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# Packing the XL Multi-tool for return - Original Packing material



[help.prusa3d.com/g510169](https://help.prusa3d.com/g510169)

Scan the QR code to  
display the latest  
version of this  
chapter.



## STEP 1 Introduction



- ◆ This guide will outline how to prepare and pack down your **Original Prusa XL** for return or repair using the packing material we supply with assembled printers.
- ⓘ This guide is for all toolhead versions of the Original Prusa XL printer.
- ◆ Contact our customer support to receive the shipping instructions and label.
- ⓘ Be sure to read each step carefully! Colors on the Hexagon bullet points correspond to markers in the photos.
- ⚠ **The package with the printer is heavy! Always ask another person for help with handling.**

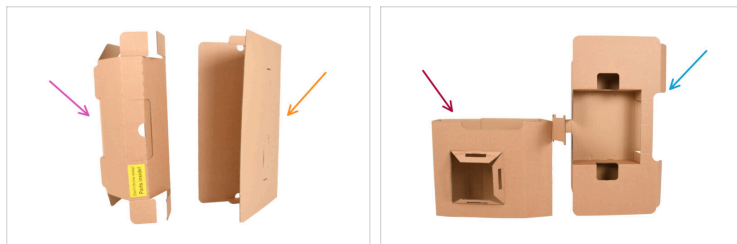
## STEP 2 Tools necessary for this guide



### For this guide, please prepare:

- 2,5mm Allen key
- 4mm Allen key
- TX10 Torx key
- Black packing tape or transparent cling wrap for added protection - optional, as you have the original packaging.
- Adhesive tape
- Fragile stickers (4x) Can be downloaded [here](#).
- Transport helpers that you received with your printer.
- Zip-tie (1x)

**STEP 3** Necessary cardboard fixations for this guide



- For this manual, **please prepare the complete original packaging material** in which the Original Prusa XL printer was sent to you.
- For this guide, please prepare:
  - Top front cardboard insert
  - Front inner insert
  - Cardboard insert
  - Top rear cardboard fixation
- ⓘ Continue to the next step...

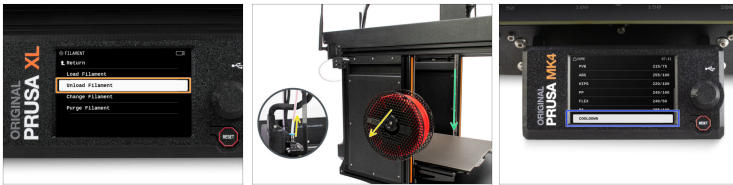
**STEP 4** Necessary fixations for this guide



◆ **For this guide, please prepare:**

- ◆ Left and right bottom rear fixation
- ◆ Left and right bottom front fixations
- ◆ Left and right top foam fixations
- ◆ Left and right top hardened cardboard fixations
- ◆ Extruder boxes ( one, two or five, depending on the number of toolheads on your printer)

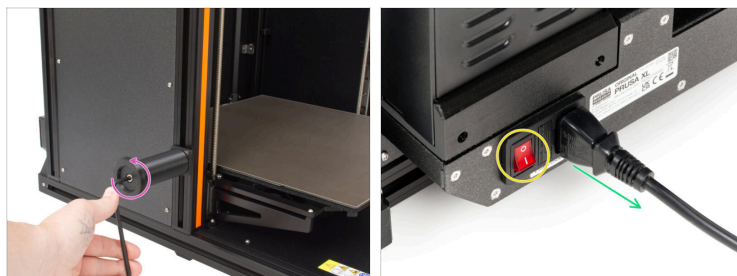
## STEP 5 Preparing the printer



- 🟠 If you have loaded the filament, unload it from the hotend. On the screen, navigate to *Filament* -> *Unload Filament*.
- 🟡 Remove the filament from the hotend. It is necessary to completely remove it from the printer.
- 🟢 Move the Z-axis down. On the screen, navigate to *Control* -> *Move axis* -> *Move Z*.
- 🟠 Cool down the printer. Go to *Preheat* -> *COOLDOWN*.
- ⚠️ **Wait until the hot parts are cooled down to ambient temperature. It takes approximately 10 minutes.**

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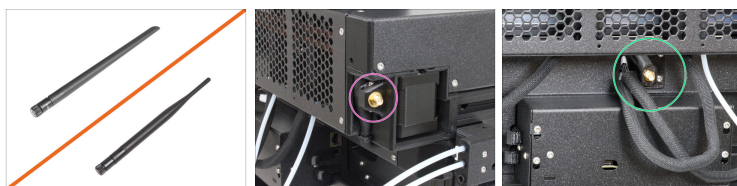
## STEP 6 Removing the Spool Holder



- Use the 4.0 mm Allen key to remove the screw holding the spool holders.
- Once you remove the spool holders, locate the power switch at the rear of the printer. Switch it to OFF (symbol "O").
- Unplug the power cable.

