45s have holes for an exhaust hose adapter. How can I attach one to my older 3D40?**

The new hose adapter can be made to fit the older 3D40s with a minor modification. The hose adapter is 3D Printed, and the file is here: [. Please refer to the retrofit procedure here:](#)

How do I clear glue residue from my models after I remove them from the build platform?

You can rinse it in water or wipe it with a damp cloth.

### **What are the differences between 3D40 and 3D45?**

The 3D45 adds several features over the 3D40: - Support for multiple filament types. PLA, ECO-ABS, and Nylon at launch with more to come later. - Camera for remote monitoring of builds - Filament type and length detection - Heated build platform to reduce model warping - Larger touchscreen and new user interface - Exhaust air filter, particulate and active carbon

### **Why have a heated build platform on the 3D45?**

The heated build platform helps prevent builds from warping. This is especially true with more technical materials like Nylon and ECO-ABS.

### **Why do I have to use Glue on my 3D45?**

The supplied glue is the best, safest, material we could find that would work with all filaments supported by the 3D45. It provides a strong adhesion that helps prevent builds from failing.

### **How do I clean a 3D45 build platform with dried glue on it?**

Remove it from the printer and rinse it under warm water. The glue will dissolve. After the build platform is clean, allow it to dry completely before reinstalling it into the 3D45.

### **How often do I need to clean the glue off of the build plate?**

The glue on the build plate does not need to be cleaned every build. You can scrape rough edges off after a build, and applying more glue. This can work well once you build up a few layers. You would need to wash it if there are deep gouges in the glue layer, or it has built up unevenly and make the build platform unlevel.

### **On my 3D45 when I level, it asks me to check and clean the level sensor, how do I do that?**

If you observe glue residue on the level sensor, you can gently scrape it off with a side-to-side motion. Do not use tools that are sharp or may pinch the plunger. Be careful to not touch the nozzle behind the level sensor, it may be hot.

### **Why is there an RFID tag on the filament and how does it work?**

The RFID Tag allows the Digilab 3D45 printer to identify what type of filament is loaded into it. With this information, the 3D45 will set the correct temperatures and print speed to ensure your selected model prints optimally. It will even do this if the original print file was sliced for a different material. The RFID tag also allows the 3D45 to keep track of the amount of filament remaining on the spool so it can warn you if there is not enough to complete a print.

### **How do I use the Camera on 3D45?**

The camera only operates with the online Print Cloud service. Please log into Dremel print cloud to remotely monitor your printing. You can even monitor the status of locally started prints. The print cloud is here: [digilab.dremel.com/software](http://digilab.dremel.com/software)

### **On my 3D45 the build is really stuck on hard, how do I get it off?**

For times when the glue holds too well, we have found it best to use the provided removal tool (scraper). Work it under a corner or side and then continue to push it under the build until it releases.

### **How do I use the hose adapter on the 3D40 or 3D45?**

The hose adapter is for use with a fume extraction system or for duct fan ventilation. First you will need to print the hose adapter file located on the printer. It can be printed out of any material (PLA, ECO-ABS, or Nylon). If you are using a fume extraction system, please be sure to turn it on every time you use your printer.

### **Is there a way bypass the automatic setup on the 3D45?**

The 3D45 chooses settings that are optimized for each type of filament. However we understand the need for adjustability. There are two levels of user control of print settings. 1. From the Main screen press FILAMENT > VIEW/EDIT FILAMENT SETTINGS. This will allow you to specify temperatures and speeds. These settings will be remembered for as long as that spool is loaded. 2. From the Main screen press TOOLS > SETTINGS > ADV. MODE. Selecting "PRIORITIZE G-CODE SETTINGS" will set the printer to always use the print settings included in the print file. This allows you to change parameters in your slicer and have them faithfully used by the printer.

### **What kind of filters are provided with the 3D45?**

There is a particulate filter and an active carbon filter.

### **Do I need an extra air filtration system for my printer?**

Dremel provides the ability to connect the 3D40 and 3D45 printers to ventilation systems and to fume extraction systems.

