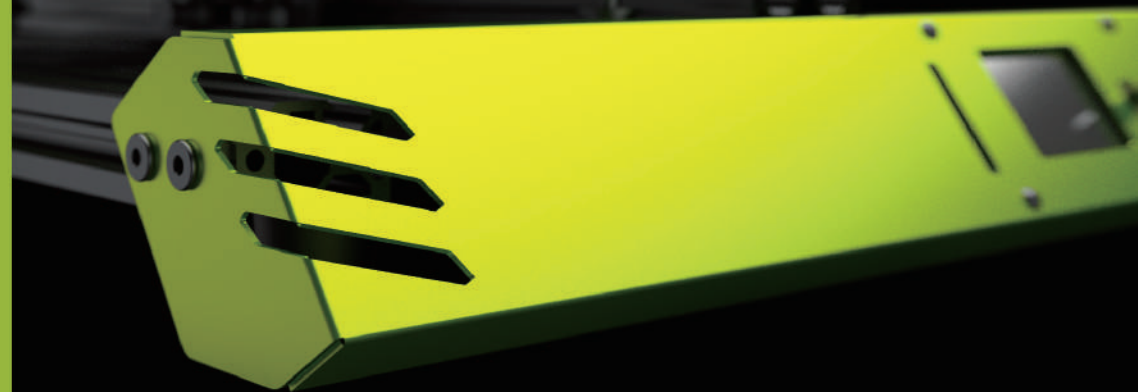




<https://www.tevo.cn>



# TARANTULA PRO



**ASSEMBLY MANUAL**  
Tevo 3D Electronic Technology Co., Ltd.

**READ THIS MANUAL COMPLETELY BEFORE ASSEMBLING AND POWERING UP YOUR PRINTER!**

**Hazards and Warnings**

The TEVO Tarantula Pro 3D printer has motorized and heated parts. When the printer is in operation always be aware of possible hazards.

**Burn Hazard**

Never touch the extruder nozzle, or the heater block without first turning off the hotend and allowing it to completely cool down. The hotend can take up to twenty minutes to completely cool down. Also, never touch recently extruded filaments. The filament can stick to your skin and causes burn.

**Fire Hazard**

Never place flammable materials or liquids on or near the printer when powered on or in operation. Liquid acetone and vapors are extremely flammable.

**Pinch Hazard**

When the printer is in operation, be careful never to put your fingers in the moving parts, including the belts, pulleys, gears, wheels or leadscrews.

**Static Charge**

Make sure to ground yourself before touching the printer, especially the electronics. Electrostatic charges can damage electronic components. To ground yourself, touch a grounded source.

**Age Warning**

For user under the ages of 18, adult supervision is recommended. Beware of choking hazards around children.

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Dear Customer,

Thank you for purchasing TEVO 3D printer.

With 3 years of rapid development, today we are privileged to connect with thousands of customers every day with superior products and more than 100 distributors in over 30 countries and regions. We believe excellent product and service are the keys to win customers support and expand the market.

We are proud to have you be a TEVO member, to have you in the Big TEVO family, and we can "print" our dreams into reality. Together we will make better work and a better life.

For any question please refer to: <https://help.tevo.cn>

TEVO social medias:



TEVO Ticket System



Facebook Group



Youtube Channel

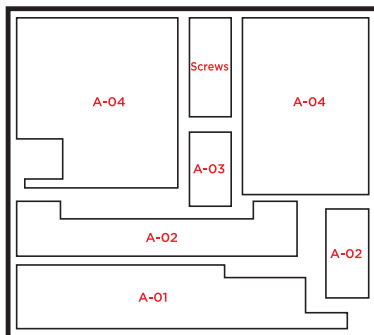


Twitter

Tarantula pro Specification	
Build volume	235 x 235 x250 mm / 9.25 x 9.25 x9.84 inch
Layer resolution	0.05mm – 0.35mm
Build speed	60mm/s - 150mm/s
Travel speed	250mm/s
Heat bed type	MK3 Heat Bed
Print surface	PC Platform
Filament diameter	1.75mm
Supported materials	PLA, Flexible PLA, Wood, PVA
Print technology	FFF(Fused Filament Fabrication)
Feeder type	Tevo Titan Bowden type
XYZ resolution	0.05mm, 0.05mm, 0.1mm
Nozzle type	Volcano
Nozzle diameter	0.4mm
Nozzle temperature	180°C – 240°C
Nozzle heat up time	< 3 minutes, 0-240°C
Build plate heat up time	< 4 minutes, 0-70°C
Operating sound	< 60dBA
Input/Output	AC 110V-240V, 50-60Hz,DC 24V, 8.5A
Power Supply	220W, FCC, ROHS, CE Certification etc.
Control board	MKS Gen L V1.0, MKS MINI 12864LCD
Product weight	8.5kg Approximately
Shipping weight	10.8kg Approximately
Product dimension	434 x 333 x 504 mm / 17.09x 13.11 x19.84 inch
Shipping box	470 x 420 x 150 mm
Support for slicing software	Simplify3D, Cura, Slic3r, Repetier host etc.
Assembly model	DIY KITS (Prebuilt Mainboard Wires, rest of kits DIY)
Optional Upgrades	TMC2208 Extra silent stepper drivers, TMC2100, Laser, Touch Screen,Double Z Axis, BL Touch Auto Leveling

# Packing list

## LAYER A



### A-01

SKU	Item	Pcs	Description pics
53-01326A	T8 Lead screw, 8mm, 4 teeth, 390mm	1	
52-01692A	Aluminum extrusion, 2040, 400mm, V slot, Y axis	1	
52-01694A	Aluminum extrusion, 2040, 350mm, V slot, right	1	
52-01695A	Aluminum extrusion, 2040, 350mm, V slot, left	1	
52-01693A	Aluminum extrusion, 2040, 250mm, V slot, mid	1	

### A-01 Screw bag

SKU	Item	Pcs	Label
56-01687A	M5x30 socket head bolt	4	
56-01337A	M5x45 socket head bolt	4	
56-00076A	M5 washer	8	
56-01271A	M4x20 socket head bolt	4	
56-00003A	M4 T NUT	4	
59-01597A	Rubber foot, 24*19*31mm, 5mm diameter	4	

### A-02

SKU	Item	Pcs	Description pics
53-01723A	Front panel, for screen	1	
11-01200A	MKS MINI12864 LCD	1	
59-01250A	TPFE Tube, 2x4mm, 0.41M length	2	
09-01083A	USB wire, 0.5m	1	
60-00359A	Small Shovel	1	
99-01617A	Needle, 0.3x40mm	1	
58-01672A	Test Filament, 10M	1	
61-00109B	Business Card	1	

# Packing list

## A-02 Screw bag

SKU	Item	Pcs	Label
56-00304A	M3x4 Bolt	8	
56-01208A	M3x10 Spacer	4	
56-00374A	M4x6 Bolt	5	
56-00003A	M4 T nut	4	
09-01080A	LCD wire, 10pin, 0.4m	2	
	LCD button	1	

## A-03

SKU	Item	Pcs	Description pics
07-00032A	Stepper Motor, 40mm	1	
56-01696A	Metal panel, for Y axis	1	

## A-03 Screw bag

SKU	Item	Pcs	Label
56-01697A	Y frame	1	
53-00169A	Flange bearing F624zz	2	
56-01335A	M4x25 socket head bolt	2	
53-01338A	Spacer 4.2mm*7mm 6mm high	1	
56-00624A	M4 locknut	2	
56-00460A	M4x8 socket head bolt	5	
56-00003A	M4 T nut	5	
56-00854A	M3x6 button head bolt	4	
53-00008A	Timing wheel 5mm	1	

## A-04

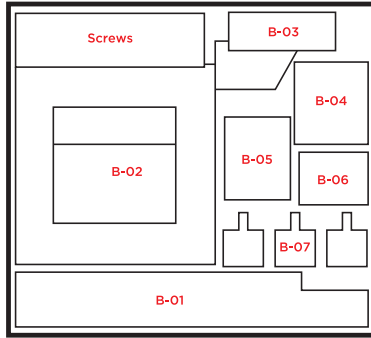
SKU	Item	Pcs	Description pics
02-01780A	Mainboard (pre-assembled)	1	
02-01781A	Power supply (pre-assembled)	1	

## A-04 Screw bag

SKU	Item	Pcs	Label
56-00292A	M5x8 flat head bolt, M/C	6	
56-00620A	M5 T NUT	4	

# Packing list

## LAYER B



### B-01

SKU	Item	Pcs	Description pics
52-01315A	Aluminum extrusion, 2020, 330mm, V slot	1	
52-01316A	Aluminum extrusion, 2020, 345mm, V slot	1	
52-01691A	Aluminum extrusion, 2040, 424mm, V slot	2	

### B-01 Screw bag

SKU	Item	Pcs	Label
56-00617A	M5x25 socket head bolt, M/C	9	
56-00076A	M5 washer, 1mm thickness	9	

### B-02

SKU	Item	Pcs	Description pics
56-01698A	Sheet Metal, for bed support	1	
51-01757A	PC film	1	
02-01782A	Heating bed (pre-assembled)	1	

### B-02 Screw bag

SKU	Item	Pcs	Label
59-00005A	Wheel 24mm	4	
53-00671A	Aluminum column 5x8mm, 7MM length	2	
53-01191A	Eccentric wheel	2	
56-00075A	M5 locknut	4	
56-00277A	Copper Pad 5x8x1	2	
56-00586A	M5x30 flat head, M/C	4	

### B-02-1 Screwbag

SKU	Item	Pcs	Label
56-01700A	M4x40 bolt, M/C	4	
56-01699A	Springs 4x8mm, 25mm length	4	
56-01601A	M5, Knurled thumb nuts	4	

### B-03

SKU	Item	Pcs	Description pics
02-01783	X carriage, left (pre-assembled)	1	

# Packing list

### B-03 Screw bag

SKU	Item	Pcs	Label
56-01256A	M3x10 button head bolt	2	
56-00854A	M3x6 button head bolt	2	
56-00060A	M3x12 socket head bolt, M/C	4	
56-00066A	M3 NUT	4	
56-01064A	M3 washer	4	
56-00675A	T8 Leadscrew nut, 4 teeth, 8mm	1	
56-00276A	M5x15 flat head, M/C	3	
56-00076A	M5 washer, 1mm thickness	2	
56-00453A	M3x30 button head bolt	3	
53-00008A	Timing wheel 5mm	1	

### B-04

SKU	Item	Pcs	Description pics
53-01734A	Sheet Metal, for left X axis	1	
56-01703A	Sheet Metal, for E3D	1	
56-01701A	Sheet Metal, connect E3D with X axis	1	

### B-04 Screw bag

SKU	Item	Pcs	Label
59-00005A	V-wheel 24mm	3	
53-00671A	Spacer 5x8mm, 7mm length	2	
53-01191A	Eccentric nut	1	
56-00075A	M5 Locknut	3	
56-00277A	Copper Pad 5x8x1mm	1	
56-00586A	M5x30 flat head bolt, M/C	3	
56-00617A	M5x8 flat head bolt, M/C	3	
56-00620A	M5 T NUT	3	
53-01269A	Flange bearing F604zz	2	
56-01271A	M4*20 socket head bolt, M/C	2	
53-01338A	Spacer 4.2x7mm, 6mm length	1	
56-00274A	M4 NUT	1	

### B-05

SKU	Item	Pcs	Description pics
02-01784A	E3D (Pre-assembled)	1	

### B-07

SKU	Item	Pcs	Description pics
07-00032A	Stepper motor, 40mm	3	

### B-07 Screw bag

SKU	Item	Pcs	Label
53-00009A	Coupler, 5mm 8mm	1	
53-01303A	CNC	1	
56-00003A	M4 T-nut	3	
56-00302A	M4x12 Socket head bolt	3	
56-00950A	M3x14 bolt	3	
59-01076A	O Ring	1	

