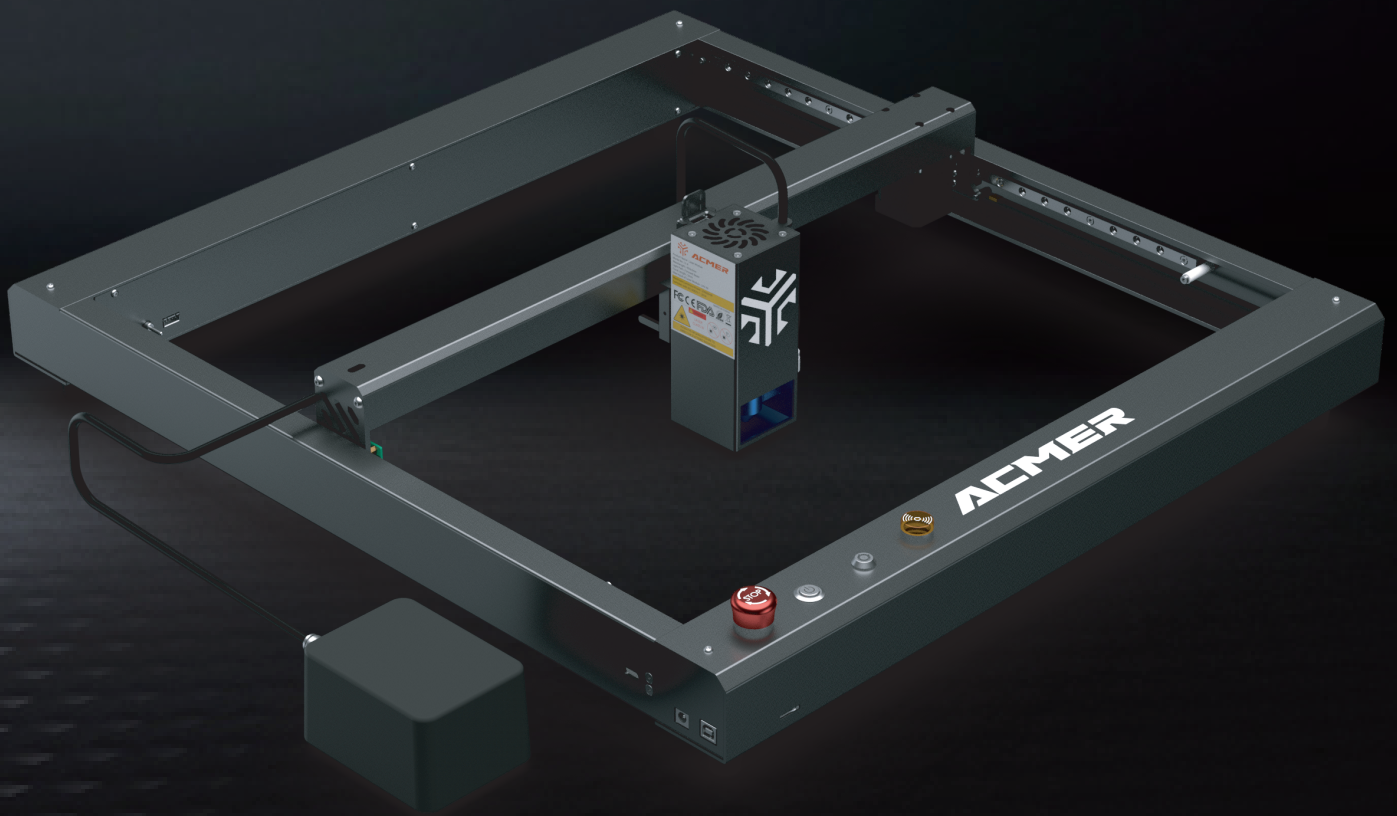




**ACMER**

P2 Laser Engraver

FAQ



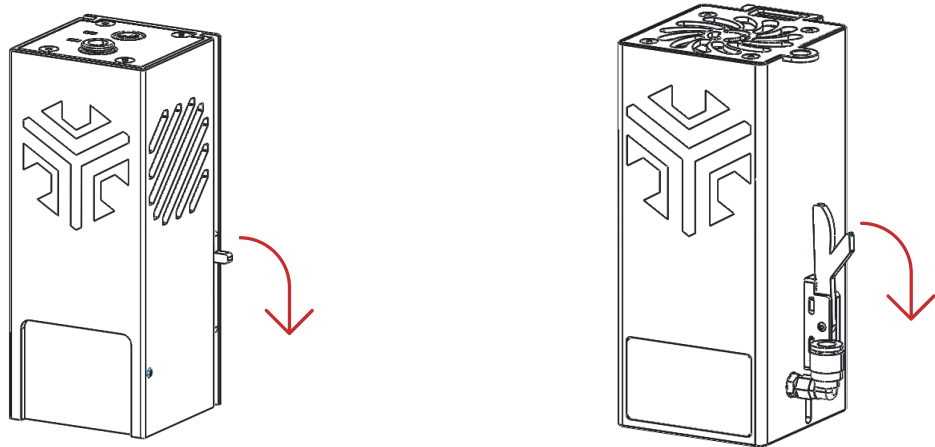
Acmer 3D Electronic Technology Co., Ltd.

