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Packing the Enclosure for return - Original Packing material



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STEP 1 Intro



- ◆ This guide will outline how to prepare and pack down your Original Prusa Enclosure for return or repair using the packing material we supplied with it.

ⓘ 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 the Enclosure for return - Custom Packing material.

STEP 2 Before you get started



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

◆ Make sure the Serial Number sticker is present in the place indicated. If it is not present, please contact support right away.

STEP 3 Original packing material



◆ Here we will outline the required packing material:

◆ Plastic foil

◆ Fragile sticker - Can be downloaded [here](#).

◆ Packing tape

ⓘ In addition to this, you need the original box and padding material.

STEP 4 What needs to be packed ^{material} to be packed



- Four clear PETG sheets (to be packed in their own thin box that you received with the enclosure).
- Pack all the fasteners and additional parts of the enclosure in a sealed and secured envelope or in a smaller cardboard box that will fit within the Enclosure box.

STEP 5 What needs to be packed Part 2



- There are two different sizes of these profiles
 - 51cm / 20 inches
 - 56cm / 22 inches

STEP 6 Packing layer by layer - First layer



- Place the padding for the steel black sheets at the bottom of the box and insert the thin foam sheet in the foam casing.
 - Place the bottom and top sides of the enclosure on top of the thin foam sheet and make sure it fits into the foam casing.
 - Add a thin piece of protective layer between the metal sheets to prevent scratches - paper or one sheet of bubble wrap would be ideal.
- ⚠ Be sure not to include the PETG clear sheets in this box as they will be packed in a separate box later.**

STEP 7 Packing layer by layer - Second layer



- Place the cardboard sheet on top and add the padding foam to the sides of the box
- Place the Enclosure profiles into the foam padding **one at a time**. Make sure these fit and that you have placed the correctly sized profile in each assigned slit in the padding.
 - 2x short profiles (51cm/20 inches).
 - 2x long profiles (56cm/22 inches).
- Repeat the process of placing the profiles in the foam casing for the second layer of two long profiles and two short profiles.

STEP 8 Packing layer by layer - Small metal parts ^{material}



- Still on the second layer, pack the smaller metal parts and profiles to the sides of the box
- Place them into the padding as positioned in the photo.

STEP 9 Packing layer by layer - Third layer



- Add the third and last level of the profiles into the padding after the smaller components are safely packed.
 - 4x Short profiles (51cm/20 inches)
- Place the larger thin foam sheet on the top.

STEP 10 Final packing



- Pack the plastic parts and accessories in the cardboard box.
- Pack the four clear PETG sheets in the thin cardboard box. This cardboard box will be placed on top of the box with the profiles.
- Place the three boxes in the main cardboard box.

STEP 11 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 12 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.