### B-03-1 Screwbag

SKU	Item	Pcs	Label
56-00292A	M5x8 bolt, M/C	3	
56-00620A	M5 T nut	3	
14-00692A	Endstop	3	
55-01453A	X Endstop Acrylic	1	
55-00645A	Y Endstop Acrylic	2	
56-01223A	M2.8x6 Bolt	6	

### B-04-1 Screw bag

SKU	Item	Pcs	Label
59-00005A	V-wheel 24mm	3	
53-00671A	Spacer 5x8mm, 7mm length	2	
53-01191A	Eccentric nut	1	
56-00075A	M5 Locknut	3	
56-00277A	Copper Pad 5x8x1mm	1	
56-00273A	M5x25 flat head bolt, M/C	3	
56-00058A	M3x8 socket head bolt, M/C	2	
56-00855A	M3x8 button head bolt	4	

### B-04-2 Screw bag

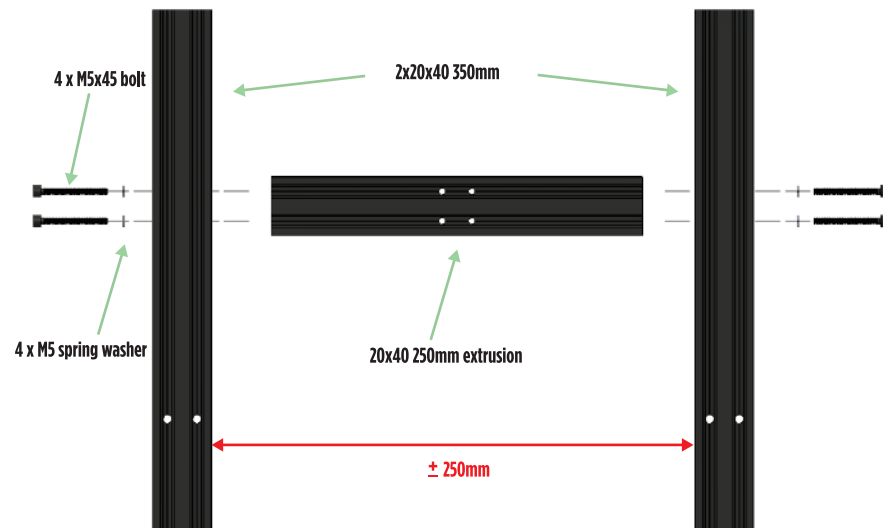
SKU	Item	Pcs	Label
56-01706A	Leadscrew fix part (printed)	1	
53-00656A	Flange bearing F688zz	1	
56-00292A	M5x8 flat head bolt, M/C	2	
56-00620A	M5 T nut	2	
56-01213A	M5x8 button head bolt	1	

### B-06

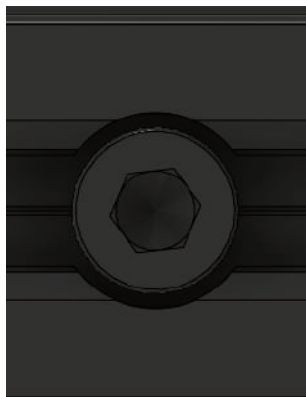
SKU	Item	Pcs	Description pics
02-01165A	Titan extruder (pre-assembled)	1	

## Assembly of the bottom frame A-01

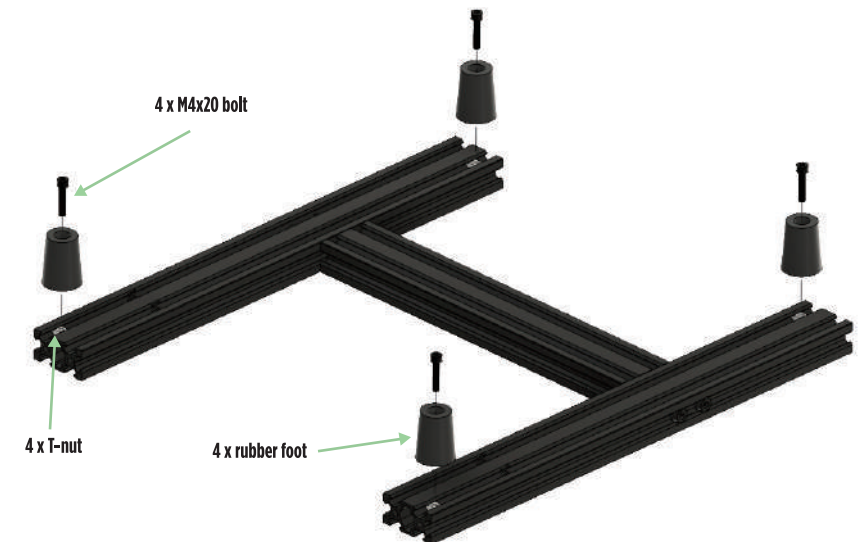
Line up the extrusions as in picture and fasten those together using M4x45 bolts and M5 spring washers. The parts needed for this assembly are found from A-01 bag and A-01 slot.



Give special attention for right orientation of the profiles and the round slots. Those round slots are meant to countersunk bolts so that bolt head will be hidden.



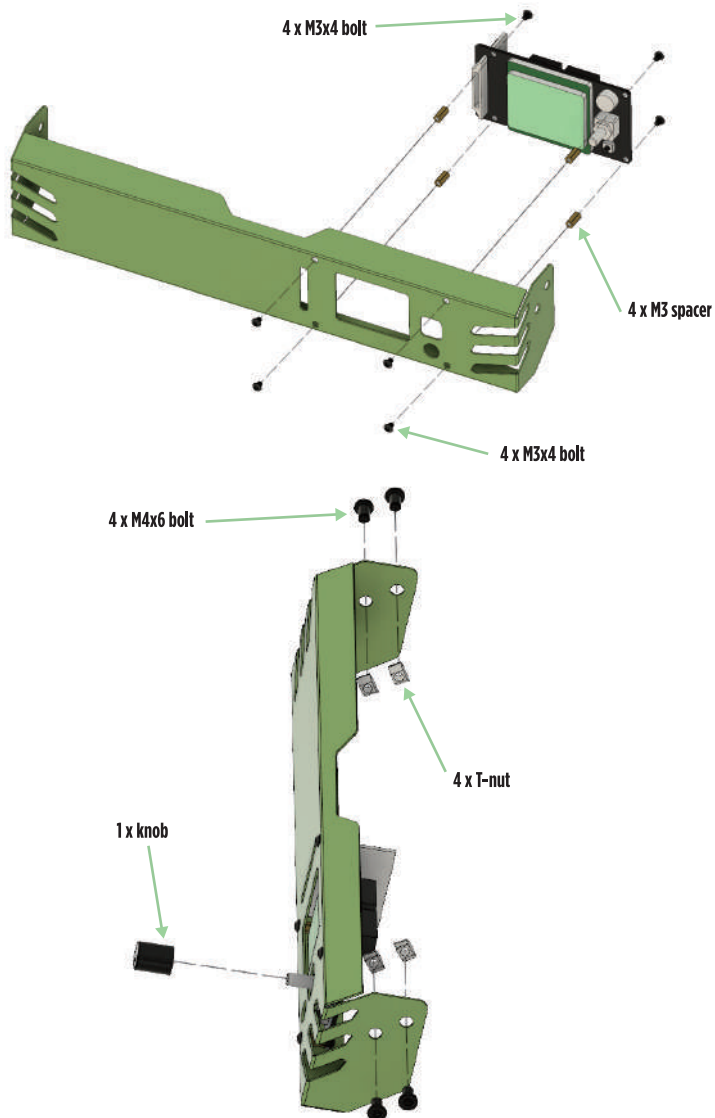
## Assembly of the bottom frame A-01





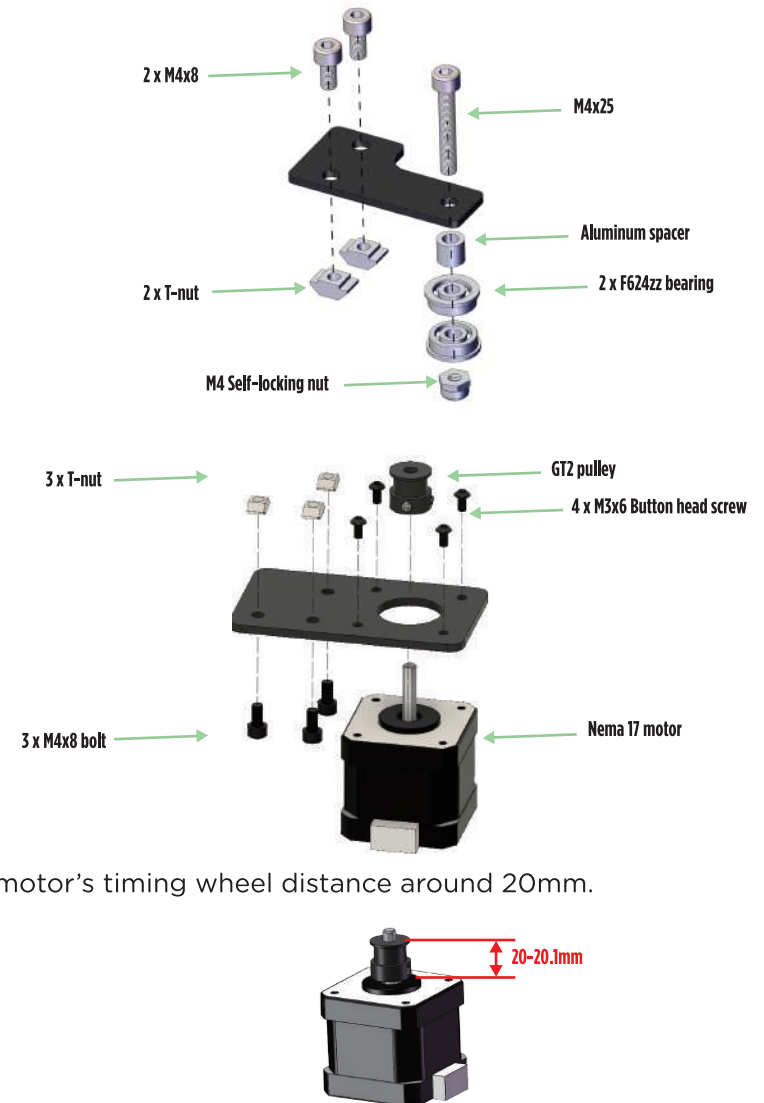
## Front panel assembly A-02

Prepare the front panel as shown and then slide it in frame, you can find these items from slot A-02 and A-02 bag.



## Y axis parts preparation A-03

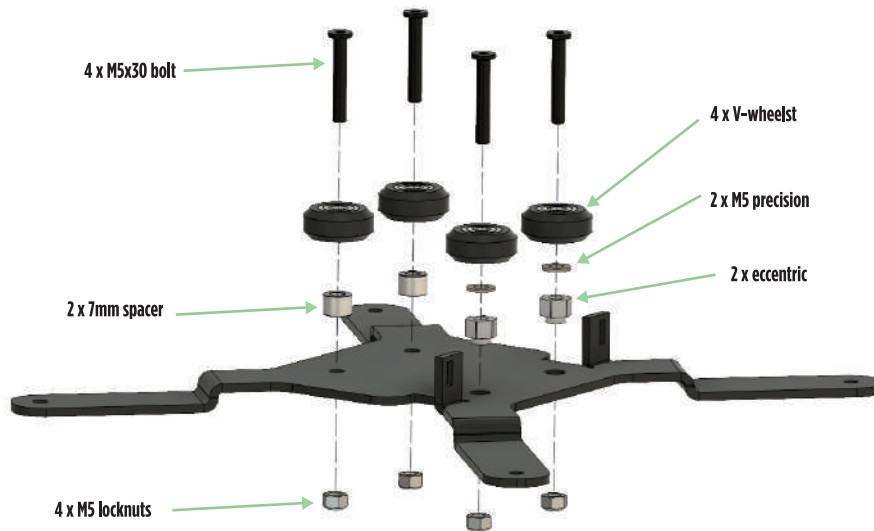
Prepare the Y axis idler and motor plate as shown in the following pictures. Leave the M5 bolts with T-nuts loose until the parts will be installed to the frame. The parts for these steps are found from slot A-03 and bag A-03



The y motor's timing wheel distance around 20mm.

