

AI SUGAR PAINTING ROBOT USER MANUAL

CATALOGUE

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IMPORTANT NOTICE

Thank you for choosing and purchasing the AI Sugar Painting Machine!

Sugar Painting is a Chinese Traditional art form, it is crystal clear, beautiful and the creation process is very healing.

Before using, please read the Product Manual carefully, and learn Security Instruction, Precautions and FAQ. The User's Manual can help you to understand, use and maintain it quickly.

Panda-3d team is always here to provide you with high-quality services. If you have any problem during use, please contact us, the contact information provided at the end of this manual.

For device maintenance, calibration, and cleaning, please scan the QR code to watch the instructional videos.



YouTube

*The interpretation and revision rights of this manual are owned by Hangzhou Panda-3D Technology Co., Ltd.

PRECAUTIONS

1. Do not attempt any methods not described in the instructions to use this device, in order to avoid accidental personal injury and property damage;
2. Do not place this machine inflammable or explosive materials or near high heat sources. Please place this machine in a ventilated, cool, and dust-free environment;
3. Do not place the printer in environments with large vibration or other instability, as machine shaking can affect the printing quality of the printer;
4. Do not use other product power cords as a substitute during installation. Please use the power cord provided with this machine and plug the power plug into a socket that meets national standards;
5. Do not wear cotton gloves when operating the printer to prevent movable parts from causing entanglement, compression, and cutting injuries to personnel;
6. Do not place any part of your body near the moving nozzle or printing platform while the machine is in printing mode to prevent burns or injuries from compression or collision;
7. Please pay attention to the storage conditions and shelf life of sugar painting printing consumables. Once expired, consumption is strictly prohibited;
8. Do not disassemble the machine screws by yourself, otherwise there may be personal injury such as electric shock;
9. Sugar painting printing consumables should be stored in a dry, ventilated, and odor free environment. Please avoid direct sunlight or high temperature storage. Our company is not responsible for any food safety issues caused by improper storage of sugar painting printing consumables;
10. Please use the manufacturer's recommended candy printing consumables (special candy) to avoid affecting the printing quality or causing machine damage. We are not responsible for any printing quality or printer damage caused by the use of non manufacturer recommended sugar painting printing consumables;
11. After the installation of the equipment, please check the printing height of the equipment first to ensure the thickness of a bamboo stick between the printing needle and the printing platform. See the equipment teaching video for details. If the height is incorrect, please stop operating and using the equipment, and contact after-sales for adjustment before using it;
12. Regularly clean the printer body with a dry cloth in the event of a power outage, and follow the operating instructions to clean the printing cartridge and check for foreign objects on the belt;
13. To avoid injury to children, children under the age of 10 are not allowed to use this device without human supervision to prevent personal injury;

◆ PRECAUTIONS

14. Users should comply with the relevant laws and regulations of the country or region 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. Our company is not responsible for any legal liabilities that the violator should bear.

15. This disclaimer applies to the services provided by our AI automatic image generation system:

We are committed to providing high-quality and accurate image generation services, but we can't guarantee that every generated result meets the expectations of our users. **Here are some situations that may lead to generation failure:**

- a. Unclear descriptions and insufficient information provided by users may result in inaccurate image generation or inability to generate;
- b. The content provided by the user does not meet the functional requirements, which may result in unsuccessful printing;
- c. Content restrictions: Compliance with laws, regulations, and ethical standards may result in certain images not being generated.

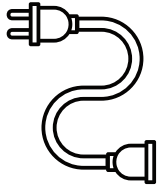
The user understands and agrees that we do not assume any responsibility for any images generated

through our automatic image generation service, regardless of their success or failure. Users should bear the risk of the results of using this service on their own

* If you have specific requirements or questions about the generated images, we recommend contacting our support team directly.

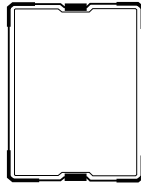
◆ FIXED ACCESSORIES

①



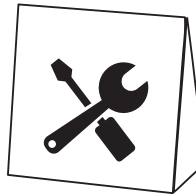
① Power connection cable

②



② Sugar painting non stick pad (already assembled on the machine)

③



③ Cleaning and maintenance kit (including open-end wrench, hex wrench, spare printing needle, plastic cup, cleaning aid syringe, cleaning aid hose, etc.)