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## STEP 7 Wi-fi antenna holder versions







- The Original Prusa XL might be shipped with one of the two versions of the Wi-Fi antenna. Both work the same.
- Side version: Wi-Fi antenna holder is on the side at the rear of the printer. Go to the next step.
- Back version: Wi-fi antenna is in the middle at the rear of the printer. Skip to: **Removing the Wi-Fi antenna: Back version.**

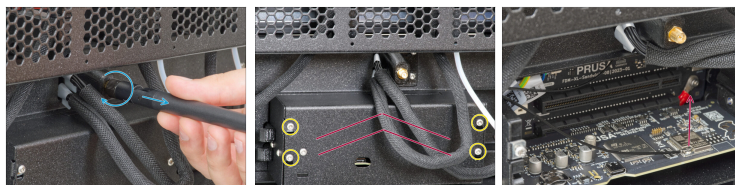
## STEP 8 Removing the Wi-Fi antenna: Side version



 **Make sure the printer is cooled down.**

-  Turn the printer with the rear facing you.
-  Unscrew and remove the Wi-Fi antenna from the printer.
-  Place the antenna and spool holder into the bag with other accessories.
-  Now, go to this step: **Disconnecting the Nextruder cables.**

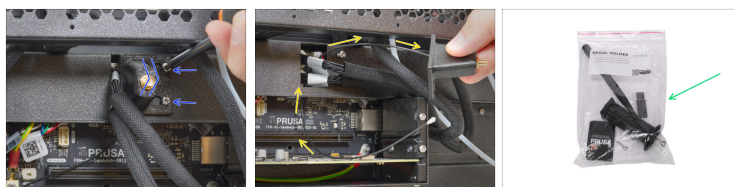
## STEP 9 Removing the Wi-Fi antenna: Back version



**Make sure the printer is cooled down.**

- Turn the printer with its back to you.
- Unscrew and remove the Wi-Fi antenna from the printer.
- Loosen the four screws with a T10 key. There is no need to remove the screw completely.
- Slide the XL-buddy-box-cover up and remove it.

## STEP 10 Removing the Wi-Fi antenna: Back version



- ◆ Disconnect the antenna connector from the XL buddy board.
- ◆ Loosen the two screws on the cover lightly, there is no need to remove them completely. Slide antenna holder to the right and remove it from the printer.
- ◆ Gently pull out the antenna holder with the cable from the opening in the rear-cable-management-upper. Add the antenna holder to the accessories bag.
- ◆ Add the antenna holder, antenna, and spoolholders to the accessories bag.

## STEP 11 Disconnecting the Nextruder cables (Dual-head)



- i** This step is intended for the **Dual-head version of the printer**. If you have the Five-head version, skip to the next step.
- Loosen two screws on the cover slightly. No need to remove them completely. Push the cover to the right and remove it from the printer.
- i** The cover might not be present depending on your printer variant.
- Remove the Nextruder connectors from both of the slots. Make sure to press the safety latch so to release the connectors.
- Attach the connectors cover to the screws. Push it all the way to the right and tighten the screws.
- Once the Nextruder cables on your Dual-head printer are disconnected, skip to this step: **Disconnecting the PTFE tube**.

## STEP 12 Disconnecting the Nextruder cables (Five-head)



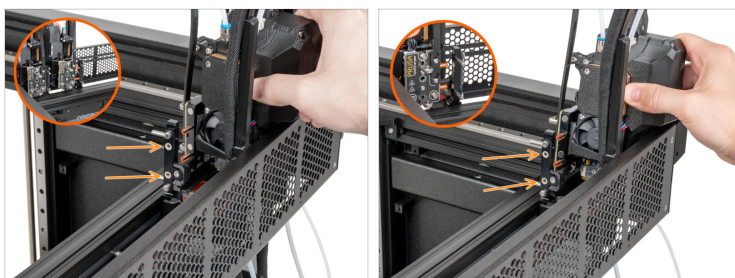
- i** **This step is intended for Five-head.** If you have the Dual-head version, skip to the next step.
- ⬢** Loosen four screws on the cover slightly. No need to remove them completely. Push the cover up and remove it from the printer.
- ⬢** Disconnect the three Nextruder connectors from the slots. Make sure to press the safety latch so to release the connectors.