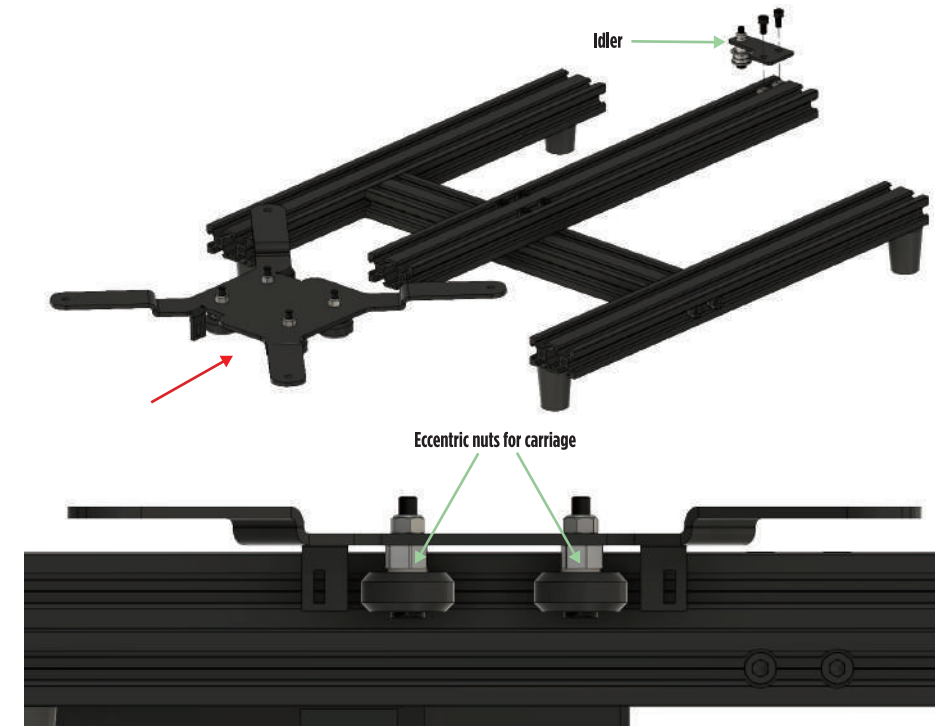
## Bed carriage assembly B-02

Assemble the bed carriage as in picture. Tighten the two bolts which have 6mm spacers gently but leave the two eccentric nut bolts slightly loose so that eccentric nuts turn easily. The parts for this step are found from B-02 slot and B-02 bag.

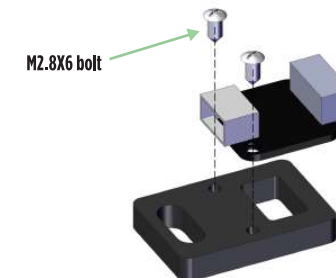


## Finalizing the assembly A-01, A-02, A-03, B-02, B-03

Slide the bed in extrusion and install idler plate in the end of extrusion as shown. Then slide carriage in frame and use the key to adjust the eccentric nuts so that carriage is snug fit to rails and carriage moves smoothly. In the end tighten the M5 nuts gently.

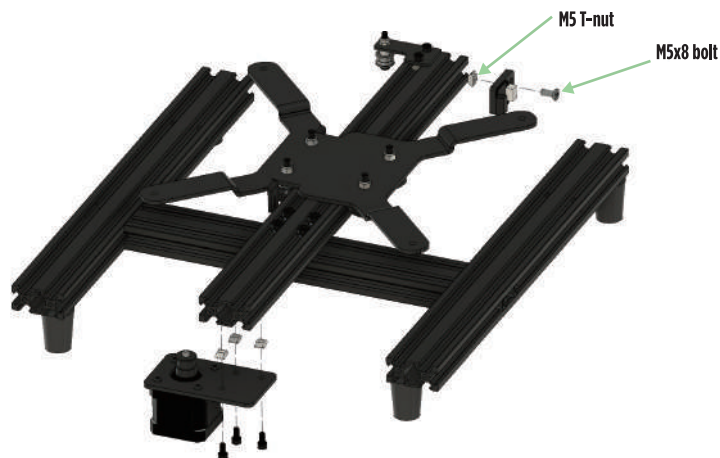


Install the X axis motor bracket and endstop in place and tighten the bolts.

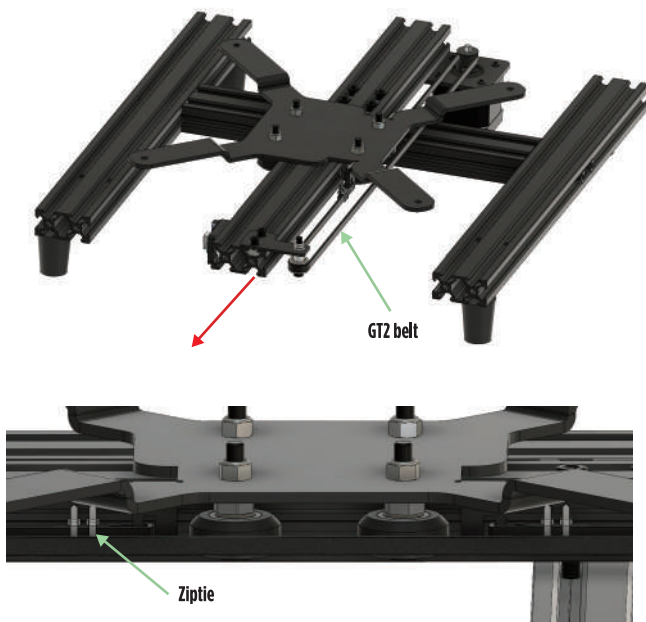




## Finalizing the assembly A-01, A-02, A-03, B-02, B-03

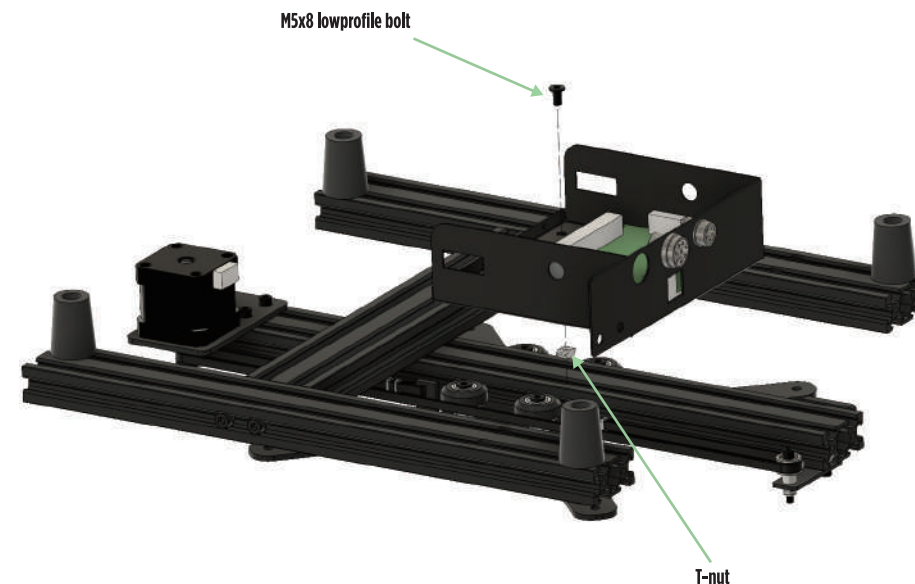


Loop the GT2 belt around idler and motor pulley and connect both ends to slots in heatbed carriage with zipties. Last step is to tighten the belt which can be done by loosening slightly two M5 bolts holding idler plate in extrusion and sliding idler plate so that belt tightens and then tightening the bolts again.



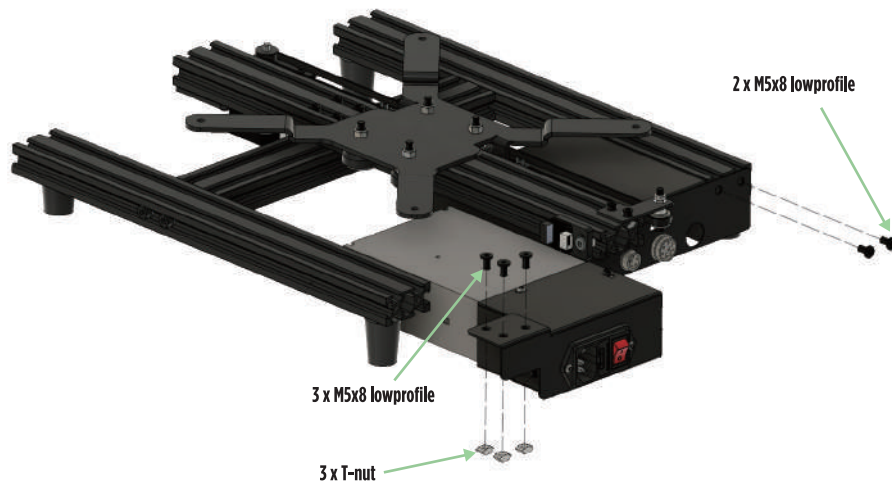
## Controller, PSU and front panel installation

Install the controller and PSU in the frame. Items required are found from slot A-04 and bag A-04. Use the M5x8 bolt and T-nut to attach controller to middle extrusion as shown.



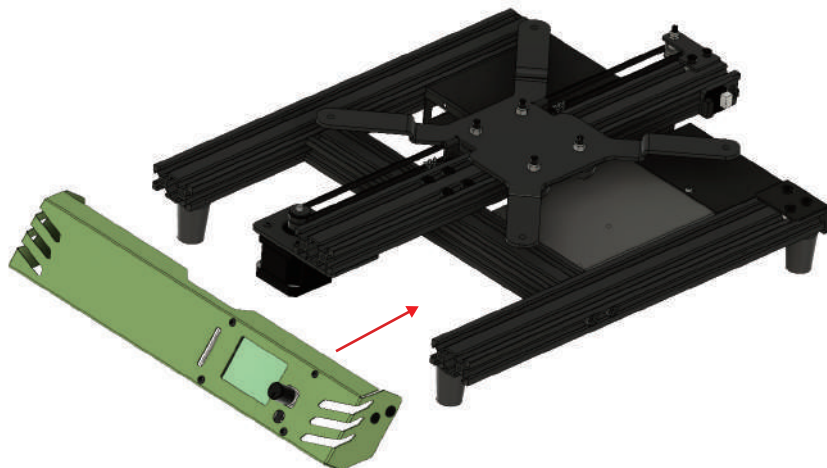
Install the M5x8 bolts and T-nuts as shown. Slide the PSU in extrusion as far as it goes and tighten the bolts.

