



# Axial3D Cloud Segmentation Service Operator Manual - LLZ

**IFU-OPS-005**  
**Version 5**

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## 1. Description of Axial3D Cloud Segmentation Service

Axial3D Cloud Segmentation Service is a secure, highly available cloud-based image processing, segmentation and 3D modeling system for the transfer of imaging information to either a digital file or as a 3D printed physical model.

Axial3D Cloud Segmentation Service is made up of a number of component parts, which allow the production of patient-specific 1:1 scale replica models, either as a digital file or as a 3D printed physical model.

## 2. Indications for use

Axial3D Cloud Segmentation Service is intended for use as a cloud-based service and image segmentation framework for the transfer of DICOM imaging information from a medical scanner to an output file, which can be used for the fabrication of physical replicas of the output file using additive manufacturing methods.

The output file or physical replica can be used for treatment planning and/or diagnostic purposes in the field of orthopedic, maxillofacial, and cardiovascular applications in adults. The output file or physical replica may also be used for pediatrics between the ages of 12 and 21 years of age in cardiovascular applications.

Axial3D Cloud Segmentation Service should be used in conjunction with other diagnostic tools and expert clinical judgment.

## 3. Contraindications

Axial3D Cloud Segmentation Service is not intended for use with Ultrasound and X-Ray imaging.

## 4. Cautions and warnings

Axial3D Cloud Segmentation Service is intended for use by trained medical professionals for surgical planning in the following applications; orthopedics, maxillofacial, and cardiovascular.

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The physical 3D printed model or digital file should be used in conjunction with expert clinical judgment and alongside the original DICOM images. Changes in patient anatomy may occur between the time of imaging and surgery, this may impact the performance of the 3D printed physical model, the patient should be assessed for changes in anatomical structures prior to the procedure.

The 3D printed physical models are not intended for sterilization or for use within a sterile field.

Axial Medical Printing Limited recommends DICOM images which are below 1mm slice thickness for surgical planning on 3D reconstructions or physical 3D printed models.

Fragments present in orthopedic models below 5 mm shall be removed from the digital file to be printed, this is to reduce the risk of these fragments breaking away from the model during post-processing practices.

Users intending to 3D print digital files provided by Axial Medical Printing Limited must be able to follow post-processing and inspection guidelines provided by Axial Medical Printing Limited to ensure diagnostic quality of anatomical model. If these processes are not followed the diagnostic quality of the final 3D printed physical model cannot be guaranteed.

Please ensure that you are using the latest version of the supported browsers, and you have antivirus protection installed on your end user device. To access the service, all communication is via HTTPS and only port 443 is required to be open. Any issues with the service will be communicated to you via your registered email address.

## 5. Validation of 3D printed models

The validation of the physical printed models was completed by CT scanning the physical 3D printed model with a 0.67 mm slice spacing on the Philips Brilliance iCT 256 CT Scanner and GE Medical Systems Revolution CT Scanner with a slice thickness of 0.67mm and compared with the original DICOM data. The Philips machine used in the validation testing is the following FDA cleared device:

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Name: System, X-Ray, Tomography, Computed  
Product Code: JAK  
Regulation No: 21 CFR 892.1750  
Class: 11 Panel: Radiology

The GE machine used in the validation testing is the following FDA cleared device:

Name: Revolution ACT  
Product Code: JAK  
Regulation No: 21 CFR 892.1750  
Class: II

The following scanning modalities have been validated

CT - computed tomography  
CTA - CT angiography

[Note: Only the Stratasys Polyjet J750, the Stratasys J5 Mediprint, and the Formlabs Form3B printers are qualified to print models for pediatric indications](#)

## 6. Instructions for use

### 6.1. How to Register an Account on Axial3D Cloud Segmentation Service

- Visit <https://orders.axial3d.com/login>
- Click on Register a new account
- Enter all information requested on page:
  - **Title**
  - **First Name**
  - **Last Name**
  - **Email**
  - **Telephone Number (Optional)**



- **Password** (Requires at least 8 character with at least 1 letter, 1 number, and 1 special character)
- **Confirm Password** (must match previous Password Entry)
- Click the Box to **Accept Axial3D Terms of Use and Privacy Policy** (Click on Terms of Use and Privacy Policy to read)
- Click **Submit** to complete registration
- The next page will provide the following message:

*Email Confirmation*

*Thank you for signing up.*

*Please check your email and click on the Account Confirmation link sent to [yourname@email.com](mailto:yourname@email.com) This link will expire in 24 hours.*

*Once you have confirmed your account, you can Login.*

*[Go to Login button]*

*Need help setting up your account? Call us on +1 857 412 7244 (US) / +44(0)28 9018 3590 (UK/EU) or email us at [orders@axial3d.com](mailto:orders@axial3d.com)*

## 6.2. How to place an order - Uploading DICOM images Now

- Login with registered account details at <https://orders.axial3d.com/login>
- Click **New Order** to request a 3D model enter the order catalog

### 6.2.1. Specialism / Anatomical Region(s)

- Choose a **Specialism/Anatomical Region** from the drop menu
- Choose a **Sub Region(s)** from the drop down menu to specify anatomy required
  - Select either **Oncology and/or Trauma or both** (optional) if relevant to the patients pathology

### 6.2.2. Patient Details

- Provide **Custom Order ID (optional)**, this ID is specific to customer internal records
  - To enable this feature reference [Section 7.7 Enabling Custom Order ID](#)
- Provide patient **Birth Year** if unknown select **Undisclosed** from dropdown
- Provide **Gender** if unknown select **Undisclosed** from dropdown

### 6.2.3. Patient Pathology

- Provide details of the **anatomical structures** needed in the model
  - List all specific areas required
- Provide details of the **patients relevant pathology**
  - Provide a brief description of the patient's condition or diagnosis

- If the selected specialism is Orthopaedic, Neurology or CMF specialism, select if you would like to include any **implants or foreign bodies** visible in the scan in the final 3D model. Or, select 'N/A' if not applicable
- If the selected specialism is Cardiothoracic & Vascular, and you know what **type of cuts** you require on the model, please select from the drop down options.
  - Select **Add Cut** and choose **Cut Type** and **Cut Location** from the drop down menu. Multiple cuts can be added.
  - If the desired cuts are unknown, select **No**, and use the text box to describe the internal anatomy you would like to view.

Please note: This question is displayed only when the Sub Region is Full Heart or Partial Heart under Cardiothoracic. It is not shown for Vascular sub regions or other Cardiothoracic sub regions (e.g. Lungs, Ascending Aorta & Arch, Blood Flow, Sternum). In addition, if the Sub Region is changed from Full Heart or Partial Heart to any other Sub Region, any previously entered cut information will be automatically cleared.

