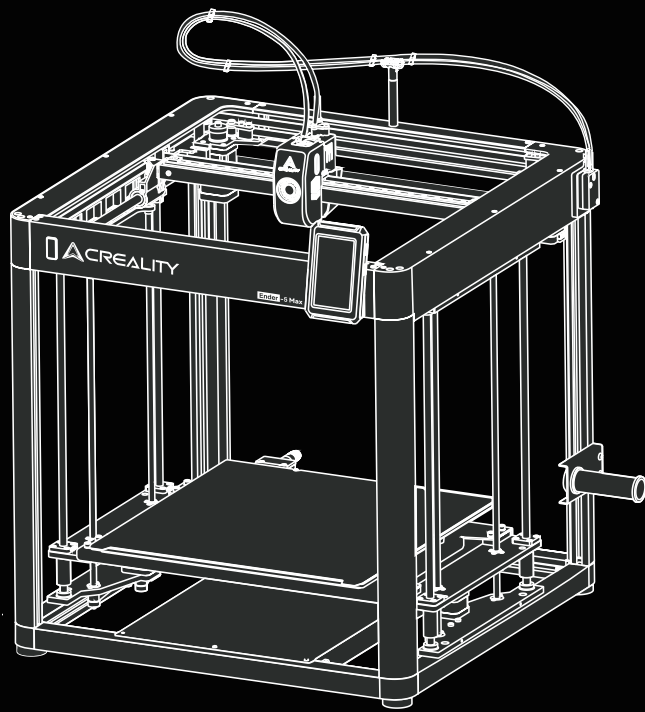




Ender-5 Max

USER MANUAL

Ender-5 Max 3D Printer

V 1.1_EN

To Our Dear Users

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

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

User manual: You can find instructions and videos in the USB flash disk provided with the printer.

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

Firmware Upgrade

1. You can upgrade the firmware directly through the device screen;
2. You can upgrade the firmware via the Creality Cloud OTA;
3. Please visit the official website <https://www.creality.com>, click on “Support → Download Center → Download the required firmware”, (Or click on “Creality Cloud → Downloads → Firmware”) , After installation is complete, you can use it.

Product Operation and After-Sales Service Information

1. You can log in to the Creality Official Wiki (<https://wiki.creality.com>) to explore more detailed after-sales service tutorials.
2. Or contact our after-sales service center at +86 755 3396 5666, or send e-mail to cs@creality.com.



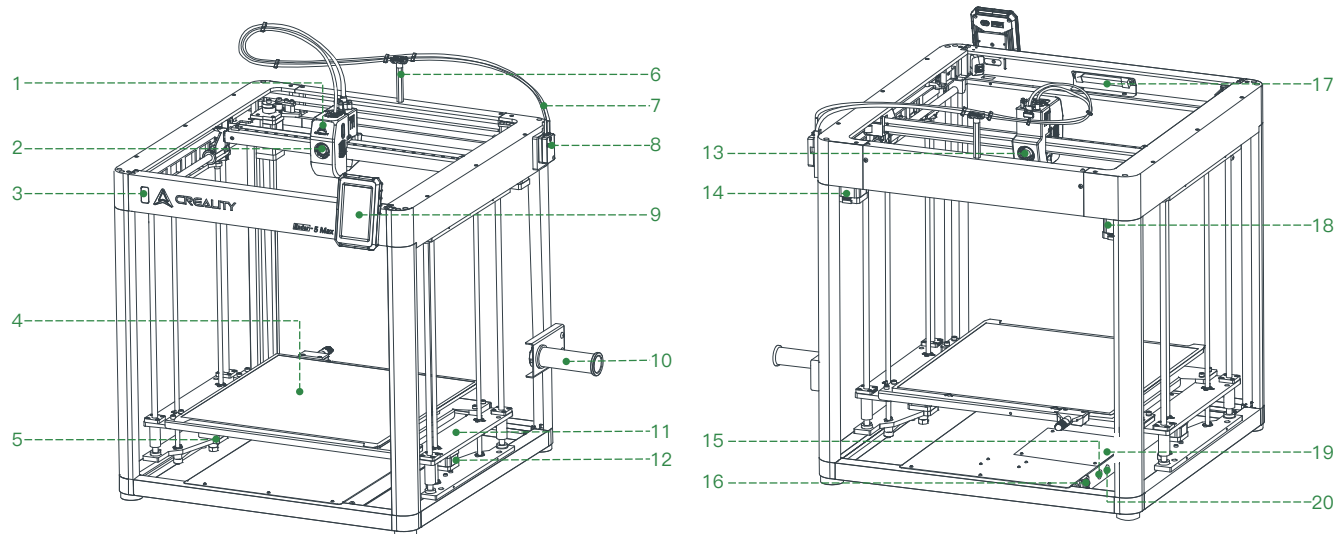
Creality Wiki

1. Do not use the printer in any way other than described herein in order to avoid personal injury or property damage;
2. Do not place the printer near any heat source or flammable or explosive objects. We suggest placing it in a well-ventilated, cool and dustless environment;
3. Do not expose the printer to a violent vibration or any other unstable environment, as this may cause poor print quality;
4. Please use recommended filaments to avoid clogging of the extrusion head and causing damage to the machine;
5. Do not use the power cable of other products during installation. Always use a grounded three-prong power outlet, which accompanies the printer;
6. Do not touch the nozzle and the heated bed during operation to avoid burns or personal injury;
7. Do not wear gloves or wraps while operating the machine to prevent entrapment of movable parts that could cause crushing and cutting injuries to bodily parts;
8. Use the provided tools to clean the filament from the extruder in time taking advantage of the residual temperature after printing. Do not touch the extruder directly when cleaning, otherwise it may cause burns;
9. Clean the printer frequently. Clean the printer body with a dry cloth regularly after powering off the printer, wipe away dust, bonded print filament and foreign objects on the guide rails;
10. Users should comply with the laws and regulations of the corresponding countries and regions where the equipment is located (used), abide by professional ethics, pay attention to safety obligations, and strictly prohibit the use of our products or equipment for any illegal purposes; Creality will not be responsible for any violators' legal liability under any circumstance;
11. Tip: Do not plug in or unplug wires on a charged basis.

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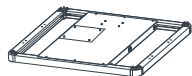
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1.About the Printer

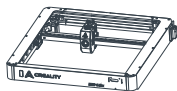


- | | | | | |
|------------------------|--------------------------|------------------------------|--------------------------------------|---------------------------|
| 1 Nozzle Kit | 5 Z-axis motor 1 | 9 Screen | 13 Model cooling fan 2 | 17 Lighting lamp |
| 2 Model cooling fan 1 | 6 Universal support seat | 10 Material Rack Assembly | 14 Y-axis motor | 18 X-axis motor |
| 3 Status LED indicator | 7 Hotend bus | 11 Z-axis platform connector | 15 Aviation plug for hotbed leveling | 19 Heated bed power cover |
| 4 Printing Platform | 8 Filament Detection | 12 Z-axis motor 2 | 16 Power Outlet | 20 Waterproof plug |

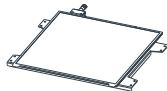
2.Parts List



1 Base component



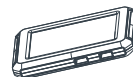
2 Top component



3 Printing Platform



4 Z-axis component
×2



5 Screen



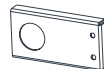
6 Screen bracket



7 Cutting plier



8 Profiles×4



9 Material Rack



10 Filament tube



11 Universal seat
component



12 Power cable



13 Accessory kit



Accessory kit

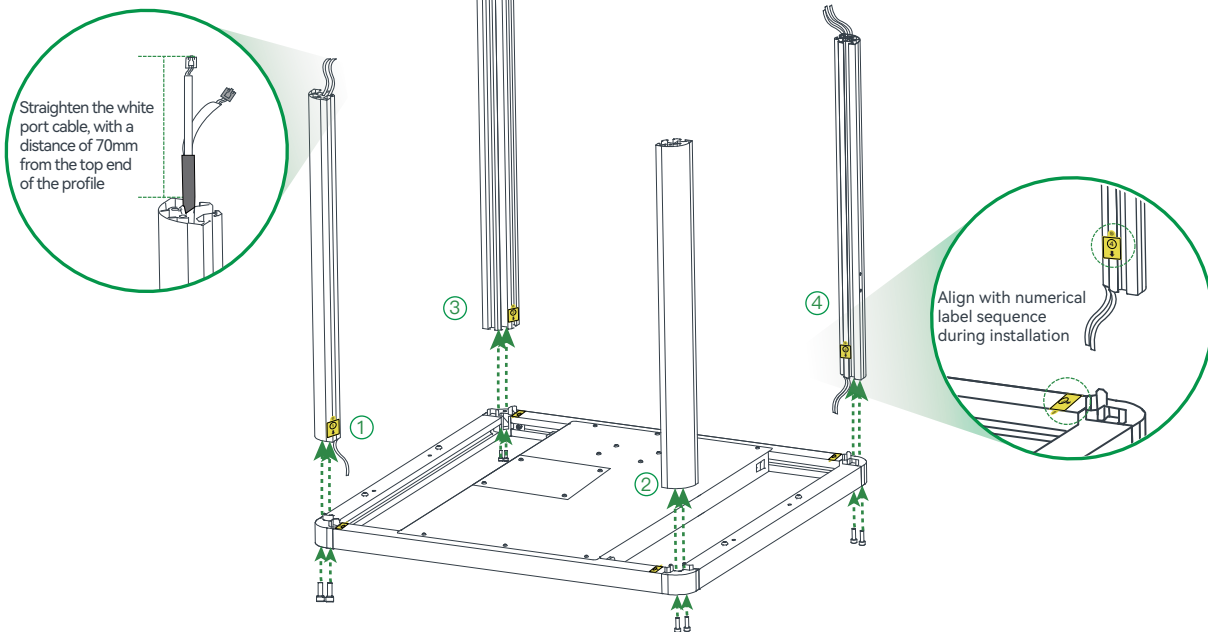
 1 M5x18 Hexagon socket head cap screw with spring washer x8	 2 M4x12 Hexagon socket cap screw + M4 oversized flat washer x4	 3 M4x6 Hexagon socket button head screw x3	 4 M5x22 Hexagon socket button head screw x4	 5 M5x12 Hexagon socket button head screw x4
 6 M5x30 Hexagon socket button head screw x2	 7 M5x12 Hexagon socket head cap screw with spring washer x8	 8 M5x65 Hexagon socket cap screw + M5 Spring washer x6	 9 M3x6 Hexagon socket cap screw x3	 10 Extruder (0.4mm)
 11 Tool kit	 12 Nozzle cleaner	 13 Foot pad x4	 14 Black tie	 15 After-sales Services Card
 16 Teflon tube for TPU use x2	 17 Quick Installation Guide	Tips: the above accessories are for reference only. Please refer to the physical accessories.		

3.1 Profile Installation

Align the profiles with the screw holes on the base component according to the numerical labels, then fully secure and tighten all four corners with eight M5×18 screws.

