

# C4 Chocolate Printer Robot User Manual

C4 Chocolate Printer Robot User Manual



Hangzhou Panda-3D Technology Co., Ltd.  
Company Address:  
5th Floor, Building A5, Cainiao Zhigu Phase I,  
Yuhang District, Hangzhou, China  
National Service Hotline: 400-777-8285



Follow Our WeChat Official  
Account for More Information

## ◆ Welcome to Your Panda-3D Journey

Thank you for choosing a product from Hangzhou Panda-3D Technology Co., Ltd. For your convenience, please read this manual carefully before use and operate strictly according to the instructions. Once you use this product, it indicates that you have carefully read and accepted the following safety precautions.

The Panda-3D technical team is always ready to provide you with quality service. If you encounter any problems during use, please contact us using the methods provided at the end of this manual. To better experience our product, please add the after-sales customer service to stay informed about related software and hardware, equipment operation, equipment maintenance, etc. Hangzhou Panda-3D Technology Co., Ltd. reserves the sole right to interpret and modify this manual.

---

## ◆ After-Sales Service

1.To ensure a good after-sales service experience, please scan the QR code to add the after-sales customer service after receiving the equipment;

2.For equipment maintenance, debugging, and cleaning, please scan the QR code to watch instructional videos.

\*We always adhere to the user's perspective, continuously improving the Three Guarantees service policy, providing users with secure and convenient services.

This clause is the latest version of the Panda-3D product Three Guarantees service policy reminder. Please refer to the content published by the manufacturer for any policy adjustments.



Please use WeChat to scan the QR code and add the after-sales customer service

## Contents

Safety Instructions	01
Fixed Accessories	02
Product Introduction	03
Product Parameters	04
Equipment Printing Process	04
FAQ & Precautions Before Use	05
After-Sales Policy	10
Disclaimer	12

## Safety Instructions

**Before using this equipment, please be sure to adhere to the following safety regulations:**

### **1、 Electrical Safety:**

Please use the original power supply and adapter, ensuring the power voltage matches the local standard. Do not use the equipment in humid environments (e.g., near sinks, etc.), as it may cause electric shock.

### **2、 High Temperature Warning:**

The print head and chocolate cartridge will heat to high temperatures during operation. Do not touch them directly with your hands during or shortly after printing to avoid burns.

### **3、 Food Safety:**

All components in contact with chocolate (such as the cartridge, nozzle) are made of food-grade certified materials. However, before and after use, please be sure to thoroughly clean and sanitize them according to the instructions to ensure food hygiene.

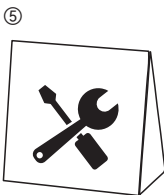
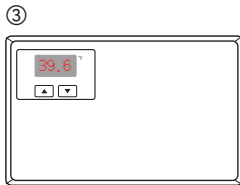
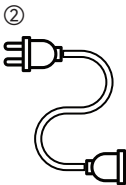
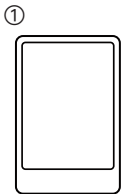
### **4、 Intended Users:**

This product is not suitable for independent operation by children under 16 years of age. Cleaning and maintenance should be performed under adult supervision.

### **5、 Do Not Disassemble:**

Do not disassemble the main unit or print head by yourself if you are not a qualified professional, to avoid permanent equipment damage, electric shock, or other personal injury.

## ◆ Fixed Accessories



1.Touch Screen

2.Power Cord and Adapter

3.Ingredient Auxiliary Heater

4.UV Lamp

5.Tool Kit (Includes tool box, hex key wrench, specialized chocolate printing needle, screws, etc.)

6.Others (Equipment documents, certificate of conformity, warranty card, etc.)

## ◆ Product Introduction

1.Ambient Light

2.Equipment Casing

3.Chocolate Printing Internal Unit

4.Printed Sample Display Area

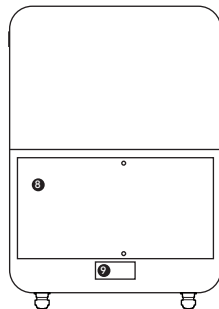
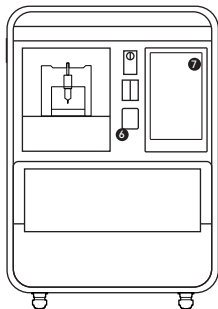
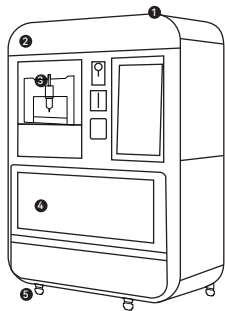
5.Casters

6.Payment Module (Optional)

7.Touch Screen

8.Rear Compartment Cover

9.Power Box (Includes external power cord socket, circuit breaker, etc.)