- If the selected specialism is General surgery, Urology & Gynaecology or Other, no additional questions are required.

#### 6.2.4. Model Type

- Choose **model type**
- Select from **digital model(s)**
  - **3D Visual**, included with all orders
  - **3D Mesh**
  - **3D Print-ready file**
- If a **3D Print-ready file** is selected, provide details of **3D Print-Ready Requirements**
  - Specify your **printer model/size** (optional)
- Select a physical model

- **3D Print**
- If a 3D Print is selected provide details of **3D Print Requirements**
- Select **model material**
  - **Standard:** suitable for visualizing the anatomy but can not be drilled
  - **Tissue Mimicking:** Suitable for case rehearsal, if you need to drill or cut bone models or suture cardiac models
  - **Not Sure:** the Axial3D team will contact you to help determine the most appropriate material
- Add **3D Print Delivery Details**
  - Select **Add an Address** to enter the details for shipping
  - Returning customers can select a previously entered address from the dropdown menu, or select **Add an Address** to enter a new location

### 6.2.5. Date Required (optional)

- This is an optional field. If you don't need your order right away, you can choose a later delivery date. If no date is selected, we will deliver as soon as possible.

### 6.2.6. Upload DICOM Files

- DICOM files can be uploaded by either dragging and dropping the images into the upload window, selecting the DICOM files to upload, selecting the DICOM folder to upload or referring the upload process to the PACS Department.

#### 6.2.6.1. Drag and drop

- Open the folder on your computer (or disk) where the files are located
- **Highlight all DICOM images (.dcm)**
  - Do not include the DICOM viewer
  - We also accept compressed ZIP format folders of .dcm files

- We do not accept files that are not .dcm
- Drag the files onto the order screen in the area marked **Drag and Drop to Upload Files**
  - You can confirm the number of files matches at the right of your screen in the summary

### 6.2.6.2. Add Files

- Select **Add Files**
- Navigate to the DICOM images on your computer (or disk) where the files are located
- Select all images in the DICOM folder
- Select **Open**

### 6.2.6.3. Add Folder

- Select **Add Folder**
- Navigate to the folder containing all DICOM images on your computer (or disk) where the folder is located. The folder must be a compressed zipped folder to upload
  - Only upload DICOM images associated with the patient in the order details. Each upload should only contain scans for one patient.
  - Do not upload images for multiple patients into one order
- Select the relevant folder
  - Select **Open**

- This process can be repeated if more DICOM files are available to upload
- If the DICOMs are not available at the time of placing the order, the rest of the order details can be complete, the order can still be placed and the images can be uploaded at a later time. Complete as much of the order form as possible, then select **Place order**. If DICOM images are missing, a popup message will appear before placing the order to highlight this. Click **No, go back** if you do have access to the images and want to upload now, or click **Yes, upload later** if you will access to the images at a later time.

[Section 6.3 Uploading DICOM images later](#) provides instructions for uploading images at a later time.

#### 6.2.6.4. Refer upload to PACs department

- Select **Refer upload to PACS Department**
- **Request a scan from your PACS Department**, select an email from the drop-down menu
- If the required email address is not available in the drop-down menu, select **Add a new email**
  - Enter the name and email for the PACs contact
  - **Note:** If this is a new email address, you must select **Add Contact** to proceed with the PACs referral
- Enter the **Patient Healthcare ID**
- Enter **Scan type(s)**, e.g. CT or MRI
- Enter **Scan date**
- Provide additional information in the **Scan notes** if required for the PACS department
- If the patient has more than one scan that is required for the order, select **Add another scan to this request**
  - Enter **the Scan type(s)**
  - Enter **Scan date**
  - Enter **Scan Notes**
- For PACs departments uploading images on a requesters behalf, follow [Section 6.7 PACS Image Transfer](#)

#### 6.2.7. Additional Requirements

- This is an optional field. Please include any additional requirements or comments for processing the order here.

## 6.2.8. Order Summary and Place Order

- Order details can be reviewed to ensure all details are correct. Once reviewed, select **Place Order**
- If a section has not been completed, the Order Summary will identify the information to be provided before completing the order
- Once the order is placed, the DICOM files will be uploaded to the order
- A notification will appear to confirm that the order is complete
  - Select **Create Another Order** to create a new order
  - Select **Copy Order** if another model is required with the same requirements
  - Select **View My Orders** to return to the **My Orders** page

## 6.2.9. Email Confirmation

- An email will be sent to the address registered on the ordering platform
- The email will confirm order specifications and contain a reference to the order number
- Select **View order** to open the order
- The order will also be accessible from the table accessed at **My Orders** from the main menu

## 6.3. Uploading DICOM images later

- Login with registered account details <https://orders.axial3d.com/login>
- On the **My Orders** page, navigate to the order number that requires DICOM files
- If DICOM files are required, this will be highlighted on the order
- Select **Add Files**
- DICOM files can be uploaded by either dragging and dropping the images into the upload window, selecting the DICOM files to upload or selecting the DICOM folder to upload.
  - Follow [Section 6.2.6 Upload DICOM Files](#) for further details
- Once the files have been added, select **Start Upload** to complete the upload of DICOMs to the order
  - Ensure upload is complete before closing webpage
- Select **Upload More DICOMs** if more DICOM files can be added to the order

## 6.4. PACs image transfer request

Image transfer options are available for PACs/ Imaging departments. Images can be transferred securely to Axial3D via IEP and Powershare Networks.

Contact Axial3D for more information on setting up a secure image transfer connection. *Call us on +1 857 412 7244 (US) / +44(0)28 9018 3590 (UK/EU) or email us at [orders@axial3d.com](mailto:orders@axial3d.com)*

## 6.5. Uploading DICOM images later - Refer to PACs

- Login with registered account details at <https://orders.axial3d.com/login>
- On the **My Orders** page, navigate to the order number that requires DICOM files

- If DICOM files are required, this will be highlighted on the order
- Select **Add Files**, this will open the order details page
- Select **Refer to PACs** from the drop-down menu
  - Reference Section [6.2.6.4 Refer upload to PACs Department](#)

## 6.6. Adding additional DICOM images to order

Additional DICOM images can be added after the order has been placed, and after the initial DICOMS have been uploaded.