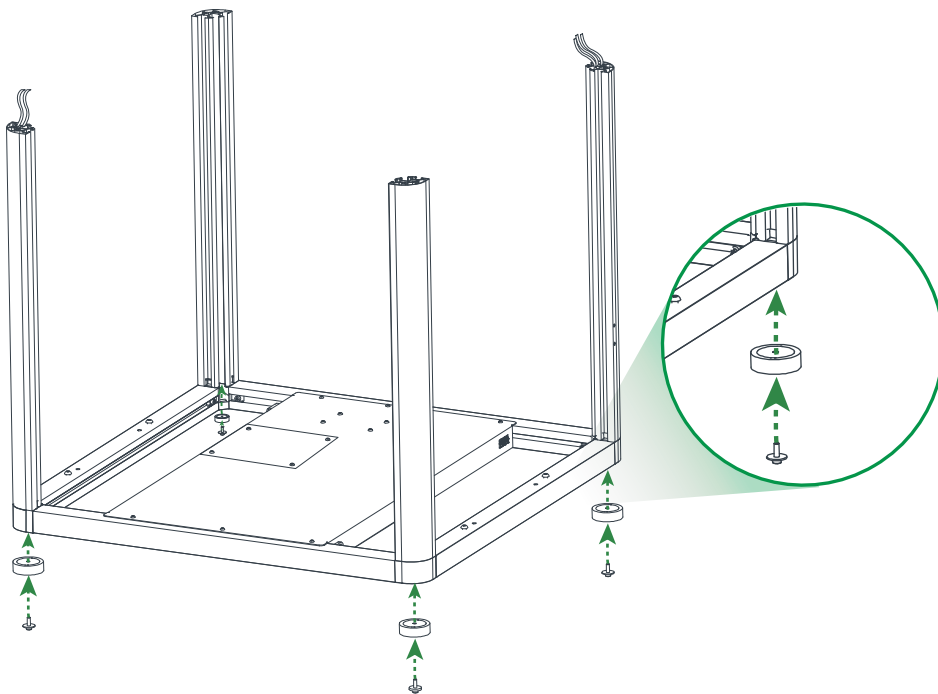


Note: When installing the profiles, ensure that no wires are pinched at the bottom.



3.2 Foot Pad Installation

Align the foot pads with the screw holes on the base component, and fully secure and tighten all four corners with four M4×12 screws and M4 oversized flat washers.



3.3 The Top Component Installation

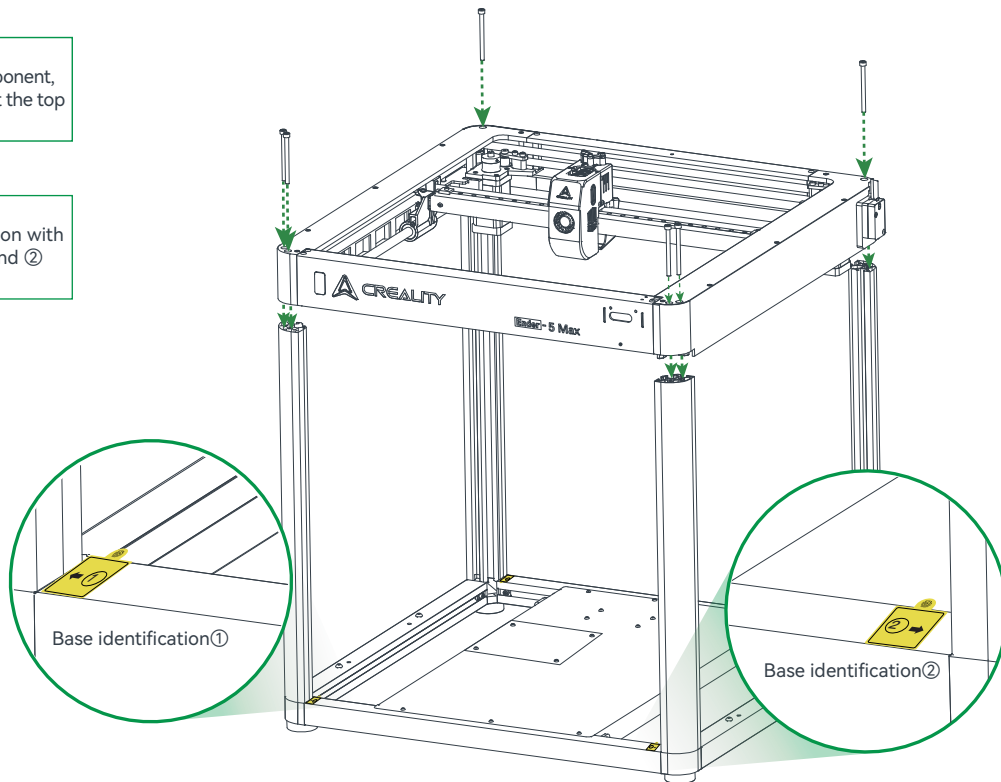
Take out the top component and place it on the top of the profiles. Secure and tighten all four corners with six M5×65 screws and M5 spring washer screws.



Note: When installing the top component, ensure that no wires are pinched at the top of the profiles.



Note: Align the top component icon with the bottom component logo ① and ② directions.



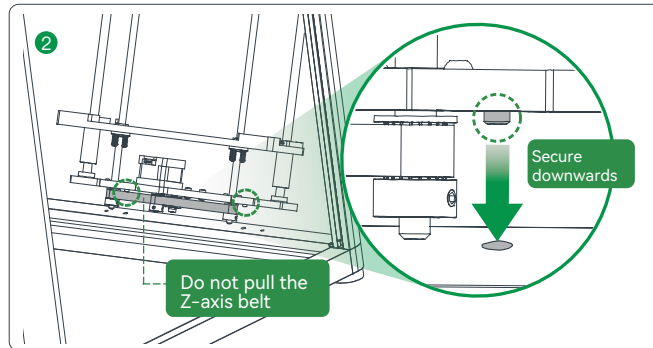
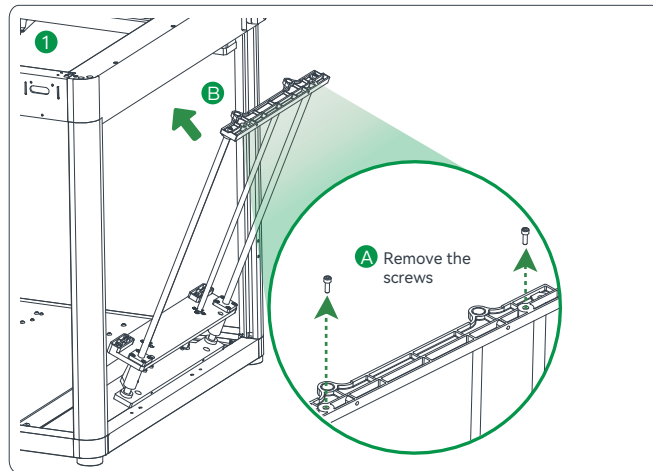
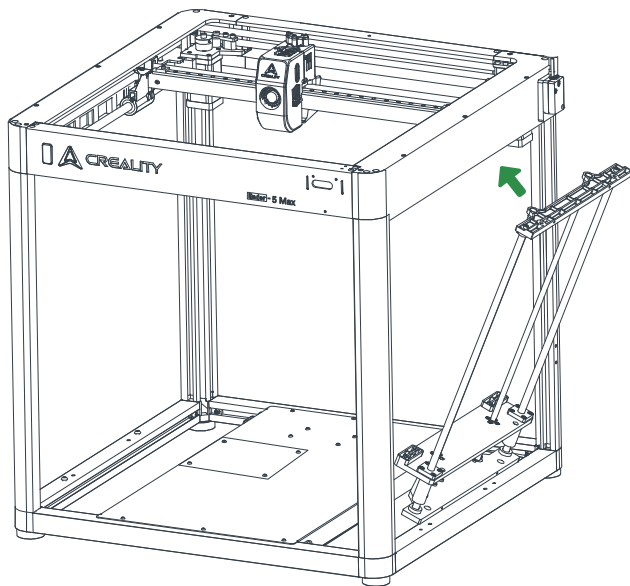
3.Assembly Procedure

3.4 Z-axis Component Installation

- 1 A. Remove the two screws from the top ends of the Z-axis component;
B. Then place the Z-axis component inside the equipment frame profiles.
- 2 Before assembly, ensure that the Z-axis platform connector is at the bottom of the Z axis. Do not pull the Z-axis belt during assembly.

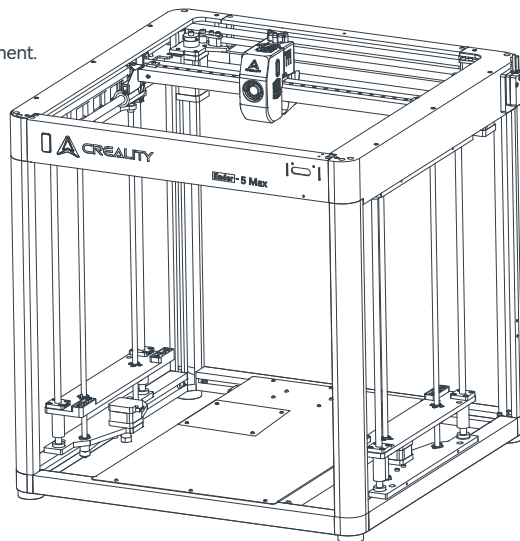
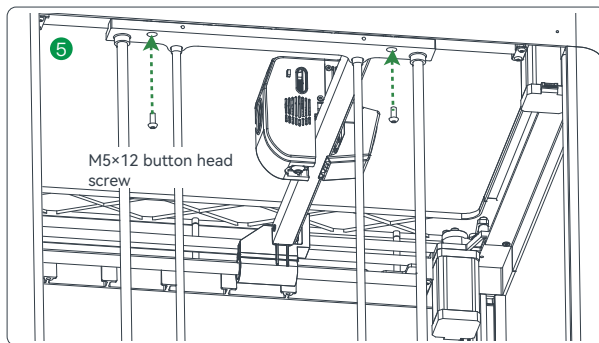
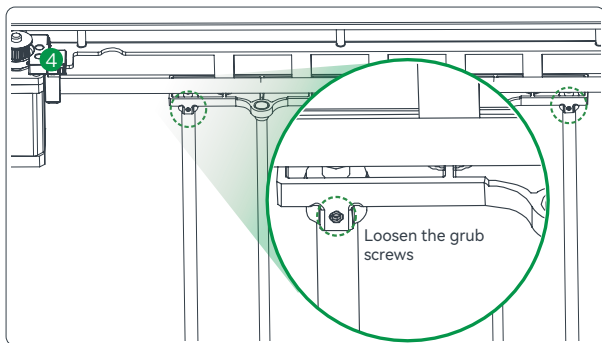
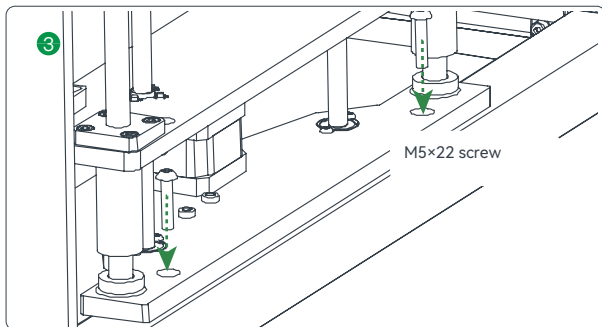


Note: The installation method for the left and right Z-axis components is the same.