## STEP 13 Disconnecting the PTFE tube



- There are two or five PTFE tubes on the side filament sensors depending on number of tool heads on your printer. The process is the same for both of them.
- Push the black collet to release the PTFE tube.
- Gently pull out the PTFE tube.

## STEP 14 Removing Nextruder docks



- Remove each Nextruder by pulling it outwards from the metal inserts.
- i** Although a small resistance is expected, as the metal inserts are magnetic, use moderate force.

## STEP 15 Removing the nozzle seals

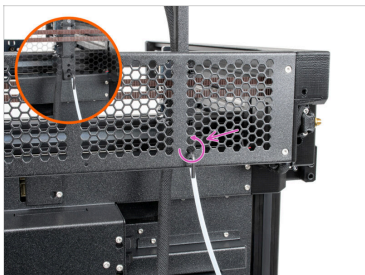


- ◆ Each of the nozzle docks have a nozzle seal that needs to be removed before removing the nozzle dock. Do that for all the toolheads on the printer.

- ⓘ Place the nozzle seal together with the other accessories.

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## STEP 16 Removing Nextruder docks



- ◆ Push the 2.5 mm Allen key all the way through the hole in the rear metal sheet until you reach the middle screw in the xl-dock-cable-router and loosen the screw until the dock is loose.
- ◆ Carefully pull up the Nextruder dock and cable from the printer.

## STEP 17 Fixing the metal insert



- i The M3x10 screw prevents the damage of the plastic parts during the transport.
- ◆ Take one M3x10 screw from the spare parts.
- ◆ Insert the M3x10 screw into the insert and secure it using a 2.5mm Allen key.  
**The metal insert has not move!**

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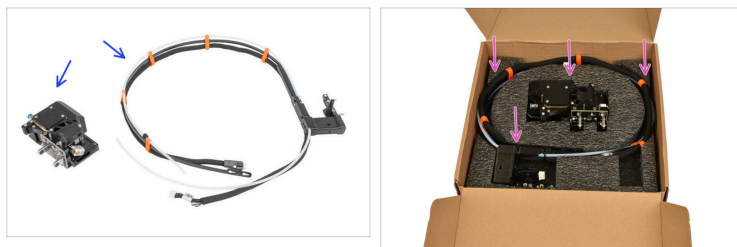
## STEP 18 Packing the extruder



- ◆ Using the T10 key, loosen the screws marked on the picture, there is no need to remove them. Slide down the flexible plate of the cable bundle and remove it.
- ◆ Press down the blue collet to remove the PTFE tube.
  - i If the PTFE is too slippery, try grabbing it with a piece of paper.
- ◆ Press the latch to detach the cable connector.

---

## STEP 19 Packing the extruder material



- ◆ The extruder and dock will be separated.
- ◆ Pack the extruder, dock, cables and PTFE carefully into the proper places in the foam.
- ◆ Close the box, and put the extruder packaging aside for now, we'll use it later.

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## STEP 20 Disassembling the LCD



- ◆ Use the 2,5mm Allen key to unscrew both M3x18 screws from the LCD supports.
- ◆ Gently unplug the LCD cable.

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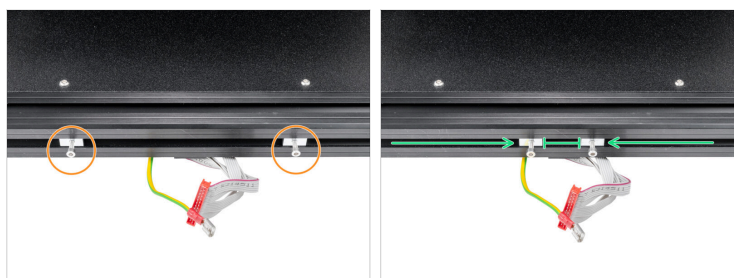
## STEP 21 Disassembling the LCD material



- Use the TX10 key to release the screw securing the PE cable.
  - Let the cables hang freely.
  - Pack the LCD into the bubble wrap to prevent damage while shipping. It will be placed in the top rear cardboard fixation later.
- i** Keep the M3x18/12 screws for the next step.