- Login with registered account details at <https://orders.axial3d.com/login>
- On the My Orders page, navigate to the order number that requires additional DICOM files
- Click on the order to open the order details page
- To upload files directly to the order, select **Add DICOMs**
- Reference Section [6.2.6.1](#), [6.2.6.2](#), [6.2.6.3](#) above for details on how to complete this
- To upload files via PACs transfer, select **Refer to PACs**
- Reference [Section 6.2.6.4](#) above for details on how to complete this

## 6.7. PACS Image Transfer

- This section is relevant to those in PACs imaging department who will be transferring images to Axial3D on behalf of someone else
- Click on the **Transfer Files** button in your email request you received from [orders.axial3d.com](https://orders.axial3d.com)
  - Note: This transfer link expires 72 hours following request
- Your Web Browser will open up to an **Axial3D page** to upload images, registration and login is not required for PACs team members to upload files
- Follow [Section 6.2.6.4 Refer upload to PACs Department](#) for further details
- Click **Start Upload** (once you confirm you have the correct number and type of files)
  - The upload screen will provide the progress of the upload
  - When completed, the Upload Progress will be 100% and a Pop-up will display saying Upload Successful for order number (RC)PXXXXX
- If you wish to upload more DICOMs, select **Upload More DICOMs** and repeat the upload process

## 6.8. How to Request a model - predefined order specification

Customers who request the same model type for each patient case will have a list of predefined orders to select from.

- Login with registered account details at <https://orders.axial3d.com/login>
- Select **New Order**
- Select **Predefined Order**
- From the drop-down select the Predefined Order Type required for the patients case, e.g. Hip - 3D Visual / 3D Mesh
- Enter **Custom Order Requirements (Optional)**, this optional field can be populated with additional information if the model requested requires minor customizations to the standard order requirements. Specify all modifications in this field.

## 6.8.1. Enter Patient details

- **Custom Order ID** (optional), this ID is specific to customer's internal records
  - To enable this feature reference [Section 7.7 Enabling Custom Order ID](#)
- Patient **Birth Year**
- Patient **Gender**

## 6.8.2. Date Required (optional)

- This is an optional field. If you don't need your order right away, you can choose a later delivery date. If no date is selected, we will deliver as soon as possible.

## 6.8.3. Upload DICOM Files

- DICOM files can be uploaded by either dragging and dropping the images into the upload window, selecting the DICOM files to upload, or selecting the DICOM folder to upload or referring the upload process to the PACS Department.

### 6.8.3.1. Drag and drop

- Open the folder on your computer (or disk) where the files are located
- Highlight all DICOM images (.dcm)
  - Do not include the DICOM viewer
  - We also accept compressed ZIP format folders of .dcm files
  - We do not accept files that are not .dcm
- Drag the files onto the Screen in the area marked **Drag and Drop to Upload Files**
  - You can confirm the number of files matches at the right of your screen in the summary

## 6.8.4. Add Files

- Select Add Files, and navigate to the DICOM images, select all images in the DICOM folder and select Open

## 6.8.5. Add Folder

- Select **Add Folder**, and navigate to the folder containing all DICOM images. The folder must be a compressed zipped folder to upload
  - Only upload DICOM images associated with the patient in the order details. Each upload should only contain scans for one patient; do not upload images for multiple patients into one order.
- This process can be repeated if more DICOM files are available to upload
- If the DICOMs are not available at the time of placing the order, the rest of the order details can be completed, and the images can be uploaded at a later time. [Section 6.3 Uploading DICOM images later](#) provides instructions for uploading images at a later time.

## 6.8.6. PACS Image Transfer

- This section is relevant to those in PACs imaging department who will be transferring images to Axial3D on behalf of someone else
- Click on the **Transfer Files** button in your email request you received from [orders.axial3d.com](https://orders.axial3d.com)
  - Note: This transfer link expired 72 hours following request
- Your Web Browser will open up to an **Axial3D page** to upload images, registration and login is not required for PACS team member to upload files
- Follow [Section 6.2.6.4 Refer upload to PACs Department](#) for further details

## 6.9. Exit Order Creation

The order can be cancelled at any time during the ordering process. Select Exit Order, to return to the **My Orders** page

## 6.10. My Orders page

- Login with registered account details at <https://orders.axial3d.com/login>
- By default, this will open on **My Orders**
- All order requests can be viewed on **My Orders** page, this will display
  - Order Date
  - Date Required
  - Order ID / Custom Order ID
  - Patient info
  - Specialism/Anatomical Region
  - Files: Number of Files processed and Number of Valid DICOMs
  - Model Type, 3D Visual, 3D Mesh, Print Ready File, 3D Print
  - Order Status
- Order status will automatically update as the order progresses through production.
- Orders can be sorted by Order Date, Date Required and Order Status.

Please note:

Orders can be sorted by one column at a time.

If an order does not have a Date Required, it will automatically be sorted using the Order Created Date instead. This ensures the order remains visible in a logical position within the list.

- If the Order status appears in Red there is an action required of the Order Requester
  - **DICOMs required:** The Order request has not received DICOMs, the processing will not commence on the order until valid DICOM have been received. Follow [Section 6.2.6 Upload DICOM Files](#)
  - **Awaiting approval:** 3D visual has been sent to the requestor to approve, before production will continue
    - The 3D visual can be reviewed in the order
    - Select the order number that has an associated approval action
    - The 3D visual will appear on the screen to review
- Email the Axial3D team to approve the order or request further edits

## 6.11. File Summary

Select the required order from the My Orders page

By default, this will open on the Order Details tab

Select the File Summary tab

The File Summary tab will display uploaded file information, including:

Series Name

Series Number

Scan Date

Slice Spacing

Modality

Patient Birth Year

Gender

Image Count



An indication of which series has been used for the order

## 6.12. List of validated printers

The following printers and materials have been validated for 3D printing anatomical models.



[Note: Only the Stratasys Polyjet J750, the Stratasys J5 Mediprint, and the Formlabs Form3B printers are qualified to print models for pediatric indications](#)

**NOTE:** Using other printers or materials will require additional validation and testing.

Printer Manufacturer	Technology	Model	Material	Applications
Formlabs	Vat Polymerization	Form 3B Form 3L Form 3BL 	Standard White V4 FLGPWH04	Orthopedics Cardiovascular Maxillofacial
			Standard Draft V2 FLDRGR02	Orthopedics Maxillofacial Cardiovascular
			Standard Clear V4 FLGPCL04	Cardiovascular
			Flexible 80A V1 FLFL8001	Cardiovascular
			Standard Clear V4.1	Cardiovascular
			BioMed White Resin	Orthopedics Cardiovascular Maxillofacial
			BioMed Clear Resin	Cardiovascular

			Model v3 Resin	Orthopedics Maxillofacial Cardiovascular
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**Note: BioMed White and BioMed Clear material can only be printed on Form 3B and Form 3BL**

Printer Manufacturer	Technology	Model	Material	Applications
	Polyjet	J750 	VeroPureWhite VeroMagenta	Orthopedics Cardiovascular Maxillofacial
	Polyjet	J5 MediPrint 	VeroPureWhite VeroMagenta	Orthopedics Cardiovascular Maxillofacial