### **Why should I use Dremel filament?**

Dremel filament is manufactured to provide the highest quality during operation and will help your Dremel 3D printer run smoothly. Also the DigiLab 3D45 utilizes specific RFID information stored on each spool to ensure the correct temperature, speed, and other parameters are used for each different filament type.

### **Are all of the Dremel filament types compatible with my Dremel 3D printer?**

All Dremel PLA is compatible with all the Dremel 3D printers. The advanced filament types (Eco-ABS, Nylon, etc) are only compatible with the new DigiLab 3D45.

### **What filament material can I use?**

For the Dremel 3D20 and 3D40 you should only use Dremel PLA filament. The DigiLab 3D45 supports Dremel PLA, Eco-ABS, and Nylon. Other filament types may cause damage to the printers and will void the warranty.

### **How long does filament last?**

How long your filament lasts will depend on several factors including the print quality used, infill density, and the number of supports required. For an example, each Dremel PLA spool contains at least 175 meters of filament, and the standard Dremel Frog print requires approximately 5 meters of filament, so each spool should be able to print approximately 35 frogs.

### **How should I store my filament?**

Storing your filament correctly extends the usefulness of the filament. Filament should always be stored in a cool, dry environment unexposed to changes in temperature or humidity. Always keep your filament inside the shrink-wrap plastic until you are ready to use it. Filament that is exposed to humidity or temperature extremes can become brittle or difficult to melt.

### **Is there any ABS in Dremel's Eco-ABS filament?**

No, Dremel has developed a specially modified PLA blend that mimics the properties of ABS. We have avoided ABS filament due to health concerns.

### **Can I get safety information for all of the filaments?**

The Material Safety Data Sheets (MSDS) are available for all Dremel filaments. Please contact the service department for copies.

### **Where can I find the technical specs for the new filaments?**

The material specs for all of the filaments is located here: <https://digilab.dremel.com/products/filament>

### **Why does it look like there is dirt or little pellets inside the packaging of my roll of filament?**

This is because the desiccant pack that comes with the filament developed a tear. This is common, and the "dirt" you see within the packaging is a form of salt that keeps the filament dry during storage. After the filament is opened, this can be safely thrown away in the garbage. Even though this contains salt, please refrain from eating it.

### **How do I make sure my Firmware is the latest version?**

3D20: Connect the printer to your computer with the USB cable. Click the "Machine Information:" button in the tools menu. Compare this against the latest version available for download on our website 3D40 and 3D45: Connect the printer to the internet using the ethernet plug or wifi. The printer will automatically check every time you turn it on. There is also a "Check for Updates" button in the tools menu. If your machine is not connected to the internet, you can check the firmware version in the "About" screen in the tools menu and compare it to the version that is available for download on the website.

### **How do I update my firmware if my 3D40 or 3D45 printer is not connected to the internet?**

If your printer is not connected to the internet, you can download the latest version of firmware by going to <https://digilab.dremel.com/support/3d-support>. Download the version of firmware for your printer. Copy the downloaded .zip file onto an empty USB stick (with at least 70MB of storage) and unzip the contents of the firmware .zip file onto the USB stick. Insert the USB stick into the printer and restart the printer. As the printer restarts, it will check if there is a new version of firmware on the USB stick and will give you an option to install it. If the printer reaches the home screen without giving you an update message, that means your firmware is already up to date.

### **What software and operating system do I need to properly run a Dremel 3D Printer?**

Your new Dremel printer will come with slicer software package pre-loaded on the USB drive (3D40,3D45) and the SD card (3D20). We have upgraded our slicer offerings with each printer release. You can find the latest version of DigiLab 3D Slicer here: [digilab.dremel.com/software](https://digilab.dremel.com/software). It currently only

supports 3D40 and 3D45, but 3D20 support is coming soon. There is also a cloud based remote printing service that can be used with 3D40 and 3D45. This allows remote slicing, starting, and monitoring prints. Remote monitoring includes status of locally started prints and video status for 3D45 only. You can log into the Dremel Print Cloud Here: [digilab.dremel.com/software](https://digilab.dremel.com/software)

### **What types of files can my Dremel 3D printer use?**

The Dremel 3D20 can only build .g3drem files. You can use Dremel3D, Autodesk Print Studio, or Simplify3D to create these files. All of these programs can accept .STL and .OBJ files. The Dremel 3D40 can build .g3drem, .gcode, and .g files. You can use Dremel 3D Slicer, Autodesk Print Studio, Dremel 3D Slicer, or Simplify3D to create these files. All of these programs can accept .STL and .OBJ files. The Dremel 3D45 can build .g3drem, .gcode, and .g files. You can use Dremel 3D Slicer, or Simplify3D to create these files. These programs can accept .STL and .OBJ files.

