



3D Printer User Manual

V1.1

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 memory card 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

Please visit the official website <https://www.creality.com>, click on Service Center → Firmware/Software Download → Download the required firmware, install and use it.

Note: The manual interface is for reference only. As the functions are constantly upgraded, please refer to the latest firmware/software UI on the official website.

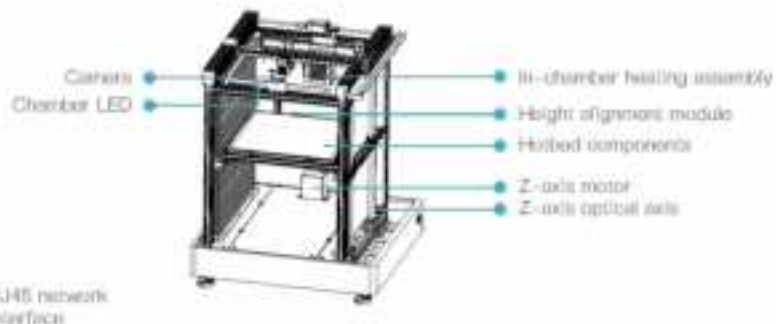
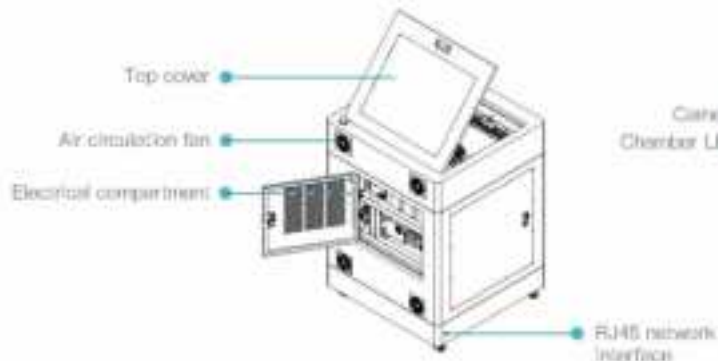
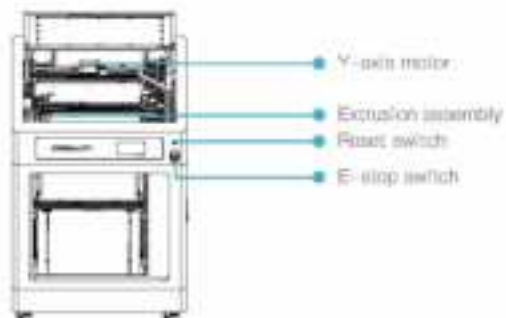
Videos showing the operation of the products and after-sales service

Videos showing the operation of the products and after-sales service For the product operation and after-sales service videos, you can visit <https://www.crealitycloud.com/product>, click on "Products" and select the right model, and then click on "Related" to view the tutorials on after-sales service.

1. Do not use this printer by methods or operations that are not described in this manual, otherwise it may result in accidental injury or property damage;
2. Do not place this printer near flammable materials, explosive materials or high heat sources. Please place this printer in a ventilated, cool and low-dust environment.
3. Do not place this printer in a vibrating or any other unstable environment, as the printing quality will be compromised when the printer shakes.
4. Please use the filament recommended by the manufacturer, otherwise the nozzle may be clogged or the printer may be damaged.
5. Please use the power cord provided with the printer and do not use the power cord of other products. The power plug must be plugged into a three-hole socket with a ground wire.
6. Do not touch the nozzle or hotbed while the printer is in operation, otherwise you may get burned.
7. Do not wear gloves or accessories while operating the printer, otherwise the moving parts may cause accidental injury including cuts and lacerations.
8. After the printing process is complete, please use tools to clean up the filament on the nozzle while the nozzle is still hot. Do not touch the nozzle with your hands when cleaning, otherwise your hands may get burned.
9. Please regularly clean the printer body with a dry cloth while the power is off, and wipe off dust, sticky printing materials, and foreign objects on the guide rails.
10. Children under the age of 10 must not use this printer without adult supervision in order to avoid accidental injury.
11. This printer has a safety protection mechanism. Please do not manually move the nozzle or printing platform quickly while the printer is on, otherwise the printer will automatically power off for protection.
12. Users should abide by the laws and regulations of the corresponding country and region where the equipment is located (place of use), abide by professional ethics, and pay attention to safety obligations. The use of our products or equipment for any illegal purpose is strictly prohibited. Our company is not responsible for the relevant legal responsibilities of any violators.

