

# Polaroid



## CandyPlay 3D Pen User Guide

3D-FP-PL-2004-00

[www.polaroid3d.com](http://www.polaroid3d.com)

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# INTRODUCTION

The following User Guide will provide you with all of the information you will need to know to get you started with your Polaroid CandyPlay 3D Pen.

It will guide you through how to use your pen, starting from getting it out of the box and setting up, right through to creating amazing and unique 3D candies to impress your friends and family with, and then how to properly clean your pen and reassemble it correctly.

Within this User Guide you can also find information and ingredients for all of the six tasty flavours of Candy Cartridge Refills, Strawberry, Grape, Lemon, Apple, Orange and Cola.

The Polaroid 3D team hope that you have many happy hours drawing, and creating with your Polaroid CandyPlay 3D Pen and enjoy eating your yummy homemade candies! If you have any questions or queries to do with your pen, please don't hesitate to contact us via [polaroid3d.com/contact](https://polaroid3d.com/contact) where a member of the team will be happy to assist you.



# BOX CONTENTS



1 x Polaroid CandyPlay 3D Pen and Holder



4 x Candy Cartridges (Strawberry Flavour)



1 x Finishing Cartridge



1 x 1.5m / 4.9ft USB C Power Cable  
(USB Power Adapter not included)



1 x Quick Start Guide

# OPERATING INSTRUCTIONS



## Power/Retraction Button

Press the 'Power/Retraction Button' to turn the pen on and off.

## LED Indicator Light

-  Red light indicates the pen is heating up.
-  Blue light indicates the pen is ready to use.

## USB Cable Entry Point

A 5.0 Volt DC, 2 Amp (minimum) power adapter (5.0VDC  2.0A) MUST be used.

## Removable Nozzle Cover

## Removable Back Panel

## Nozzle

The Candy will extrude from here.

**DO NOT TOUCH!**  When ready to use, the nozzle will be hot.

## Start Button

**Manual Extrusion:** press and hold to extrude Candy from the nozzle, and release to stop.

**Auto Extrusion:** click once to start extruding Candy from the nozzle, and click again to stop.

## Candy Cartridge Loading Point

Candy Cartridges are inserted into the pen here.

# PRODUCT FEATURES

- Simple to use, with one click to start and stop.
- Removable parts for easy cleaning.
- Stylish, ergonomic design for a natural positioning in the hand.
- Designed for both right and left-handed users.
- Manual or Automatic extrusion.
- Works with the Polaroid Candy Cartridges, available in 6 fantastic sugar-free colours and flavours: Strawberry, Orange, Lemon, Apple, Grape and Cola.
- 4 FREE Strawberry flavour Candy Cartridges included with your CandyPlay 3D Pen.
- 'Finishing Cartridge' included to maximise Candy usage.
- LED light indicators to tell you when your pen is heating up and when it is ready to use.
- Easy-flip Loading Point opening for insertion of Candy Cartridges.
- Automatic retraction of the piston for easy Candy Cartridge replacement.
- Powered via a USB C connection.



# SAFETY INSTRUCTIONS



WARNING

**WARNING - BURN HAZARD:** Parts of this product get very hot during use (approx. 100°C / 212°F). **DO NOT** touch the tip of the pen, the surrounding area (where you see this sign ) , or the melted Candy as it could cause a **BURN**.

Before storage always allow the product to completely cool after use.

This product **IS NOT A TOY**.

This product is suitable for ages 14+ unless under adult supervision.

Please read this Quick Start Guide carefully before use.

If switched on, always put the pen back in its holder when not drawing.

## TECHNICAL SPECIFICATIONS

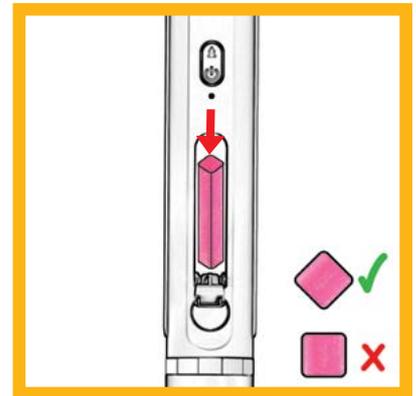
CandyPlay 3D Pen	
<b>Model No.</b>	3D-FP-PL-2004-00
<b>Power Requirement</b>	A 5.0 Volt DC, 2 Amp (minimum) power adapter (5.0VDC  2.0A) MUST be used. <b>IMPORTANT:</b> Using an incorrect power adapter will result in the Pen not working correctly.
<b>Pen Size</b>	195 (l) x 37 (w) x 29 (d) mm 7.67 (l) x 1.45 (w) x 1.14 (d) inch
<b>Refills</b>	Polaroid Candy Cartridges (3D-FL-PL-2505-00, 3D-FL-PL-2506-00, 3D-FL-PL-2507-00, 3D-FL-PL-2508-00, 3D-FL-PL-2509-00, 3D-FL-PL-2510-00, 3D-FL-PL-2504-00).
<b>USB Cable</b>	Type-C to USB-A 1.5m / 4.9ft
<b>Guarantee</b>	12 Month Manufacturer's Guarantee (this may differ by state/ country according to minimum statutory requirements).
<b>Safety</b>	Auto Turn-off after 8 mins, for added safety.