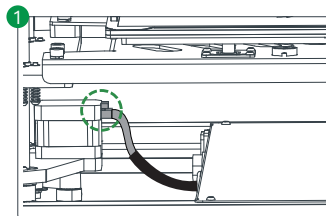
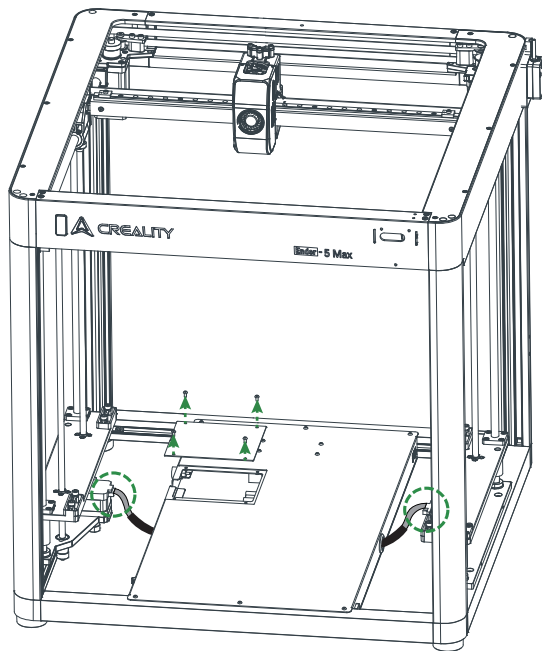
3.Assembly Procedure

- ③ Use two M5×22 screws to secure and tighten the bottom of the Z-axis component to the base component.
- ④ After the bottom of the Z-axis component is installed, loosen the grub screws at both ends of the top.
- ⑤ Use two M5×12 button head screws to secure and tighten the top of the Z-axis component to the top component, then retighten the grub screws as shown in Figure ④.

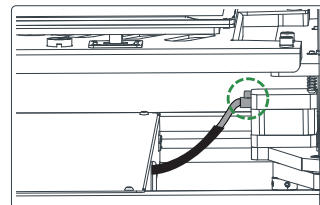


3.5 Hotbed Component Installation

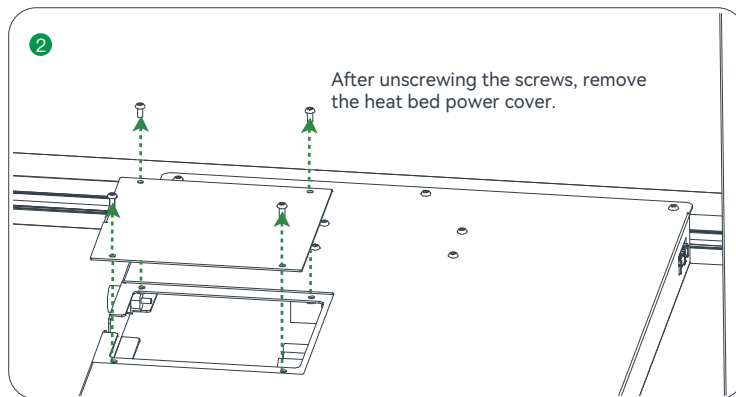
- 1 Connect the Z-axis motor wires to the Z-axis motor (left) and the Z-axis motor (right).
- 2 Unscrew the four hotbed power cover screws from the base assembly and remove the hotbed power cover.



Connect the Z-axis motor (L).

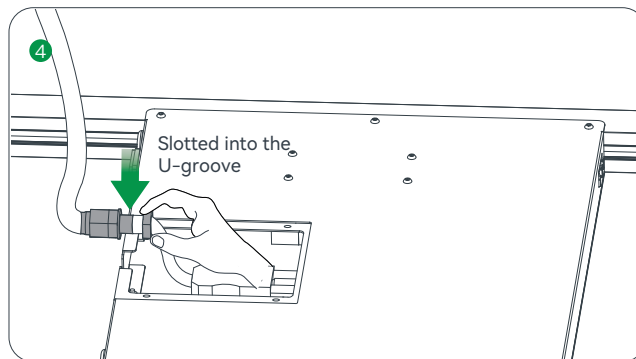
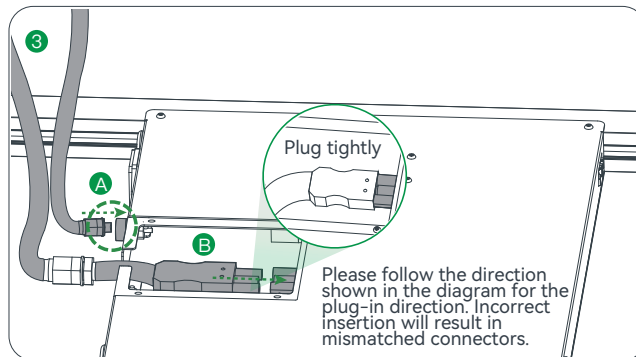
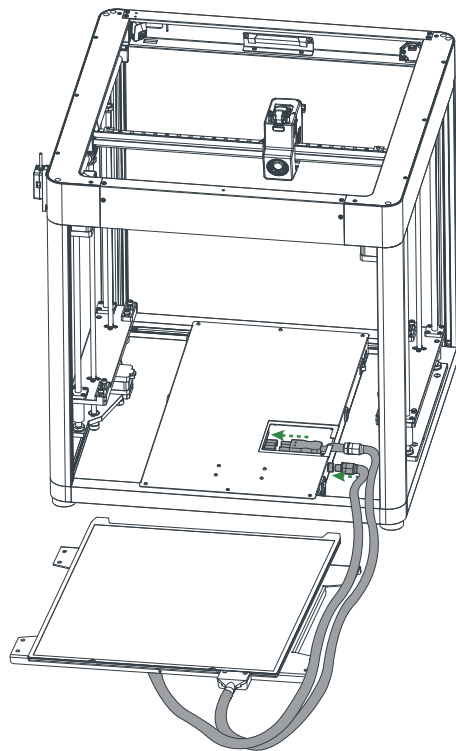


Connect the Z-axis motor (R).



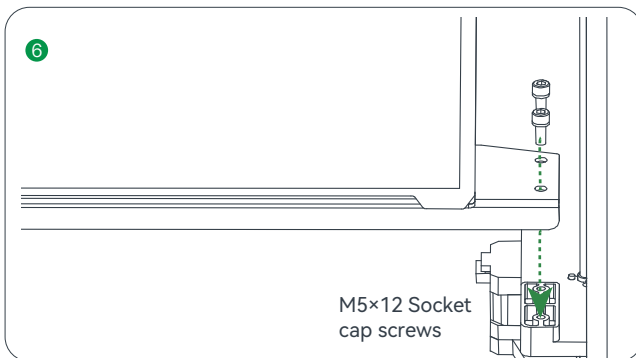
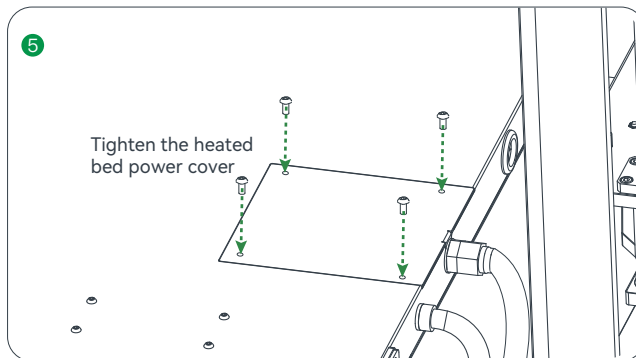
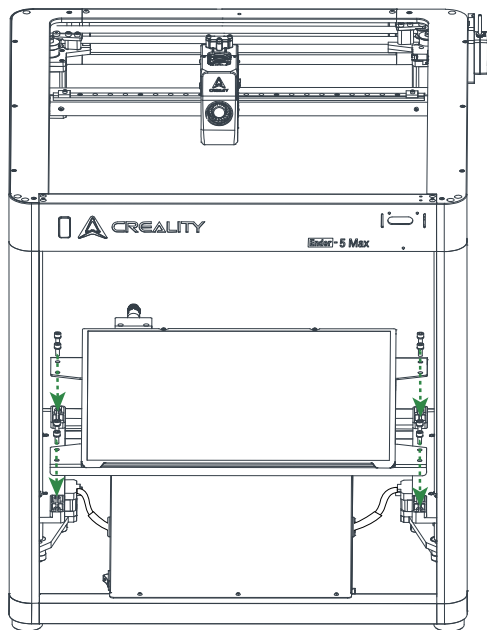
3.5 Hotbed Component Installation

- 3 Place the heated bed assembly at the back of the machine: A. Connect the bed leveling wire; B. Insert the heated bed connector into the base connector.
- 4 Loosen the nut at the front end of the waterproof connector, then snap it into the U-shaped slot of the metal sheet, and finally tighten the nut.

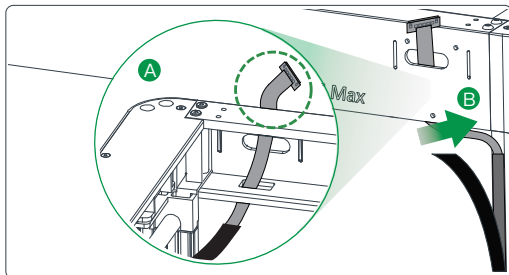


3.5 Hotbed Component Installation

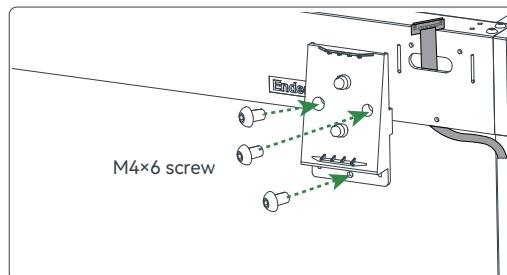
- ⑤ Reattach the heatbed power cover using the previously removed screws.
- ⑥ Place the heated bed assembly above the Z-axis connection platform assembly, align the screw holes, and then secure it with eight M5×12 Socket cap screws.



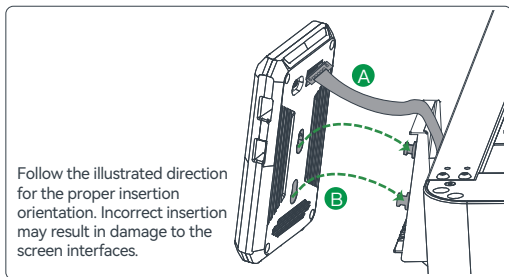
3.6 Screen Installation



- ① A. Thread the screen cable upwards from the bottom of the profiles until it exits at the screen interface of the top component; B. Then secure the cable inside the profile using the profile seal.



- ② Align the screen bracket with the screw holes and secure it using three M4x6 screws.