## Controller, PSU and front panel installation



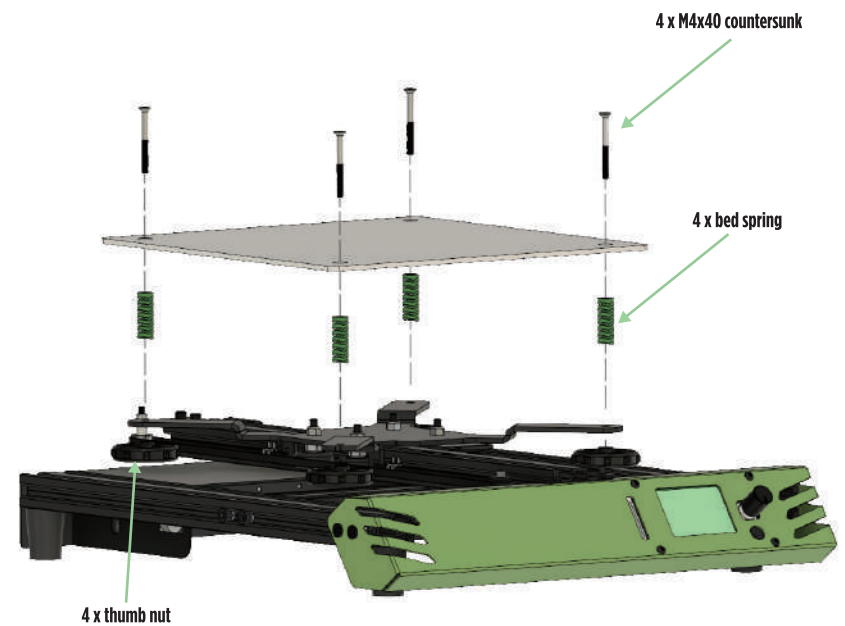
Slide the front panel in extrusions and tighten the M5 bolts in both sides of the front panel.

\*



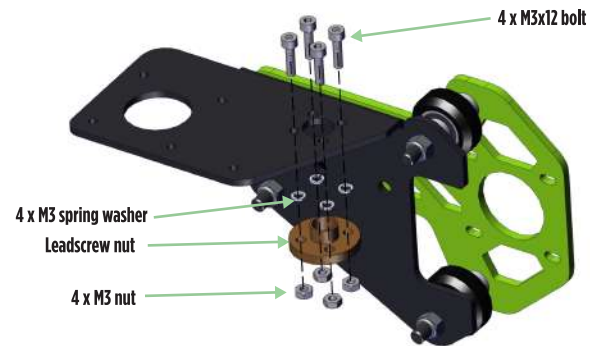
## Hotbed assembly

Install the hotbed and tighten the nuts just some turns as these are later used to adjust the bed level. These parts can be found from bag B-02-1.

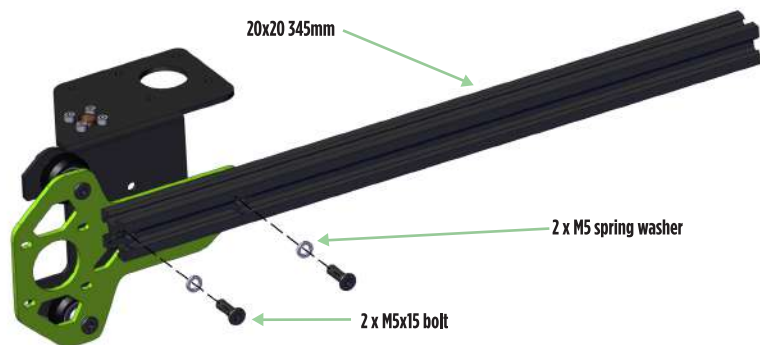


## X axis assembly left side B-03

Install the leadscrew nut as shown. From B-03.

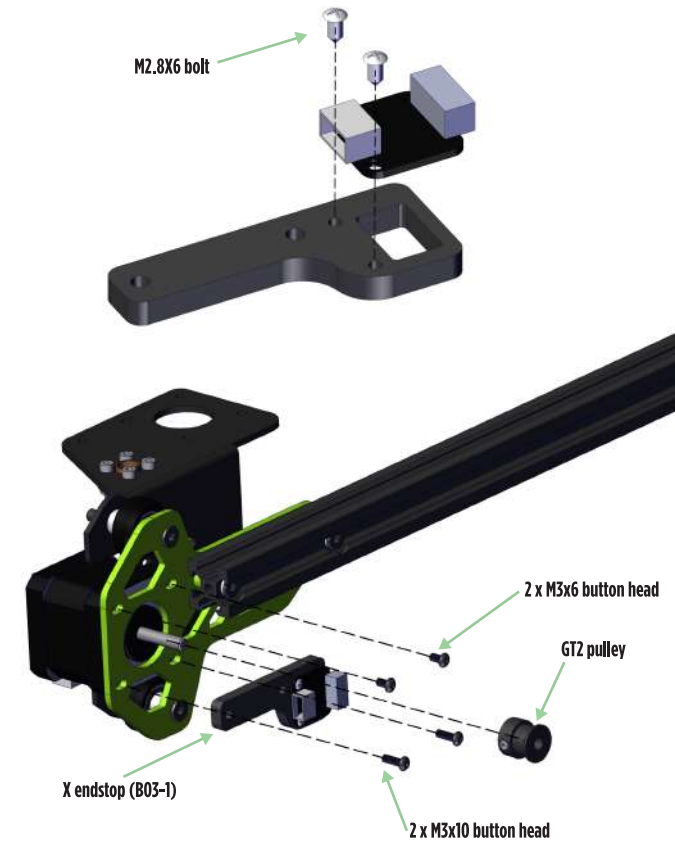


Assemble the motor mount endpiece to the X axis extrusion as shown. There is two bolt slots that match to the motor mount end-piece threaded holes. The parts for these steps are found from slot B-03.

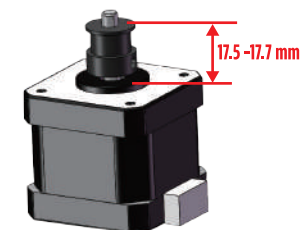


## X axis assembly left side B-03

Then install the stepper motor pulley and limit switch to the endpiece. Motor cable connector should face downwards. From slot B03 and B03-1 bag.

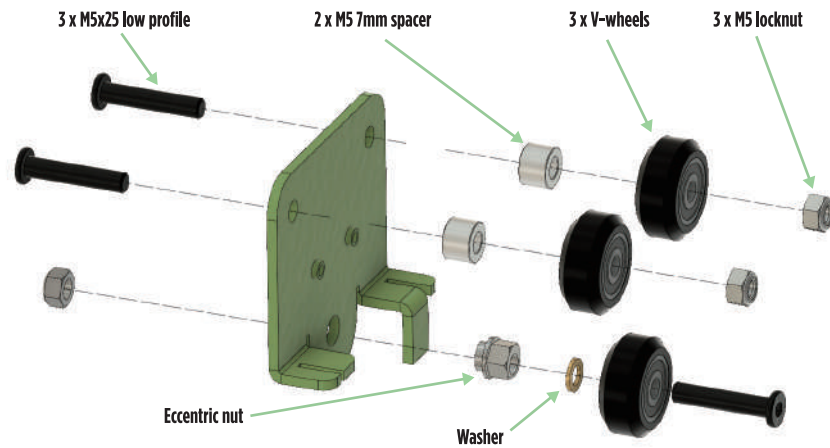


The x motor's timing wheel distance around 17.5mm.



## Right side and hotend assembly B-04

Assemble the hotend carriage as shown. Parts for this step are found from slot B-04 and bag B-04-1.

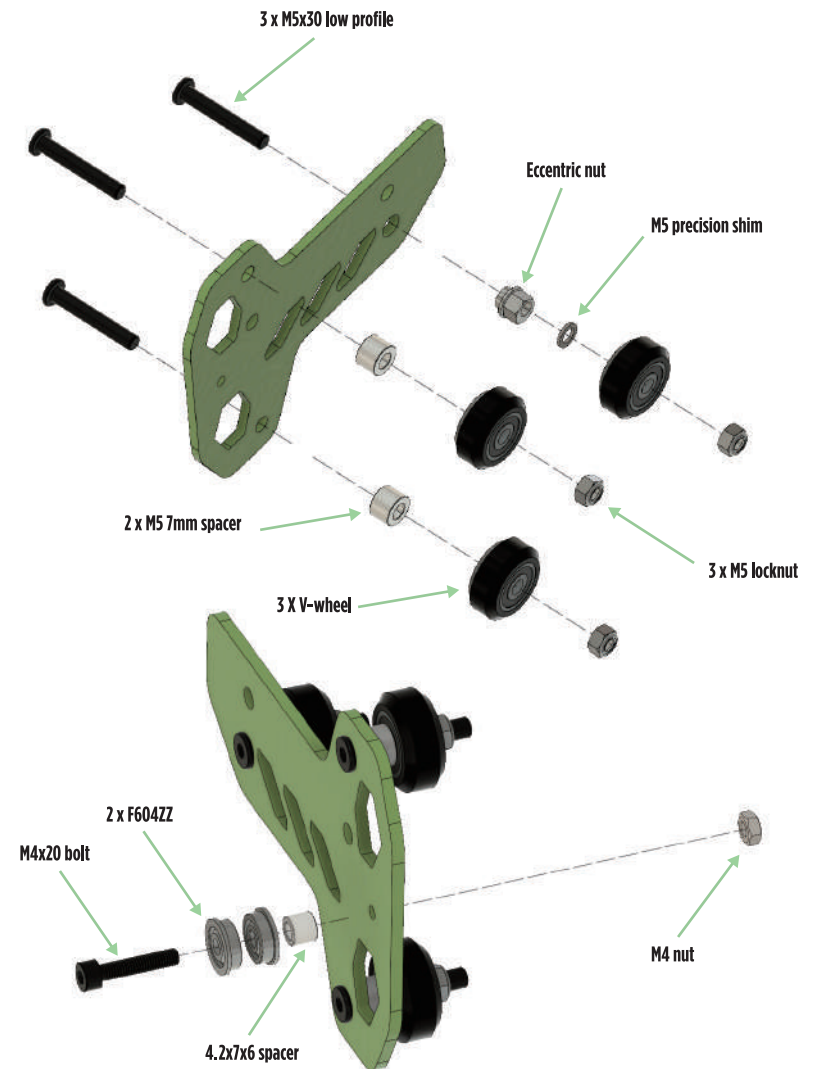


Install hotend carriage to extrusion and tighten the eccentric nut again as explained in the heat bed assembly.



## Right side and hotend assembly B-04

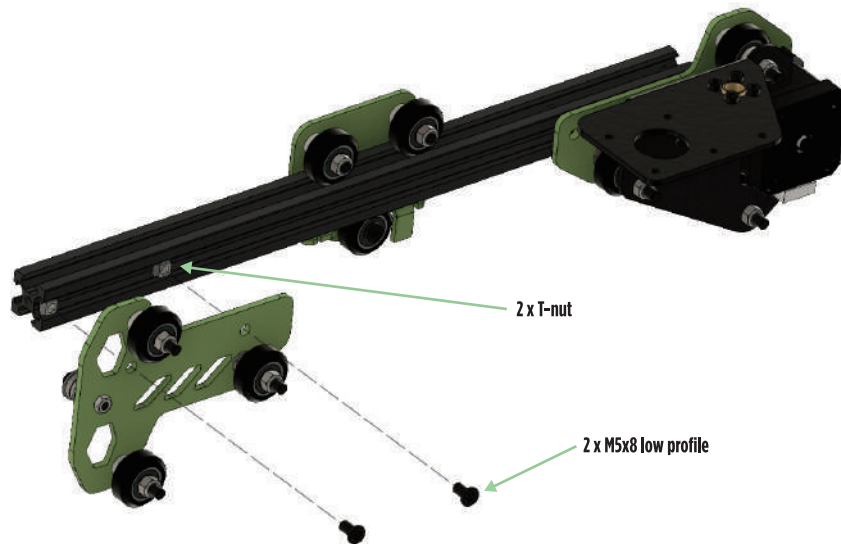
3 x M5x30 low profile  
Assemble the second endplate to the X axis as shown. The parts for this step are found from bag B-04 and slot B-04