# HOW TO USE

1. Use the USB cable provided to connect to a 5.0 Volt DC, 2 Amp (minimum) power adapter (5.0VDC  $\overline{\text{---}}$  2.0A).
2. Press the Power button (🔌). The LED Indicator light will show red to indicate that the Polaroid CandyPlay 3D Pen is heating up.
3. Once the LED Indicator light turns blue, the 3D pen is heated to the correct temperature and is ready to use.

## Inserting a Candy Cartridge

1. Open up the Candy Cartridge Loading Point (👉).
2. Insert the Candy Cartridge into the Loading Point lengthways. Insert the Candy as a diamond shape, with a long corner edge placed in first (see illustration).
3. The Candy Cartridge should easily slot into the Loading Point. If it does not, do not force it, remove the Candy Cartridge, ensure you are inserting it as illustrated and try again.
4. Once the Candy Cartridge has slotted into the Loading Point, close the cover.



**Note:** When using the pen for the first time, or after cleaning, two Candy Cartridges will need to be inserted before any Candy will be extruded.

## How to draw

1. Press the Start button (●) and the Piston inside the pen will slowly start to push the Candy Cartridge through the heated Nozzle and you will then see it start to extrude.
2. To stop the Candy extruding, press the Start button (●) again.
3. We recommend drawing onto grease proof paper or baking/parchment paper.
4. Once the Candy Cartridge being used has finished, the Piston will automatically retract to allow you to insert another Candy Cartridge.

**Note:** Once a Candy Cartridge has been inserted into the Loading Point and the piston has started, it cannot be removed.

## Using the Finishing Cartridge

1. The Finishing Cartridge should be used, when you have finished creating your design, before cleaning, or when you wish to change the Candy flavour, in order to push through any remaining Candy.
2. Insert the Finishing Cartridge into the pen as you would insert a Candy Cartridge. Press the Start button (●) to push the remaining Candy through the heated Nozzle.
3. Once all the Candy has been extruded, the Piston will automatically retract.
4. To remove the Finishing Cartridge, please wait until the pen has completely cooled and then remove the Nozzle (see steps 1 to 3 of 'Cleaning'). The Finishing Cartridge will be held in the Nozzle by the residual Candy. Carefully place into boiling water, with the Nozzle pointing upwards, and leave for between 2 and 5 minutes, allowing the Candy to dissolve. Then use a heat resistant utensil to remove the Nozzle from the boiling water. The Finishing Cartridge should now be easily removed from the Nozzle. If not, repeat as necessary.

# CLEANING

The Polaroid CandyPlay 3D Pen MUST be cleaned thoroughly before the first use and again after every use.

**Note:** Before taking the Polaroid CandyPlay 3D Pen apart, leave it for at least 10 minutes to completely cool, after it has been turned off.

## Taking apart the Polaroid CandyPlay 3D Pen for cleaning



Twist the Nozzle Cover 45 degrees anti-clockwise from the  symbol to the  symbol and then gently pull to remove it.



Insert the Nozzle into the base of the Pen Holder and twist 45 degrees clockwise. The Nozzle will remain in the Holder when you pull the pen away.



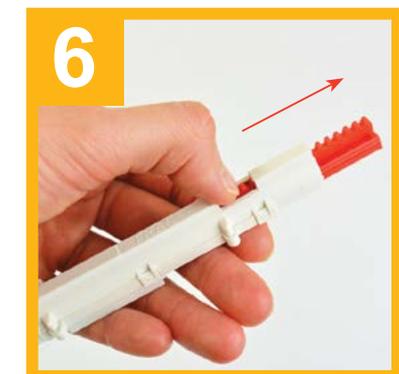
Remove the Nozzle and the plastic tube from the Holder.



Remove the red Back Panel of the pen.



Take the white internal Candy Chamber out of the pen.



Slide the red Piston out, using the teeth to remove.