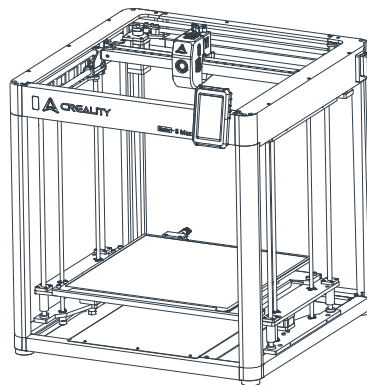


- ③ A. Connect the screen to the flexible flat cable of screen; B. Then snap the clips on the back of the screen into the slots on the screen bracket.



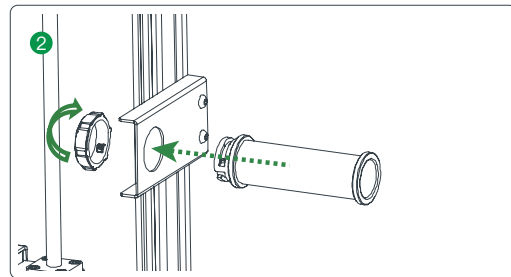
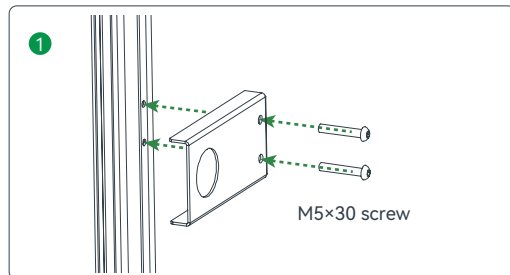
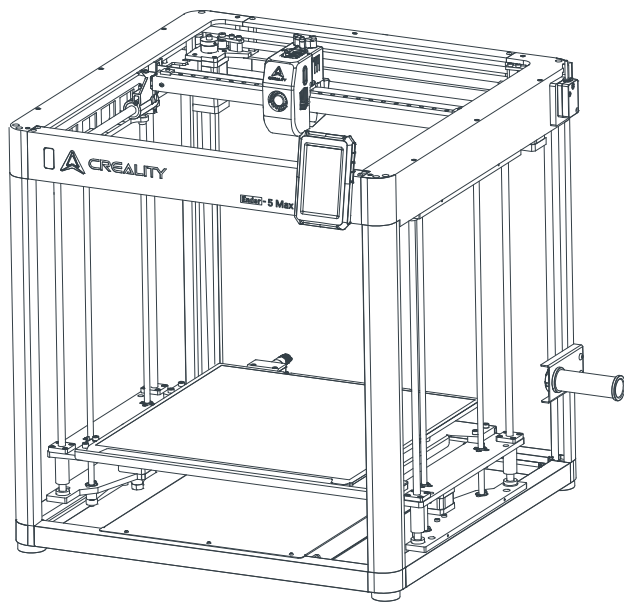
Tips:

- ① Do not power up the machine while the touch screen is connected or disconnected from the connection cable;
- ② Gently pull the flexible flat cable of base screen, being cautious to avoid breaking it.



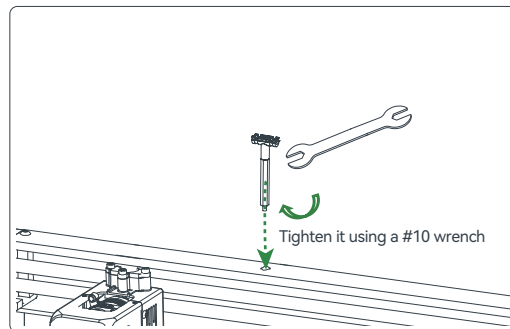
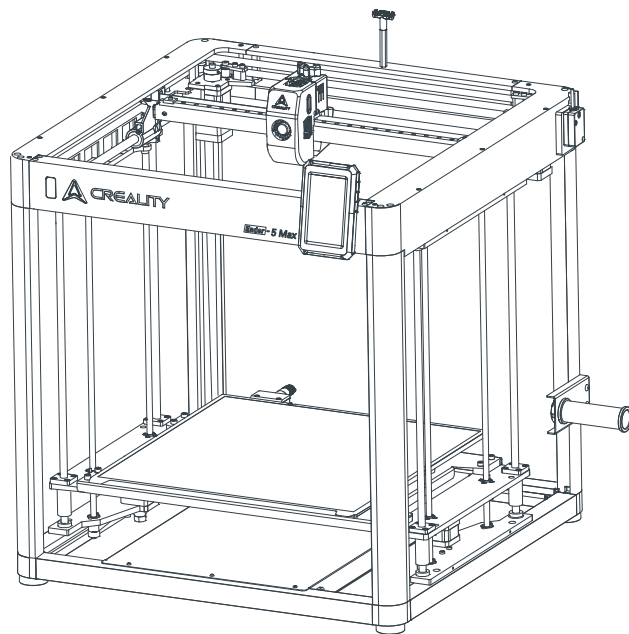
3.7 Material Rack Assembly Installation

- 1 Secure the spool holder to the right profile, align it with the screw holes, and secure it using two M5×30 screws.
- 2 Install the filament guide tube as shown in the diagram.



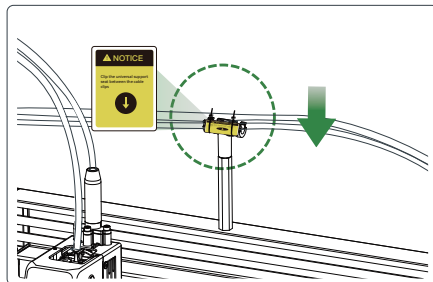
3.8 Universal support seat installation

Align the universal support seat with the holes on the top component, and tighten it using a #10 wrench.

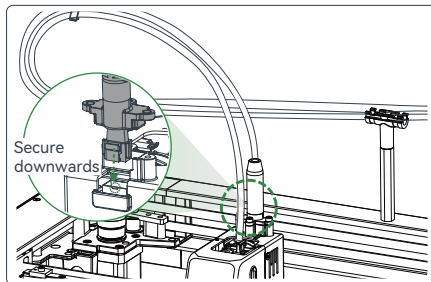


3.Assembly Procedure

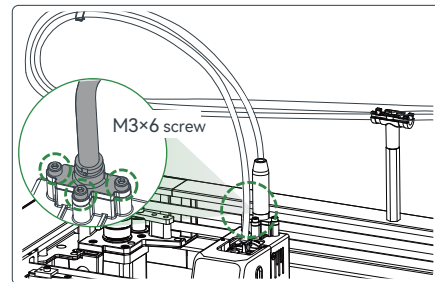
3.9 Equipment Wiring



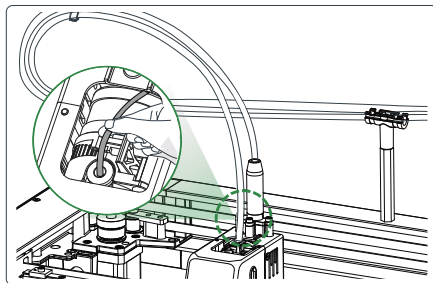
- ① Snap the label between the two ends of the extruder bus cable into the universal seat component, and straighten the bus, fix it again with zip ties.



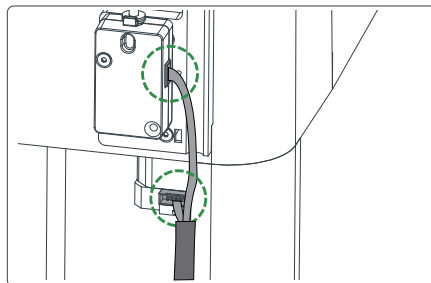
- ② Insert the extruder bus connector into the mainboard of the extruder, align it with the clip on the top of the mainboard, and secure it downwards.



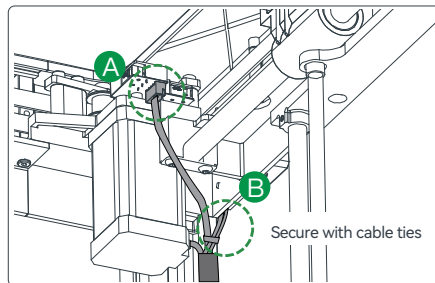
- ③ Secure the extruder bus and the mainboard of the extruder using three M3x6 screws.



- ④ Insert the Teflon tube into the connector on the top of the extruder component.



- ⑤ First connect the filament detection cable, then connect the Y-axis motor cable.

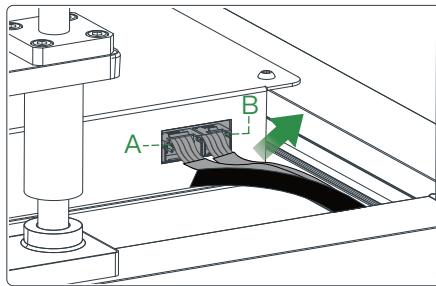


- ⑥ A. Connect the XY-axis endstop limit switch cable; B. Then secure it with extruder bus and filament detection cable using cable ties.

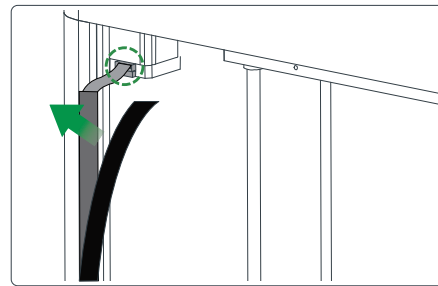
3.Assembly Procedure



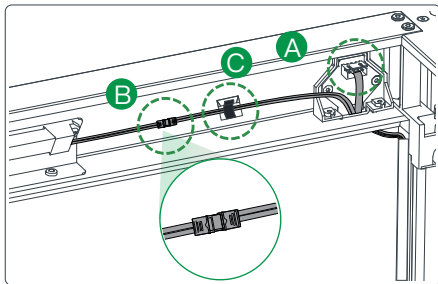
- ⑦ After completing Steps 1 through 6, secure the cable inside the profile using the profile seal.



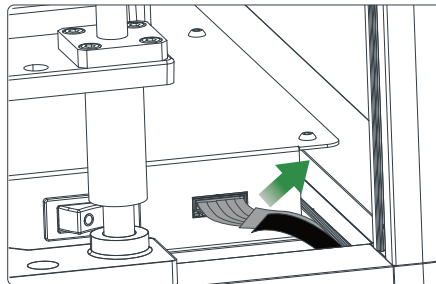
- ⑧ Insert the material breaking detection line and Y-axis motor line at the bottom of No. 4 profile, XY-axis limit switch line into the A interface, and the printhead bus into the B interface, secure the cable inside the profile using the profile seal.



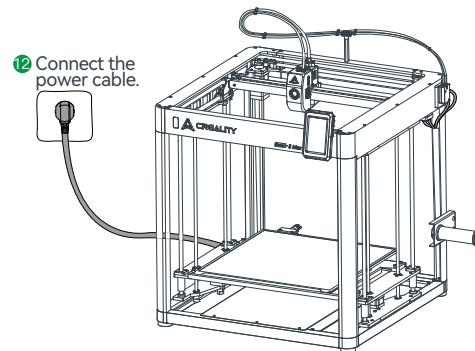
- ⑨ Connect the X-axis motor cable, then secure the cable inside the profile using the profile seal.