### **Why does Dremel have so many different kinds of software?**

We are always trying to provide the best tools and user experience. We have upgraded our slicer offerings with each printer release. You can find the latest version of DigiLab 3D Slicer here: <https://digilab.dremel.com/software>. It currently only supports 3D40 and 3D45, but 3D20 support is coming soon. The new Dremel DigiLab 3D Slicer is based on Cura, one of the industries best slicing programs.

### **Is Dremel open source?**

Dremel has utilized the knowledge of the 3D printing community by using open source elements in our printers and slicing software. All attributions are made, and the applicable code is available to the community. Please refer to you manual for instructions.

### **Am I limited to the Dremel Slicing Software?**

Both 3D40 (latest firmware) and 3D45 will accept the following common gcode formats: .g3drem, .gcode, and .g. The officially supported slicers are: Autodesk Print Studio, DigiLab 3D Slicer, and Simplify 3D. Although code from other slicers will run, you may need to optimize the settings yourself.

### **In the build screen of my 3D40/3D45 why do some files have pictures, and others do not?**

The picture information is included in the print file header. Some slicer programs like Print Studio are unable to generate the picture information, others have no problems. The presence of a picture will not affect the print quality in any way.

### **Can I use other 3D printer software with my Dremel 3D Printer?**

Yes, if that program creates a .g3drem, .gcode, or .g file. However, the profiles included in Print Studio, Digilab 3D Slicer, and Simplify 3D are optimized for the Dremel 3D Printers.

### **How do I convert 3D model files to Dremel model code?**

3D models should be saved in STL or OBJ format in the program used to create these files. You can then use any of the Dremel supported slicers to convert the files into buildable models. The supported slicers are: Autodesk Print Studio, Digilab 3D Slicer, and Simplify 3D.

### **Can I print objects from popular CAD files (Maya, Blender, Zbrush)?**

Yes, you can, majority of modeling software can export files to STL, which is the file type accepted by Print Studio, Digilab 3D Slicer, and Simplify 3D

### **My model is too big to print, what should I do?**

If your model is too big and resizing is not an option, you will need to break the model into smaller pieces before slicing. This can be accomplished in TinkerCad and most other 3D programs.

### **Why doesn't the Dremel 3D software see my 3D Printer?**

If the Dremel 3D software is unable to connect to the printer, first make sure that the USB cable is properly connected. Next you need to make sure that the driver is installed correctly. Check your operating system to troubleshoot driver installation. For further troubleshooting, contact customer service.

### **Why does my model appear red on the Dremel 3D software build screen?**

A model will be red if it is too big for the build area, floating above the build platform, or part of the model is positioned outside of the build area. Use the "Scale" and "Move" functions in the Dremel 3D software to adjust the model so that it is within the build area.

### **Why can't I see my model file after it is loaded in the Dremel 3D software?**

This could be caused by a few different reasons. A common reason is that a model file was saved outside of the build area or was scaled too small for you to see. It is recommend that you use the "Move" function to center the model and the "Scale" function to increase the model size.

### **My model does not have a "closed surface", what should I do?**

Unfortunately Dremel 3D does not have the ability to repair models. Your best bet is to try Print Studio, or Digilab 3D Slicer as both have the ability to work with imperfect models.

### **Why did my Print Studio stop working?**

Autodesk, the creator of Print Studio, has decided to focus on professional and industrial 3D printing. They no longer support Print Studio, therefore it was not updated to work with the most recent Windows 10 Creator update.

### **What is the difference between Print Studio and Dremel Digilab 3D Slicer?**

Both software programs have similar features, however Digilab 3D Slicer is based on open source Cura whereas Print Studio is owned by Autodesk, but will not work with Windows 10 Creator or newer Windows Updates.