# HOW TO CLEAN

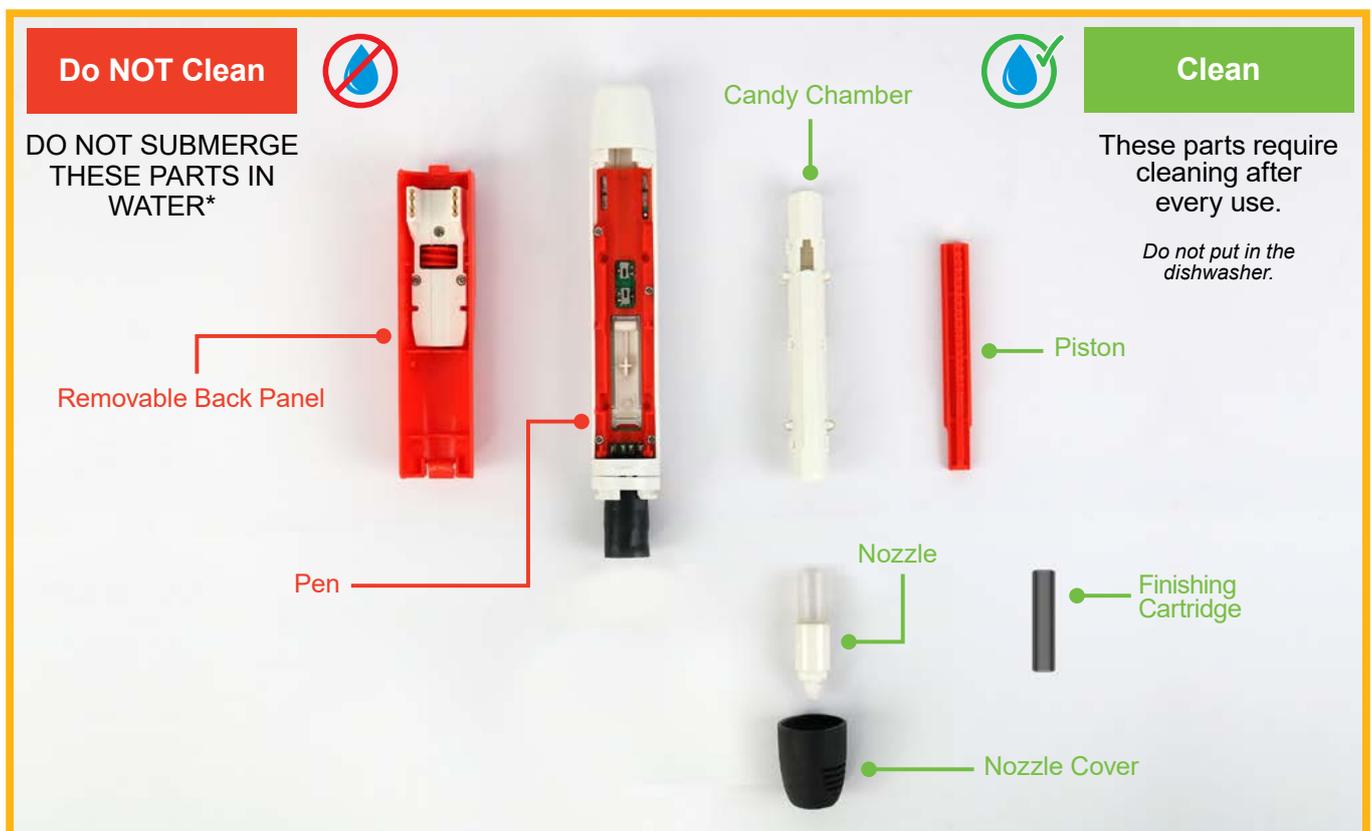
1. To remove any residual Candy from the Nozzle, place it in hot water and leave for several minutes, allowing the Candy to dissolve. Then use a heat resistant utensil to remove the Nozzle from the hot water. Repeat as necessary until completely clean.
2. Ensure only the parts labelled in green on the following image are cleaned thoroughly. **DO NOT** clean the parts labelled in red, as these contain electrical components that will be damaged if they come into contact with water, which would invalidate your Guarantee.
3. Ensure all parts are completely dry before reassembling the pen.

## Reassembling the Polaroid CandyPlay 3D Pen

To reassemble the pen, follow the 6 steps from 'Taking apart the Polaroid CandyPlay 3D pen for cleaning' but in reverse order.

**Note:** Before inserting a Candy Cartridge, press and hold the Retraction button for 2 seconds.

## Parts that need cleaning



**\*These parts contain electrical components that will be damaged if they come into contact with water, which would invalidate your Guarantee. To clean, wipe plastic parts only with a damp cloth.**

# HOW TO CREATE YOUR OWN CANDY

You don't need to be an experienced sweet maker to start creating your own unique Candy!

Simply follow the steps below to create tasty, stunning creations that will wow family, friends and colleagues!

For best results, draw directly onto grease proof paper or baking/parchment paper.

## Starting Out

Using a template design (please visit [polaroid3d.com/candy-play-pen-stencils](http://polaroid3d.com/candy-play-pen-stencils) for a selection of sample templates to get you started), simply place underneath a standard sheet of grease proof paper or baking paper/parchment paper and trace your design to easily create your very own edible Candies.

With 6 flavours to choose from, you can add unlimited detail and personalisation.

For something even more unique, why not include a lollipop stick in your design to create your own lollipop creations!



## Next Level

Once you have mastered the art of making your own candies using templates, why not try creating your own designs!

Either draw your designs onto paper and trace them using greaseproof or baking paper/parchment or free-draw!