- ⑩ A. First connect the status LED cable;
B. Then connect it to the lighting cable;
C. Finally, thread the yarn into the loop.

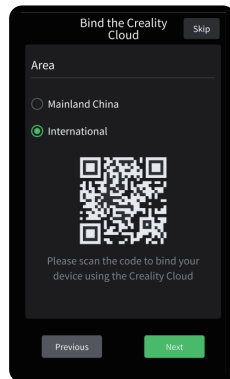
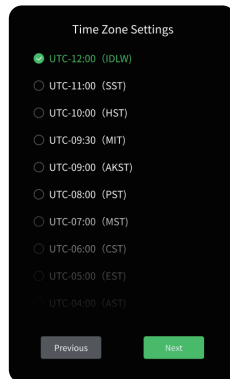
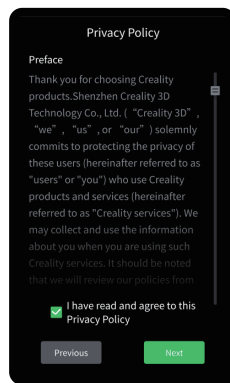
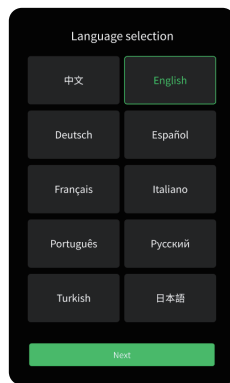


- ⑪ Insert the status indicator cable at the bottom of profile 1 into the interface, secure the cable inside the profile using the profile seal.

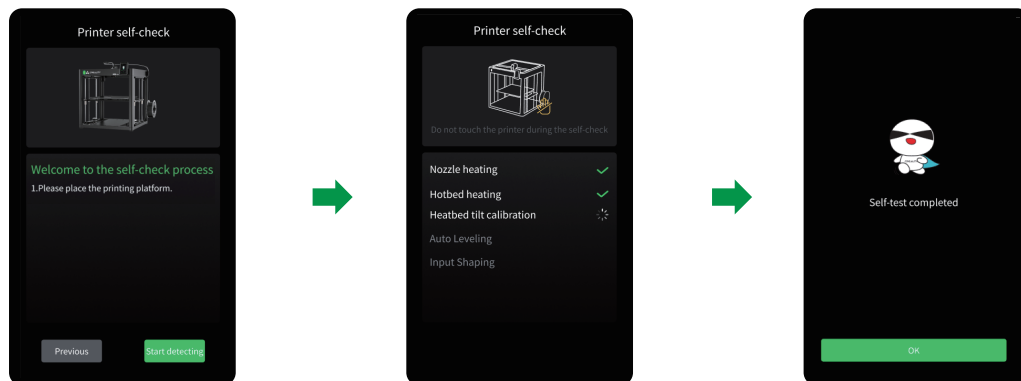


- ⑫ Connect the power cable.

4.1 Power-on guide



The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.



Tips:

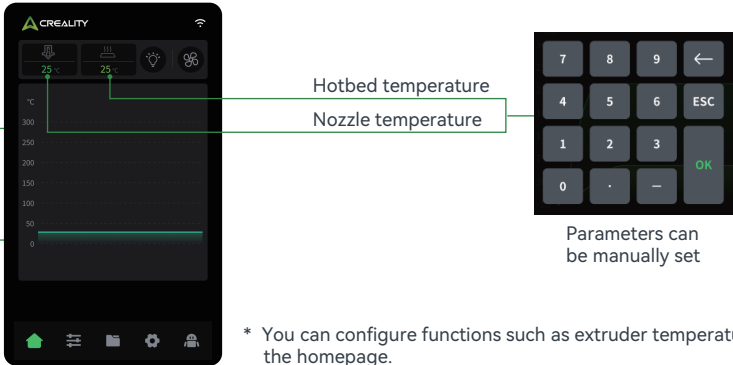
If any abnormalities occur during the self-check process, please refer to the FAQ to check for possible machine malfunctions; Alternatively, scan the QR code for "fault reporting" to report the machine issue and seek assistance from the after-sales service for problem resolution.



The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/-firmware UI published on the official website.

4.2 About the User Interface

Home



Hotbed temperature

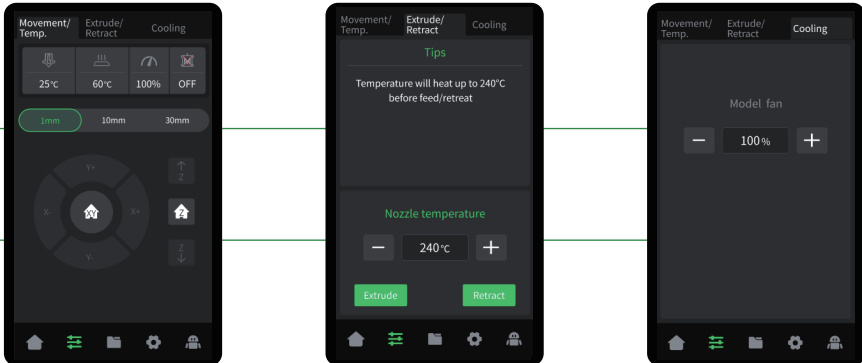
Nozzle temperature

Parameters can be manually set

The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

* You can configure functions such as extruder temperature and hotbed temperature through the homepage.

Prepare



Movement/Temp. Extrude/Retract Cooling

25 °C 60 °C 100% OFF

1mm 10mm 30mm

Y+ Y- X+ X- Home

Tips

Temperature will heat up to 240 °C before feed/retract

Nozzle temperature

240 °C

Extrude Retract

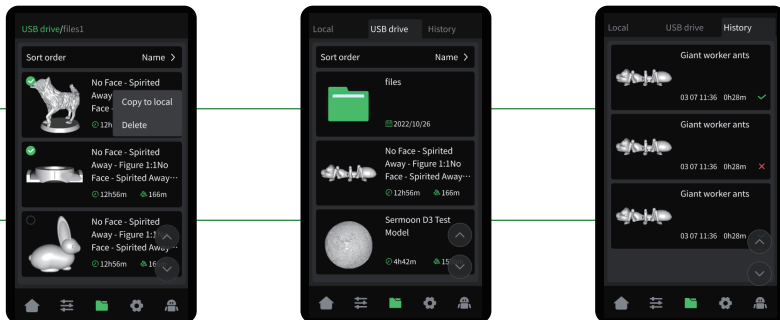
Model fan

100%

* You can configure functions such as axis movement/temperature control, extrude/retract, and fan cooling through the preparation interface.

4.About the Power-on Guide and User Interface

Print file preview



- * Press and hold on the model to select multiple models and copy them to a USB flash disk
- * Local and USB flash disk model files can be managed via the print file preview interface

Print interface



- * Click on the model file to access its details
- * Checking "Calibration" can improve print quality

Fan cooling

Lighting lamp

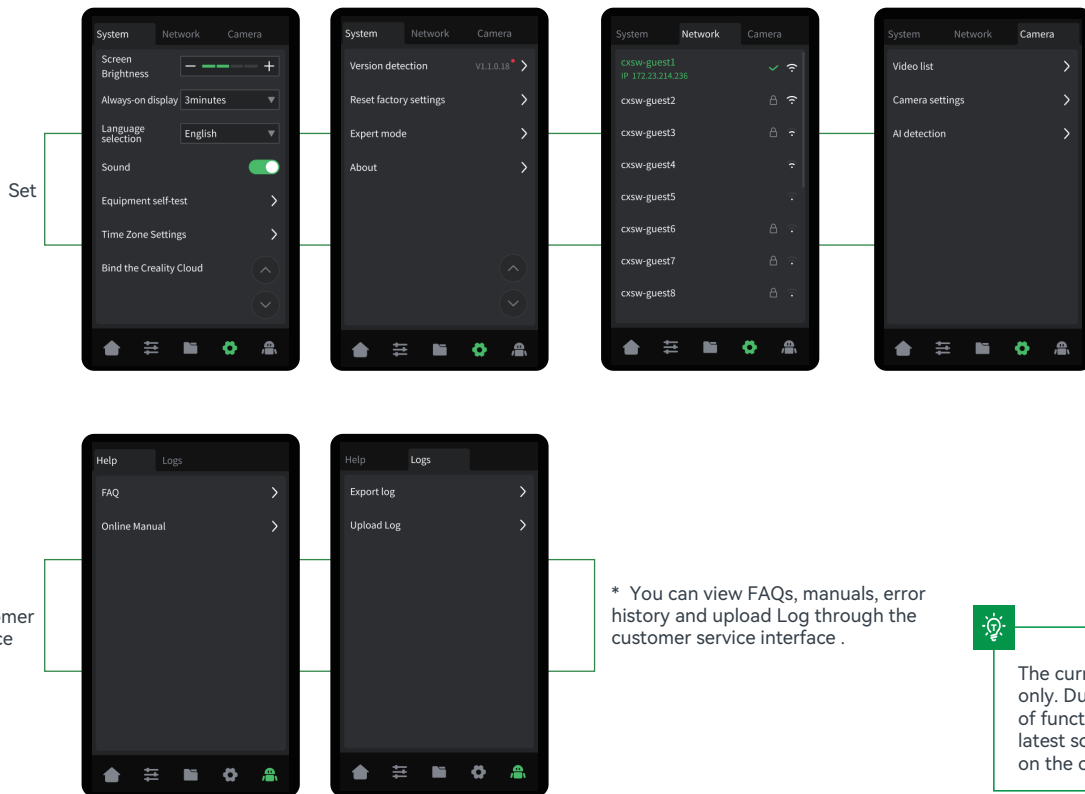
Time remaining

Printed time



The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

4.About the Power-on Guide and User Interface



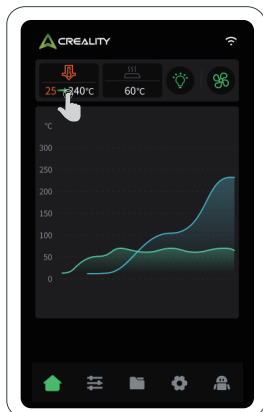
* You can configure functions such as system and network settings through the settings interface.

* You can view FAQs, manuals, error history and upload Log through the customer service interface .

