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Packing i3 printer for return - Original Packing Material

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STEP 1 Intro

- This guide will outline how to prepare and pack down your printer for return or repair using the packing material we supply with assembled printers.

⚠ Make sure you have read the additional information found in Packing i3 printer for return before proceeding.

ⓘ Be sure to read each step carefully! Colors on the Hexagon bullet points correspond to markers in the photos.

- If you do not have the original packing material and are providing your own please use the guide Packing i3 printer for return - Custom Packing Material.

If you are sending with the Multi Material Upgrade, pack this down beforehand. It will be added during the packing process.

STEP 2 Before you get started

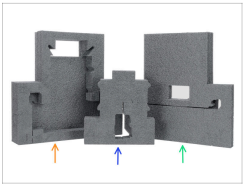
ⓘ Before you start packing it down, get out your phone or camera and take pictures of the printer before and during the packing process.

- Make sure the Serial Number sticker is present on the printer's frame. If it is not present, please contact support right away.
- Download the Prusa Service List PDF and fill out the form. Summarize the issue to make it quicker for our technicians to fix your printer.

  ⓘ The service list can be edited directly from the browser and should be sent together with pictures of the packing process.

⚠ When filling out the service list, do not refer to chat or email correspondence! Write out a summary of the issues you are experiencing.

STEP 3 Original packing material

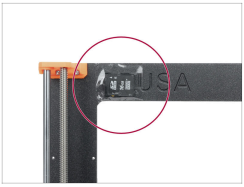
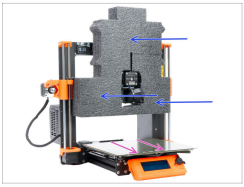
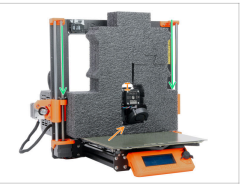

- **Here we will outline the required packing material:**
- Plastic foil
- Fragile sticker - Can be downloaded here.
- Packing tape

⚠ You can have a white version of the padding at home. It doesn't matter at all, the procedure is the same.

ⓘ In addition to this, you need the original box and padding material. Padding material has three parts, each with its own use:

- Bottom padding
- Extruder padding (in case you do not have this padding, skip to Step 5)
- Top padding

STEP 4 Placing the extruder padding

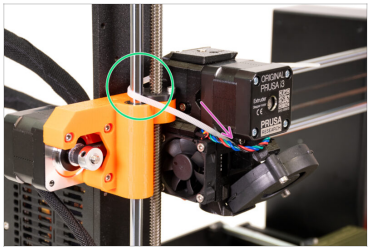




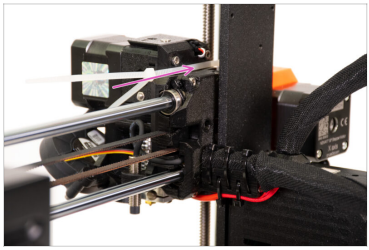
ⓘ There is no need to secure components with zip ties when using the original padding material.

- Tape the SD card to the frame. Make sure the G-code and STL of the print that caused issues are stored on it!
- Move the heatbed to the front of the printer (by the LCD panel)

  ⓘ The steel sheet should be placed on the printer during shipping!
- Place the extruder padding onto the extruder.
- By hand, turn the threaded Z-rods counterclockwise (CCW) to lower the padding until it stops on the bed.
- Be sure, that the extruder nozzle is slightly pushed into the extruder padding.

STEP 5 Securing the extruder with zip-ties (Part 1)



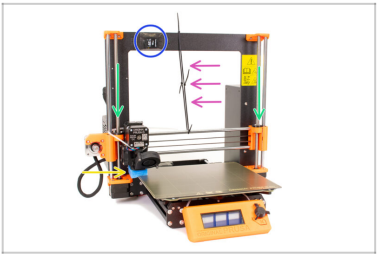


ⓘ Use steps 5 and 6 to secure the extruder only if you do not have the extruder padding.

- Lead the zip-tie around the smooth rod of the Z-axis.
- Lead the zip-tie below the wire of the extruder motor and filament sensor.

⚠ Make sure the zip-tie does not pinch any wires! They can cause damage in transit.

STEP 6 Securing the extruder with zip-ties (Part 2)



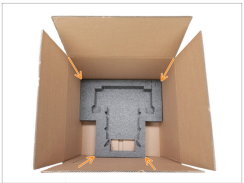
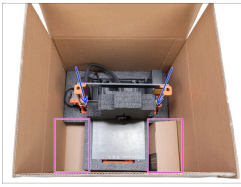
- Place a piece of foam under the nozzle.
- Lower the X-axis by screwing both of the threaded Z-rods counterclockwise (CCW) by hand.

ⓘ The nozzle should be seated in the foam and it should not be possible to lower the X-axis further.

- Connect together zip-ties to create a chain that reaches around the top smooth rod of the X-axis and the top of the XZ-frame.
- Tape the SD card to the frame. Make sure the G-code and STL of the print that caused issues are stored on it!

⚠ The SD card must not be in the LCD module during transport!

STEP 7 Placing the printer in its box


- Place the *bottom padding* in the box.
- Place the printer in the box, on top of the *bottom padding*.
- If you are sending the Multi Material Upgrade with the printer, place it in the space on the side of the LCD module.
- Place the *top padding*. Make sure the *extruder padding* is going through the hole in the padding.

STEP 8 Sealing the box

Before sealing the box make sure you have documented the packing process, sent it to our shipping department, and received approval!

Damage that occurs to unapproved shipments is liable to be covered to the sender.

- Close the box and tape it as described in the picture.
- Wrap the box up in plastic foil (cling film) to make it more sturdy and protect it from any water damage.
- Place the "Fragile" sticker on at least two sides of the box.

STEP 9 All done!

- That is all for the packing process! Proceed with emailing our shipping department, providing pictures of the packing process and the service list.
- You can contact the shipping department by either replying to their initial email or just emailing info@prusa3d.com.
- Once the packing process has been approved, you will receive a shipping label for the return.

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