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## STEP 22 xLCD cables preparing



- Insert both screws into the M3nEs nuts and secure them. A few turns are enough.
- Slide the M3nEs nuts closer to the center of the printer. Leave a small gap for the cables.

## STEP 23 xLCD cables securing



- Pull the xLCD cables up.
- Secure the zip-tie around the screws to hold the xLCD cables in place.

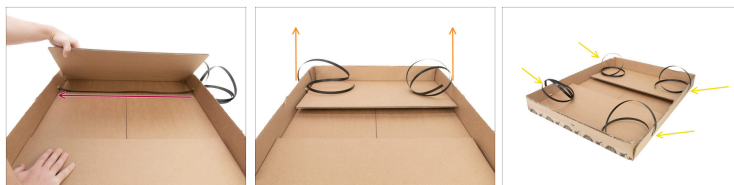
## STEP 24 Preparing the bottom







- The bottom part of the box has 4 pre-cut holes for shipping straps.
- Use your finger to push through the pre-cut holes in the cardboard.

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**STEP 25** Preparing the <sup>material</sup> bottom






 **Do not twist the shipping straps.**

-  Take the shipping straps.
-  Stretch the shipping strap between two holes as described in the picture.
-  Move the shipping strap to be the same length on both sides.
-  Stretch the shipping strap on the second side of the bottom part box.

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**STEP 26** Preparing the bottom



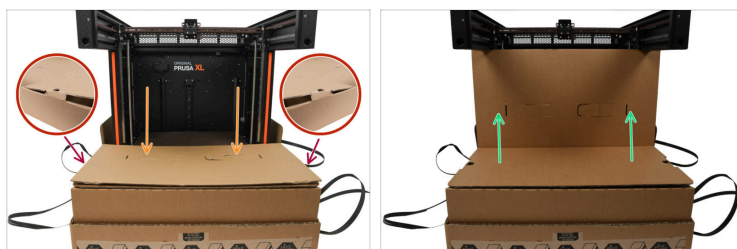
-  Insert the cardboard base into the bottom part of the box.
-  The front of the box shows cardboard cuts on the sides.
-  Put the fixation into the cardboard base as described in the picture.

## STEP 27 Inserting the printer



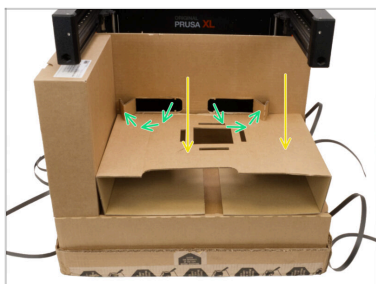
-  **Do not hold the printer by the top metal profiles!!!** Otherwise, you may warp the printer and damage the LED lighting inside the profiles.
-  **Handle the printer in two people.**
-  Use the side handles on both sides of the printer to handle.
-  Insert the printer into the cardboard base.
-  Be careful to orient the printer correctly to the front of the box base.
-  **Keep the steel sheet on the printer.** No need to pack it separately.

## STEP 28 Installing the fixations



- ✦ Bend the flaps of the main box, and attach the front inner insert on them on the side shown in the image.
- ⚠ **Secure the front inner insert by inserting the cutouts into the bottom box. See the picture**
- ✦ Lift the top part of the front inner insert so the CoreXY holds it up.
- ✦ Place the previously prepared Nextruder boxes on the sides of the printer.
- ⓘ If you have an Original Prusa XL with 1 toolhead, go to the next step
- ⓘ If you have an Original Prusa XL with 2 toolheads, go to this step:  
**Installing the fixations (Dual-head)**
- ⓘ If you have an Original Prusa XL with 5 toolheads, go to this step: **Installing the fixations (Five-head)**

## STEP 29 Installing the fixations (Single-head)



- Fold the cardboard insert and place it next to the extruder box.
- Fold the tabs from the front inner insert to hold down the cardboard insert.
- Once the bottom cardboard insert is secured in place, skip to this step: **Preparing the top**

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## STEP 30 Installing the fixations (Dual-head)



- Fold the cardboard insert and add it between the extruder boxes.
- Fold the tabs from the front inner insert to secure the cardboard insert in place.
- Once the bottom cardboard insert is secured in place, skip to this step: **Preparing the top**

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material

## STEP 31 Installing the fixations (Five-head)



- Add the other three boxes for the extruders as shown in the picture.
- Fold the cardboard insert and add it between the extruder boxes.