Make your own lollipops, cake toppers or sweets for your friends!



## Becoming an Expert

If you've managed to get to grips with the above techniques, why not become an expert Candy maker by using the CandyPlay 3D Pen to create three-dimensional models, treats or gifts!

Simply draw your designs in parts and use the Pen to join the parts together.

Check out our YouTube channel (Polaroid3D) for tutorial videos on how to create your own candies using this technique.



# CANDY CARTRIDGE REFILLS

The Polaroid CandyPlay 3D Pen is compatible with the Polaroid Candy Cartridges, available in 6 vibrantly coloured tasty flavours including Pink Strawberry flavour, Yellow Lemon flavour, Orange Orange flavour, Purple Grape flavour, Green Apple flavour and Brown Cola flavour.

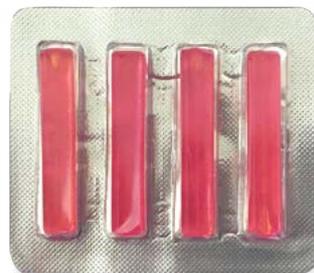
The Candy refills are available in boxes of 40 (10 x packs of 4) for each flavour and a multi pack box of 48 (3 x packs of 4 of each flavour).

All Polaroid Candy Cartridges are sugar-free with natural flavourings.



## 3D-FL-PL-2505-00 40 x Strawberry flavour Candy Cartridges (Pink)

**Ingredients:** Isomalt, Natural flavouring, Aspartame (E951), Fruit and Vegetable juice concentrate (Carrot and Blackcurrant).



## 3D-FL-PL-2506-00 40 x Orange flavour Candy Cartridges (Orange)

**Ingredients:** Isomalt, Natural orange flavouring, Aspartame (E951), Annatto extract (E160b).



# CANDY CARTRIDGE REFILLS



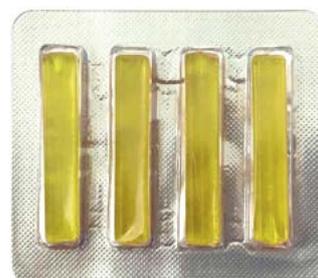
## 3D-FL-PL-2507-00 40 x Lemon flavour Candy Cartridges (Yellow)

**Ingredients:** Isomalt, Aspartame (E951), Natural flavourings with other natural flavourings, Beta-carotene (E160a).



## 3D-FL-PL-2508-00 40 x Apple flavour Candy Cartridges (Green)

**Ingredients:** Isomalt, Natural flavouring, Aspartame (E951), Chlorophyllin copper complex (E141ii).



## 3D-FL-PL-2509-00 40 x Grape flavour Candy Cartridges (Purple)

**Ingredients:** Isomalt, Natural flavouring, Aspartame (E951), Fruit and Vegetable juice concentrate (Carrot and Hibiscus).



# CANDY CARTRIDGE REFILLS



## 3D-FL-PL-2510-00 40 x Cola flavour Candy Cartridges (Brown)

**Ingredients:** Isomalt, Natural flavouring, Aspartame (E951), Sulphite ammonia caramel (E150d).



## 3D-FL-PL-2504-00 48 x mixed flavour Candy Cartridges (8 x Strawberry, Orange, Lemon, Apple, Grape, Cola)

**Ingredients:** Isomalt, Natural flavouring with other natural flavourings, Aspartame (E951), Colours Fruit and Vegetable juice concentrate (Carrot, Hibiscus and Blackcurrant), Annatto extract (E160b), Beta-carotene (E160a), Sulphite ammonia caramel (E150d), Chlorophyllin copper complex(E141ii).



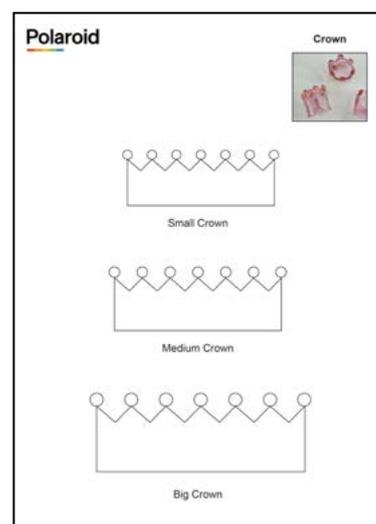
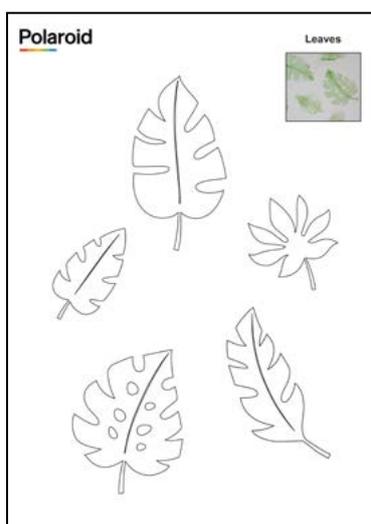
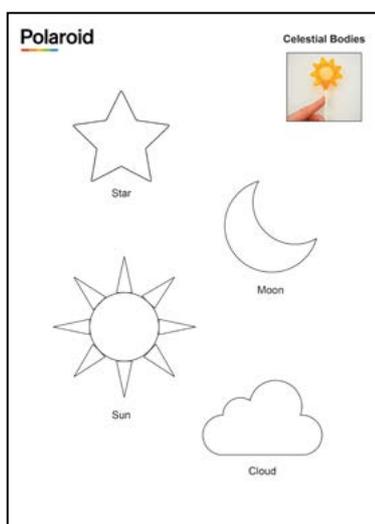
**multi pack**

