



● Hephestos 2

Licence

The product “Hephestos 2” is a design derived from the “Prusa i3” created by Josef Prusa under a CC BY-SA license.

Safety Precautions

When using your Hephestos 2, please follow these safety recommendations carefully:

- Follow the assembly guide in detail; BQ accepts no liability for failure to use the guide correctly.
- Hephestos 2 operates at high temperatures and contains moving parts that can cause injuries. Do not touch the interior of the printer nor the extruder while it is printing due to the said high temperatures.
- Do not remove the cover from the controller board when functioning, due to the electrical shock hazard.
- Do not place the 3D printer in enclosed spaces during operation (boxes, cupboards, etc.), as such spaces do not allow the machine to cool down effectively, which could lead to malfunction and failure.
- Do not place the 3D printer near heat sources such as radiators or devices that emit large quantities of heat, as this could adversely affect its operation.
- Keep your 3D printer away from liquids, due to the risk of fire or electric shock.
- Do not expose the 3D printer to wet environments, such as swimming pools, wash basins or sinks, etc.

Warranty

Mundo Reader, S.L. (hereinafter, “Mundo Reader”) provides this Warranty, subject to the warranty legislation of the country in which the product is sold, to the purchaser(s) of the BQ products included in the sales package (hereinafter, the “Product”). For components of the Product which are not manufactured by Mundo Reader, the warranty cover will be determined by each manufacturer. Mundo Reader guarantees that, for the duration of the Warranty Period, Mundo Reader (or a service agent authorised by Mundo Reader) shall correct, at no cost and in a commercially reasonable period of time, any material, design or manufacturing defects by way of repairing or replacing the Product, in accordance with this Warranty (except where the corresponding legislation provides for alternative measures). This Warranty shall only be considered valid and effective in the country in which the Product was acquired, provided that Mundo Reader intended for the Product to be sold in the said country. However, if the Product was acquired in a Member State of the European Union, Iceland, Norway, Switzerland or Turkey, and if Mundo Reader originally intended for the Product to be sold in one of these countries, this Warranty shall be considered valid and effective in all of the foregoing countries.

Certain limitations may be applied to the services covered by this Warranty due to the differing country-specific elements that may be found in the Product.

Warranty Period

The Warranty Period shall commence upon purchase of the Product on the part of the end user. The Product may be comprised of a number of different parts, and these parts may be covered by different warranty periods (hereinafter, the “Warranty Period”). The general Warranty Period is twenty-four (24) months.

This Warranty will be invalidated by the circumstances described under the “What Isn’t Covered?” section. (visit bq.com/warranty). To the extent permissible under the laws of the country, the Warranty Period shall not be extended, renewed or otherwise modified following the subsequent resale, repair or replacement of the Product by Mundo Reader.

However, any part(s) repaired or any products that are replaced during the Warranty Period shall be guaranteed for either the remainder of the original Warranty Period or a period of six (6) months from the date of repair or replacement, whichever is greater.

Claiming on the Warranty

If you wish to claim under the terms of this Limited Warranty, please send the affected Product or part, (if the Product is not affected in its entirety) to an authorised service agent of Mundo Reader. You can also call a customer service centre of Mundo Reader (charges may apply, depending on national rates or your service provider plan), or contact us via our website to obtain further information. Information on the customer service centres and agents authorised by Mundo Reader can be found on the original product packaging or on the local Mundo Reader websites. You can find out how to contact us in the Technical Support section.

Any claims made under the terms of this Limited Warranty shall be subject to notification of the presumed defect on your part to Mundo Reader or an authorised service agent of Mundo Reader, within a reasonable period of time following discovery of the said defect, and in any case, no later than the expiry date of the Warranty Period.

If you request the rectification of a defect under the terms of this Limited Warranty, the following must be provided: a) the Product (or the affected part) and b) the original receipt of purchase, clearly indicating the name and address of the vendor, the date and location of the purchase, the type of product and the serial number.

Other Important Information

Pursuant to the section on “Limitations to the Liability of Mundo Reader” below, Mundo Reader shall not be held liable under any circumstance, whether explicitly or implicitly, for any damage or loss of any kind resulting from loss, damage or distortion of the data or content during the repair or replacement of the Product.

Any parts of the Product or other equipment replaced by Mundo Reader shall become the property of Mundo Reader. If the Product is not covered under the terms and conditions of this Limited Warranty, Mundo Reader and its authorised service agents reserve the right to charge a fee for labour costs. When repairing or replacing the Product, Mundo Reader may use new, equivalent-to-new or reconditioned products or parts.

Your Product and the software may include elements that are specific to your country. If the Product has been exported from the original destination to another country, it may include country-specific elements that are not considered as defects under the terms of this Limited Warranty.

Limitations to the Liability of Mundo Reader

This Limited Warranty constitutes your sole and exclusive guarantee from Mundo Reader, and the sole and exclusive liability of Mundo Reader for any defects that may be found in your Product. This Limited Warranty replaces any other liabilities and guarantees that may have been provided by Mundo Reader, whether verbally, in writing, legal (non-statutory), contractual, non-contractual or of any other kind, including, but not limited to, and to the extent permissible by law, any other conditions, guarantees or other implicit terms pertaining to satisfactory quality or fitness for a specific purpose. However, this Limited Warranty shall not exclude or limit i) any legal (statutory) rights you may have under national law, nor ii) any rights you may have with regard to the vendor of the Product. To the extent permissible under the applicable law, Mundo Reader shall not be held liable for any loss, damage or distortion of data, loss of earnings, loss of utility or functionality, loss of business, loss of contracts, loss of profits, loss of anticipated savings, increased costs or expenses, indirect losses or damage of any kind, nor any losses or damage of a consequential nature or special nature.