# Catalog

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## Q1. Engraving machine can not cut through the material

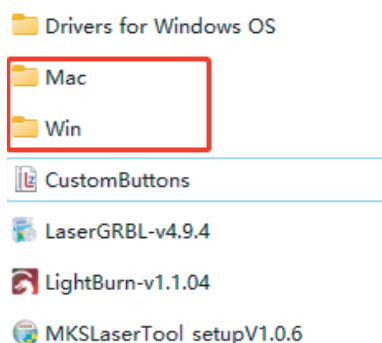
1. Check if the laser module lens has been smoked, if so, wipe it clean with alcohol and cotton swab.
2. Confirm whether there is correct focus, you can assist to fix the focus by focusing the gate. (The focal length can be lowered by 2-3mm when cutting)



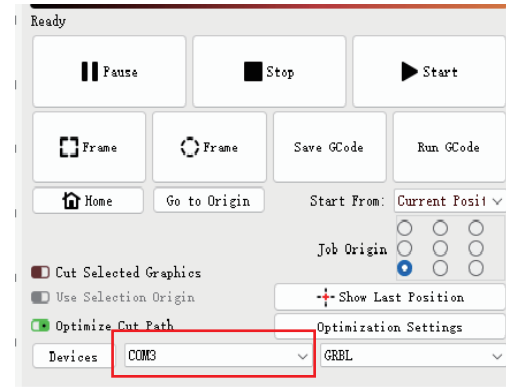
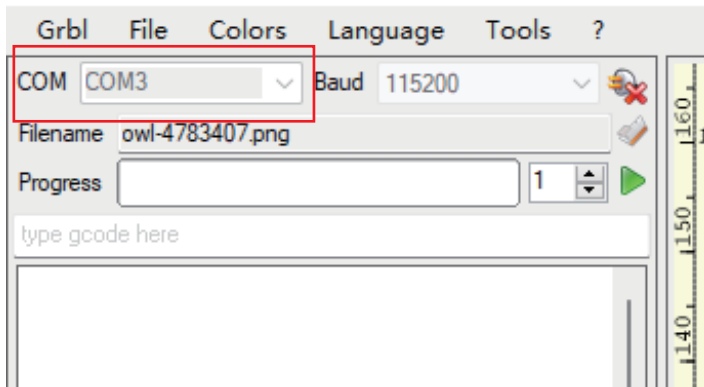
3. Ensure that the engraving material is flat and free from concavity and convexity.
4. Properly reduce the carving speed and increase the number of cuts, specific parameters can refer to the table of common carving parameters.

## Q2. The engraving machine cannot be connected to the computer side

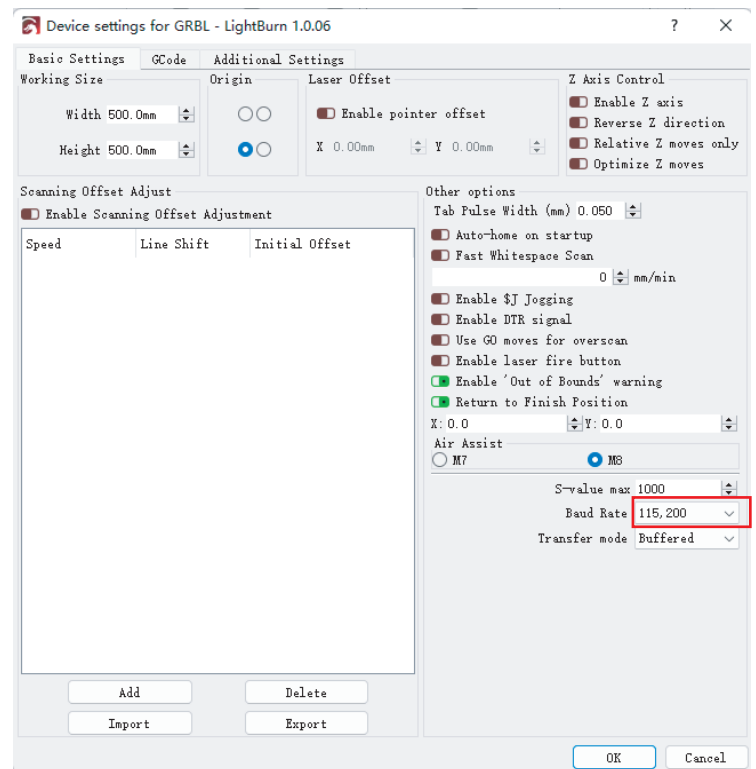
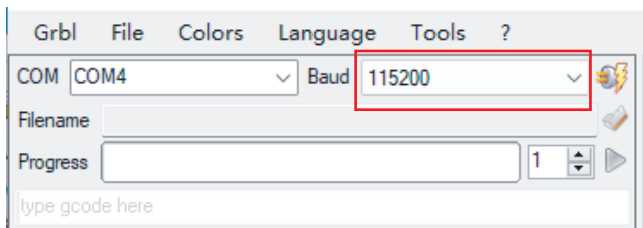
1. Check whether the CH340 driver is installed on the computer, if not, please get the driver file from the TF card to install.