**Note: Anatomical 3D printed models have not been validated for printing in a combination of materials with differing physical properties**

Printer Manufacturer	Technology	Model	Material	Applications
HP	Multi-jet Fusion	HP580 	Nylon PA12	Orthopedics Cardiovascular Maxillofacial
	Multi-jet Fusion	HP540 	Nylon PA12	Orthopedics Cardiovascular Maxillofacial

## 7. Account Management

### 7.1. Searching for an order on Axial3D Cloud Segmentation

- Login with registered account details at <https://orders.axial3d.com/login>
- By default, this will open on **My Orders**
- Scroll down through orders presented on the **My Orders** table
- Or enter (RC)PXXXXX in **Search order number** field (this will bring up that specific order)

## 7.2. Changing accounts details

- Login with registered account details at <https://orders.axial3d.com/login>
- Click **Account**
- Click **Change Password**
- Enter **Current Password**
- Enter **New Password**
- Click **Update**

## 7.3. Forgotten password

- Visit <https://orders.axial3d.com/login>
- Click **Reset your password**
- Enter **Email Address**
- Click **Continue**
- Select **Reset password** via the email link you will receive from Axial3D in your Inbox
- Enter **New Password**
- Confirm **New Password**
- Click **Submit**

## 7.4. Accessing Axial3D contact details

- Login with registered account details at <https://orders.axial3d.com/login>
- Click **Account**
- Click **Support**

## 7.5. Configure PACS Emails

- Login with registered account details at <https://orders.axial3d.com/login>
- Select **Account**
- Select **Configure PACS Emails**
- Add new PACS email contact, enter **Name** and **Email** of PACS contact
- Select **Add Contact**

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- Additional PACS contacts will be available from the drop-down menu when requesting a PACs transfer [Section 6.2.6.4](#)

## 7.6. Log Out of platform

- Click **Account**
- Select **Sign Out**

## 7.7. Enabling custom order ID

If a custom ID is required on the model, this feature must be enabled within account management settings

- Login with registered account details at <https://orders.axial3d.com/login>
- Navigate to **Account**
- Select **Order Options**
- Select **Enable Custom Order ID in order creation**
- Select **Save**

## 8. End User - receiving a 3D printed model from Axial3D

On completion of the end users order request, Axial3D engineer will process the DICOM images to produce a digital file for printing. Axial3D engineer will 3D print the anatomical model on their validated printers. The end user will receive an automated email notification that their 3D printed model has been dispatched. The completed 3D model will be delivered to the delivery address provided by the end user.

## 9. End users receiving a Digital File

On completion of an Axial3D user processing an order to produce a digital file, an automated email will be sent to the end user to advise that the digital file is ready to be downloaded. The end user can retrieve the digital by following the steps outlined below

- Login with registered account details at <https://orders.axial3d.com/login>
- Select **My Orders**
- Navigate to the order number by entering (RC)PXXXXX in **Search order number** field, or by scrolling down through orders presented on the **My Order** table
- Click into the relevant order
- Click **Download 3D Product Files**
- A zip file will automatically download containing the digital file(s)
- Note: To review and use the 3D product files, please extract them from the .zip folder first.

## 10. End users - Printing a digital file

Axial3D has validated the printing of digital files on the list of 3D printers identified in [Section 6.11 List of validated printers](#). An end user that receives a digital file can upload the digital file to the validated 3D printer, using the manufacturers print file generation software to produce a physical 3D printed anatomical model. The end user must be trained by the printer manufacturer or a qualified 3D printer technician within their facility on the process for 3D printing models.

The end user intending to 3D print digital files provided by Axial3D must be able to follow the below guidelines on uploading a digital file to the printer, post-processing and inspection guidelines provided by Axial3D to ensure diagnostic quality of anatomical model. If these processes are not followed the diagnostic quality of the final 3D printed physical model cannot be guaranteed.

The end user can upload the digital file to the 3D printer manufacturers print file generation software. Below are the recommended softwares.

Printer Manufacturer	Printer Model	Software
Formlabs	Form 2, Form 3B, Form 3L, Form 3BL	PreForm
Stratasys	J750, J5	GrabCAD
HP	HP580, HP540	HP SmartStream 3D Build Manager

[Note: Only the Stratasys Polyjet J750, the Stratasys J5 Mediprint, and the Formlabs Form3B printers are qualified to print models for pediatric indications](#)

Anatomical models printed on Formlabs Form 3B printers must be printed in the following orientation for optimal print orientation layout. The end user must follow Axial3D validated print file orientation instructions, if these processes are not followed the diagnostic quality of the final 3D printed physical model cannot be guaranteed.

- 3D model is angled at a 20 - 60 degree angle to decrease the amount of surface area in contact with the resin tank which in turn reduces the amount of force on the 3D printed physical models as the build platform raises with each layer. Recommended Procedures ref: *WI-OPS-062 Preform Setup for Form3 & 3B - Customer instructions*
- Orient the model to stand with the merging feature facing toward the build platform to create a shared base for branching features to grow from. Instead of layers coming together at a joint, the layers separate into individual paths
- Overhanging features are oriented to self support during the printing process
- The region of the model that is elevated to be printed towards the mixer side to reduce print time for the final layers of the model.
- Post-print processes should be followed in line with Axial3D recommended Procedures ref: *WI-OPS-063 Formlabs Post-processing - Customer instructions*

## 11. Anatomical models printed on Stratasys printer:

- Insert STL file in the default position (File→ Add models)
- Arrange the model in the tray with an auto arrangement set.
- Assign material and send to printer recommended procedures *ref: WI-OPS-059 - Polyjet GrabCAD Print Scene Generation - Customer Instructions*
- Post-print processes should be followed in line with Stratasys recommended procedures *ref: WI-OPS-060 - J850 Post-processing - Customer Instructions*

## 12. Anatomical models printed on HP printers

When parts are added, the application automatically checks that the parts satisfy various conditions:

- In bounds, ensuring parts are positioned within the build volume
- Closed mesh
- Correctly oriented, orient each part by placing its critical features on the horizontal XY-plane as this will provide the highest resolution.
- Place small features such as pins, holes, and thin walls upside-down on the XY-plane to improve their look, feel, and strength. This also applies to raised texts, which should be printed on the XY-plane for maximum resolution
- Topologically valid: Are the parts printable? Parts beyond the boundaries of the build volume are considered out of bounds. Out-of-bounds parts can usually be fixed by clicking Auto-pack, or by manually moving the out-of-bounds part into the build volume. Parts with holes, troublesome orientations, and topologically invalid parts can be fixed by clicking Auto-Pack
- Remove the build unit from the printer after printing the parts
- Allow models to cool for the recommended time based on volume

