3D Professional Printer

Customer Information Bulletin



Advisory
7.000000

Repair

Safety Alert

Purpose:

ProJet[®] 2500, 35X0, 3600, 5000, 5500X

To inform the customer of incorrect displayed colors on the UI that may be present on certain materials.

Problem:

Batches of certain materials produced prior to 12/28/16 may have an incorrect color displayed on the UI. Materials manufactured after 12/28/16 will have the correct color information displayed.

Identification:

The below image is a screenshot from the UI that shows the same two materials with different color profiles due to the batch date it was created.

Status: ACTIVE	Status: NEXT			
Melting: Complete	Melting: Complete			
Type: S300	Type: 5300			
Color: Amber	Color: Amber			
Weight: 1.08 kg	Weight: 1.98 kg			
Batch: 12/14/2016	Batch: 1/8/2017			
Support Message:				
Status: ACTIVE	Status: NEXT			
Melting: Complete	Melting:			
Type: Crystal	Type: Crystal			
Color: Amber	Color: Neutral			
Weight: 0.88 kg	Weight: 2 kg			
Batch: 6/2/2017	Batch: 10/2/2016			

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Material color displayed on UI Actual color material in bottle 12/28/16 S300 White Amber M5-MX Neutral Amber **EZ Flush** Neutral Clear EX200, Crystal Neutral Amber SR200 TechPlast Natural Grey SR200 ProPlast Neutral Grey Amber MP200, Stoneplast Neutral Neutral White S200, S400, M2 SUW M3-X White Amber White Amber PS200, Pearlstone CR-CL, M2 RCL Neutral Clear



Materials produced prior to

Identification:

Repair