1. Device Information	01-03
1.1 About the Printer	01-01
1.2 Device Specifications	02-02
1.3 Parts List	03-03
2. Unboxing	04-05
2.1 Unboxing Steps	04-05
2.2 Power-on Guide	06-06
3. Screen Information	07-07
4. First Printing	08-10
4.1 USB Flash Drive Printing	08-08
4.2 LAN Printing	09-10
5. Functional Specification	11-18
5.1 Platform Calibration	11-11
5.2 Retract	12-12
5.3 Change Filament	13-14
5.4 Load TPU Filament	15-15
5.5 Network Settings	16-16
5.6 Bind to the Creality Cloud	17-18
6. Routine Maintenance	19-26
6.1 Maintenance Items	19-19
6.2 Error Code Instructions	20-20
6.3 Instructions for Maintenance	21-26

1.1 About the Printer



1.2 Device Specifications

Basic Parameters	
Model	Bermor M500
Device Dimensions	925*950*1250mm
Modeling Dimensions	510*510*10mm
Rated Voltage	100-240V~50/60Hz
Rated Power	1800W
Ambient Temperature	10℃-30℃
Working Mode	USB flash drive printing/LAN printing/Cloud printing
Number of Extruder	1 pcs
Nozzle Diameter	0.6mm
Slice Thickness	0.1-0.4mm
Printing Accuracy	100±0.1mm
Printing Speed	60mm/s (standard) < 150mm/s (max.)
Filament Diameter	1.75mm
Supported Filaments	PLA/ABS/PETG/PA/ASA/PET/TPU/PC/PC-ABS/PLA-CF/PA-CF/PET-CF
Heated Temperature	<120℃
Nozzle Temperature	<300℃
Chamber Heating	<60℃
Screen	7-inch touch screen
Connection Method	USB flash drive/WiFi/RS485
Slicing Software	Cura/Printrun
Supported Formats	STL/OBJ/AMF
PC Operating Systems	Windows/MacOS
Language	English/Chinese
Power Loss Recovery	Yes
Filament Detection	Yes
Air Filtration	Yes
Auto Leveling	Yes
Camera	Yes

1. Device Information

1.3 Parts List



1 Printer



2 Tool box



3 Filament



4 Power cable



Tool list



5 Cutting plier



6 Blade



7 USB cable



8 PTFE tube



9 USB drive



10 Socket spanner



11 Wrench and screwdriver



12 Nozzle cleaner



13 Hardened steel extruder module 0.6mm



14 User Manual



15 After-sales service card



16 Certificate

Note: The components above are for reference only. Please refer to the physical accessories.

2. Unboxing

2.1 Unboxing Steps



1. Remove the foam padding by dismantling the surrounding and top cover of the wooden box.



2. It is recommended to use a forklift to drag the machine out of the wooden box's base and place it on the ground.



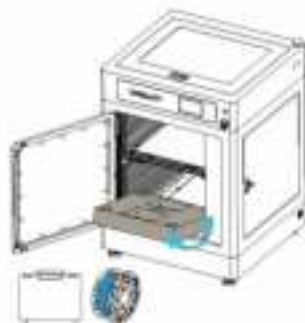
3. Cut the securing cable ties for the ① Y-axis, ② X-axis and ③ Material Feeder Assembly as shown in the diagram.



4. Open the front door to take out the power cable from the foam padding, connect it to the power source, and turn on the power switch.



5. After turning on the power switch, start the machine by pressing the Reset switch, and follow the on-screen startup instructions step by step.



6. As shown in the diagram, remove the foam padding from the bottom of the platform, and take out the toolbox and filaments.

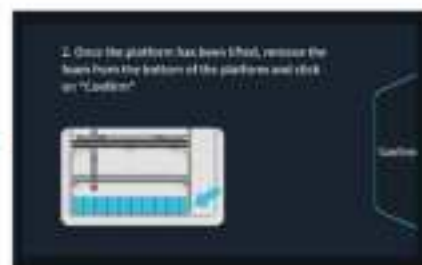
2.2 Power-on Guide



1. Choose a language.



2. Click "OK", the printing platform rises.



3. Remove the bottom foams from the platform.



4. Ensure that there are no foreign objects inside the chamber.



5. Homing...



6. Reminder given before auxiliary leveling.



Note: The current interface is for reference only. As the functions are constantly upgraded, please refer to the latest firmware UI on the official website.

2.2 Power-on Guide



7. Auxiliary leveling.



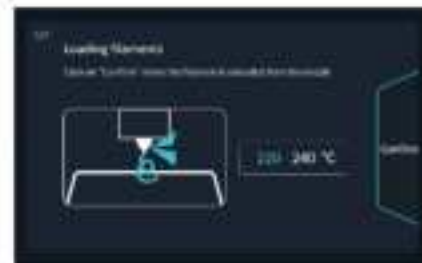
8. For platform calibration, complete nozzle heating, nozzle cleaning and nozzle alignment sequentially.