Build chamber	Printing time		Safety cooling time	Natural cooling time		Fast cooling time *
	Fast print mode	Default/Strength print mode		Normal	Minimum *	
100% full	10 h	16 h 20 min	20–30 min	46 h	31 h	10 h
75% full	7 h 30 min	12 h 15 min	20–30 min	35 h	23 h	8 h

Build chamber	Printing time		Safety cooling time	Natural cooling time		Fast cooling time *
	Fast print mode	Default/Strength print mode		Normal	Minimum *	
50% full	5 h	8 h 10 min	20–30 min	23 h	16 h	6.5 h
25% full	2 h 30 min	4 h	20–30 min	12 h	8 h	5 h

- Once models have been cooled you must clean the parts to remove the thin layer of material attached to the surface.
- To do this, you need a bead-blasting machine. HP recommends a bead-blasting machine with the following specifications:
- Manual or automatic operation; Air pressure in the range 2–5 bar (29–72.5 psi); Glass beads of 70–110 µm diameter (0.00276–0.00433 in)
- This process consists of shooting an abrasive media, usually a bead (size and type results in different surface finishes), at high pressure at a printed part with compressed air, knocking loose unfused powder while also smoothing the finish of the part.

### 13. Post-print visual check and reprinting or failed prints

On completion of the 3D printing process at the end users facility a visual check of the printed model should be carried out to confirm that there are no defects. If a defect is identified the model should be reprinted. Before reprinting the end user should inspect and clean the 3D printer after a print failure, in line with the printer manufacturers guidelines.

#### 13.1. Formlabs Printer cleaning after failed print

A failed print can result in small partially cured resin floating within the tank or stuck to the film at the bottom of the tank. Before a new print can be started the resin tank should be cleaned by the end user. It is advised that after each print the tank should be inspected to ensure it is clear of small resin particles or debris. To clean the tank the End user should follow the recommended guidelines provided by Formlabs on cleaning resin tanks. Once the resin tank has been cleaned the print can be restarted.

## 13.2. HP Printer cleaning after failed print

If a defect is detected on completion of the 3D print on the HP machine. It is recommended to clear the build chamber before a new print can be started. The end user should follow HP guidelines on cleaning and maintenance of HP printers. Once the printer has been inspected and cleaned the model can be reprinted.

## 13.3. Stratasys Printer cleaning after failed print

If a defect is detected on completion of the 3D print on the Stratasys machine. It is recommended to clear the build chamber before a new print can be started, the End user should follow Stratasys guidelines on cleaning and maintenance of the printer. Once the printer has been inspected and cleaned the model can be reprinted.

If additional support is required the End user should contact [orders@axial3d.com](mailto:orders@axial3d.com) or call us on **+1 857 412 7244 (US) / +44 (0) 28 9018 3590 (UK/EU)**

## 13.4. Post-processing 3D printed models

3D printed anatomical models printed on the end users premises on their printing technology must be post-processed in line with the printer manufacturers guidelines. If these guidelines are not followed Axial3D can not ensure the diagnostic quality of the final 3D printed model.

### 13.4.1. Formlabs post-processing of 3D models - Washing parts in IPA

The FormWash removes uncured resin from the surface of models by simultaneously soaking and moving them in a solvent. To ensure the removal of all excess resin and stickiness it must follow the process:

**IPA (90% concentration) 1st Wash** - Also known as the clean wash.

**IPA (99% concentration) 2nd Wash** - This IPA wash will contain less concreted resin so will ensure the model is clean. - This is the final wash to ensure the model does not contain any residue of uncured resin on the model.

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To wash printed parts directly on the Form 3/3B build platform, align the top lip of the build platform with the arms of the Form Wash platform mount and fully insert.

Alternatively if printed on the Form 3L/3BL, remove parts from the build platform and place them in the basket. Follow step 9.4 on removal before adding to the wash basket.

Turn the knob to navigate the display menu and set the **Time**. Push the knob to select or confirm.

Select **Start** and the platform and basket will lower into the Form Wash. Ensure the outer lid closes fully.

Remove the build platform from the platform mount or remove parts from the basket.

### Wash 1 - IPA Form Wash Material Settings:

Draft V2 and Flexible 80A must not be exposed to solvent any longer than these timings as it can affect the overall quality of the model. Thin parts may also be affected by exceeding the wash time. Check the #Washes value on the Formwash settings to determine if the solvent needs to be replaced. Once reached 150 Washes the solution must be changed.

Resin	Wash Time (min)	Notes
Draft	10	Wash in fresh IPA for 10 minutes Tackiness has been observed on part surfaces when washed in alcohol with more than 5% resin concentration. Avoid washing Draft Resin for longer than the recommended time.
White	10	Wash in fresh IPA for 10 minutes
Clear	10	Wash in fresh IPA for 10 minutes.
Flexible 80a	10	Wash in fresh IPA for 10 minutes. Do not leave Flexible 80A Resin in IPA for longer than 20 minutes total, as IPA will begin to absorb into the material

		and break it down,
BioMed Clear	10	Wash in fresh IPA for 10 minutes
BioMed White	10	Wash in fresh IPA for 10 minutes
Model Resin	5	Avoid washing for longer than the recommended time

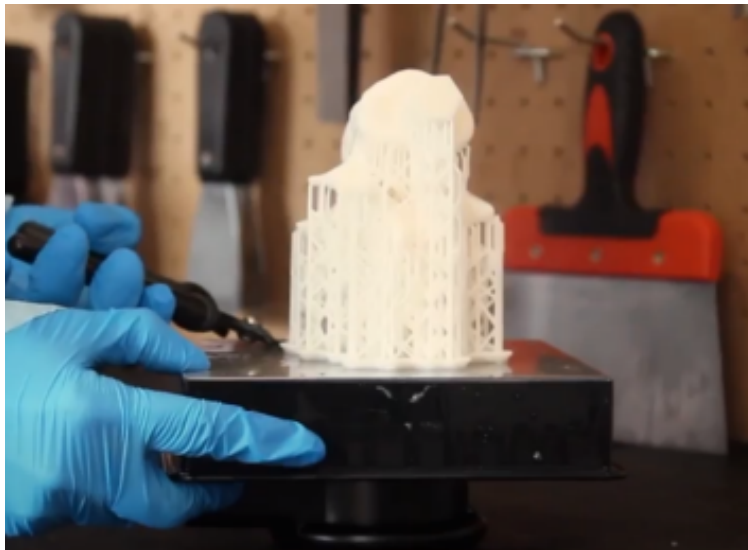
### Wash 2 - IPA Form Wash Material Settings:

Ensure that wash 2 is fresh clean 99% IPA to finish the model washing

Resin	Wash Time (min)	Notes
Draft	5	N/A Tackiness has been observed on part surfaces when washed in alcohol with more than 5% resin concentration. Avoid washing Draft Resin for longer than the recommended time.
White	5	N/A
Grey	5	N/A
Clear	5	N/A
Flexible 80a	10	Avoid washing for longer than the recommended time.
Elastic 50a	10	Avoid washing for longer than the recommended time
BioMed Clear	5	Avoid washing for longer than the recommended time
BioMed White	5	Avoid washing for longer than the recommended time
Model Resin	5	Avoid washing for longer than the recommended time

## 13.4.2. Formlabs post-processing of 3D models - Removing parts from the build platform

To remove the model from the build plate, ensure the snips are flat to the build plate. Snip around the base of the model. Once complete, using a rounded edge scraper, slide under the edges previously released by snips. This should allow the model to gently detach from the build plate.