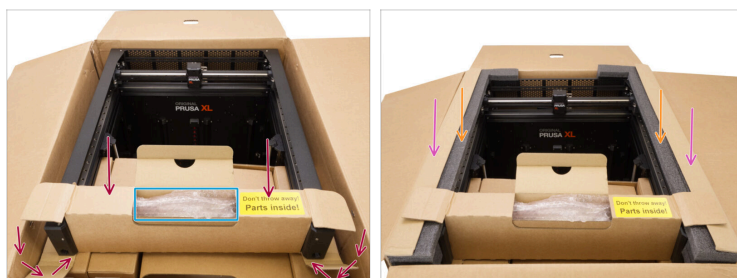
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## STEP 32 Preparing the top



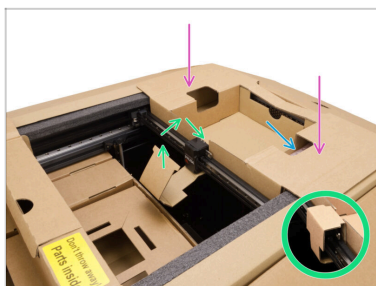
- Use a knife to cut the tape and open the box.
  - Put the top part on the prepared base
  - Open the top of the box to place the rest of the fixations.
- i** The next steps are the same for the 2 toolhead and 5 toolhead printers, even if only one of them appears in the images.

## STEP 33 Installing the top fixations



- Place the top front cardboard fixation between the two front printer arms.
- Use the space in the Top front cardboard fixation to store accessories that you have received with the printer.
  - ⓘ Bend the flaps on the side of the top front cardboard fixation to be able to add the foam and hardened cardboard fixations.
- Insert the top foam protective fixations. The "L" shaped end of the foam fixation should be protecting the rear side of the printer.
  - ⓘ The "L" shaped end of the foam fixation should protect the rear side of the printer.
- Insert the top hardened cardboard protective fixations.

## STEP 34 Installing the top fixations



- ◆ Insert the top rear cardboard fixation.
- ◆ Turn the cardboard cutout around the X-carriage to fix it in position.
- ◆ Place the bubble-wrapped LCD into the compartment in the top rear cardboard fixation.

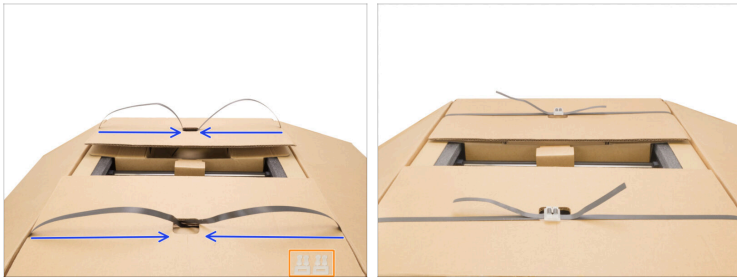
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## STEP 35 Preparing the shipping straps



- ⚠ **The shipping strap must be flattened, not twisted.**
- ◆ Push the strap through the prepared hole in the top part box.
- ◆ Do this step for all straps on both sides.

material  
**STEP 36** Preparing the shipping straps



- Make sure that the shipping straps are all the same length.
- Prepare the shipping strap clips.
- For securing shipping straps, use **this video**.


## STEP 37 Wrapping the package <sup>material</sup>



- Use wrapping tape to tape all places as described in the pictures.
- ⚠ **Make sure to apply at least 3 layers of wrapping tape on the yellow-highlighted areas.**
- Secure the shipping straps with at least two layers of adhesive tape to prevent any damage.
- If you have it, use black packing tape or transparent food wrap to wrap the whole package. This is optional, but recommended.


## STEP 38 Labelling the package



- Place the "Fragile" stickers on at least four sides of the box. **Do not place them on the top or bottom side.**
-  You will get the shipping instructions and the return label from our customer support.
- Place the shipping label on the side with the fragile sticker. Make sure that the barcode is visible.

## STEP 39 Hooray! The printer is ready to ship



-  **Great job!** Your printer is ready for shipping.



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