## ◆ Product Parameters

Dimensions: 1122mm \* 612mm \* 1594mm

Net Weight: 192 KG

Power: 235W

Voltage: 100V-240V

Material: Sheet Metal, Acrylic

Printing Size: 40mm X 40mm X 35mm

Printing Precision: 0.15-1.2mm

Positioning Precision: 0.1/100mm

Printing Speed: 15-70mm/s

Nozzle Diameter: 0.8mm (Standard)

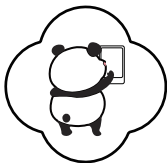
Number of Nozzles: 1

Printing Material: Chocolate

Finished Product

Printing Time: 3-5 mins

## ◆ Equipment Printing Process



① Select the model to be printed



② Click Print and Make Payment



③ Wait for Printing to Complete

## Frequently Asked Questions & Self-Check Items

### **Q1、Q1. How to resolve the device being offline?**

A1.

- ① Check if the cabinet, internal unit, router, and power supply are normal and powered on. [If all are normal, proceed to the next step ↓]
- ② Check if the router indicator lights are normal. If the data signal light is off, please follow these steps: Turn off the router power, remove the SIM card, gently wipe the metal chip contacts with a dry cloth, then reinsert the SIM card and reconnect the power. Wait for 5 minutes, then refresh the backend page to see if it's normal. If the problem persists, check if the router's network card can connect to the internet normally. [If all are normal, proceed to the next step ↓]
- ③ Check if the router antenna is upright, if the antenna connector is loose, if the cable is broken, or if there are any metal objects above the antenna blocking or interfering with the signal. [If all are normal, proceed to the next step ↓]
- ④ If the network interface light is off
  - a. Search for the internal unit's MTN\*\*\*\* WIFI signal;
  - b. If this WIFI signal cannot be found, there may be a fault with the internal unit, which may require factory repair;
  - c. If it can be found and connected, the problem might be with the network or the router's LAN port. Try changing the network or the network port position on the router.
- ⑤ Check the location's signal conditions or replace the entire router and get a new network card.

### **Q2、How to resolve the device not printing?**

A2.

- ① Check the device backend to confirm if there are queued tasks.
- ② Check if the device is out of material. [This situation may occur when there were multiple queued tasks during previous printing.]
- ③ Check if the tray is inserted properly or try replacing it with a new tray. [Try this operation when the automatic door fails to close.]
- ④ If the device homing process completes but doesn't print, this is caused by the ambient temperature being too low. You can completely power off the device, wait 30 seconds, and then restart it. [Applicable only to the chocolate printer.]
- ⑤ If the device has a tray inserted or there is a partially printed model on the tray, you need to open the automatic door via the mobile backend, try removing the original tray and reinserting a new tray to see if the device resumes printing.
- ⑥ Check in the backend if the device is online. If it shows offline, please try the methods described in Q1.
- ⑦ Check if the device QR code or serial number matches the internal unit. [This may occur if the internal unit has been replaced, or the internal unit is not fixed properly, or if a distributor moves multiple devices to a new location.]

## ◆ Frequently Asked Questions & Self-Check Items

### Q3. How to resolve prints not forming properly?

A3.

- ① Ambient temperature is too high, preventing the chocolate from solidifying. [The printed model might have a normal outline but a soft texture.]
- ② Check if the chocolate extruded by the device is uniform and forms a continuous cylindrical strand. If it's intermittent, uneven in thickness, or not cylindrical, try replacing the needle and print again.
- ③ There might be air bubbles in the chocolate material. [If only part of the print fails and the extrusion is normal, this might be the case. Try printing again.]
- ④ Preheating and printing temperatures are set too high. [The extruded strands collapse, fuse together (smudged), or fail to form clearly when layered.]
- ⑤ Printing height issue. [Debris at the Z-axis home point causes incorrect printing height. Clean the debris from the homing switch, reset the printing height, and try printing again.]
- ⑥ If extrusion is not smooth, please check the following items in order:
  - a. Confirm if the device preheating time has reached 1 hour;
  - b. Confirm if the preheating and printing temperature settings meet the official requirements for the chocolate material currently in use;
  - c. Check if the chocolate is stored at the recommended ambient temperature and ensure it is within its shelf life.

### Q4. Automatic door won't open?

A4.

- ① Enter the debugging interface in the device backend and test the automatic door function. If there is abnormal noise during operation, try unplugging and firmly re-plugging the automatic door's wire connector to rule out poor contact.
- ② Check if the automatic door is damaged, deformed, misaligned, etc.
- ③ Enter the device backend debugging. If the motor runs normally but the door doesn't open, it might be due to a loose belt. [May occur in some device versions.]
- ④ Check if a tray is inserted into the device. If a tray is inserted, you need to click 'Open Automatic Door' in the backend, then remove the existing tray and reinsert it.
- ⑤ If you need to click the open door command twice consecutively in the device backend for the door to open normally, this usually indicates that the automatic door's overload protection switch is damaged. Please contact after-sales technical personnel for inspection or replacement of the overload protection device. [Do not cut the overload protection circuit yourself to ensure equipment and personal safety.]