# STENCIL LIBRARY



Whether you are a beginner, intermediate or an expert, there is something for everyone to make with the Polaroid CandyPlay 3D Pen. You can download and print lots of different stencils from our website and start creating your own amazing 3D candies!

Templates can be found on our website: [polaroid3d.com/en/candy-play-pen-stencils/](https://polaroid3d.com/en/candy-play-pen-stencils/)



# MANUFACTURER'S GUARANTEE

The manufacturer guarantees this pen against any defects in both material and workmanship for a period of 12 months (unless minimum statutory requirements state otherwise) from the date of purchase. It is based on fair use with regular maintenance and excludes normal wear and tear.

Should any defect(s) be discovered, please first visit our online troubleshooting support page at [polaroid3d.com/support](https://polaroid3d.com/support). However, if a problem occurs during the 12-month period that cannot be rectified remotely or on site by the manufacturer's technical team then you may be requested to return the pen. The following information outlines the process you must follow in order to return your pen for repair.

Your serial number and proof of purchase will be required in order to process your claim.

Please ensure you include a copy of your sales receipt when you return the product.

## A Simple Return Process

1. Contact the manufacturer's customer service team by visiting [polaroid3d.com/contact](https://polaroid3d.com/contact). If a return is required, you will be provided with a Returns Transfer Number (RTN) or advised to return to point of purchase.
2. Clearly write the RTN on the outside of the box or packaging, next to the shipping label (where applicable). The manufacturer will not be responsible for non-traceable packages or packages sent without a valid RTN on the outside of the packaging.
3. Once your item arrives, the technical team will review and either repair or replace the item.

**Please note:** If upon return and inspection your product is deemed not faulty or to have been damaged due to misuse or negligence you may be liable for any associated shipping and handling costs.

All implied guarantees, including any implied guarantee of fitness for any particular purpose, are limited in duration to 12 months from the date of original purchase. In no event will the manufacturer be responsible for consequential damages resulting from the use of this product.

The above limitation or exclusion may not apply to you to the extent that applicable law may not allow the limitation or exclusion of liability for incidental or consequential damages.

Using third party products with this pen without the express permission of the manufacturer may invalidate this guarantee in the event of damage subsequently being caused to the pen.

Tampering with the pen in any way may invalidate the guarantee. Please contact the manufacturer's technical team if you have any enquiries.

## AFTER SALES SUPPORT

The manufacturer has a dedicated team of specialists that are available to help with any issues or questions you may have regarding your Polaroid CandyPlay 3D Pen. Please contact our team via the contact form at [polaroid3d.com/contact](https://polaroid3d.com/contact).

## MAINTENANCE

Your Polaroid CandyPlay 3D pen must be cleaned thoroughly before the first use and again after every use.

**Please note:** Before taking your pen apart, leave it for at least 10 minutes to completely cool, after it has been turned off.

# CERTIFICATIONS AND COMPLIANCE

The Polaroid CandyPlay 3D Pen is compliant under the following applicable EU certifications:

- **FCC:** The **FCC Declaration of Conformity** or the **FCC mark** is a certification mark employed on electronic products manufactured or sold in the United States which certifies that the electromagnetic interference from the product is under limits approved by the Federal Communications Commission.
- **Proposition 65:** (Safe Drinking Water and Toxic Enforcement Act of 1986) requires products to be clearly marked with warning signs if they include any chemicals which have been deemed to potentially cause cancer, birth defects or other reproductive harm. This product has been tested and does not contain any chemicals which require this warning mark.
- **CE Marking:** Following all of the above required legislation and certification enables each of the Polaroid CandyPlay 3D Pens to proudly carry the CE Mark which confirms that they have been approved under each of these Directives.
- **UKCA Marking:** The UKCA (UK Conformity Assessed) marking is a new UK product marking that is used for goods being placed on the market in Great Britain (England, Wales and Scotland). It covers most goods which previously required the CE marking.
- **RoHS Directive 2015/863/EU:** This is the Restriction of Hazardous Substances Directive. Its purpose is to restrict the use of hazardous materials in the manufacture of various types of electronic and electrical equipment. Each individual component of the equipment has been tested in order to ensure that the Polaroid CandyPlay 3D Pens are approved under this Directive.
- **WEEE Directive:** The Polaroid 3D Pen team is WEEE compliant in all applicable EU countries in which the product is supplied. This ensures that responsibilities are fulfilled in regards to the electronic waste that is generated through the sale of the Polaroid 3D pens and consumables within this territory.
- **Green Dot Packaging Waste Directive - 94/62/EC:** This directive ensures that manufacturers whose products use packaging are responsible for either recovering their own packaging waste, or contributing to the cost of recovery and recycling of such waste. The Polaroid 3D team is registered and compliant against this directive across the applicable European countries.