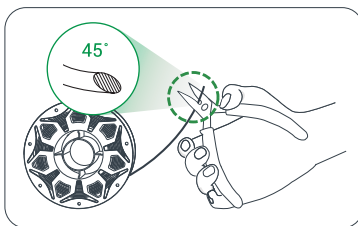


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

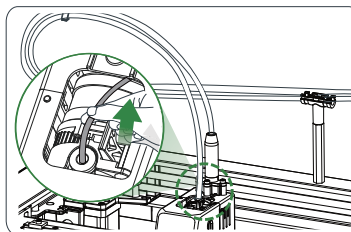
5.1 Filament Loading



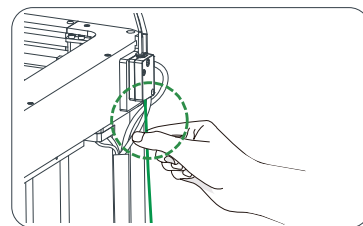
- 1 Input the nozzle temperature on the screen and wait for it to heat up to the target temperature;



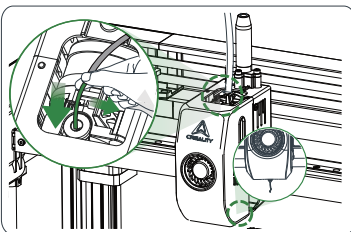
- 2 Cut the front of the filament at 45° and break it off straight.



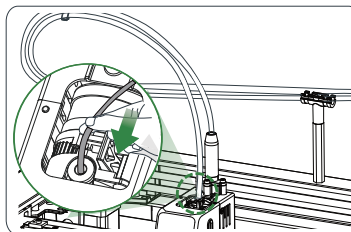
- 3 Remove the Teflon tube.



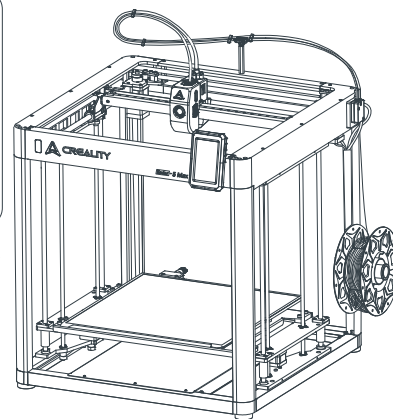
- 4 Thread the filament into the filament detection port until it exits the Teflon tube.



- 5 Hold the handle and thread the filaments into the nozzle kit until the filaments are extruded from the nozzle.



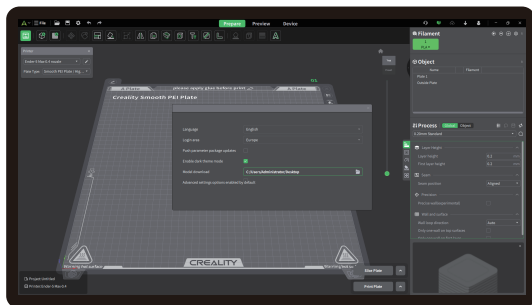
- 6 Insert the Teflon tube into the upper joint on the top of the extruder component.



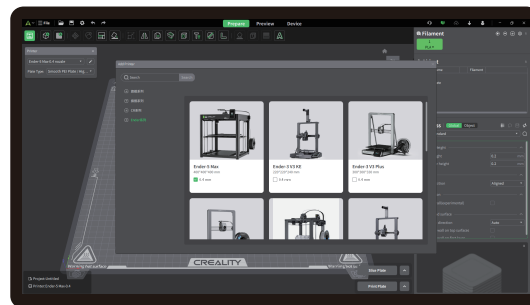
5.First Printing

5.2 LAN printing

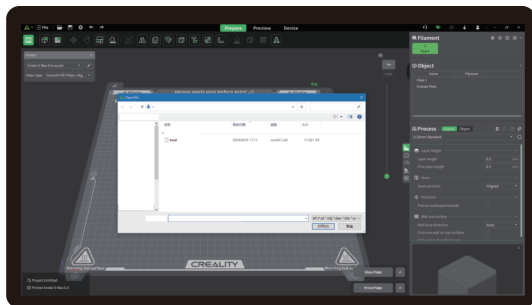
※ Log in to the official website to download for installation: <https://www.crealitycloud.com/software-firmware/software?type=7>



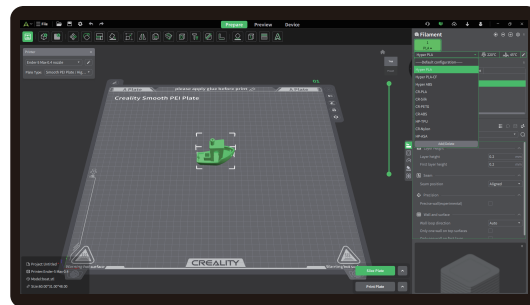
① Select "Language" and "Region"



② Add printer and confirm nozzle diameter



③ Import model files

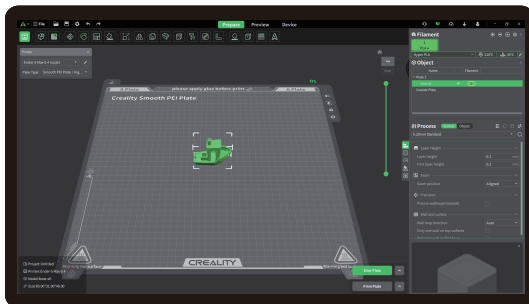


④ Set up material type

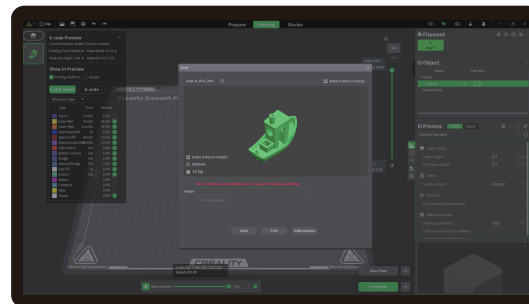


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/-firmware UI published on the official website.

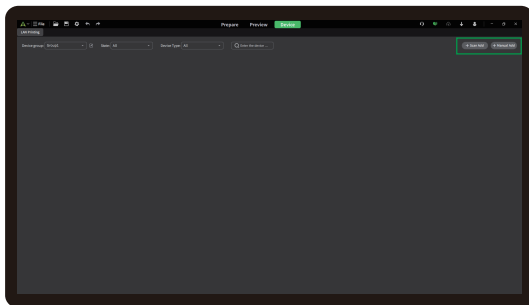
5.First Printing



⑤ Set the print layer height, Click on "Slice Plate"



⑥ After clicking "Print Plate" then select "Print"

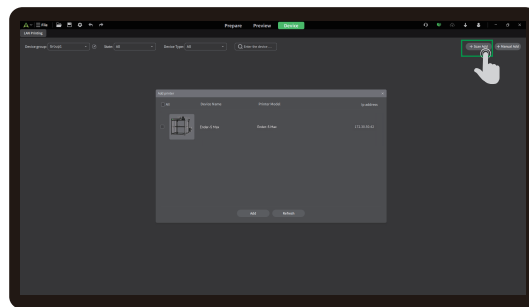


⑦ Add equipment: can be added either by "Scan Add" or "Manual Add".

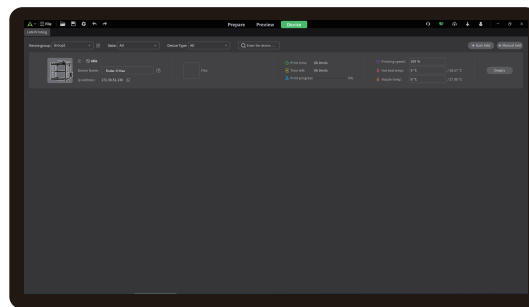


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

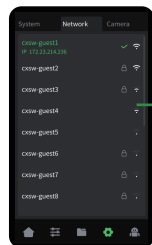
5.First Printing



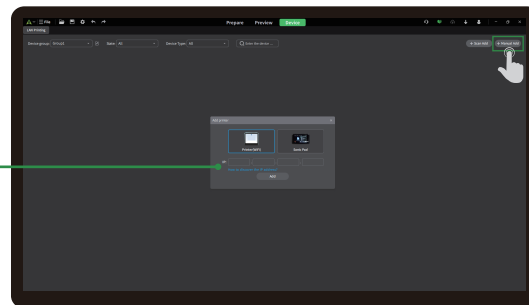
7 Add a device: a. Add by scanning → Select a device



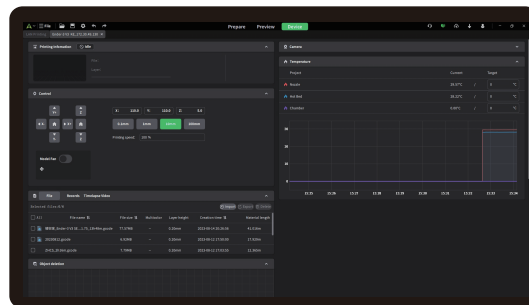
8 Device List



Click "Settings" →
"Network" to view
the IP address



7 Add a device: b. Add a device by manually entering the I
P address



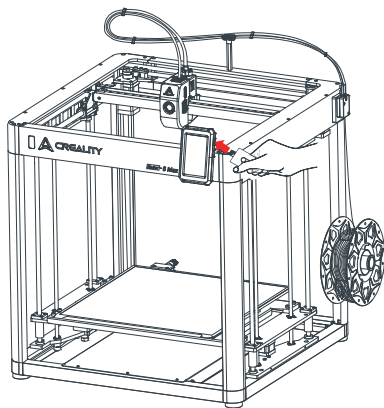
9 Equipment printing information details



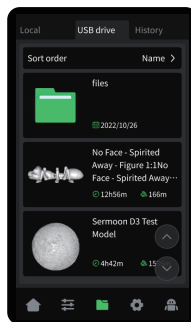
The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/-firmware UI published on the official website.

5.First Printing

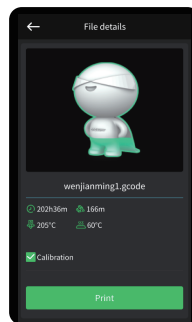
5.3 USB flash disk Printing



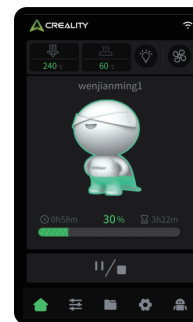
① Insert the USB flash disk into USB port



② Select the model from the USB flash disk



③ Click on "Print"



④ Printing...



Tips:

1. Keep the dip switch locked before printing.
2. Saved files must be placed in the root directory (not a subdirectory) of the USB flash disk.
3. It is recommended to use Latin alphabet, numbers, and common characters for the file names.

