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Packing the Enclosure for return - Custom 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 still have the original packing material and will pack the Enclosure with it, use the guide Packing the Enclosure for return - Original Packing material.

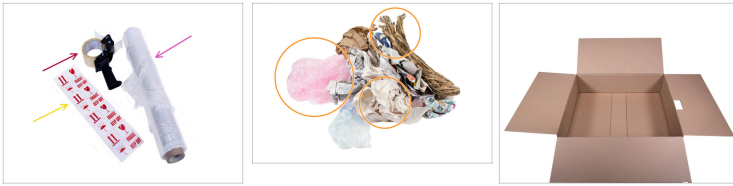
STEP 2 Before you get started



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 Custom packing material



Here we will outline the required packing material:

- Plastic foil
- Fragile sticker - Can be downloaded here.
- Packing tape
- Padding material like crumpled paper and bubble wrap.

i In addition to this, you need a cardboard box with dimensions 68 x 50 x 18 cm.

- Packing peanuts or styrofoam pieces are not a suitable packing material.** Especially large styrofoam pieces can break apart during transport and not provide adequate protection.

STEP 4 What needs to be packed ^{material}



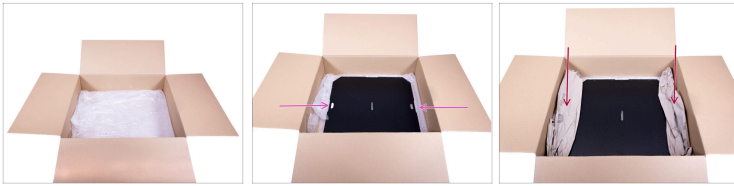
- Four clear PETG sheets (to be packed in their own thin box that you received with the enclosure).
- Pack all the fasteners and additional parts of the enclosure in a sealed and secured envelope or in a smaller cardboard box that will fit within the Enclosure box.

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 Part 1



- ◆ Add a sufficient padding layer to the bottom of the box - at least 4 cm (1.5 inches). You can use crumpled-up paper, bubble wrap, or clean textiles.
- ◆ Place one of the metal sheets from the enclosure on top of the padding layer. Make sure it is placed in the center of the box.
- ◆ Add padding to the sides. It is very important to fix the component firmly in place to ensure that there is no risk of these components being able to move and touch or puncture through the inner sides of the box.

STEP 7 Packing Part 2



- ◆ Use a thin piece of protective layer on top of the metal sheet of the enclosure to prevent scratches - paper or one sheet of bubble wrap would be ideal. After that is in place, put the clear PETG glass sheets to the center of the box, on top of the protective layer.
- ⓘ Keep making sure that the components are firmly held in place, not touching any side of the box directly.
- ◆ Use another single layer of protective padding to cover the top of the PETG glass sheets and place the remaining second metal sheet of the enclosure in the box.
- ◆ Cover the whole area with another layer of padding and proceed to pack the profiles.

STEP 8 Packing Part 3



- Pair the aluminum profiles in groups of four pieces. Same lengths together. You should have two groups of four pieces of the longer aluminum profiles and one group of four pieces of the shorter aluminum profiles.
- Make sure the profiles are tightly packed and don't slide out of the bubble wrap.

STEP 9 Packing Part 4



- Proceed to place the three bubble wrap packed groups of aluminum profiles in the box and fill in the empty space on the sides to prevent the aluminum profiles to move around.
- Now pack the rest of smaller aluminum pieces in the box. Ideally, wrap each piece in a bubble wrap or paper to avoid any scratches and/or other damage during transport.

STEP 10 Packing Part 5



- The best way of securing these parts in the box is to place them under the previously bubble wrap packed aluminum profiles.
- The space we have left in the middle of the box is going to be used for all the small parts and accessories, which should be safely packed so the small components, fasteners, nuts and screws are not able to spill into the box.

STEP 11 Packing Part 6 material



- Add another layer of packing material on top of everything. Use a padding big enough that you can tuck the excess along the sides.
- The contents of the box cannot move around. In case there is still space on the top of the box after all the items from the Enclosure have been packed, add more padding on top. The top padding can be slightly above top, so it can be pushed down a little when the box is closed (without creating a bulge).

STEP 12 Sealing the box ^{material}



- ① 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.**
- Wrap the box up in stretch 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, with the arrows pointing to the top of the box.

STEP 13 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.
