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# How to pack the Prusa CORE One for return - Custom Packing material



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chapter.



## STEP 1 Introduction



- This guide will outline how to prepare and pack your Prusa CORE One for return or repair using your own packing material.
- ⓘ This guide is for both the CORE ONE and the CORE ONE+ versions of the printer. The main difference packing-wise, is the spool holder.W
- 📌 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.**
- The PRUSA CORE ONE printer is bulky and can be fragile if not packed properly. Make sure that your box is big enough for the printer and the padding layers.
- Contact our Customer support to receive the shipping instructions and label.

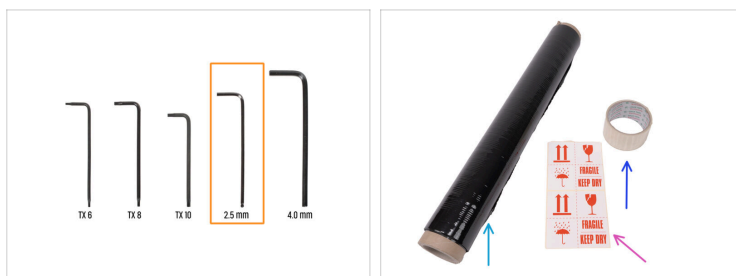
## STEP 2 Prerequisites



- i** 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 back. If it is not there, 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.

  - i** 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.

Packing material  
**STEP 3** Tools necessary for this guide



● **For this guide, please prepare:**

● 2.5 mm Allen key

● Black packing foil

① Recommended to protect the packaging from damage.

● Wrapping tape

● Fragile stickers (4x). Can be **downloaded here**.

## STEP 4 Necessary custom packing materials



### For this guide, please prepare:

- A sturdy cardboard box of suitable size:  
at least 80 x 65 x 68 cm / 31.5 x 25.59 x 26.77 inches.
- ⚠ **Make sure that the cardboard box is sturdy and thick enough to sufficiently protect the printer.**
- Padding material. Use mostly bubble wrap, air pillows, and pieces of packing foam.
  - ⓘ You will also need crumpled-up paper, but only as a supporting packing material. Do not secure the printer with crumpled-up paper only!
- ⚠ **Do NOT use packing peanuts (foam granules), styrofoam, or finely shredded paper! These are not suitable for securing the printer during transport.**
- Prusament box, or any small box no bigger than 23 x 21 x 8 cm / 9.06 x 8.27 x 3.15 inches.
- Two thin cardboard strips 30 x 11 cm / 11.81 x 4.33 inches - these will be used to secure the extruder.

Packing material  
**STEP 5** Printer preparation



- 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.
  - Remove the print sheet and secure it in bubble wrap or several layers of paper, so it can't get scratched. Put the secured print sheet aside for later.
  - 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.

Packing material  
**STEP 6** Removing the accessories



- 🟠 Turn the printer OFF using the switch on the back.
- 🟡 Remove the power cable from the printer and a wall outlet.
- 🟣 Remove the USB flash drive from the xLCD.
- 📄 (i) Follow these steps if you have the Buddy3D camera installed:
  - 🟢 Unplug the USB-C cable from the camera.
  - 🟡 The camera is held by a magnet. Remove the camera by pulling it away from the printer frame and put it aside.

Packing material  
**STEP 7** How to remove the bezel

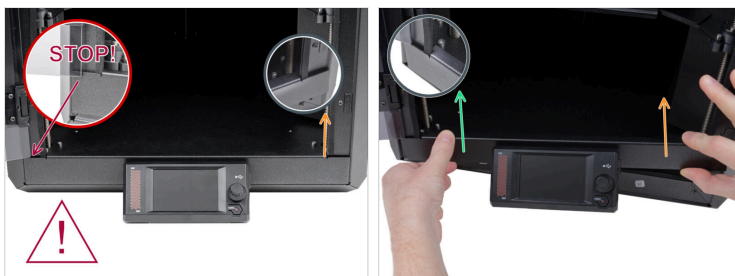


**i** Due to transportation requirements, the LCD assembly must be packed separately. This step shows how to carefully remove the bezel along with the xLCD assembly.

**!** Proceed carefully to avoid damaging the door or the seal. **Check that the bezel is not wedged behind the door.**

- ◆** Grasp the xLCD with both hands.
- ◆** Carefully tilt the underside so that the bezel disengages from the frame.