2. Check if you have selected the correct port.



3. Check whether the baud rate is "115200".



4. Replace the USB cable and then connect.

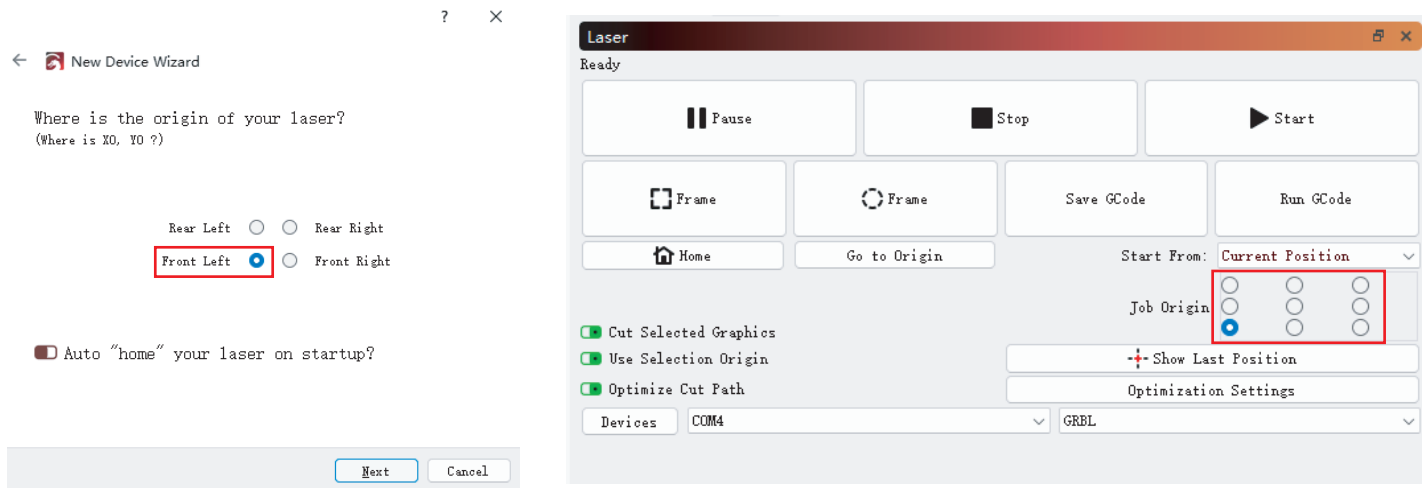
5. Replace another computer to try.

6. Replace the motherboard.



### Q3.Lightburn zeroing in the wrong direction

Check that "Laser Origin" and "Job Origin" are in the lower left corner.



### Q4.The machine moves to make a strange noise

1. Check whether the wire connection is normal, you can unplug the socket and reinsert it.
2. Check if there is any abnormal interference to the machine operation.

### Q5. Track jamming

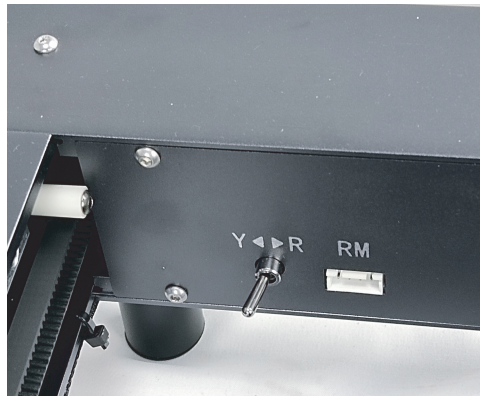
1. Normally the linear guide will have a slight resistance after the installation is completed, which is normal.
2. Please follow the steps in the manual or installation video for machine assembly. (Note: you need to install the belt and then lock the frame tight)

## Q6. Noise during the operation of the machine

1. First of all, when the machine is running, there will be some noise from the cooling fan of the laser set itself.
2. Check whether the table is flat.
3. Check whether the machine screws are loose or fall off.
4. Check whether there is a foreign body on the guide rail, you can remove the belt and slide the guide rail by hand to observe whether there is a jamming phenomenon, the conditions can add the right amount of lubricant to the guide rail.