### **I do not want to have supports on my model, but Print Studio keeps adding them, what should I do?**

Print Studio will automatically add supports to ensure good build quality, however if you would like to delete the supports before slicing, go a step back to the "supports" section and delete them, Print Studio will not add them again.

### **What are the minimum system requirements to install Print Studio Software?**

Supported operating systems: Apple® Mac® OS® X v10.10 (Yosemite) or later Microsoft® Windows® 7 SP1, 64-bit only Microsoft Windows 8.1, 64-bit only Microsoft Windows 10, 64-bit only, up to Anniversary Update, Creators Update and are NOT supported Minimum system specifications CPU: 64-bit processor (32-bit not supported) Memory: 3 GB RAM (4 GB or more recommended)

### **What is Dremel Digilab 3D Slicer?**

The Dremel Digilab 3D Slicer is Dremel's own slicing software. It is based on the open source Cura with several modifications that are specific to Dremel printers. We will continue to develop 3D Slicer to improve its capabilities and ease of use.

### **Can I use the USB cable or wifi with the new Dremel 3D Slicer?**

Unfortunately, Wifi and USB connections are not supported by the first release of Digilab 3D Slicer. These are features that we will add in future updates. For now the only transfer method supported is with USB drives.

### **What are the minimum system requirements for Dremel 3D Slicer?**

Supported operating systems: Apple® Mac® OS® not supported at this time - Will be in first update.  
Microsoft® Windows® 7 SP1, 64-bit (32-bit not supported) Microsoft Windows 8.1, 64-bit (32-bit not supported) Microsoft Windows 10, 64-bit (32-bit not supported) Minimum Windows system specifications: CPU: 64-bit processor (32-bit not supported) Memory: 3 GB RAM (4 GB or more recommended) Storage: 300 MB free disk space for installation Graphics: OpenGL 2 compatible graphics chip, OpenGL 4.1 for 3D Layer view

### **Can I use Digilab 3D Slicer for my 3D20?**

Unfortunately, the 3D20 is not supported in the first release of Digilab 3D Slicer, but it is on the short list for future upgrades.

### **How do I access online printing?**

After you register your 3D Printer on Dremel3D.com, click the "Go to Print Cloud" button. You can also go directly to the printcloud here: <https://printcloud.dremel.com> Once logged into the print cloud, go to the "Printers" tab, and then "Register Dremel Idea Builder 3D40/45 Printer" You will need the token/registration code from the printer. This can be found on the "About" screen in the "Tool's menu. A new token can be requested in the "Settings" menu. For 3D45, you can also scan the QR code from the "Settings" -> "Token" menu.

### **Can I watch my prints while they are being made?**

The Digilab 3D45 has a built I camera. It can only be viewed on the print cloud, but you can monitor locally started prints as well as print cloud initiated prints. When a print cloud started print completes the print cloud will create a time lapse animated .gif of your print.

### **My printer is tuned on, but it shows as offline, why?**

Sometimes disruptions in the connection, like a wifi dropout, can cause the print cloud to loose sync with the printer. Try restarting the printer. Other issues could include someone requesting a new token on the printer, which will cancel the previous token. In this case you will need to re-register the printer with the new token.

### **How many printers can I manage on the print cloud?**

There is no limit to the number of printers you can manage through your Print Cloud account.

### **Can I let other people print to my 3D printer?**

Yes, from the "Printers" tab, click the "Share" button for the printer that you want to share. You can email the invitation to anyone you like.

### **How do I download a file from the print cloud?**

Double click on the name of the file, and it will begin to download that file for you.

### **Can I add more than one object to the build platform?**

Yes, in the step 2 "Layout" function, select "Add File" You can then add and manipulate multiple files.

### **Why isn't my Dremel 3D Printer starting an object?**

It is possible that the model you are trying to build is corrupt, or of an unsupported type. Please turn the off then back on again and try to print one of the pre-loaded models. Also check to make sure that the firmware is up to date as there were issues with alternate file types in earlier versions.