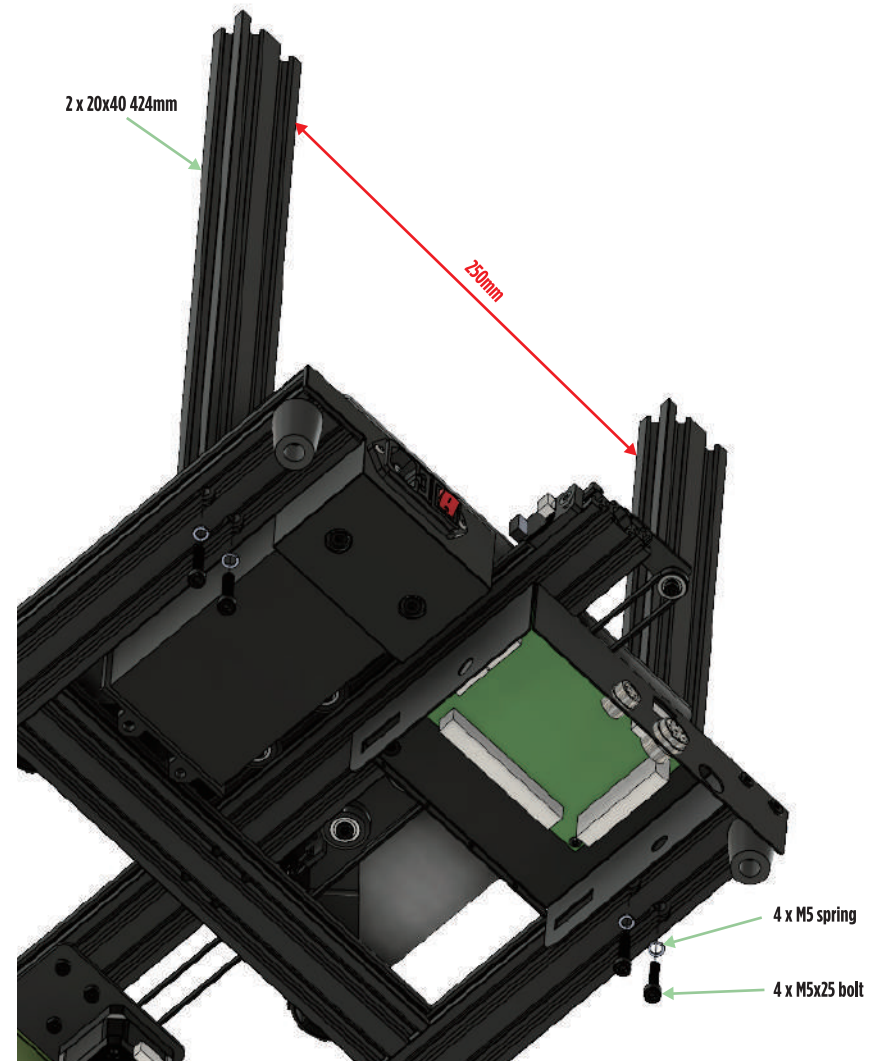
## Right side and hotend assembly B-04

Install the assembly to other side of extrusion as shown, you can leave the M5x8 bolts slightly loose still as those will be tightened later in assembly. Don't tighten the screws in case you need to adjust the granty later.



## Upper frame assembly

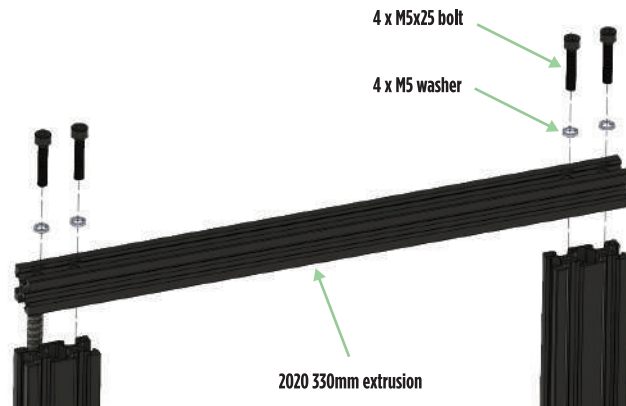
Install the two Z axis extrusions to bottom frame using 4xM5x25 bolts and 4xM5 spring washers. The parts are found from slot B-01 and bag B-01.



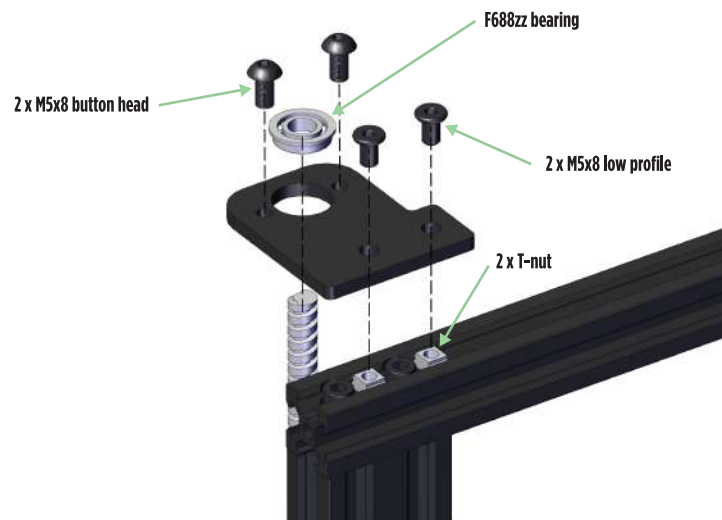
## Z axis assembly B07

4 x M5x25 bolt  
4 x M5 washer  
2020 330mm extrusion

Install the leadscrew top bearing bracket and Z axis top extrusion as shown in the following pictures. The parts for lead-screw bracket can be found from bag B01

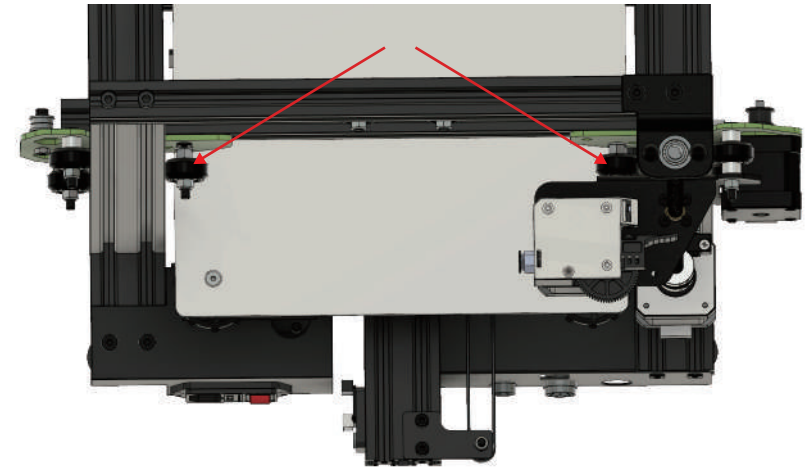


Scews from B04-2.

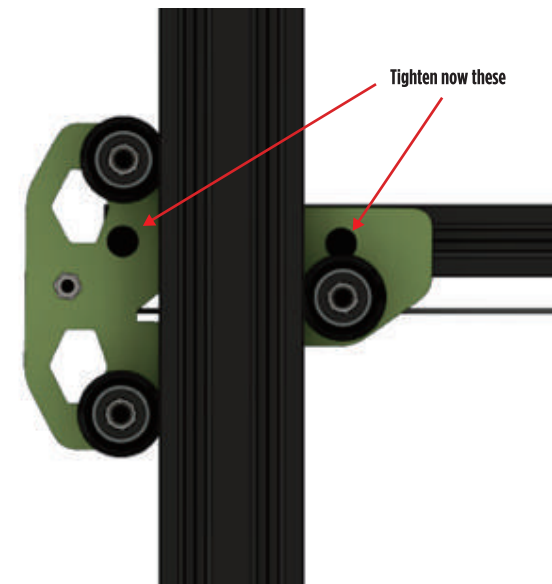


## Z axis assembly B07

After this adjust again eccentric nuts so that Z axis moves smoothly and then tighten again the M5 nuts. And as last step for X axis tighten the two M8x5 bolts on right side.



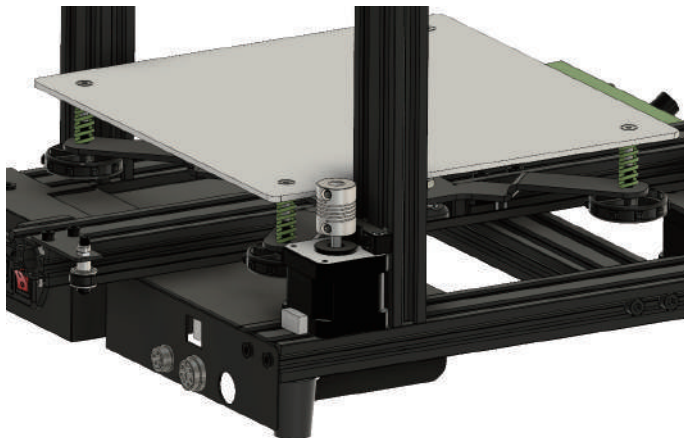
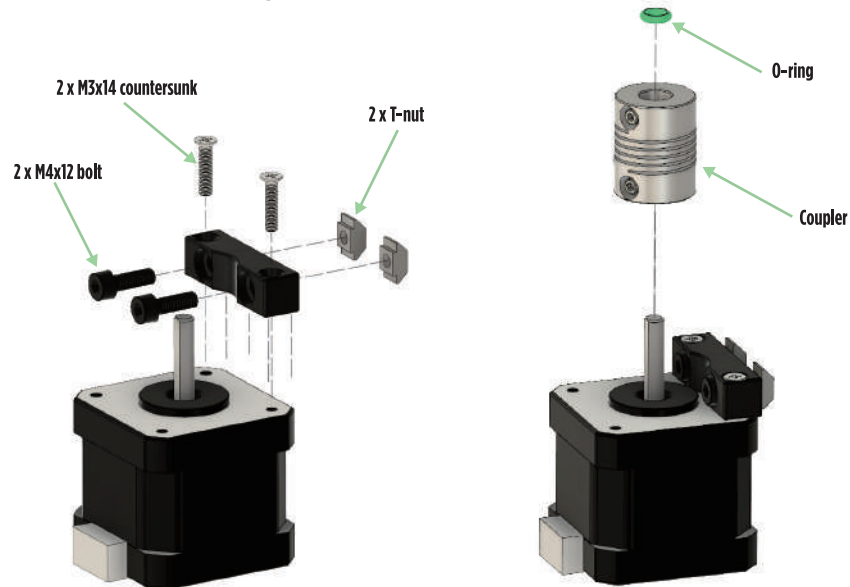
Pull the carriage out make sure it fix well.





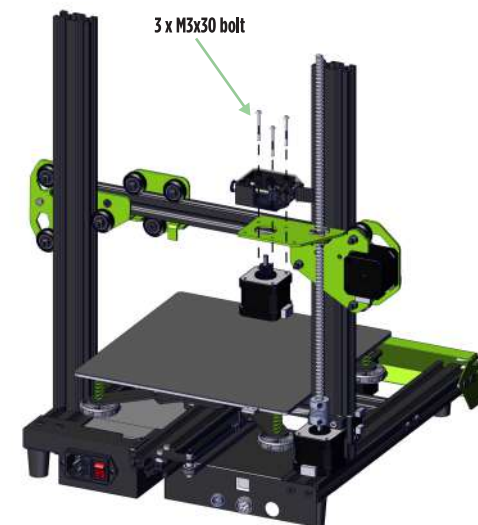
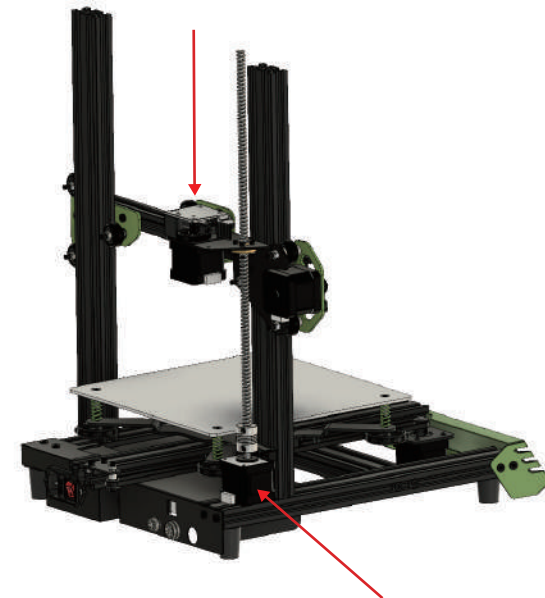
## Z axis assembly B07

Install the motor bracket and coupler with O-ring as shown and install then it to the Z axis extrusion as shown. The parts are found from slot B-07 and bag B-07.