**RoHS**



# FAQs AND TROUBLESHOOTING

**Customer feedback on our CandyPlay 3D Pen has been extremely positive. If however you are experiencing any challenges, please take a look at our FAQs and Troubleshooting questions below or check our tutorial videos.**

## **What is the power requirement for the pen?**

The Pen can be powered either by plugging the USB cable into a suitable USB power adapter which then plugs directly into the wall or by using an adequate power bank. Both of these must be a 5.0VDC – 2.0A source.

## **Do I need to keep the Start button pressed when loading a new Candy Cartridge?**

No, you do not need to keep the Print button pressed when loading a new Candy Cartridge.

To load a new Candy Cartridge, firstly make sure the Pen is turned on and the LED light is blue. Then place the Candy Cartridge into the Loading Point, ensuring that you insert it in a diamond shape, with a long corner edge going in first. When you are using the Pen for the first time, you will need to insert two Candy Cartridges, close the Loading Point and then simply press the Start button once and the Piston will then push the Candy Cartridge through the Pen automatically.

## **The light on my Pen doesn't light up.**

Please ensure that the power supply that you are using is 5.0VDC – 2.0A. If it is any less than this then there is insufficient power being drawn into the Pen. Please also ensure that the power supply that you are using is not an Apple iPhone charger block as these do not have enough power to power the Pen.

If you have confirmed that you are using the correct power supply and the Pen is still not working, please try using an alternative power source (power bank, USB power adapter etc.) to ensure that this isn't the cause of the challenge.

If the Pen still does not work then please double check that the cable is inserted into the top of the Pen correctly and if so, that by moving it around inside the fitting in the top of the Pen you still do not see the light come on at all.

If none of the above resolves the situation then please contact the Polaroid 3D support team and they will be able to help find a solution for you.

## **My Pen doesn't heat up/the LED light doesn't turn from red to blue.**

Please ensure that the power supply that you are using is 5.0VDC – 2.0A. If it is any less than this then there is insufficient power being drawn into the Pen. Please also ensure that the power supply that you are using is not an Apple iPhone charger block as these do not have enough power to run the Pen.

If you have confirmed that you are using the correct power supply and the Pen is still not heating up, please contact the Polaroid 3D support team and they will be able to help find a solution for you.

# FAQs AND TROUBLESHOOTING

## **My Pen is not extruding.**

Firstly, please check that you have adequate power to your Pen (5.0VDC – 2.0A) and that your Pen is heated to the correct temperature ready for use (the LED light is blue). Please also ensure that the power adapter that you are using is not an Apple iPhone charger block as these do not have enough power to run the Pen.

Next, please check that you have correctly inserted the Candy Cartridge at the correct angle, into the Pen, if you have not, then the Cartridge may become stuck in the Chamber and will therefore not be able to extrude. You can try retracting the Piston by pressing and holding the On/Off button, and then gently remove the Candy Cartridge and then reinsert it correctly.

Ensure that you do not have the Finishing Cartridge inserted into the Pen. If you have previously used the Finishing Cartridge, you will need to follow the process of cleaning the Pen to remove it before you can insert more Candy and continue to extrude.

If you have checked all of the above but you're still not seeing anything extrude, please contact the Polaroid 3D support team and they will be able to help find a solution for you.

## **I am using a power bank to power my Pen but the extrusion seems to be slowing down.**

If you are seeing your Pen slow down when using a power bank, this is generally due to the power bank itself running out of charge. This means that there is insufficient power to run the Pen as it needs to and this results in a slowing down of the extrusion. Please check your power bank is fully charged and try using the Pen again.

If your power bank is fully charged and you are still having problems with the Pen slowing down, please try an alternative power source to rule out any other technical challenges with the power bank itself. We suggest using a USB power adapter and plugging the Pen straight into a socket in the wall.

If you have tried both of the above and the Pen is still slowing down, please contact the Polaroid 3D support team and they will be able to help find a solution for you.

## **I have hardened Candy on the Nozzle of my Pen; how do I remove it?**

Please turn on the Pen and allow it to heat up. Even before the Pen reaches its optimum temperature (when the LED light is blue) the Candy around the Nozzle will have started to soften. Please take a pair of tweezers and gently remove the softened Candy. DO NOT try to remove this by hand as the Nozzle will be starting to get hot. To prevent this build-up from happening in the future please always remove any residual Candy from the Nozzle whilst the Pen is still warm.