## Q7. Y-axis moving abnormally or not moving

1. Check whether the changeover switch is switched to "Y" axis position.



2. Check if the Y-axis motor wiring is loose at both ends.

## **Q8. How long to carve machine maintenance**

For the frame of the engraving machine, the guide rail slider is made of carbon steel, although its surface has been treated with anti-rust process, but because the engraving machine is located in a more smoky working environment, so there is still the risk of rust, high frequency use of the case we recommend that you clean the engraving machine once a month, while you can add the right amount of lubricant to the guide rail for maintenance. For laser modules, the smoke generated by engraving and cutting will cover the lens with a layer of foggy objects, which may cause blocking of light or affect the cutting effect, so it is recommended that you check before each use.

## **Q9. What is the function of the toggle switch at the back of the engraving machine?**

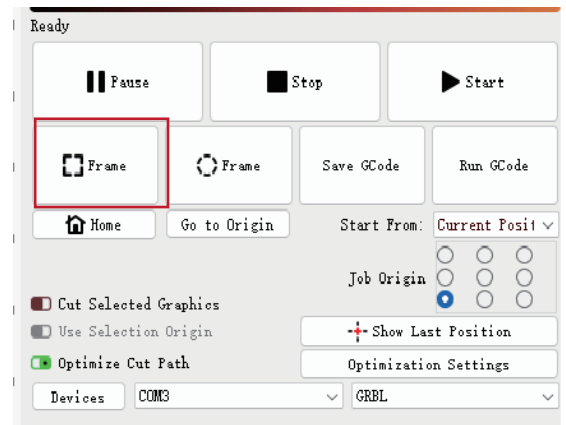
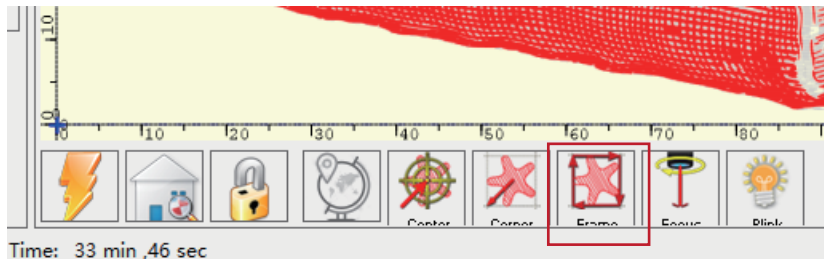
This switch is a rotary module toggle switch, toggle to the left for normal engraving position, toggle to the right for rotary module position, rotary module can be directly connected to the socket with "RM" logo next to it.

## **Q10.Are the focal lengths of engraving and cutting the same?**

The focal length of ACMER P2 engraving machine is 5mm, theoretically the focal length of laser module can be reduced when cutting.

## Q11. How to ensure the engraved pattern is within the material range

Before engraving, you can perform a preview step and observe that the preview border range is within the expected area before engraving or cutting.



## Q12.How to adjust the belt tightness

After installing the belt, twist the top wire on the tensioner to adjust the belt tightness, clockwise twist is to tighten the belt, counter-clockwise twist is to loosen the belt, both sides of the Y axis belt tightness needs to be consistent.

## Q13.Is it possible to use the engraving machine without protective glasses?

Although the laser module has a protective glass for filtering laser light, a small amount of blue light will spill out due to the user's observation angle, so it is recommended that users wear protective laser glasses during use.

## **Q14. What are the computer requirements for the engraving machine?**

ACMER P2 engraving machine currently supports the mainstream laser engraving software in the market: LaserGRBL and Lightburn; LaserGRBL supports Windows XP, 7, 8, 10 systems; Lightburn supports Windows, Mac and Linux systems.

## **Q15.Can engrave transparent materials**

Blue laser module is not able to engrave transparent materials directly. For transparent glass, you can engrave it after painting black or pasting engraving color paper on the glass surface; for transparent acrylic, we recommend you to use a color pen to paint black before engraving.

## **Q16. Is it normal to generate more smoke during engraving?**

The principle of laser engraving is through the burning of the material surface etching traces, so it will produce a certain amount of smoke, especially when cutting MDF board or wood board material smoke more, so we recommend that you place the engraving machine in a ventilated environment for use.