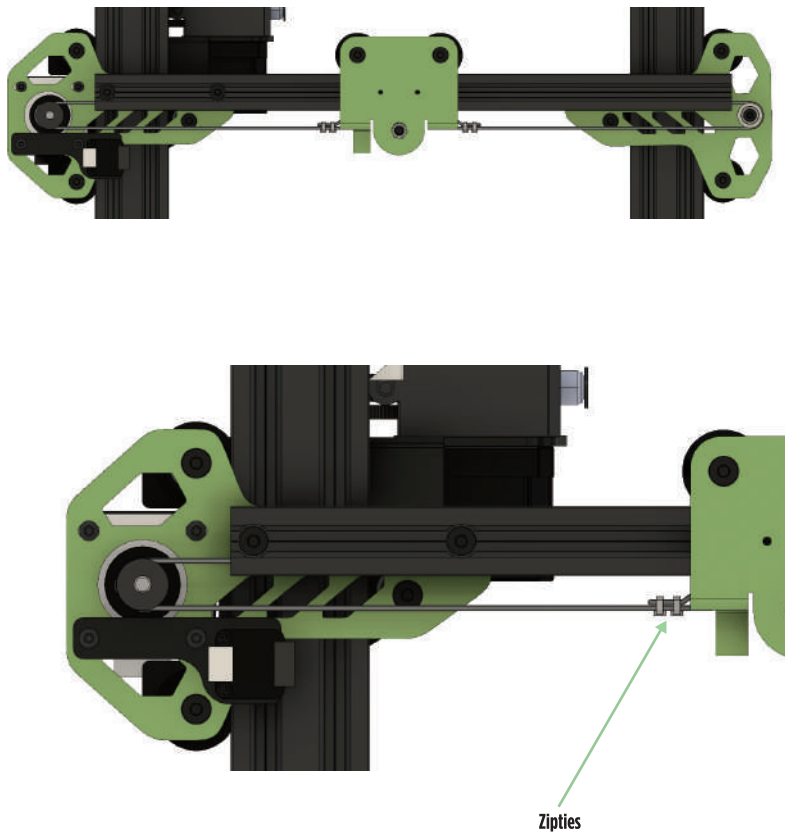
## Z axis assembly B07

You can now turn the leadscrew around midway in the leadscrew nut and slide the X assembly on frame. Slide it down until the leadscrew goes inside the coupler and then tighten the coupler holding screw.



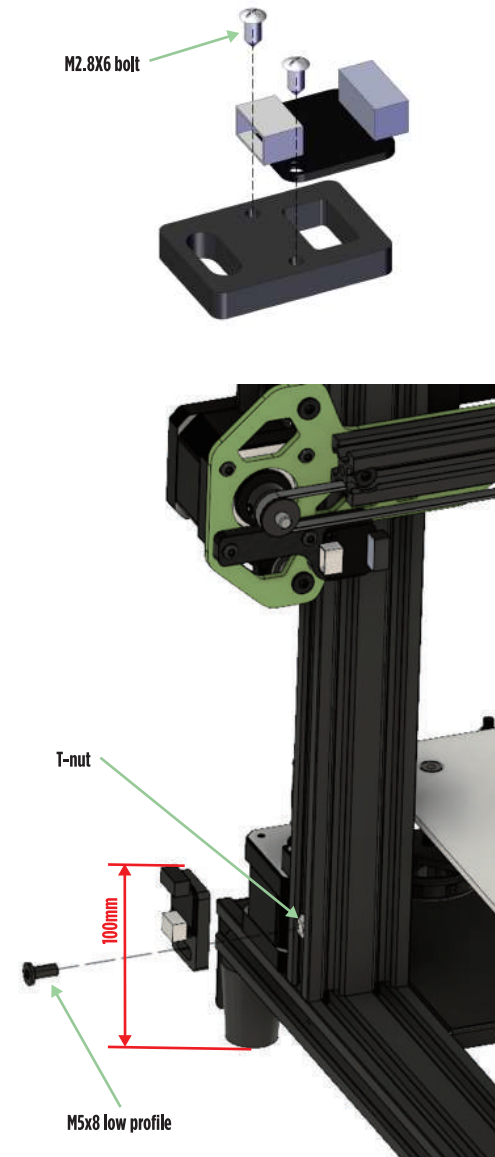
## Z axis assembly B07

Loosen the X axis stepper bolts slightly so that stepper can move in the slots. Install tightly the X axis belt and use zip ties to attach it to carriage and then you can use stepper to tighten the belt little more and then tighten the screws.



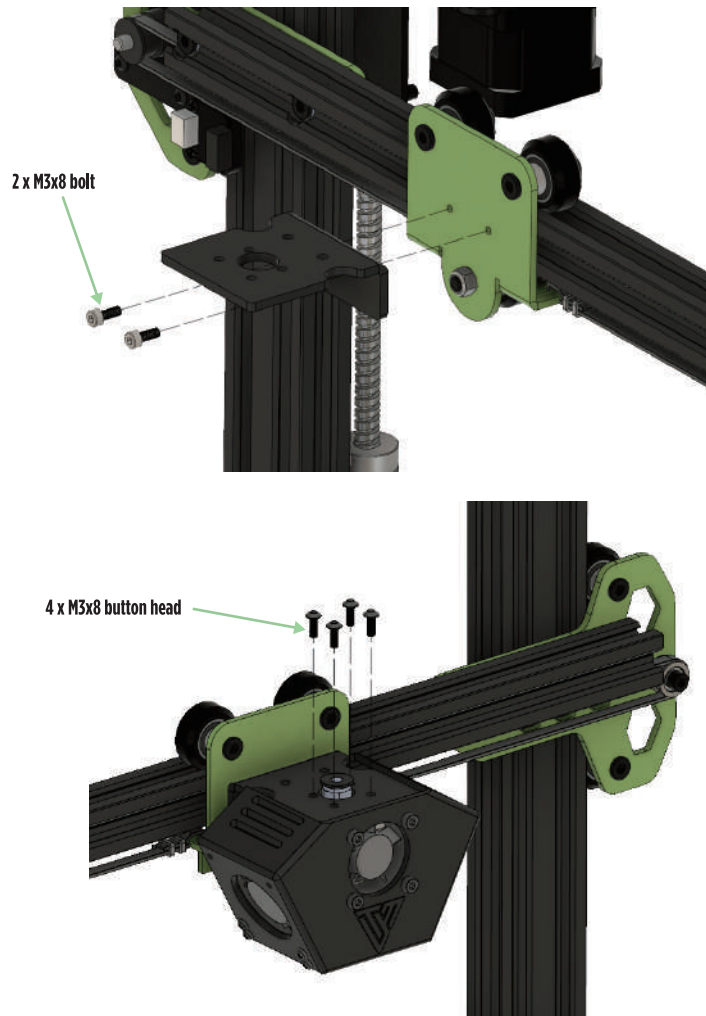
## Z axis assembly B07

Install the Z axis endstop as shown.



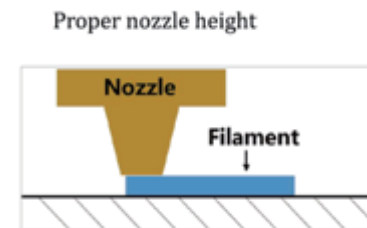
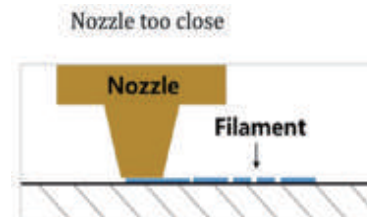
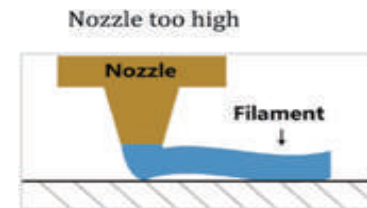
## Hotend assembly B-04

Install the hotend holding plate and hotend assembly as shown in pictures. Parts can be found from bag B-04-1 and slot B-04.



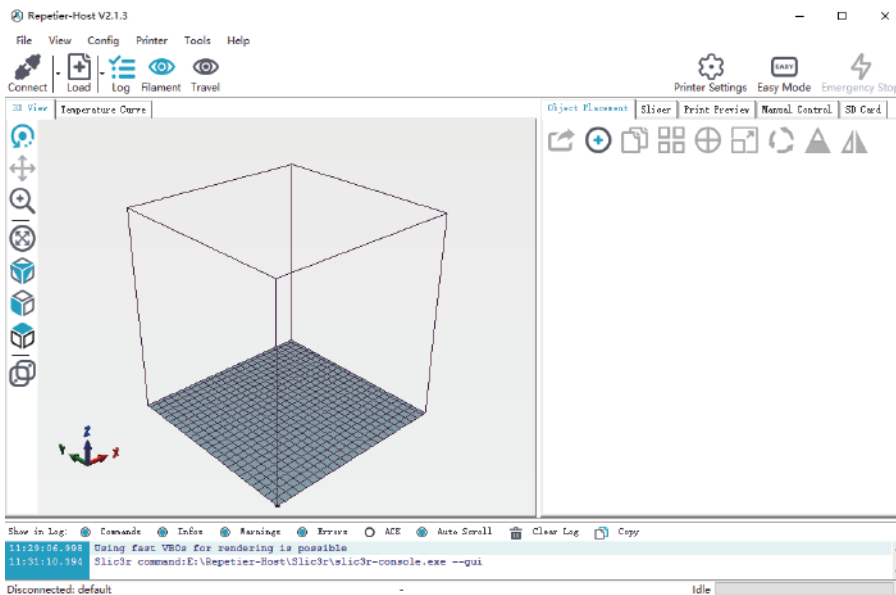
## Bed leveling

Adjust the wheels locate in 4 corners and make the filament come out good as shown in picture "Proper nozzle height".



# Prepare Slicing Software

This printer works with most slicing / printing software like Repetier-Host, Cura, Simplify3D, etc. But we will go in details for Repetier-Host and tell you how to set it up so that you can make your first print. First, you can download the software from our website at <http://www.tevo.cn/software-download.php> After installation is done and you start the software, you should get the following screen:



Now we have to set up our printer in the settings so that Repetier-Host can connect to it and will know what size of the build area our printer use. Open the Printer Settings window (click Config ☒ Printer Settings).

First set port to whatever port your printer use (you have to connect the printer to your computer before this step, or you can skip Port setting if you are going to print SD card only.) Set Baud Rate to 250000 and DO NOT touch any other settings in this tab.

# Prepare Slicing Software

## Printer Settings

Printer: **Tarantula Pro**

**Connection** | Printer | Extruder | Printer Shape | Scripts | Advanced

Connector: **Serial Connection**

Port: **Auto**

Baud Rate: **250000**

Transfer Protocol: **Autodetect**

Reset on Emergency: **Send emergency command and reconnect**

Receive Cache Size: **127**

Communication Timeout: **40** [s]

☐ Use Ping-Pong Communication (Send only after ok)

The printer settings always correspond to the selected printer at the top. They are stored with every OK or apply. To create a new printer, just enter a new printer name and press apply. The new printer starts with the last settings selected.