## STEP 8 Removing the bezel



**⚠** Proceed carefully to avoid damaging the door or the seal. Check that the bezel is not wedged behind the door.

● Carefully remove the display assembly (xLCD and bezel) from the printer using the following procedure:

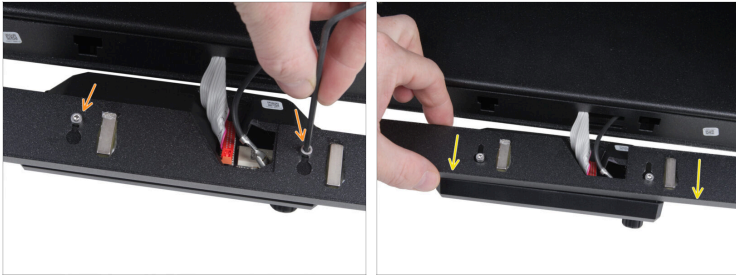
● Slowly lift the bezel on the right side.

● Lift up the left side of the front panel from the left frame of the printer and pull the whole assembly out of the printer.

**⚠** Be aware that cables still connect the LCD. Do not pull on the assembly to avoid damage!

● Place the xLCD and the bezel in front of the printer.

## STEP 9 xLCD detaching



- Loosen the screws using a 2.5 mm Allen key, a few turns are enough.
- Remove the xLCD with the screws from the bezel by pulling it upwards.

## STEP 10 xLCD disconnecting






- Gently pull the FE cable out of the FE connector and remove it.
- Gently disconnect the xLCD cable from the xLCD.
- Pack the xLCD and the USB stick in the protective bubble wrap.

## STEP 11 Securing the bezel



**Proceed carefully to avoid scratching the parts or damaging the seal on the sides of the printer frame.**

-  Hook the left side of the bezel onto the left frame of the printer, ensuring the square cutout is securely attached to the frame.
-  Secure the right side of the bezel onto the right frame of the printer, ensuring the square cutout is securely attached to the frame.
-  Gently push the bezel down.

Packing material  
**STEP 12** Removing the spoolholder



- i** Follow this step only if you are packing the **CORE ONE+**. If you do not have this type of spoolholder, skip to the next step.
- Turn the spool holder counter-clockwise.
- Once unlocked, pull the spool holder out from the puck.
- The PRUSA CORE ONE+ must be shipped with the **spool holder not attached to the printer**.
- Place the spool holder into the filament box along with other accessories in the next step.

## STEP 13 Packing the accessories



- Insert the following parts into a Prusament or similarly sized box.

**⚠** The box has to be a maximum of 23 cm wide and 21 cm long (9 x 8.2 inches) so it can fit into the printer's side cover.

- Packed xLCD

- Power cord

- Tools

- ⓘ Follow the next point only if you had the Buddy3D camera installed:

- Buddy3D camera secured in a plastic bag/paper/bubble wrap

- Close the box and put it aside for now.

Packing material  
**STEP 14** Securing the CoreXY



- Move the Nextruder to the front and center it in the middle of the CoreXY.
- Take one of the two cardboard strips and wrap it around the right side of the Core XY and the front frame.
- Prepare a strip of tape and have it at hand so you can secure the cardboard strip once you wrap it around completely.
- Make sure that the cardboard is secured in place properly.
- Repeat the process on the left side of the CoreXY.
- Close the door.

## STEP 15 <sup>Packing material</sup> Bottom and corner padding



- ◆ Make sure that the padding layer is sufficiently thick, and that the padding is spread evenly over the whole bottom of the box.
- ◆ It is very important to **secure the corners of the printer**, as these areas pose the highest risk. Add extra padding to the bottom corners before securing the sides.
- ◆ Before adding the printer, prepare the main layer of padding - air pillows or bubble wrap with large bubbles.  
Line the air pillows along all inner sides of the box.
- ⓘ Note that more padding on the sides and along the corners will be added later once the printer is placed in the box.

Packing material  
**STEP 16** Placing the printer in the box



- i** Carefully place the printer in the middle of the box. Make sure that when the printer is placed in the box, there is enough space at the top for more padding to be added later.
- Once the printer is in the box, there should still be free space on the sides and top corners to add more bubble wrap.
- Carefully add more padding to the sides. Make sure that all sides of the printer are padded evenly.
- Once the printer is centered and padded along all sides, focus on reinforcing the corner padding.
- ⚠** **Make sure that the box is not bulging out on the sides! Do not push the padding in with force.**

Packing material  
**STEP 17** Accessories and top layer



- ◆ Once the printer is evenly secured and corners reinforced, add the box with accessories to the top part of the printer.
- ◆ Place the print sheet on top of the accessories box and secure both in place with crumpled-up paper.
- ◆ Proceed to add more bubble wrap or air pillows to the top of the printer evenly.
- ⚠ Try to close the lid of the box. If the top or any side is bulging out, rearrange the padding.

## STEP 18 Sealing the box



- Close the box and tape across the highlighted areas. Use at least two layers of tape.
- You can wrap the box up in plastic foil (cling film) to make it more sturdy and protect it from any water damage.
- Place the Fragile label on all sides of the box. Make sure that the arrows on the labels are pointing to the top of the box.
- Well done!  
Your printer is now secured for the journey. Use the instructions from our Customer Support team to arrange the pickup.



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