



SOL^{plus}

Frequently Asked Questions

Q1 I have just received SOL Plus, how do I get started?

If your SOL Plus includes a Concierge Service Box, follow the instructions provided inside to schedule a remote onboarding session with our Customer Success Team. Otherwise, register your device through the User Dashboard so that your warranty is activated on the date of purchase. The User Dashboard contains resources to help you get started, access troubleshooting, and get support from the Ackuretta Customer Success Team.

There is no need for calibration as every printer is put through a series of tests before shipping, including a test print. After unboxing, plug in the power cable, set up the SOL Plus and start the printing process as shown in the Quick Start Guide.



User
Dashboard

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SOL Plus
Warranty Policy

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Ackuretta
Installation Portal

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Q2 How do I create a print file for SOL Plus to print?

After completing a scan, the first step is to process the resulting STL file with a CAD program. After the design is completed with CAD, the next step is to import the STL file into our ALPHA AI slicing software (CAM program), which will prepare and convert the STL file into a 3D-printable file format.

There are three ways to send a print file to SOL Plus:

- ① *Send from ALPHA AI: When the file is ready to slice, select "Slice and Add to the Queue" and ALPHA AI will send the print file to the printer queue.
- ② *Send from browser: Access the printer's IP address via a web browser and add your print file to the queue. Initiate remote printing from the browser or directly on the printer touchscreen.
- ③ Transfer via USB: Save the print file on a USB drive and insert it into the printer. On the printer touchscreen, select the USB option and locate the desired file.

*Your computer and printer must be on the same local network to transfer files remotely.

To learn more about ALPHA AI, scan the QR code.



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Q3 Does SOL Plus require an internet connection to print?

Yes. As resin and printer settings are cloud-based, SOL Plus requires an internet connection for printing. This allows us to make setting adjustments and new resin calibrations available instantly, as well as streamline the troubleshooting process.

There is an "Offline" mode that allows SOL Plus to operate for seven days without an internet connection. After being offline for seven days, the printer must be connected to the internet to resume printing capabilities or to initiate a new seven-day session in "Offline" mode. To learn more about "Offline" mode, scan the QR code.



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Q4 Can I use any resin with SOL Plus?



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We recommend using resins that have been validated by resin manufacturers on SOL Plus. This ensures optimal performance and results. A full list of validated resins, which is updated regularly, can be found on the SOL Plus product page on the Ackuretta website, or by scanning the QR code.

If users opt to use third-party resins which have not been calibrated or validated on SOL Plus, Ackuretta will not be liable for any failed prints or damage to the printer caused by these resins.

Q5 What types of applications can SOL Plus print?



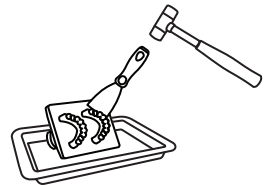
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While it is possible to print a wide range of applications using SOL Plus, this printer is specifically designed to produce high-quality dental applications.

These dental applications include dental models, splints, temporary and permanent crowns, surgical guides, night guards, aligner models, castable crowns and bridges, denture bases and teeth, try-in dentures, retainers, indirect bonding trays, impression trays, and removable partial dentures. Scan the QR code to find more information on our application booklet.

Q6 How do I properly remove my applications from the build platform?

Place your build platform with the applications on the plastic tray and remove the applications with the scraper. When an application is firmly attached to the build platform, use the mallet to tap the scraper until you can separate the application from the build platform.



Q7 My print failed, what should I do?

In the event of a failed print, activate the Clean Vat function. Once this is complete, remove the cured layer from the vat by using a business card and make sure there is no remaining debris in the vat, then stir the resin thoroughly before restarting a print.

If you continue to have print failures, check your issue in the troubleshooting section of the User Dashboard. If you are unable to troubleshoot on your own, open a ticket through the User Dashboard for additional support.



SOL Plus Clean
Vat Function

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Stir the resin
properly

Watch



How to Troubleshoot
with User Dashboard

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Q8 How do I clean the vat?

We do not recommend cleaning the vat unless it is necessary – in the event of contamination, vat film inspection, or the use of a different resin – to prevent damage, and to save time and resources. A good practice is to use one vat and vat box for each resin to eliminate potential contamination and maximize the life of your vat. When not in use, we recommend storing the vat in the vat box to safeguard the resin from UV light and dust.

When cleaning the vat, wear gloves and avoid direct skin contact with any resin. Pour any remaining resin from the vat into a container to be disposed of and spray alcohol (isopropyl or ethyl) on the vat, then use the plastic spatula to remove the remaining resin, and clean the vat with alcohol wipes. Do not use metal tools that could damage the vat film and regularly check to make sure that the film is not punctured.

For proper disposal of resin, follow the instructions for use provided by the resin manufacturer.

Q9 What is the purpose of the heating rod?

The heating rod has a built-in temperature sensor that checks the resin and heats it to the manufacturer's suggested temperature if the temperature is too low prior to printing. It continues to monitor the resin while printing is in progress and pauses the print job if the resin needs to be reheated.

Heated resin is lower in viscosity and flows more smoothly in the vat, which results in a higher rate of successful prints.

It is necessary to clean the rod with alcohol (isopropyl or ethyl) when switching between resin types or if the printer will be inactive for an extended period of time.

Q10 What can I do if I spill resin on the print screen?

If resin is spilled on the print screen, we recommend that you immediately wipe it with a dry tissue and a drop of alcohol (isopropyl or ethyl). Cured resin on the print screen can cause permanent damage and dead pixel areas, in which case the print screen must be replaced.


Scan the QR code for instructions on cleaning spilled resin on SOL Plus.

In the event of continued print failures after cleaning, open a Support Ticket through User Dashboard.




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 ACKURETTA



 User Dashboard



 Facebook User Group