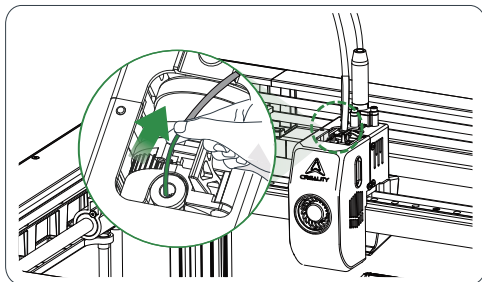


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

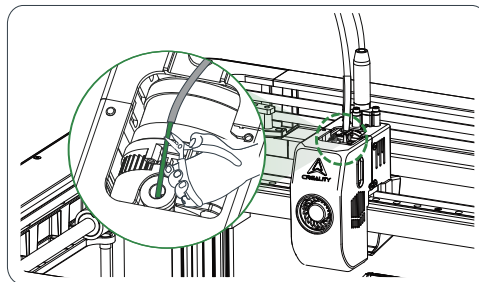
6. Instructions for Filament Replacement

6.1 Filament Retreat

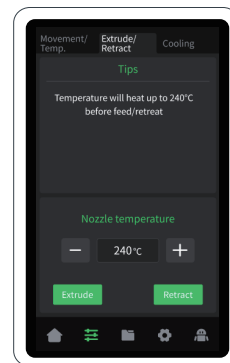
Method 1: Manual retract



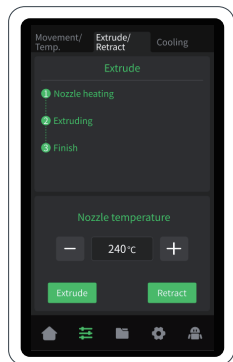
① Remove the Teflon tube;



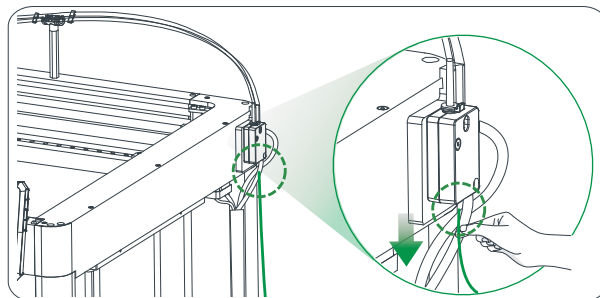
② Use cutting pliers to cut the consumables;



③ Click on "Extrude";



④ Wait for the feed to complete until all the consumables at the nozzle overflow;



⑤ Remove the old filament from the bottom of the filament detection port to replace it with new filament.



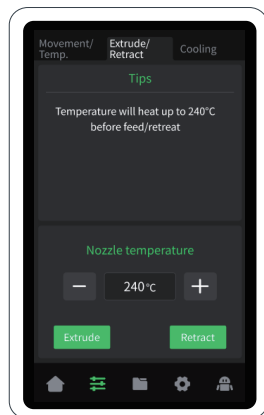
Note: When replacing filament in the event of an outage, the filament must be removed from the front end of the Teflon tube.



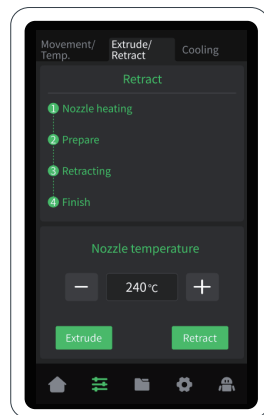
The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

6. Instructions for Filament Replacement

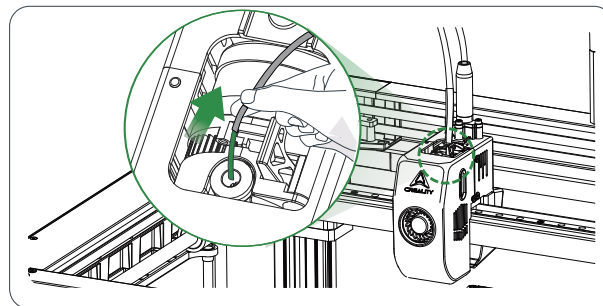
Method 2: Auto retract



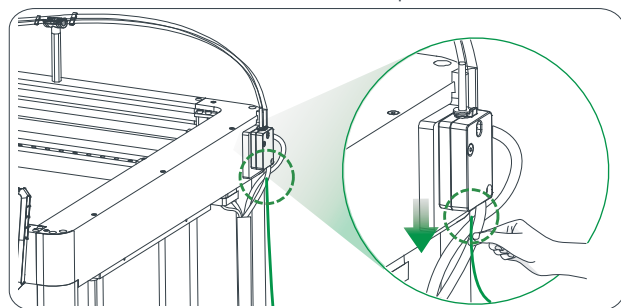
① Click on "Retract".



② Waiting for the retraction process to complete.



③ Remove the Teflon tube.



④ Remove the old filament from the bottom of the filament detection port to replace it with new filament.



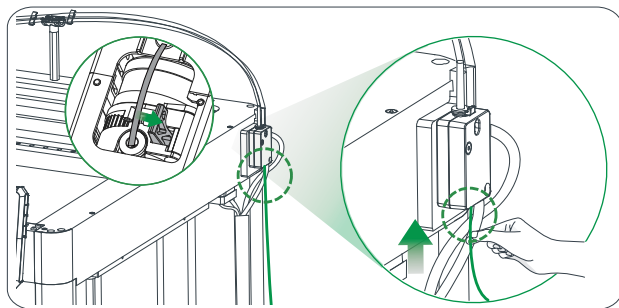
Note: When replacing filament in the event of an outage, the filament must be removed from the front end of the Teflon tube.



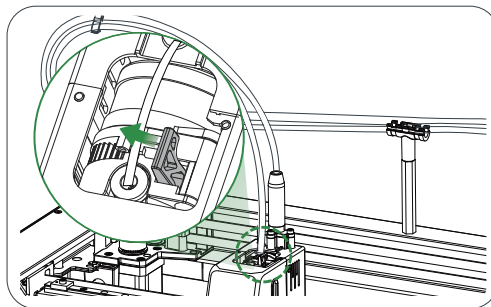
The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

6. Instructions for Filament Replacement

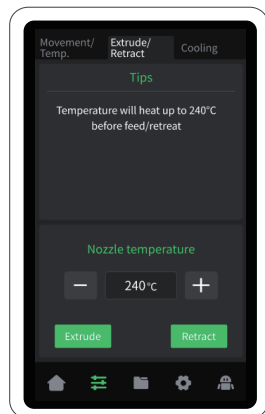
6.2 Auto extrude



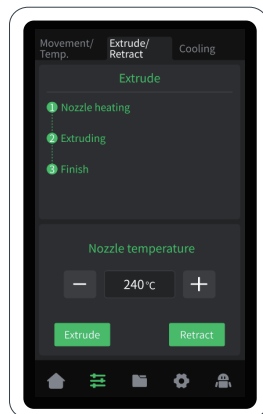
- ① Hold the handle insert the filament into the deepest part of the Teflon tube until it cannot be moved.



- ② Release the handle.



- ③ Click on "Extrude".

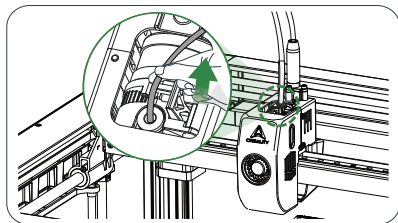


- ④ Waiting for the extruding process to complete.

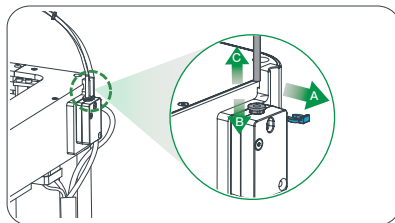


The current interface is for reference only. Due to the continuous upgrading of functions, it shall be subject to the latest software/firmware UI published on the official website.

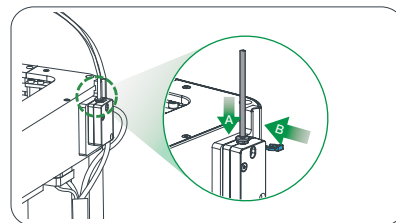
6.3 Load TPU Filament



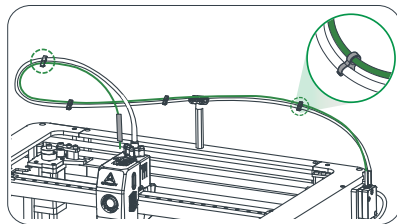
- 1 Remove the original Teflon tube.



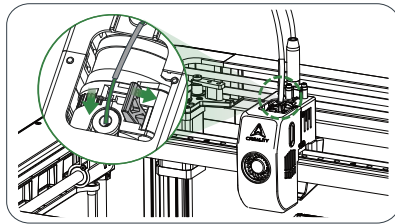
- 2 At the material break detection point, remove the blue clip, press the connector and pull out the PTFE tube; then pull the entire PTFE tube out of the clip.



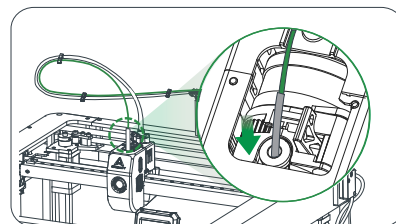
- 3 Insert the TPU-specific Teflon tube into the broken material detector and secure it with the blue clip.



- 4 The TPU consumable passes through the broken material detection component, as well as through the nozzle bus clamp and the second TPU-specific Teflon tube.

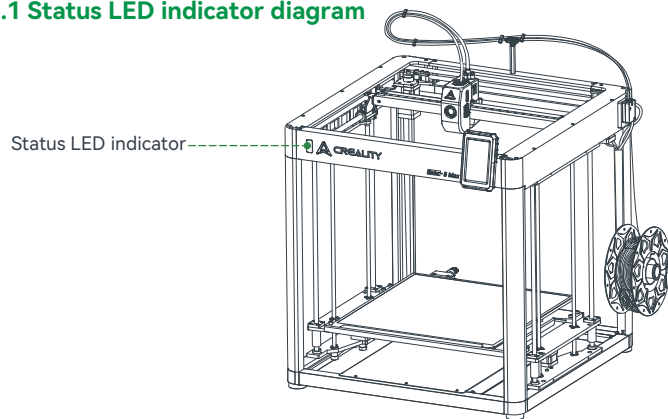


- 5 Hold the handle, insert the TPU filament deep into the extruder opening, then release the handle.



- 6 Insert the second TPU-specific Teflon tube of the consumables into the extrusion ring opening.

7.1 Status LED indicator diagram



Green light: Stands for work.

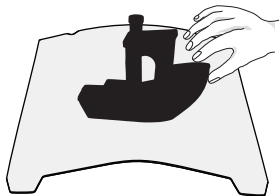


Yellow light: Indicates standby status.



Red light: Indicates machine failure.

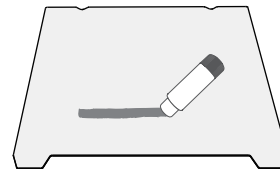
7.2 Platform plate removal and maintenance



- ① a. When printing is finished, wait for the platform plate to cool before removing the printing platform with the model attached;
b. Slightly bend the platform with both hands to separate the model from the platform.



- ② If there are residual filaments on the platform plate, scrape them off lightly with a blade and print again.



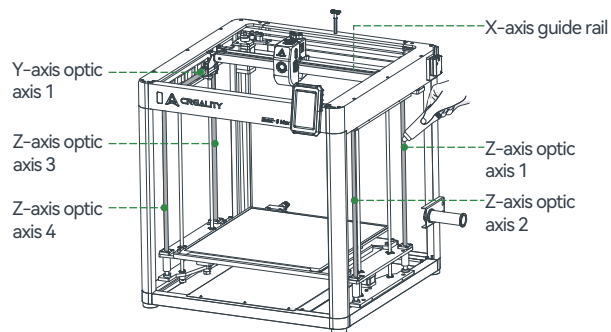
- ③ If the first layer of the model is not properly glued, it is recommended to apply solid adhesive evenly on the surface of the platform plate before preheating for printing.