## Frequently Asked Questions & Self-Check Items

### **Q5、 Automatic door won't close?**

A5、

- ① Check if a tray is inserted into the device, e.g., a tray that was not removed after the last print completed.
- ② Check in the device backend if the device is online. If it's offline, refer to the Q1处理方法 methods.
- ③ Check if the device is out of material. [This problem may occur after multiple queued tasks and material depletion during previous printing.]
- ④ Check if there are queued tasks that haven't been printed. The system automatically deletes them after 2 hours. In this case, you need to enter the mobile backend and click 'Close Door'. [You can contact after-sales to manually delete the queue list.]
- ⑤ Check if the tray is not inserted properly, or if the tray is deformed. Try reinserting it or replacing it with a new tray. Check for any foreign objects inside the tray slot.
- ⑥ If you need to click the open door command twice consecutively in the device backend for the door to open normally, this usually indicates that the automatic door's overload protection switch is damaged. Please contact after-sales technical personnel for inspection or replacement of the overload protection device. [Do not cut the overload protection circuit yourself to ensure equipment and personal safety.]
- ⑦ Confirm if the automatic door was forcibly opened manually. If so, please first try clicking the close door command in the device backend to restore it. If the automatic door is damaged due to forcible opening, repair or replacement is required.

### **Q6、 How to resolve the device not extruding material?**

A6、

- ① Check if the device needle is damaged, deformed, or clogged. If there is a problem, try replacing it with a new needle, or clean the original needle before attempting to print again.
- ② Confirm if the device has just been powered on and the chocolate has not finished preheating. [The device needs to wait about 1 hour after power-on before it can print normally.]

## Frequently Asked Questions & Self-Check Items

### **Q7、 How to resolve payment failure on the device?**

A7、

- ① Confirm if the device is in an out-of-material state.
- ② Check if the device payment function is turned off.
- ③ Check in the device backend if the device is online.
- ④ Check if the device QR code or serial number matches the internal unit. [This may occur if the internal unit has been replaced, or old internal units are not fixed together, or if a distributor moves multiple devices to a new location.]

### **Q8、 How to resolve the main cabinet having no power?**

A8、

- ① Check if the power outlet (or power strip) the device is connected to is functioning normally.
- ② Confirm if the power cord connected to the main cabinet is working properly (try replacing it with a known good power cord for testing).
- ③ Check if the air switch on the main cabinet is in the closed (ON) position, confirm the power connector is plugged in tightly, and check if the fuse is intact.

### **Q9、 How to resolve a black touch screen?**

A9、

- ① Check if the power switch for the touch screen in the backend is turned on.
- ② Check if the power switch on the touch screen remote control is turned on.
- ③ Check if the delay timer is plugged in firmly or is damaged. Also, check if the touch screen's power plug is inserted tightly and if the switch-mode power supply is turned on.

## Precautions

- 1、 Do not attempt to operate this machine using any methods not described in this manual to avoid accidental personal injury and property damage.
- 2、 Do not place this machine in flammable or explosive materials or near high heat sources. Place the machine in a ventilated, cool, and low-dust environment.
- 3、 Do not place the printer in an environment with significant vibration or instability, as machine shaking will affect print quality.
- 4、 Do not use power cords from other products to replace the original power cord during installation. The power plug must be inserted into a socket that complies with national standards.
- 5、 Do not wear cotton gloves when operating the printer to prevent hands from being caught, squeezed, or cut by moving parts.
- 6、 Do not place any part of your body near the moving print head or print platform while the machine is printing, to prevent burns, squeezing, or impact injuries.
- 7、 Please pay attention to the storage conditions and expiration date of printing materials. Once expired, they are strictly prohibited from being used for printing or consumption. The user shall bear all corresponding responsibilities for equipment damage, health safety issues, and any other consequences caused by using expired materials.
- 8、 Do not disassemble the machine screws by yourself, as it may cause personal injury such as electric shock.
- 9、 Printing materials should be stored in a dry, ventilated, odor-free environment, and avoid direct sunlight or high-temperature storage. The user is solely responsible for any food safety issues caused by improper storage of materials.
- 10、 Please use the manufacturer's original or approved printing materials (chocolate) to avoid affecting print quality or causing machine damage. If the printer is damaged or malfunctions due to the use of unapproved materials, it will not be covered under the company's warranty, and the corresponding repair costs and losses shall be borne by the user.
- 11、 After the equipment installation is completed, please first contact after-sales personnel for training. Use the equipment only after the technical staff has adjusted the equipment parameters to a normal state.
- 12、 Regularly clean the printer body with a dry cloth when the power is off, and follow the operation guide to clean the equipment needle and check for foreign objects on the belt.
- 13、 Children under 16 years of age must use this machine under adult supervision.
- 14、 Users should comply with the corresponding national laws and regulations of the equipment usage location, adhere to professional ethics, fulfill safety obligations, and strictly prohibit the use of this product or equipment for any illegal purposes. Violators shall bear all legal liabilities themselves, and our company assumes no joint liability for this.