### **Why is my extruder look like it is off track?**

Extruder misalignment is most often caused by a tangle in the filament spool. This prevents the extruder from moving to the right. Check to make sure the spool is freely feeding filament. Misalignment can also be caused when portions of a multiple part build become loose from the build platform, these loose pieces can become wedged between the extruder and other parts of the build. If this issue happens repeatedly, please contact customer service: <https://digilab.dremel.com/support>

### **Why is the extruder tip scraping the build platform?**

3D20: The build platform has become unlevel, please re-level using the supplied leveling shim.  
3D40/3D45: First try releveling the build platform. If the problem persists, you may need to adjust your first layer height which is available in the settings menu. Please contact customer service if you have any questions, or this does not work: <https://digilab.dremel.com/support>

### **Why is my extruder clogged?**

Most clogs are due to non-melting debris that gets into the extruder. That is why is it important to keep filament clean when it is open, but not being used. Clogs can also be caused by too much retraction in

print files, using a high print temperature with a low melt-point filament, and jagged or bent ends during a filament change.

### **How can I unclog my extruder?**

You can unclog your extruder by using the unclog tool and following the steps in the instruction manual. If that does not work, please contact customer service.

### **Why is extruder not moving to home position?**

3D20: Please ensure the extruder wire tube (tube with black mesh housing) moves freely and is located away from the build platform and guide rails. If caught on the build platform, the extruder will not return to home position and a loud noise may occur. 3D40 and 3D45: Ensure that the filament is not tangled on the spool. Also check to see if the extruder is caught on the build platform or an object built on it.

### **Why is the filament blobbing on the extruder, and how do I get it off?**

This may be the result of a build failure due to poor model adhesion. If a build does not stick well to the build platform, it may be dragged around by the extruder. When this happens the filament that is extruded sticks and forms a large blob. To prevent this, keep your build surface level and tacky (good build tape, or glue). To remove the blob, fully preheat the extruder, then use a pair of needle nose pliers to pull it off (be careful not to damage the brass nozzle). If there is still an issue please contact customer service.

### **How do I clean my Dremel 3D Printer?**

Clean your Dremel 3D printer's exterior with a lint free cloth. Clear the interior of visible debris. To avoid damaging your Dremel 3D printer do not use water, chemicals or other cleaners on the printer. Always check to ensure the extruder nozzle is clear of debris using common needle nose pliers.

### **Why does my printer make a grinding or clunking sound when it tries to home?**

3D20: Check the wire bundle behind the extruder, it may be getting pinched between the gantry and the build platform resulting in y belt slippage. 3D40: Ensure you are using the latest Firmware as early versions homed with more force. A protracted noise when the extruder reaches the home position could indicate a loose and skipping belt. Please contact customer service if this occurs regularly. 3D45: A protracted noise when the extruder reaches the home position could indicate a loose and skipping belt. Please contact customer service if this occurs regularly.

**If my Dremel 3D Printer is on and the power is shut off for whatever reason, will the machine automatically come back on or must it be manually "reset" for restart?**

All of Dremel's 3D printers will turn back on to an unheated idle state after a power disruption. The previous print project will be cancelled automatically. If the print head is still hot, the fans will turn on to cool it down.

**Can I print objects for storing food?**

We do not recommend you to print any object that will come in either direct or indirect contact with food.

**The 3D45 did not detect my Dremel filament when I loaded it. What do I do?**

First turn the spool approximately 1/2 turn and try the loading filament operation again. The printer will search during the loading operation. Watch the top status bar, it will display "Reading" when it is looking for the Filament. You may exit the loading operation after this reading operation completes. If it still does not detect the filament, you can select the type from the selection screen. If this problem persists or occurs on multiple spools, please contact customer service.

**Where do I go to service my Dremel 3D Builder?**

Please contact Dremel customer service department for service information:  
<https://digilab.dremel.com/support>

**Where is your service center located?**

All questions and support are provided by the Dremel service team in Racine Wisconsin.

**Should I keep the packaging for my Dremel 3D Printer?**

Yes. Dremel has worked hard to design your packaging so that un-boxing and boxing your Dremel 3D printer is quick and easy. The packaging will come in handy for future transportation and storage.