Carefully do this over a table to avoid the model dropping from a height. Using a round edged scraper to scrape off any excess left behind on the build plate. Scrape away from yourself.

Using some IPA and paper towels, wipe down the top surfaces as well as the edges of the build plate until all surfaces are free of resin.

**NOTE:** It is important to keep the printer and build plate clean so as to avoid any faulty prints in future. Always check the printer and build plates for cleanliness after every print. This can be done using clean IPA and paper towels.

### 13.4.2.1. Drying parts

Always let prints fully dry before placing them in the Form Cure to avoid

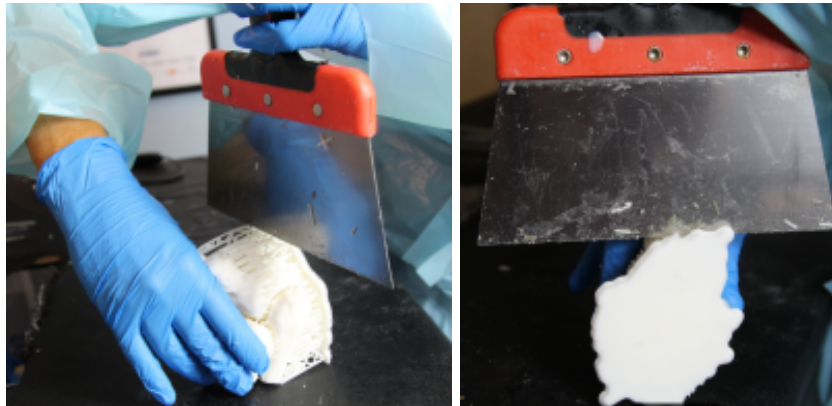
the models becoming tacky. Microfiber cloths can be used to dry the excess IPA on the model. Allow parts to dry for at least 30 minutes after washing to allow the solvent to fully evaporate from part surfaces. Ensure the area is highly ventilated while the solvent evaporates.

### 13.4.2.2. Removing support structures

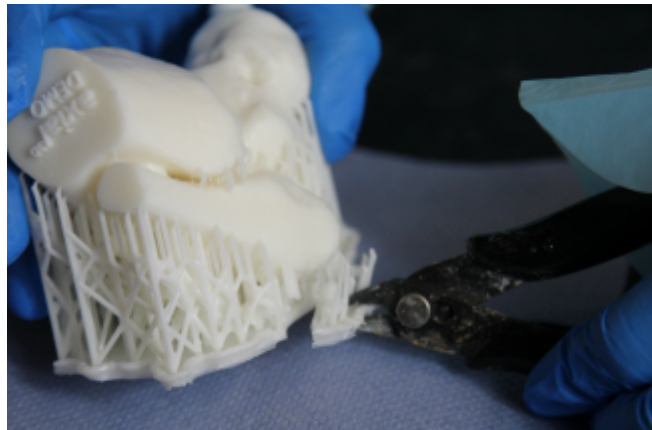
Using wire snips, cut around the base to break the raft into smaller sections.

Using a large sharp edged scraper and cutting through the support next to the base to fully remove the raft.

Ensure to take great care using the large scraper to remove the raft from the model.



Use the wire snips to slowly release the supports from the model, breaking off small sections until complete.



Carefully remove supports from delicate areas, use light pressure when snipping. Cut from the bottom of the support moving closer to the surface to avoid breaking off small features.

Small hand files and tweezers can be used for highly detailed parts. If parts still feel too fragile to remove supports, place into FormCure for recommended curing time and remove supports after this stage. Peel the supports from the model by hand for larger areas which are easy to access.

To remove supports from tight areas within the model it is best to use forceps or tweezers.



When all supports have been successfully removed, wipe over the model with a microfibre cloth and IPA to remove any excess tackiness.

An air compressor may also be used to remove debris when required.

### 13.4.2.3. Post curing prints using a Form Cure

Post-curing enables parts to reach the highest possible strength and become more stable. Post-curing is particularly important for Formlabs' range of functional resins: Castable, Flexible and Tough. After printing, optimizing the strength of parts depends on light and heat. Post-curing at higher temperatures results in a shorter time to fully cure. Additionally, higher temperatures lead to higher mechanical properties.



Optimal post-curing settings depend on equipment and the geometry of the part.

Ensure the parts to be cured are fully dry and have no solvent trapped on surfaces or interior of the part. Curing parts that contain solvent can dissolve resin inside the part and prevent parts from strengthening to their material properties.

Open the FormCure hood and distribute parts to be cured onto the round turntable. Close hood to allow part to begin curing.

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Turn knob to navigate the display menu and set the material type and version to see the recommended Form Cure time and temperature settings. This will automatically adjust the Time and Temperature values automatically.

These times are updated regularly so please check your resin's recommended post-cure time and temperature before beginning a post-cure cycle at [www.formlabs.com](http://www.formlabs.com)

You can manually adjust the time and temperature by selecting the Material value to Custom if required.



### 13.4.3. Form Cure material settings:

Resin	Form Printer	Cure Time (min)	Temperature Notes (degrees)
White	3 / 3B / 3L / 3BL	30	60 Use these settings for standard opaque resins including Black, Grey, Color, and Model, which have equivalent mechanical properties.
Grey	3 / 3B / 3L / 3BL	30	60 Use these settings for standard opaque resins including Black, White, Color, and Model, which have equivalent mechanical properties.
Clear	3 / 3B / 3L / 3BL	15	60
Flexible 80a	3 / 3B / 3L / 3BL	10	60 There is only one recommended post-curing time for Flexible 80A V1.
Clear v4.1	3 / 3B / 3L / 3BL	15	60 - Optimal for clarity and strength - too much curing can lead to yellowing
Biomed White	3B / 3BL	30	60 - Cycle ensures parts meet mechanical strength requirements
Biomed Clear	3B / 3BL	30	60 - Cycle ensures parts meet both mechanical strength requirements

Model v3 Resin	3 / 3B / 3L / 3BL	5	60 - Cycle ensures parts meet mechanical strength requirements
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### 13.4.4. Removing Support Bumps from 3D Models

If supports are still visible in certain internal areas, use the snips or tweezers to remove. Use hand files to remove support marks. A dremel can also be carefully used to remove support bumps.