④

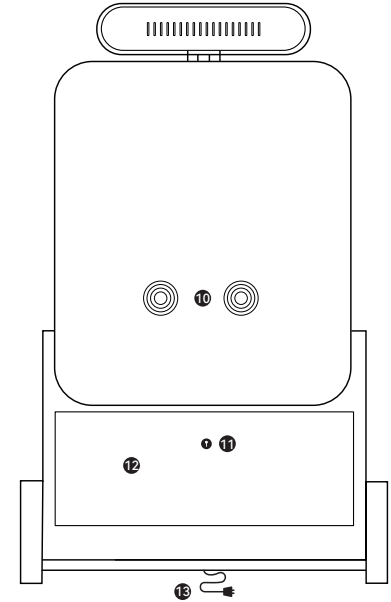
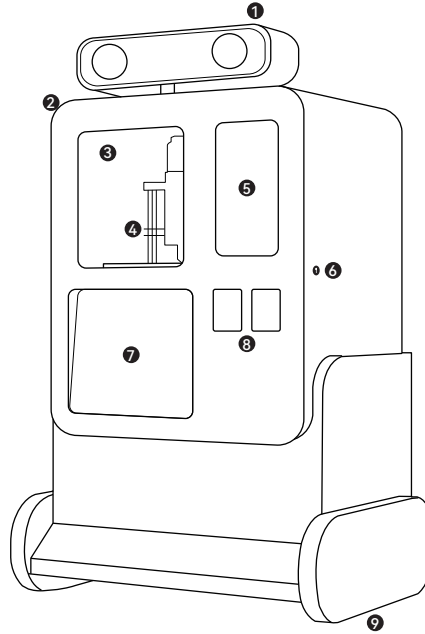


④ Product manual & certificate of conformity

◆ PRODUCT INTRODUCTION

SU4

1. Ambient Lighting
2. Equipment Housing / Enclosure
3. Sugar Art Printing Window
4. Internal Sugar Art Printing Mechanism
5. 18.5-inch Touch Screen
6. Front Compartment Lock
7. Sample Display Window
8. Payment Module (Card Reader / Coin Acceptor / Bill Validator)
9. Casters (Universal Wheels)
10. Ventilation Grilles / Cooling Vents
11. Rear Cover Lock
12. Rear Compartment (Housing: Power Switch, Wi-Fi Signal Receiver, Leakage Protection Switch, etc.)
13. Power Cable



◆ PRODUCT PARAMETERS

SU4- Size: 940mmX680mmX1570mm

Net weight: 172KG

Power: 202W

Voltage: 220V

Material: sheet metal, acrylic

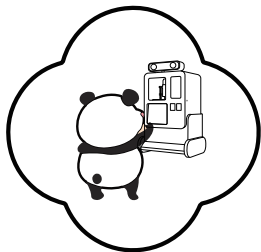
Printing size: 170 * 120mm

Printing accuracy: 1.5mm

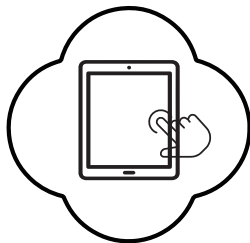
Positioning accuracy: 0.1/100mm

Printing speed: 30-80mm/s

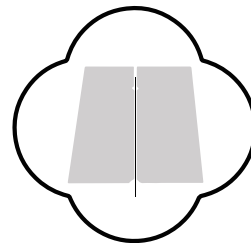
◆ EQUIPMENT PRINTING PROCESS



① Open Panda APP



② Select pattern and make payment



③ Place the bamboo stick and start printing

PRECAUTIONS AND FAQ Q&A BEFORE USE

Q1: Can the device print sugar be purchased by oneself?

A1: This machine is not allowed to use sugar painting printing consumables other than those produced by this manufacturer. Our company is not responsible for any after-sales issues caused by the use of sugar blocks from non manufacturers for printing;

Q2: How long does the equipment need to be cleaned and maintained after use?

A2: It is recommended to clean the device at least once a week for normal use. If printing is paused, please store the device in a dry and clean place after cleaning. After restarting the device, clean it before use;

Q3: How many sugar paintings can be printed in one material change?

A3: Taking the SU1 sugar painting machine as an example, when the single material cylinder is filled (melted) with sugar painting printing consumables, the printing model can print about 20 . The specific printing quantity depends on various factors such as the amount of sugar painting printing consumables, environmental temperature, and printing model selection;

Q4: What temperature should be set for sugar painting printing?

A4: When the ambient temperature is 25 °C, the printing temperature setting can be found in the packaging bag of sugar painting printing consumables. The recommended printing temperature (the recommended temperature may vary slightly for different batches of raw materials) decreases by one degree for every one degree increase in ambient temperature, and vice versa (applicable temperature range 25 ± 5 degrees). For other ambient temperatures, please consult after-sales customer service;

Q5: How to cancel printing?

A5: Log in to the merchant's backend and select 'Cancel Printing' to cancel the current printing queue model;

Q6: How to solve the problem of inability to print?

A6: Set the printing target temperature to 180 °C in the background and heat for 5 minutes. After 5 minutes, click "extrude" in the background to test whether the material can be smoothly discharged.

PRECAUTIONS AND FAQ Q&A BEFORE USE

Q6: How to solve the problem of inability to print?

A6: Set the printing target temperature to 180 °C in the background and heat for 5 minutes. After 5 minutes, click "extrude" in the background to test whether the material can be smoothly discharged.

[Scenario 1]: If the discharge is smooth after operation, adjust the printing temperature back to before adjustment, and wait for the current temperature to drop and reach the target temperature before continuing to use;

[Scenario 2]: If clicking "extrude" does not discharge the material, please replace the needle (follow the needle replacement tutorial video) and test the extrusion again. After discharging, follow Scenario 1 to handle it.