9. Auto Leveling.



10. Extrude or skip.



11. Extruding done.



12. Insert USB flash drive or skip.

Note: The current interface is for reference only. As the functions are constantly upgraded, please refer to the latest firmware UI on the official website.



- Set nozzle temper
- Set hotbed temper
- Set chamber temper

1. On the homepage, you can set the extruder hotbed temperature and click on the Print File to enter the file selection page. View the temperature change curves on the graph.



3. network Connection: Machine network settings.
 Lighting Control: switch on/off the lighting in the chamber.
 Language Selection: Choose the screen language.
 Print and Turn Off: Turn off the power switch after completing the printing.
 Restore Factory: Restore the factory settings.



Note: After restoring the factory settings, the machine needs to be powered off and restarted.



2. Perform Calibration: Calibrate the machine's printing platform.
 Preheating Settings: Preheat the extruder and hotbed.
 Chamber Fan: Chamber fan switch.
 Model Fan: the power of model fan.
 Cooling: stop the heating of extruder and hotbed.
 Release Stopper: by clicking it, the extruder can be dragged around at will.
 Air Filtration: filter the air inside the chamber.



4. View printer signals and various information on the printer interface.



Note: The machine needs to be powered off and restarted after restoring factory settings.

4. First Printing

4.1 USB Flash Drive Printing



1. Click on "Print".



2. Select the file and click on "Print".



3. Printing...



Warnings

1. Do not plug or unplug the USB flash drive during the printing process.
2. The USB flash drive file system uses the FAT32 format with an allocated unit size of 32kB.



Tip: The current interface is for reference only. As the functions are constantly upgraded, please refer to the latest firmware UI on the official website.

4. First Printing

4.2 LAN Printing

Creality Print



1. Download at <https://www.creality.com/software-firmware/software?type=7> or find the software on a USB flash drive and install it.



Tip:
The computer and printer must be connected to the same LAN.



2. Choose a language and area.



3. Choose a model.



4. Click on "Import Model" and select the model file.



5. Open the model and click on "Slice".



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

4.2 LAN Printing



6. Select LAN printing.



8. Device list.



9. Device details.



7. Add a device: a. Scan Add → Select device.



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

5.1 Platform Calibration

This function is ON by default. The Z-axis compensation value needs to be adjusted manually after switch-off.

Click for auto leveling.



Adjust the hand-screwed nut according to the on-screen prompts.

Auxiliary leveling: three-point detection on the print platform using CR-Touch, and then adjust the printing platform using a hand-tight nut.

Auto leveling: when leveling, the machine uses CR-Touch to detect the flatness of the printing platform and performs the bed mesh algorithm compensation automatically.

It is recommended that auxiliary leveling is carried out before auto leveling.



Tips: The current interface is for reference only. As the functions are constantly upgraded, please refer to the latest firmware UI on the official website.

5.2 Retract

1. Click on "Homepage" → "Extrude/Retract".



2. Click on "Retract".



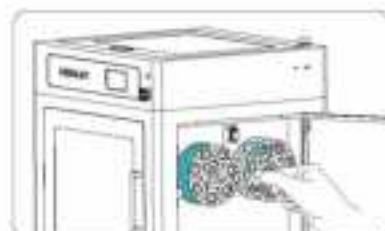
3. After using, wait for the temperature to automatically heat up to the target temperature.



4. After removing the filaments, click on "OK".



5. Retract the filaments from the Filament Detection area.

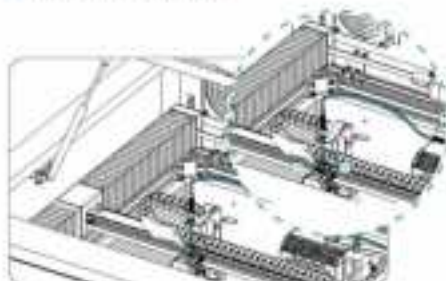


5.2 Change Filament

1. Trigger the Filament Detection, click "OK", and proceed to replace the filaments.



2. i. Loosen the connector. ii. Press the actuation clamp. iii. Pull out the PTFE tube.



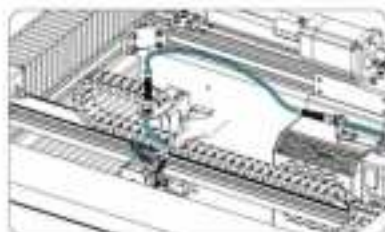
3. Click on "Retract".



4. After printing, wait for the temperature to automatically heat up to the target temperature.



5. Extract the filament from the removed PTFE tube.



6. After removing the filaments, click on "OK".