Click on Printer Shape tab, change the following values:

X Max - 240

Y Max - 240

Print Area Width - 235

Print Area Depth - 235

Print Area Height - 250

# Prepare Slicing Software

## Printer Settings

Printer: **Tarantula Pro**

Connection Printer Extruder **Printer Shape** Scripts Advanced

Printer Type: **Classic Printer**

Home X:  Home Y:  Home Z:

X Min:  X Max:  Bed Left:

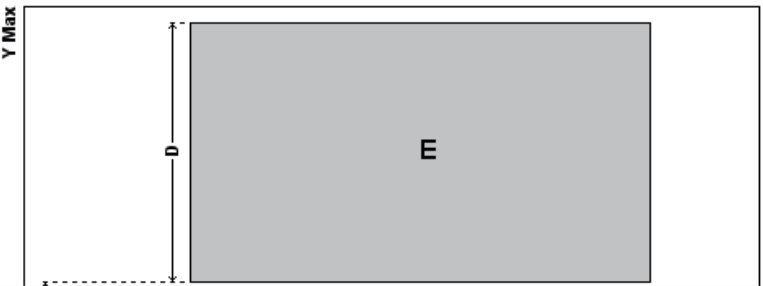
Y Min:  Y Max:  Bed Front:

Print Area Width:  mm

Print Area Depth:  mm

Print Area Height:  mm

The min and max values define the possible range of extruder coordinates. These coordinates can be negative and outside the print bed. Bed left/front define the coordinates where the printbed itself starts. By changing the min/max values you can even move the origin in the center of the print bed, if supported by firmware.



OK Apply Cancel

Go to Printer tab, change the following values:

Travel Feed Rate - 15000

Z-Axis Feed Rate - 15000

Manual Extrusion Speed - 2 / 20

Manual Retraction Speed - 30

Default Extruder Temperature - 200

Default Heated Bed Temperature - 55

Then click on OK to save the settings.

# Prepare Slicing Software

## Printer Settings

Printer: **Tarantula Pro**

Connection **Printer** Extruder Printer Shape Scripts Advanced

Firmware Type: **Autodetect**

Travel Feed Rate:  [mm/min]

Z-Axis Feed Rate:  [mm/min]

Manual Extrusion Speed:   [mm/s]

Manual Retraction Speed:  [mm/s]

Default Extruder Temperature:  °C

Default Heated Bed Temperature:  °C

☒ Check Extruder & Bed Temperature

☐ Remove temperature requests from Log

Check every 3 seconds.

Park Position: X:  Y:  Z min:  [mm]

☒ Send ETA to printer display ☐ Go to Park Position after Job/Kill

☒ Disable Extruder after Job/Kill ☒ Disable Heated Bed after Job/Kill

☒ Disable Motors after Job/Kill ☒ Printer has SD card

Add to comp. Printing Time  [%]

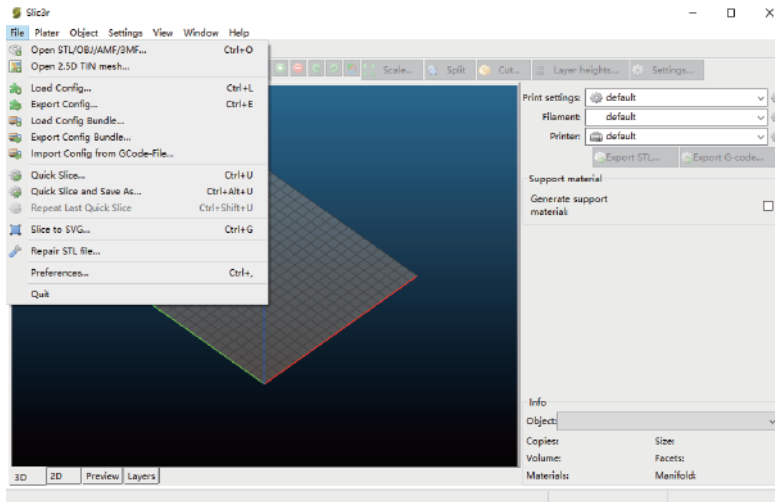
Invert Direction in Controls for ☐ X-Axis ☐ Y-Axis ☐ Z-Axis ☐ Flip X and Y

OK Apply Cancel

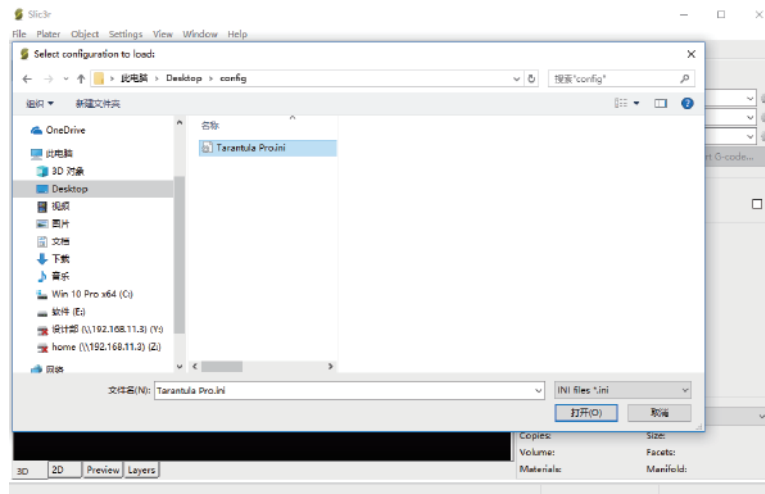
On Repetier-Host main screen, click on Slicer tab on the right. Choose **Slic3r** from **Slicer** drop-down then click on **Configuration** button.

On Slic3r window, click on **File** -> **Load**

# Prepare Slicing Software

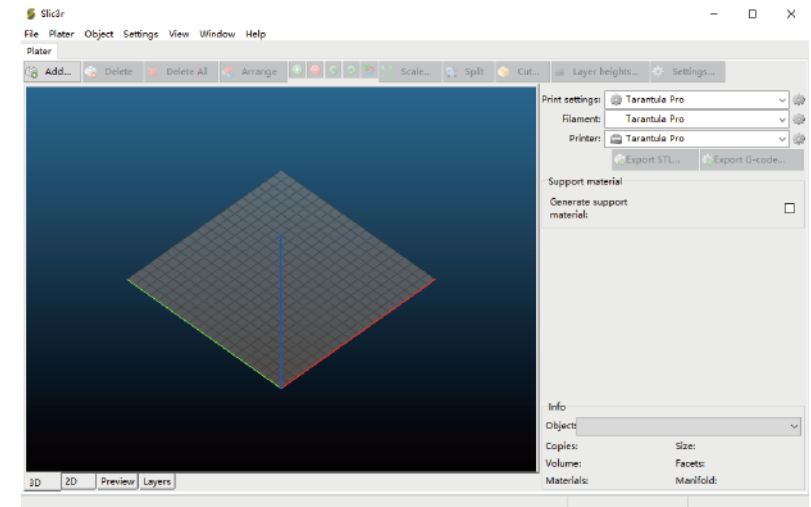


Browse to the SD card or the location you saved the config file. (You can download the latest version of the config file from <http://www.tevo.cn/software-download.php>) Select the ini file and click on Open.

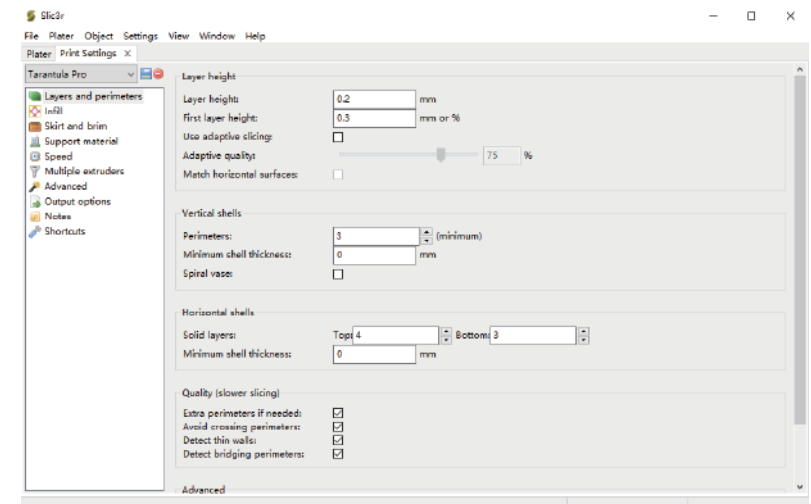


# Prepare Slicing Software

Click on the Gear icon next to Print settings, Filament, Printer respectively.



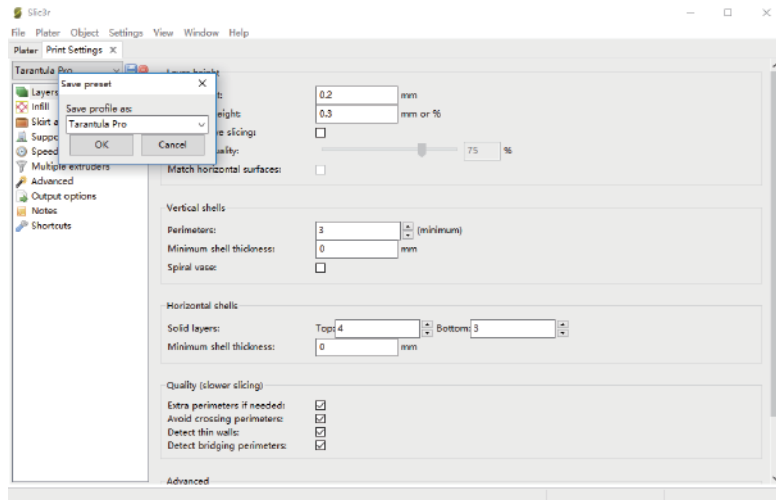
Click on the Save icon on the next page, rename it to tevo-Tarantula pro or any name of your choice.





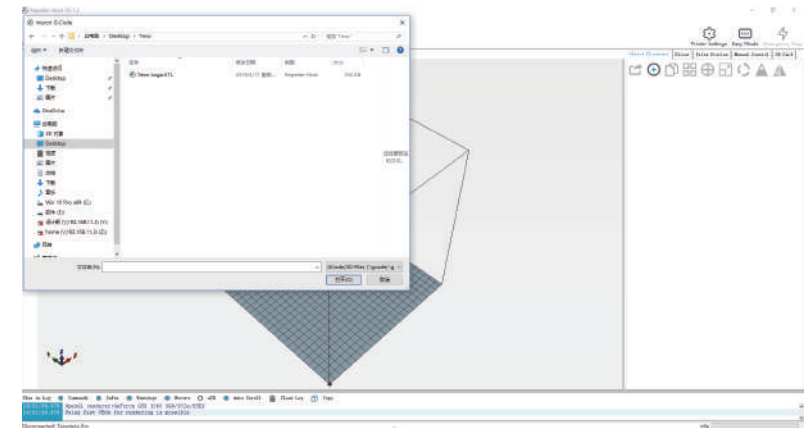
## Prepare Slicing Software

Click on Plater tab to go back to the main screen and do the same for others.