## **My Pen keeps turning off/stopping.**

Firstly, please double check that you are using an adequate power supply. This must be a 5.0VDC – 2.0A source. If your supply is less than this then insufficient power is being pulled into the Pen which could cause this intermittent stopping. Please also ensure that the power supply that you are using is not an Apple iPhone charger block as these do not have enough power to run the Pen.

# FAQs AND TROUBLESHOOTING

If you have confirmed that you are using the correct power supply and the cable is inserted correctly and you are still seeing this challenge then it could be in relation to the power cable itself. If so, please contact the Polaroid 3D support team and they will be able to help find a solution for you.

## **I have some stringy Candy when I move my Pen away from the model I am creating.**

When making a model, please ensure that you press the Start button in order to stop extrusion before moving from one area of your model to the next. If you pull the Pen away before it has completely stopped extruding then this could leave some stringy residual Candy. If this happens, wait until the Candy has hardened and then remove it carefully.

It is important to always use the Polaroid CandyPlay Candy Cartridges with your Polaroid CandyPlay 3D Pen as these have been specifically designed to work in conjunction with each other which means challenges such as this are minimised.

## **I am using the pen for the first time; I have inserted the first Candy Cartridge into the Chamber but I don't have enough space for the second one. Should I push the first Candy Cartridge down?**

Firstly, please ensure that you have correctly inserted your Candy Cartridge into the Loading Point in a diamond shape with a long corner edge facing down. If you have checked this then gently push the Candy Cartridge further down the Chamber, so that you can insert your second Candy Cartridge. If the cartridge does not slot easily into the Chamber, do not force it, remove the cartridge from the Chamber and reinsert it correctly.

## **My Candy Cartridge is broken, can I use it anyway?**

We do not recommend using a Candy Cartridge if it is broken as it can potentially get jammed in the Chamber.

## **Do I have to retract the Piston to insert a new Candy Cartridge?**

Yes, in order to be able to insert a new Candy Cartridge, the Piston will need to be fully retracted so that you have space to be able to insert it. The Piston will automatically retract when the previous Candy Cartridge is finished, and you can also retract the Piston by pressing and holding the On/Off button for two seconds.

## **When I switch on my Pen, the Piston is down. How do I retract it?**

If you are trying to load your first Candy Cartridge but you can't insert it into the Loading Point because the Piston is in the way, wait until the LED light turns blue, indicating that the Pen is ready to use, then press and hold the On/Off button for two seconds and the Piston will retract all the way up. You can then insert your Candy Cartridge.

# FAQs AND TROUBLESHOOTING

## **I can't remove the Nozzle Cover from the Pen.**

If you are struggling to remove the Nozzle Cover from the Pen it may be because there is Candy between the Nozzle Cover and the Pen meaning it can potentially get stuck if the Candy has hardened. If this happens, switch the Pen on, wait for the light go blue indicating that the Pen has heated up, which will therefore soften any hardened Candy, and then you can try removing the Nozzle Cover. Hold the Nozzle Cover as far away from the Nozzle as possible as the Nozzle will be hot and can cause a burn if it is touched with bare hands.

Once removed, the Candy needs to be cleaned off so the Nozzle Cover doesn't get stuck, when it cools down again.

## **I can't remove the Nozzle from the Pen.**

If you are struggling to remove the Nozzle from the Pen it may be because there is Candy between the Nozzle and the Pen meaning it can potentially get stuck if the Candy has hardened.

If this happens, the below steps can be followed to clear the hardened Candy and should be performed by an adult.

1. Put the Finishing Cartridge into the Chamber of the Pen.
2. Remove the Nozzle Cover.
3. Switch on the Pen and wait for the LED light to turn blue indicating that the Pen has heated up.  
**IMPORTANT:** Do not touch the Nozzle with your bare hands as it can cause a burn.
4. When the LED light turns blue, press the Start button
5. The Nozzle should pop out from the Pen as the Piston pushes the Finishing Cartridge through.

## **I can't remove the Piston from the Chamber.**

Please ensure that you are cleaning your Pen after every use, if you do not, then Candy particles may build-up between the Piston and the Chamber walls. If this happens, the Chamber and the Piston should be soaked in warm (NOT hot) water to soften the Candy and then you should be able to remove the Piston from the Chamber.

## **I can't remove the Chamber from the Pen.**

If you are trying to remove the Chamber from the Pen, but you are struggling to do so, please ensure that the Piston is all the way down. You can move the Piston down by using the red teeth visible through the Chamber window and slide it all the way down. You should now be able to remove the Chamber from the Pen.

## **I have dropped Candy onto a part of the Pen that can't be cleaned with water, how do I clean it?**

If for any reason any Candy gets on the electronic parts of the Pen, you should remove as much of it as possible before it hardens. Any bits that are left after it has hardened should be picked off.