To the extent permissible under the applicable law, the liability of Mundo Reader shall be limited to the purchase value of the Product. However, the foregoing limitation shall not apply in the event of grave negligence or wilful misconduct on the part of Mundo Reader, or in the event of death or personal injury caused by demonstrable negligence on the part of Mundo Reader.

NB: This product is a complex electronic device. Mundo Reader recommends that you carefully read the User Manual and instructions supplied with the Product, along with other related materials. Furthermore, you should be aware that the Product may include screens, a circuit board, extruders and other parts which may undergo scratches or other damage when not handled with extreme care. This Warranty does not cover this type of damage under any circumstances whatsoever.

For more information, go to: bq.com/warranty

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28232 - Las Rozas de Madrid (Madrid) Spain.
Corporate tax ID: B85991941
Designed and manufactured in Spain

Technical support

If you have any issues with your BQ product, or if you have any queries and you want to contact our technical support team, you can do so via:

- Our website: bq.com/support
- Download the Hephestos 2 manual: bq.com/downloads

Disposing of this Product Correctly



(Electrical and electronic waste. Applies within the European Union and in European countries with selective waste collection systems).

The presence of this symbol on the product, the accessories or the informative material which accompany it, indicates that, at end of life, neither the product nor its electronic accessories (extruder, cables, etc.) can be disposed of with other domestic waste. To prevent any damage to the environment or human health, separate these products from other types of waste and recycle them correctly. This will help promote the sustainable use of material resources. Household users should contact the vendor that they purchased the product from or the relevant local authorities to find out how and where they can recycle this product safely and without harming the environment.

Business users should contact their supplier and consult the terms and conditions of the purchase agreement. This product and its electronic accessories should not be disposed of with other commercial waste materials.

FAQ

The Z or X axis is not moving with ease

Lubricate the rods and run the carriage over the full length of both axes in order to spread the lubricant evenly. Make sure that the screws that support and serve as the axis on each pulley have not been tightened excessively. Loosen them and try sliding the axes again manually.

The printer is wobbly

Adjust the support legs until the printer is stable.

The motors are moving in the wrong direction

You might have connected the motors to the board the wrong way round, causing the polarity to be inverted. Disconnect the motors and then reconnect them in the correct position. Before you do this, make sure that the power supply to the board is disconnected.

The glass of the print bed is loose

Loosen the lever and turn it. Re-tighten the lever. Make sure that the rubber is correctly placed on the clamps.

The inductive sensor is not working

Make sure that it has been assembled correctly: check the connection on both ends of the sensor cable, the polarity should be as indicated on the connection diagram. Any incorrect connections could break the sensor.

There are anomalies on the LCD panel

If the LCD blinks, turns white or displays strange characters, switch the machine off and then back on to resolve the issue.

The SD card is not being read correctly

Remove the SD card and reinsert it.

The extruder fans are not functioning correctly

The cables that connect the extruder fans to the board go through the same connector. You could have positioned this connector incorrectly on the board so that the cables are the wrong way round. Make sure that the fan connector is correctly connected to the board.

I can't load the filament into the extruder

Re-trim the end of the filament. Discard any areas which have been damaged, folded or bent. Check that there are no traces of previous filament remaining in the guide tube.

The piece doesn't stick to the print bed

This is due to the extruder being too far away from the bed. Adjust the offset again to reduce the distance between the extruder sensor and the print bed. If you are auto-levelling is disabled, you will need to readjust it manually to reduce the distance between the extruder nozzle and the print bed.

Remember to apply lacquer, Fixpad or tape to the bed to increase the adhesion of the filament. Otherwise, the pieces will not adhere correctly.

The piece is being printed OK but the edges have started to come unstuck

This is also due to incorrect levelling. If the distance between the extruder nozzle and the bed is too large, the filament at the ends of the piece will not adhere properly and will come away. Make sure that auto-levelling is enabled, or alternatively, you can level the bed manually again. Remember to apply lacquer to the base to increase the adhesion.

Can I pause a print job?

You can pause a print job by pressing the control wheel and selecting the Pause icon. When you are ready to resume printing, press the Resume icon.

Can I stop a print job?

You can stop a print job in progress by pressing the control wheel and selecting the Stop option. You can also use the kill switch by pressing and holding the control wheel. In that case, the print job will not be resumed.

The extruder is blocked

Heat the extruder to 220 °C and push a needle through the nozzle to clear it. If it is still blocked, follow the instructions provided on this page diwo.bq.com/en/product/hephestos-2

Can I add a heated bed to my printer?

You can add a standard RepRap heated bed, but you will need to switch to a higher power supply unit. BQ accepts no liability for any resulting damage to the printer or injuries suffered by the user.

The filament is being expelled from the extruder instead of going in

You might have connected the motors to the board the wrong way round, causing the polarity to be inverted. Disconnect the motor and then reconnect it in the correct position. Before you do this, make sure that the power supply to the board is disconnected.

The printer will slow down if the control wheel is moved briskly during printing

Handle the control wheel gently.

Important

You can personalise your Hephestos 2 and update it with the latest new features as they appear in the community. However, it is important that you understand that modifying the kit, integrating it with other products and printing with materials which require printing at more than 250°C or materials other than those recommended on the bq.com website will immediately invalidate the Warranty.