Sandpaper should be used to give a smooth finish

**NOTE:** Gradually move from lower grade up to high grade as required. Metal filing tools can also be used in this step.



**NOTE:** Only remove the support bumps to ensure all landmarks are as close to exact as possible

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Once the model has been completely filed, wash the model under tap water. Use a toothbrush to remove any trapped dust. Dry the model with a microfiber cloth and leave the model to dry further in a ventilated area.

Removing support touchpoints sometimes leaves raised marks and divots on the parts surface. To reduce these marks, begin by using metal hand files to remove larger support marks. Dremels can also be used. Then use sandpaper to give a smooth finish. Begin by using the lowest grit sandpaper and gradually work to a higher sequence. Using a sequence of 240, 320, 1000 grit sandpaper.

**NOTE:** When sanding clear models, this procedure must be repeated until the clear model has a glass finish. Wet sanding paper to reduce dust and create a finer surface finish. Wet the surface of the model and sand down.

Use a squirt bottle to rinse the part with IPA or water and use a toothbrush to remove dust caused by sanding. Leave to dry before proceeding with the stage of post-production.

### 13.5. HP post-processing of 3D printed models

Remove the build unit from the printer after printing the parts  
Allow models to cool for the recommended time based on volume

Build chamber	Printing time		Safety cooling time	Natural cooling time		Fast cooling time * (in systems with fast cooling integrated)
	Fast print mode	Default/Strength print mode		Normal	Minimum *	
100% full	10 h	16 h 20 min	20–30 min	46 h	31 h	10 h
75% full	7 h 30 min	12 h 15 min	20–30 min	35 h	23 h	8 h

Build chamber	Printing time		Safety cooling time	Natural cooling time		Fast cooling time *
	Fast print mode	Default/Strength print mode		Normal	Minimum *	
50% full	5 h	8 h 10 min	20–30 min	23 h	16 h	6.5 h
25% full	2 h 30 min	4 h	20–30 min	12 h	8 h	5 h

Once models have been cooled you must clean the parts to remove the thin layer of material attached to the surface.

To do this, you need a bead-blasting machine. HP recommends a bead-blasting machine with the following specifications:

For PA materials:

- Manual or automatic operation
- Air pressure in the range 2–5 bar (29–72.5 psi)
- Glass beads of 70–110 µm diameter (0.00276–0.00433 in)

This process consists of shooting an abrasive media, usually a bead (size and type results in different surface finishes), at high pressure at a printed part with compressed air, knocking loose unfused powder while also smoothing the finish of the part.



## 13.6. Stratasys post-processing of 3D printed models

Remove the model from the build chamber

Cleaning the Model

Using the WaterJet, remove the support material from the model as thoroughly as

possible.



Immerse the model in the sodium hydroxide solution for up to two hours, depending on the model size and type.

**Caution:** Do not let sodium hydroxide come in contact with your eyes or skin. It may cause chemical burns, scarring, and blindness. Use protective goggles and nitrile gloves when handling sodium hydroxide and models soaked in it. In case of direct contact with sodium hydroxide, clean the affected area immediately with running water and then seek medical attention. Mixing sodium hydroxide with water generates heat that could ignite other materials.

Remove the model from the solution and immediately rinse the model under running tap water.

Using the WaterJet, remove any remaining support material from the model. Wipe down the model with a disposable paper towel and wait until the model is completely dry. (For faster drying, immerse the model in isopropyl for a few seconds and let the model dry for at least half an hour)




### 13.7. Final inspection of the 3D printed model




All digital files provided by Axial3D have a calibration token applied to the anatomical model. This calibration token measures 10 mm x 10 mm. On completion of post-processing, of the 3D printed anatomical model the end-user should carry out a calibration inspection using calibrated digital vernier calipers.

Overall visual inspection shall be carried out to confirm the finish quality of the 3D printed model.

## 14. Symbols glossary

Symbol	Title	Standard Designation Number	Description of Symbol
<b>LOT</b>	Batch code	ISO 15223-1:2016 (new draft in review) (Symbol 5.1.5) Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied	Indicates the manufacturer's batch code so that the batch or lot can be identified.
<b>MD</b>	Medical Device	ISO 15223-1:2019 (new draft in review includes this symbol) (Symbol 5.7.4) Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied	Indicates the item is a medical device
<b>Desc.</b>	Product description	N/a	

	<p>Consult instructions for use or consult electronic instructions for use</p>	<p>ISO 15223-1:2016 (new draft in review) (Symbol 5.4.3)          Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied</p>	<p>Indicates the need for the user to consult the instructions for use. NOTE 1 Synonym for "Consult instructions for use" is "Consult operating instructions".</p>
	<p>Manufacturer</p>	<p>ISO 15223-1:2016 (new draft in review) (Symbol 5.1.1)          Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied</p>	<p>Indicates the medical device manufacturer. Can be used with ISO 8601 date of manufacturer, YYYY-MM-DD</p>
	<p>Caution</p>	<p>ISO 15223-1:2016 (new draft in review) (Symbol 5.4.4)          Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied</p>	<p>To indicate that caution is necessary when operating the device or control close to where the symbol is placed, or to indicate that the current situation needs operator awareness or operator action to avoid undesirable consequences.</p>

	<p>Date of manufacture</p>	<p>ISO 15223-1:2016 (new draft in review) (Symbol 5.1.3)          Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied</p>	<p>Indicates the date when the medical device was manufactured. To be used with ISO 8601 date of manufacturer, YYYY-MM-DD</p>
	<p>Fragile, handle with care</p>	<p>SO 15223-1:2016 (new draft in review) (Symbol 5.3.1)          Medical devices - Symbols to be used with medical device labels, labeling and information to be supplied</p>	<p>Indicates a medical device that can be broken or damaged if not handled carefully.</p>
	<p>Prescription Only</p>	<p>CFR 21 801.15(c)(1)(i)(F) (US FDA)          Labeling - Medical Device: Prominence of required label statements           CFR 21 801.109 (US FDA)           Labeling - Prescription Devices</p>	<p>Requires a prescription in the United States of America          Caution: Federal (USA) law restricts this device to sale by or on the order of a physician.</p>

## 15. Manufacturer details



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+1 857 412 7244 (US)

## 16. Reporting adverse events to the FDA

MedWatch is the Food and Drug Administration's (FDA) program for reporting serious reactions, product quality problems, therapeutic inequivalence/failure, and product use errors with human medical products, including drugs, biologic products, medical devices, dietary supplements, infant formula, and cosmetics.