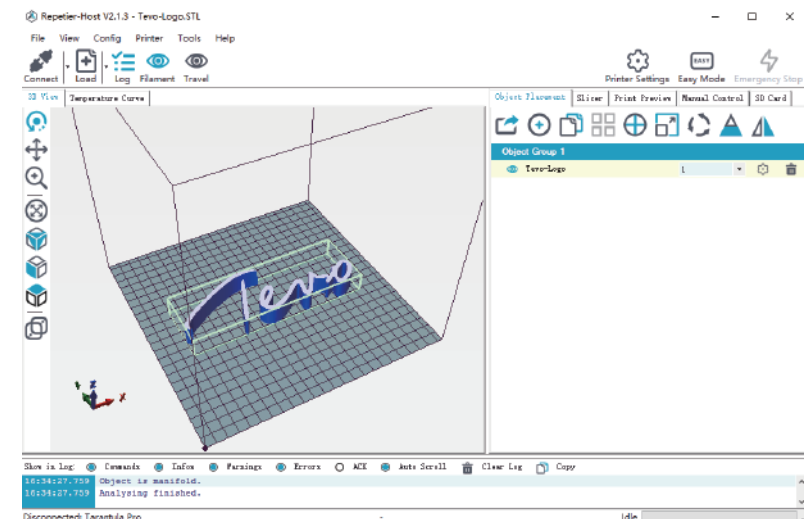


## How to Slice 3D Object for SD Print

Click on Load, browse to location of the file to print, then choose **Open**. (Or you can drop and drop the STL file to Repetier-Host software.)

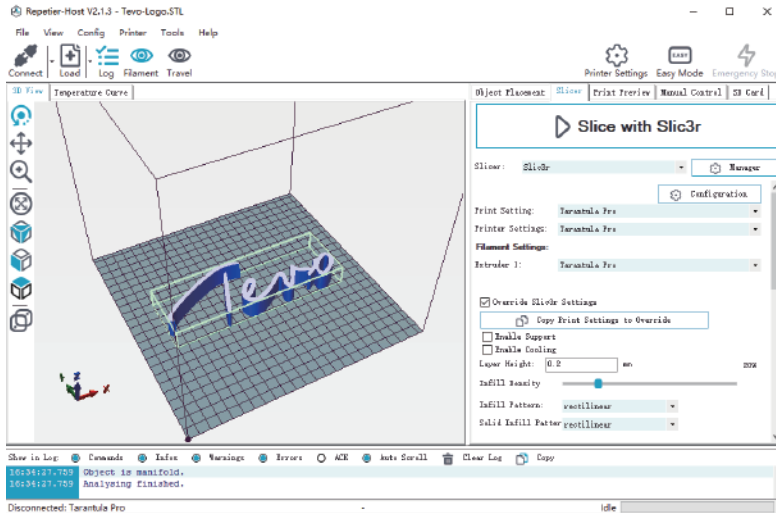


Click on Slicer tab on the right.

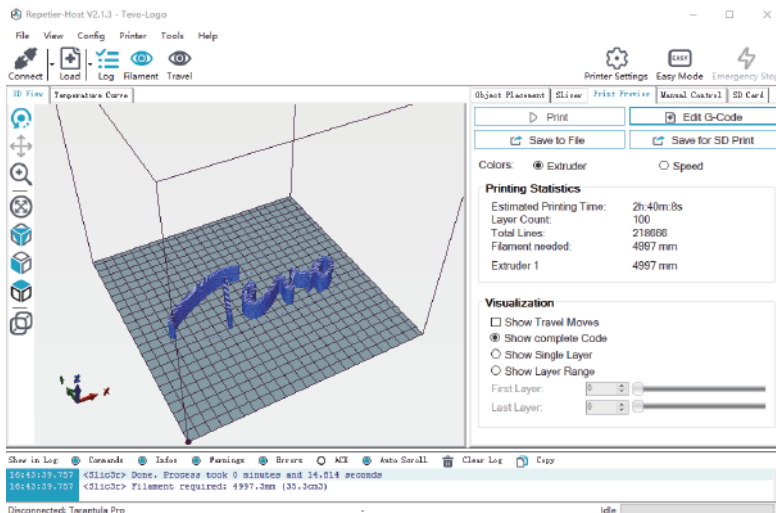


# How to Slice 3D Object for SD Print

Choose the config saved in previous step. Then click on **Slice with Slic3r**.



After slicing, click on Save for SD Print to save the G-code file to the SD card with file name of your choice. Then you can insert the card to your printer and choose Print from SD to start printing.



# How to Flash Firmware

To install firmware on your printer, you'll need to download the following:

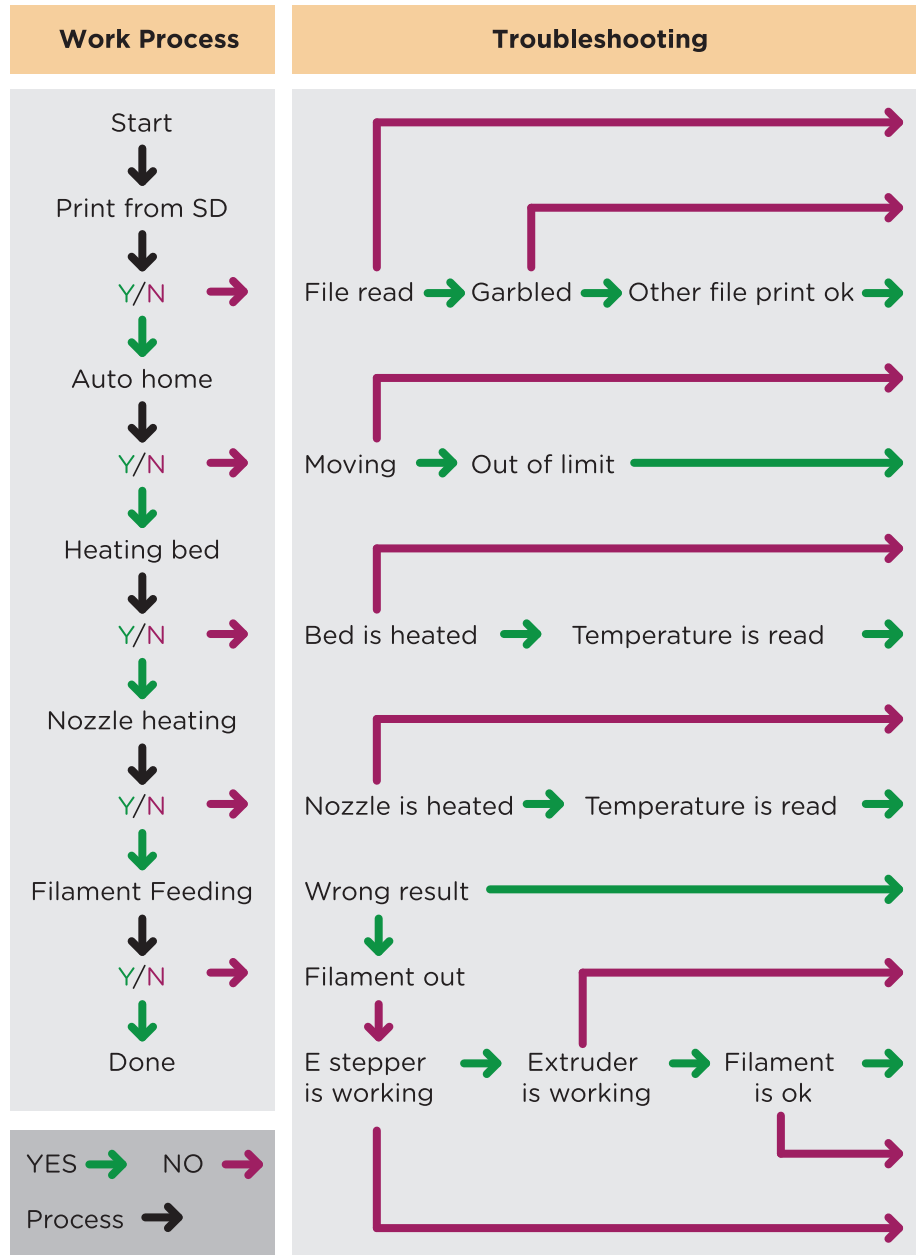
1. Arduino IDE (<http://www.arduino.cc>)
2. Firmware Source Code (You can get it from many sources, e.g. our Facebook Page Files section, our Customer Service, Software Download page on <http://www.tevo.cn>, or from Marlin directly.)

In this chapter, we're going to use Marlin for demonstration. Configuration downloaded from our Facebook page, customer service, or software download page are pre-configured, you can use it without any modification. We're not going to go into details how to configure from scratch.

To start the process, do the following steps:

1. Connect your printer to your computer with USB cable supplied.
2. Double-click **Flash.ino** (or **Marlin.ino**) file to open it in Arduino IDE.
3. Select **Arduino/Genuino Mega or Mega 2560** from **Tools** -> **Boards** menu.
4. Select the serial (USB) port that your board is connected to in **Tools** -> **Serial Port** menu.
5. Click on **Verify/Compile** button at the top of the window to make sure there are no configuration errors. (If failed to compile, please make sure you are using Arduino IDE 1.8.5 or up.)
6. After it compile successfully, click on **Upload** button.
7. Waiting for Arduino IDE to show Done uploading.

# Troubleshooting



# Troubleshooting

Cause	Treatment	Feedback
SD Card	→ 1. Clean the SD Card 2. Format SD Card 3. Change SD Card	→ Troubleshooting → Result → Component damaged → Unknow reason
File name	→ Change file name into English/numbers	
Slicing	→ Move the model and slicing again	
axis motor	→ Relink the wires	
End stops	→ Relink the wires	
Heat bed	→ Relink the wires	
Thermistor	→ Relink the wires	
Heating tube	→ Relink the wires	
Thermistor	→ Relink the wires	
Slicing/Belt	→ Slicing the file again	
Couper	→ Print from SD	
Other	→	
Filament	→ 1.Clean the filament 2.Change a filament	
E stepper	→ Relink the wires	

## SERVICE INFORMATION

### 1. REPLACEMENT PARTS

- 1.1. Tevo products are covered under a Replacement Part Program for a period of **12 months** from the date of delivery.
- 1.2. Missing/Damaged/Defective Parts.
  - 1.2.1. **Within 7 days** of the delivery date, Tevo will replace any parts free of charge including shipping fees.
  - 1.2.2. **After 7 days** of the delivery date, Tevo will replace any parts free of charge BUT the customer will be responsible for shipping fees.
- 1.3. Customer Damaged Parts.
  - 1.3.1. The customer shall pay for the cost of the parts AND the shipping fees.

### 2. CARRIER LOSS, MISSING, DAMAGED, AND DEFECTIVE PARTS

- 2.1. Claims for lost or damaged shipments must be reported to the carrier within the carrier's claim window, the customer needs to inform Tevo within **7 days** of the delivery date.
  - 2.1.1. For any parts lost or damaged during shipping, the customer shall take photos or video and submit them when filling out a Service Ticket. If a claim number was issued by the carrier, please include the claim number when creating your Service Ticket (**Report a Problem / Carrier Lost Parts.**)
  - 2.1.2. Once the Carrier dispute is resolved, please provide Tevo with all communications with the carrier. It is the customer's responsibility to keep Tevo up-to-date with ALL communications with the carrier.
  - 2.1.3. Tevo will work with the customer on replacing the parts in the claim.

- 2.2. For Missing Parts, refer to section 1.2, the customer shall fill out a Service Ticket (**Report a Problem / Missing Parts.**)
- 2.3. For Damaged Hardware Parts, refer to section 1.2, the customer shall take photos or video and submit them when filling out a Service Ticket (**Report a Problem / Damaged Hardware Parts.**)
- 2.4. For Defective Electronic Parts, refer to section 1.2, the customer shall take photos or video and submit them when filling out a Service Ticket (**Report a Problem / Defective Electronic Parts.**)
  - 2.4.1. If the part is the LCD panel, Power Supply, or Mainboard, the customer shall ship the part back to Tevo and Tevo will send a new part.
- 2.5. For parts damaged by the customer, refer to section 1.3, the customer shall submit a Service Ticket (**Report a Problem / Customer Damaged Parts.**)

### 2. GENERAL SUPPORT

For information and support on building and operating your TEVO Tarantula pro 3D printer, please visit :

TEVO Tarantula PRO & Normal Prusa i3 Owners

<https://www.facebook.com/groups/TEVO.3dprinter.owners/>