Q7: How to solve the problem of sugar leakage from printing needles?

A7: ① Control the backend to click "wire return" to lower the sliding screw of the coupling to the bottom of the slide;

② Control the background to adjust the printing target temperature to 180 °C and heat it for 5 minutes, and then adjust the temperature back to the original one after 5 minutes to observe whether there is still sugar leakage. If there is still sugar leakage, clean the sugar in the barrel after using all the sugar (see the sugar painting machine cleaning teaching frequency for cleaning equipment);

③ If the problem still cannot be solved, please consult the after-sales service for assistance;

Q8: After the device is turned on, how long can it start printing sugar paintings?

A8: Each time the device is turned on, it needs to wait for about 40 minutes to heat up the sugar painting printing consumables. Please be careful when using it after turning on to prevent burns!

Note: To ensure a good user experience, please carefully read the following common problems and solutions before use. After receiving the device, please first learn and understand the unboxing and operation instructions before use. Our company is not responsible for any equipment damage or safety hazards caused by improper operation.

DISCLAIMERS

Thank you for purchasing products from Hangzhou Panda-3d Technology Co., Ltd, The content mentioned in this article is related to your safety, legitimate rights and responsibilities. Before using this product, please read this article carefully to ensure that the correct settings have been made for the product. Not following and following the instructions and warnings in this article may cause harm to you and those around you, damage to this product or other surrounding items. The final interpretation rights of this document and all related documents of the AI Sugar Painting Experience Robot product belong to Hangzhou Pand-3d Technology Co., Ltd Once you use this product, it is deemed that you have carefully read the disclaimer and warning, understood, acknowledged, and accepted all the terms and contents of this statement. You promise to take full responsibility for the use of this product and any consequences that may arise. You promise to use this product only for legitimate purposes and agree to these terms as well as any relevant regulations, policies, and guidelines formulated by Hangzhou Panda Technology Co., Ltd.

Hangzhou Panda-3d Technology Co., Ltd shall not be liable for any losses caused by the user's failure to use the product in accordance with this document and other relevant instructions or local laws and regulations. Hangzhou Panda-3d Technology Co., Ltd has the final interpretation right of this document, and has the right to change or terminate this statement without prior notice. The product names, brands, etc. mentioned in this article are all trademarks or registered trademarks of Hangzhou Panda-3d Technology Co., Ltd.

AFTER-SALES REGULATIONS

1、 Warranty period

The equipment warranty period is one year (excluding equipment belts, nozzle components, tool accessories, printing consumables, sugar coated non stick pads, equipment casings, manuals, packaging, etc., which are not covered by the one-year free warranty service). For consumers who do not meet the free warranty terms, our company charges appropriate fees for after-sales services.

2、 Transportation Instructions

Please refer to the specific content in the subsequent "Other Instructions" for the details of the freight charges incurred for repairing products to Hangzhou Pand-3d Technology Co., Ltd If you choose express/logistics transportation products, please consult the after-sales customer service in advance for mailing information.

AFTER-SALES REGULATIONS

3、 The following situations (but not limited to) are not covered by the warranty

1. Exceeding the warranty period;
2. There is no valid purchase voucher or the purchase voucher does not match the product model identification;
3. Failure to use, maintain, and upkeep the equipment as required, resulting in product damage, or unauthorized disassembly, repair, or modification of system software and hardware, causing product damage or functional abnormalities;
4. Printed circuit boards burned out due to collision, flooding, falling, or human factors
5. Users purchase spare parts and assemble them themselves;
6. Damage caused by force majeure such as fire, lightning strikes, and floods;
7. Normal fading and aging during product use;
8. Random gifts;
9. Equipment damage caused by not using sugar painting printing consumables produced by the manufacturer;

4、 Other instructions

1. If the technical support engineer judges that it is a product hardware problem, you may need to transport the product or parts back to our after-sales service center. In order to avoid product damage during transportation, it is recommended that you use the original packaging of the machine when it leaves the factory and try to plug the filled foam. If the product is damaged during transportation, the damage cost shall be borne by the user;
2. We usually complete the inspection or repair work within 2 weeks after receiving the package (excluding public holidays and holidays);
3. During the warranty period, the manufacturer shall bear the cost of returning to the factory for repair due to equipment quality issues, while the user shall bear the cost of returning to the factory for repair due to non equipment quality issues (such as damage caused by human factors);
4. If the user needs to provide on-site service, testing, and maintenance, the travel expenses incurred shall be borne by the user;
5. Overseas users are responsible for their own round-trip shipping fees, customs clearance fees, tariffs, and other related expenses;
6. Devices that have been signed for will not be returned;
7. For specific after-sales content, please consult the after-sales customer service. The real-time policy of Hangzhou Panda-3d Technology Co., Ltd shall prevail.



**I wish you're happy with
this AI Sugar Painting Robot !**

Hangzhou Panda-3d Technology Co., Ltd

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Due to differences in models, the actual product may vary from the images; please refer to the actual product. Software update pages may change; please follow the instructions on the actual software page. The final explanation belongs to Hangzhou Panda-3d Technology Co., Ltd.