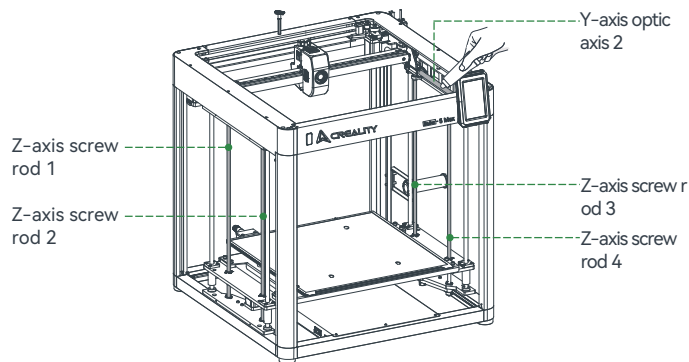
Tips: 1. Don't bend too much for daily use to prevent deformation and unusability;
2. The printing platform is a perishable part, and it is recommended to replace it regularly to ensure that the first layer of the model sticks properly.

7.3 Lubrication and Maintenance

It is recommended to purchase lubricating grease for periodic lubrication maintenance of the optic axis, screw rod, and guide rail areas.

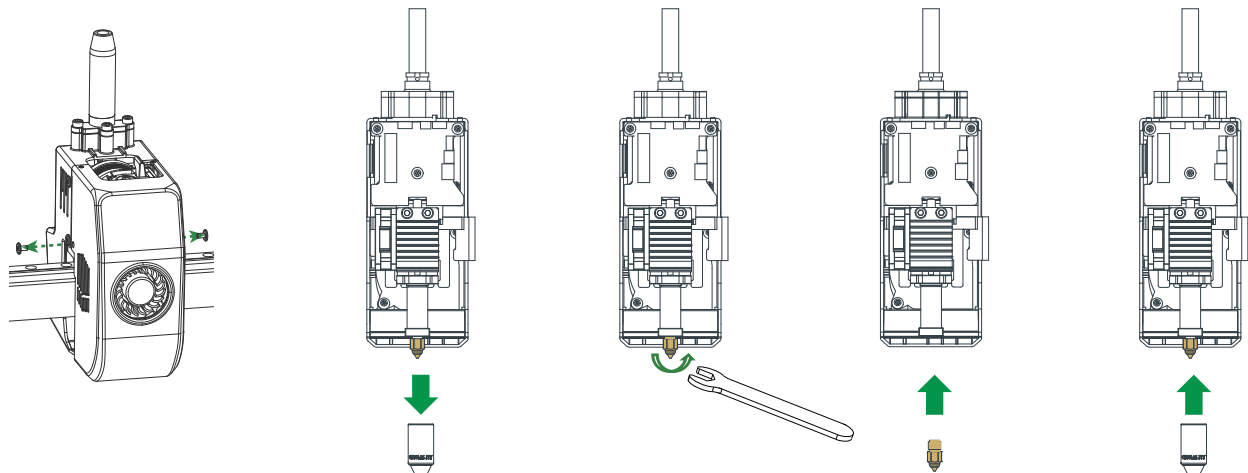


Optic axis and guide rail areas



Optic axis and screw rod areas

7.4 Nozzle Replacement



① Remove the screws on both sides of the extruder, then remove the front cover

② After removing the silicone protective cover, preheat the extruder to 200°C

③ Remove the old nozzle

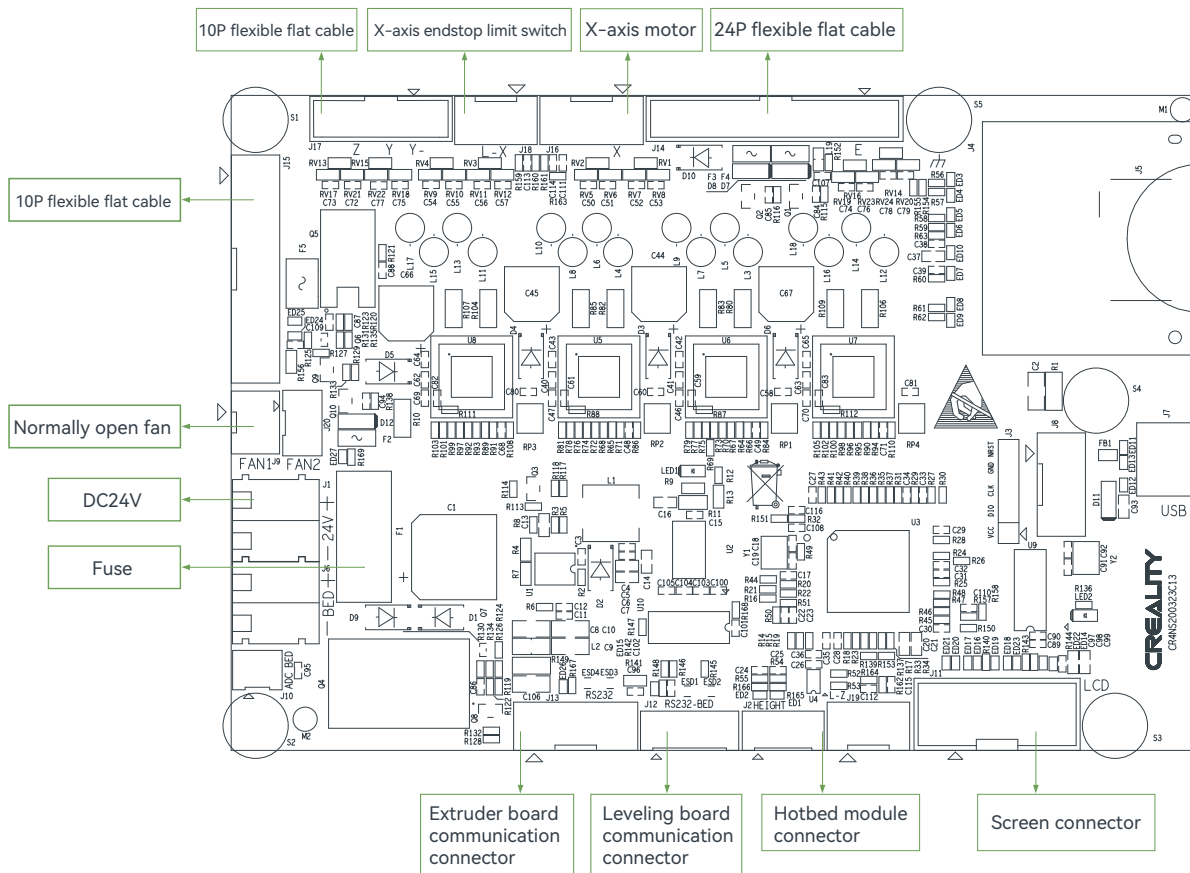
④ Install the new nozzle

⑤ Reattach the silicone protective cover

Caution

- The nozzle temperature will be high during replacement; please be cautious of burns.
- When removing the nozzle, use a tool to secure the heater block to avoid damaging the components.

	Equipment Parameters
Model	Ender-5 Max
Modeling Technolog	Fused deposition modeling
Modeling Dimensions	400*400*400mm
Leveling Method	Auto-leveling
Number of Nozzles	1pcs
Extruder Diameter	0.4mm (standard), compatible with 0.6mm and 0.8mm
Slice Thickness	0.1-0.35mm
Precision	±0.1mm/100mm
Nozzle Temperature	≤300°C
Hotbed Temperature	≤100°C
Filaments	PLA/PETG/TPU95A/ABS/ASA/PLA-CF/PA/PLA-Silk
Rated Power	1250W
Input voltage	100-240V~, 50/60Hz
Filament Detection	YES
Power Loss Recover	YES
Printing Method	USB flash disk Printing / LAN printing / Cloud printing
Print file format	Gcode
Slicing Software	Creativity Print
Operating Systems	Windows/MAC OS
Language	中文/English/Español/Deutsche/Français/Русский/Português/Italiano/Türk/日本語/한국어



Warning

For pluggable equipment, the socket-outlet shall be easily accessible.
Pour l'équipement pluggable, la prise de prise doit être facilement accessible.

Do not use this apparatus near water.
Ne pas utiliser cet appareil à proximité des sources d'eau.

Clean only with dry cloth.
Nettoyer seulement avec un chiffon doux sec.

Only use attachment/accessories specified by the manufacturer.
N'utiliser que des accessoires recommandés par le fabricant.

Unplug this apparatus during lightning storms or when unused for long periods of time.
Débrancher l'appareil durant les orages ou lorsque non utilisé pendant de longues périodes.

Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
Confier la réparation à du personnel technique qualifié. Faire réparer lorsque l'appareil est endommagé; lorsque le câble ou la fiche d'alimentation est endommagé, lorsqu'on a renversé du liquide ou si des objets sont tombés dans l'appareil, lorsque l'appareil a été exposé à de la pluie ou à de l'humidité, si l'appareil ne fonctionne pas normalement, ou lorsqu'il est tombé.

Internal/External Voltage Selectors : Internal or external voltage selector switches, if any, should only be reset and re-equipped with a proper plug for alternative voltage by a qualified service technician. Do not attempt to alter this yourself.
Sélecteurs de tension interne/externe : Les sélecteurs de tension interne ou externe, s'il y en a, doivent être réinitialisés et équipés avec une fiche adéquate par un technicien qualifié. Ne jamais tenter de modifier ceci vous-même.

Protective earthing terminal : The apparatus should be connected to a mains socket outlet with a protective earthing connection.
Borne de terre de protection : Par mesure de sécurité, l'appareil doit être branché à une prise decourant comprenant une borne de mise à la terre.

When moving or not using the appliance, secure the power cord (e.g., wrap it with a cable tie). Be careful not to damage the power cord. Before using it again, make sure the power cord has not been damaged. If the power cord has been damaged at all, bring the unit and cord to a qualified service technician for repair or replacement as specified by the manufacturer.
Veillez à toujours fixer le câble d'alimentation lors du déplacement de l'appareil ou lorsqu'il n'est pas utilisé. Veillez à ne pas endommager le câble d'alimentation. Vérifiez toujours le câble d'alimentation avant d'utiliser l'appareil. Si le câble d'alimentation est endommagé de quelque façon, faites vérifier l'appareil et le câble d'alimentation par un technicien qualifié recommandé par le fabricant afin de les faire réparer ou remplacer.

Disconnect power cord before servicing.
Déconnectez l'appareil avant le service.

Replace critical components only with factory parts or recommended equivalents.
Remplacez les composants seulement avec des composants de la fabrique ou avec des équivalents recommandés.

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE ANY COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL ONLY.
CAUTION: POUR REDUIRE LE RISQUE DE CHOQUE ELECTRIQUE N'EOIGNEZ PAS LA COUVERTURE. PAS DE COMPONENTS UTILISABLES AU SERVICE A L'INTERIEUR. DEMANDEZ SERVICE SEULEMENT AU PERSONNEL QUALIFIE.



Hot parts!

Burned fingers when handling the parts
Wait one-half hour after switching off before handling parts

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



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