**DO NOT SUBMERGE ELECTRICAL PARTS IN WATER.**

# FAQs AND TROUBLESHOOTING

## **I can't reassemble the Pen, some parts don't fit and I am struggling to close the Loading Point and replace the Back Panel.**

If for any reason you can't reassemble the Pen correctly, please contact the Polaroid 3D support team and they will be able to help find a solution for you.

## **My Finishing Cartridge is stuck in the Nozzle, how can I get it out?**

Firstly, please ensure that you are using boiling water to clean the Nozzle and remove the Finishing Cartridge. Warm water will not fully dissolve the Candy so that you can easily remove the Finishing Cartridge.

**IMPORTANT:** Take care when using boiling water.

When cleaning your Nozzle in boiling water, please ensure that you do not leave it sitting in the water once the water has cooled down as this can cause any residual filament that may be left in the Nozzle to solidify again against the Finishing Cartridge, making it difficult for you to remove it.

Avoid using tools to remove any hard residual Candy from the Nozzle and do not force the Finishing Cartridge out using tools as this may damage the Nozzle tube.

## **My Pen Holder needs cleaning, can I wash it?**

Yes, you can use warm water to clean any residual Candy off of the Pen Holder.

## **Do I need to wash my Pen after every use? Can I leave my Candy Cartridge in the Pen overnight?**

We recommend cleaning the Pen after every use to maintain high levels of hygiene and to ensure optimum results from your CandyPlay Pen.

Any Candy that has been taken out of the packaging and has not been used, should be stored in an air tight, clean food container. If when you come back to use the Candy that has been removed from the packaging, you find it has become sticky, this means it has absorbed moisture from the air and should not be used in the Pen as it may cause a blockage.

## **Where can I keep my Candy Cartridges? Do I have to keep them refrigerated?**

The Candy should be kept in a dry place at below 30°C away from direct sunlight. Any Candy that has been taken out of the packaging should be stored in an air tight, clean food container. If when you come back to use the Candy that has been removed from the packaging, you find it has become sticky, this means it has absorbed moisture from the air and should not be used in the Pen as it may cause a blockage.

## **Do my Candy models have an expiry date / how long can I keep my Candy models for?**

The expiry date of your model is the same as the expiry date on the box which the Candy came from.

# FAQs AND TROUBLESHOOTING

## **What is the best way to preserve my Candy models?**

The expiry date of your model is the same as the expiry date on the box which the Candy came from. Storage conditions for your models are the same as for the Candy; in a dry place and below 30°C, or in an air tight, clean food container.

## **I took one of my Candy Cartridges out of the packaging but I haven't used it. Can I keep it for next time I use the pen? How can I store it?**

The Candy should be kept in a dry place at below 30°C away from direct sunlight. Any Candy that has been taken out of the packaging should be stored in an air tight, clean food container. If when you come back to use the Candy that has been removed from the packaging, you find it has become sticky, this means it has absorbed moisture from the air and should not be used in the Pen as it may cause a blockage.

## **My model broke, can I fix it?**

Yes, if your model happens to get broken, you can use the Pen to fix it again. Simply place the parts that are broken where you want them to be and draw over the break. Hold the parts in place until the Candy solidifies.

## **The Piston keeps retracting before the Candy Cartridge has finished.**

Firstly, please ensure that you are using an adequate power supply. This must be a 5.0VDC – 2.0A source. If your supply is less than this then insufficient power is being pulled into the Pen which could cause this intermittent stopping. Please also ensure that the power supply that you are using is not an Apple iPhone charger block as these do not have enough power to run the Pen.

Please then also check that you do not have a build-up of Candy in the Nozzle. To check this, you need to remove the Nozzle Cover and then insert the Nozzle into the Pen holder base and twist 45 degrees clockwise then gently pull the Nozzle out of the Pen. If there is a build-up of Candy in the Nozzle, then place the Nozzle into hot water and allow the Candy to dissolve. Once the Candy has dissolved, thoroughly dry the Nozzle and replace it in the Pen. You can now continue drawing.

If the above does not resolve the issue then please contact the Polaroid 3D Support Team and they will help you find a solution.

## **What can I draw onto?**

For best results, we recommend drawing onto grease proof paper or baking paper/parchment paper, as this is the most hygienic surface to draw onto and it is also very useful for tracing stencil designs.

## **Can I retract a Candy Cartridge?**

No, once a Candy Cartridge has been inserted into the Chamber and pushed down by the Piston, it cannot be removed.

For any points not answered in this User Guide, or on our website, please contact our team at [polaroid3d.com/contact](https://polaroid3d.com/contact) detailing your enquiry and one of the team will be in touch.

# Polaroid

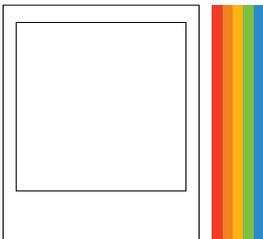


**Have questions? We've got answers.**

Visit us at [polaroid3d.com/support](https://polaroid3d.com/support)

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