If you think you or someone in your family has experienced a serious reaction to a medical product, you are encouraged to take the reporting form to your doctor. Your health care provider can provide clinical information based on your medical record that can help the FDA evaluate your report.

However, we understand that for a variety of reasons, you may not wish to have the form filled out by your healthcare provider, or your health care provider may choose not to complete the form. Your health care provider is not required to report to the FDA. In these situations, you may complete the Online Reporting Form yourself.

You will receive an acknowledgement from the FDA when your report is received. Reports are reviewed by FDA staff. You will be personally contacted only if we need additional information.

Submitting Adverse Event Reports to FDA

Use one of the methods below to submit voluntary adverse event reports to the FDA:



Report Online at:

[www.accessdata.fda.gov/scripts/medwatch/index.cfm?action=reporting.home](http://www.accessdata.fda.gov/scripts/medwatch/index.cfm?action=reporting.home)  
Consumer Reporting Form FDA 3500B. Follow the instructions on the form to either fax or mail it in for submission. For help filling out the form, see MedWatchLearn. The form is available at [www.fda.gov/downloads/aboutFDA/reportsmanualsforms/forms/ucm349464.pdf](http://www.fda.gov/downloads/aboutFDA/reportsmanualsforms/forms/ucm349464.pdf)

Call FDA at 1-800-FDA-1088 to report by telephone.

Reporting Form FDA 3500 commonly used by health professionals. The form is available at [www.fda.gov/downloads/aboutFDA/reportmanualsforms/forms/ucm163919.pdf](http://www.fda.gov/downloads/aboutFDA/reportmanualsforms/forms/ucm163919.pdf)

## 17. Reporting Anomalous Conditions

Employees, suppliers or other third parties who are in contact with information and/ or systems of Axial3D are responsible for any system weaknesses, incidents or events which could lead to a possible incident.

If any of the following events occur contact the Information Security Officer (ISO) by [email report-an-infosec-incident@axial3d.com](mailto:report-an-infosec-incident@axial3d.com):

- no incident occurred, but the event related to a system, process or organisation may trigger the occurrence of an incident in the near or future; or
- an incident which cannot significantly impact confidentiality or integrity of information, and cannot cause long-term unavailability
- an incident which can incur significant damage due to loss of confidentiality or integrity of information, or may cause an interruption in the availability of information and/ or processes for an unacceptable period of time.

## 18. Glossary

Terminology/ Abbreviations/ Acronyms/ Definitions	Meaning
Artifact	Meaning any non-biological object in the scan, will be identified as only pixels with a hounsfield value higher than the hounsfield value of bone which represents metal. These pixels will be identified and labeled as artifacts for ML purposes in the scan.
Bead-Blasting	The operation of propelling, typically with compressed air, a stream of abrasive material against a surface to affect the surface finish.
Build Platform/Build Plate	The plate will hold the 3D print and move layer by layer as the model is made
CAD	Computer-Aided Design
Calibration Token	A small additional part of known dimensions is added as part of the QA process to ensure accurate printing.
Cardiovascular	relates to the heart and blood vessels.
CT	Computed Tomography
DICOM	Digital Imaging and Communications in Medicine
Digital Vernier Calipers	A precision instrument that can be used to measure internal and external distances extremely accurately
Form Cure	Used to post-cure 3D printed models
Form Wash	Used to wash 3D printed models in IPA after printing
In-Situ	In the natural or original position or place
IPA	Isopropyl alcohol
NM	Nuclear Medicine
OBJ	It is a file format used for a three-dimensional object containing 3D coordinates (polygon lines and points), texture maps, and other object information
Ortho	Orthopedic
PACS	Picture archiving and communication system

Pathology	The structural and functional deviations from the normal that constitute disease or characterize a particular disease
Post-Processing	The process of removing a printed model from a printer and applying finishes to create the final product
PPE	Personal Protective Equipment
Pre-Processing	The process of making a 3D file ready ready for printing through addition of dowels and branding
Raft	A horizontal latticework of filament that is located underneath your part, to support the 3D print process
Resin	UV curing liquid used as the substrate for printing
Segmentation	The process of labeling 2D images
STL	Describe only the surface geometry of a three-dimensional object without any representation of color, texture or other common CAD model attributes
Support Bumps	Small raised areas on the print surface caused by the removal of supports
Supports	Disposable thin lattice structures automatically added to assist in supporting a 3D printed model
Surfaces	3D models of the 2D labels that can be exported
Surface view	The function used to view the generated surface as a 3D model for export
Tank	A resin tank with a transparent base and non-stick surface, which serves as a substrate for the liquid resin to cure against, allowing for the gentle detachment of newly-formed layers
Topology	The anatomical structure of a specific area or part of the body
UV	Ultra-violet
WaterJet	A stream of water forced out through a small aperture
3D mesh	Is a collection of vertices, edges and groups to produce a 3D model
3MF	3D manufacturing format file type



## **19. Appendix Axial3D Cloud Segmentation Service Release Notes v2.1.0**

### **19.1. 2.0.0 Known Software Anomalies**

The Axial3D Cloud Segmentation Service Release Notes v2.1.0 provided alongside this Operator Manual can be referenced to inform the end user of any known issues or anomalies.

Any issues or anomalies present a negligible risk to the end-user and this appendix details any actions that should be taken by the end-user upon encountering such an anomaly.

## **20. Axial3D Insight Software Bill of Materials (SBOM)**

Users may request a copy of the Axial3D Insight Software Bill of Materials by contacting [support@axial3d.com](mailto:support@axial3d.com).

# IFU-OPS-005 (DOC-515) Ver. 5

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**Approved By:**

[\(CO-189\) LTF - Model v3 Resin](#)

**Description**

Update to add Model v3 Resin to list of validated materials for Formlabs SLA printers

**Justification**

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Assigned To:	Initiated By:	Priority:	Impact:
Lisa Donaldson	Lisa Donaldson	Medium	Minor

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**Version History:**

Author	Effective Date	CO#	Ver.	Status
Lisa Donaldson	April 13, 2026 2:46 PM GMT	<a href="#">CO-189</a>	5	Published
Noeleen McCullagh	March 17, 2026 3:20 PM GMT	<a href="#">CO-191</a>	4	Superseded
Noeleen McCullagh	October 16, 2025 12:56 PM GMT	<a href="#">CO-163</a>	3	Superseded
Cathy Coomber	August 21, 2025 3:33 PM GMT	<a href="#">CO-149</a>	2	Superseded
Cathy Coomber	July 23, 2025 8:22 AM GMT	<a href="#">CO-145</a>	1	Superseded
Cathy Coomber	August 19, 2024 4:00 PM GMT	<a href="#">CO-62</a>	0	Superseded