# ◆ After-Sales Policy

## 一、Warranty Period

The warranty period for the entire equipment is one year. However, the following components and situations are not covered under the free warranty: equipment belts, nozzle assembly, tool accessories, printing consumables (including but not limited to chocolate, trays, tray covers), user manual, packaging materials, etc.

\*For situations that do not meet the conditions for free warranty, our company provides paid repair services and will charge corresponding repair fees.

## 二、Exclusions (This product does not enjoy free warranty service if any of the following situations occur)

- 1、The warranty period has expired;
- 2、A valid proof of purchase cannot be presented, or the information on the proof does not match the product identification;
- 3、Damage caused by failure to use, maintain, or service the product as required by the product manual;
- 4、Damage or malfunction caused by unauthorized disassembly, repair, modification, or adjustment of the system's hardware or software by parties not authorized by our company;
- 5、Damage caused by impact, dropping, water ingress, or other human factors;
- 6、Malfunctions caused by the user purchasing and assembling or replacing parts themselves;
- 7、Damage caused by force majeure factors such as fire, lightning, earthquake, flood, etc.;
- 8、Normal wear and tear, aging, or appearance deterioration occurring during normal use of the product;
- 9、Complimentary gifts or accessories included with the product;
- 10、Equipment damage caused by the use of non-original or non-company-approved printing consumables.

## 三、Return Shipping for Repair

Please refer to the specific details in the subsequent [Other Instructions] regarding who bears the shipping costs for returning the product to Hangzhou Panda-3D Technology Co., Ltd. If you choose to ship the product via courier/logistics, please consult the after-sales customer service in advance for the mailing address and instructions.

## ◆ After-Sales Policy

### 四、Obtaining After-Sales Service

Call 400-777-8285 or add the customer service WeChat to contact after-sales support.

### 五、Other Instructions

- 1、 If the technical support engineer determines it is a product hardware issue, you may need to ship the product or components back to our after-sales service center. To avoid damage during transportation, it is recommended that you use the original packaging from the factory and ensure the padding foam is properly placed; if the product is damaged during transport, the related losses shall be borne by the user.
- 2、 We generally complete the inspection or repair work within 10 working days (excluding public holidays and statutory holidays) after confirming receipt of the product.
- 3、 During the warranty period, factory return repair costs caused by equipment quality issues are borne by the manufacturer; for non-equipment quality issues (such as damage caused by misuse, accident, or human factors), the factory return repair costs shall be borne by the user.
- 4、 If the user requires on-site service, inspection, or repair, the incurred travel expenses shall be borne by the user.
- 5、 Overseas users need to bear the round-trip shipping costs, customs declaration fees, tariffs, and other related expenses.
- 6、 Equipment that has been received and signed for will not be returned without a valid reason.
- 7、 For other after-sales content, please consult the after-sales customer service, subject to the real-time policies of Hangzhou Panda-3D Technology Co., Ltd.

## Disclaimer

Thank you for purchasing the product from Hangzhou Panda-3D Technology Co., Ltd. The content mentioned herein concerns your safety, legal rights and interests, and clarifies relevant responsibilities. Before using this product, please read this text carefully to ensure the product has been set up correctly. Failure to follow the instructions and warnings in this text may cause harm to you and others around you, or damage this product and other items.

Hangzhou Panda-3D Technology Co., Ltd. reserves the right to interpret this document and all related documentation for the [Self-Service Chocolate 3D Printer] product. Once you use this product, it is deemed that you have carefully read the disclaimer and warnings, understood, acknowledged, and accepted all the terms and content of this statement. You agree to bear full responsibility for the use of this product and any potential consequences thereof. You agree to use this product only for legitimate purposes and agree to these terms and any relevant regulations, policies, and guidelines established by Hangzhou Panda-3D Technology Co., Ltd.

Hangzhou Panda-3D Technology Co., Ltd. shall not be held liable for any losses directly caused by the user's failure to operate according to this document and related instructions. Hangzhou Panda-3D Technology Co., Ltd. has the right to amend this statement, and relevant amendments will take effect after being announced through official channels. You can also consult the latest policy by contacting after-sales customer service. The product names and brands appearing in this document are trademarks or registered trademarks of Hangzhou Panda-3D Technology Co., Ltd.