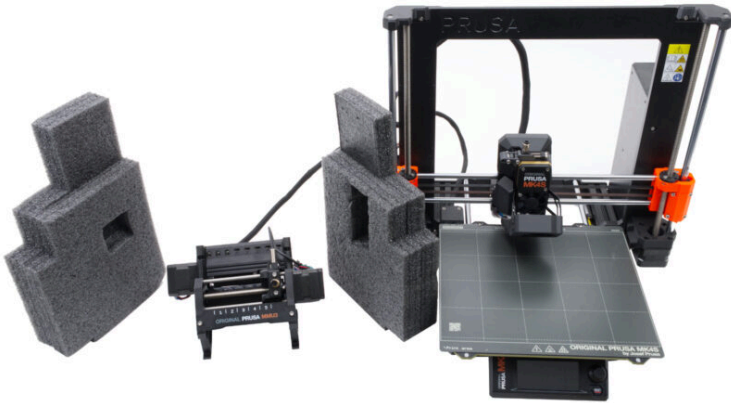


Table of Contents

Packing the MK4/S + MMU3 bundle for return

- original packaging	3
Step 1 - Intro	4
Step 2 - Before you get started	5
Step 3 - Original packing material	6
Step 4 - Original packing material - foam inserts	6
Step 5 - Removing the PTFE tube - extruder	7
Step 6 - Removing the PTFE tubes - MMU	8
Step 7 - Removing the MMU unit	9
Step 8 - Removing the PTFE tubes - buffer	10
Step 9 - Packing the spool holders	11
Step 10 - Securing the MMU3	12
Step 11 - Securing the extruder	13
Step 12 - Placing the printer in the box	13
Step 13 - Securing the printer top	14
Step 14 - Packing the accessories	15
Step 15 - Adding the accessories	16
Step 16 - Sealing the box	17
Step 17 - All done!	18

Packing the MK4/S + MMU3 bundle for return - original packaging



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STEP 1 Intro



◆ This guide outlines **how to prepare and pack down your Original Prusa MK4/MK4S MMU3** bundle for return or repair using the packing material supplied with assembled printers.

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

STEP 2 Before you get started

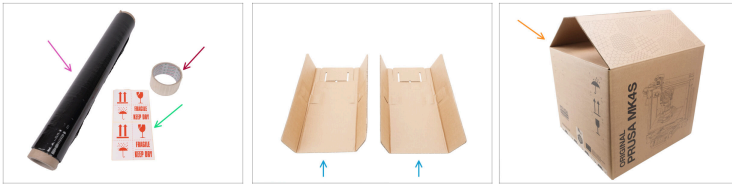


- i** Before you start packing up the printer and the MMU, prepare your phone or camera to take pictures of the printer before and during the packing process.
- ◆** Make sure that the serial number sticker is present on the rear plate on the back of the printer. If it is not present, contact our support via chat or send an email to info@prusa3d.com
- ◆** Download the **Prusa Service List PDF** and summarize your issues with the 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.

packaging

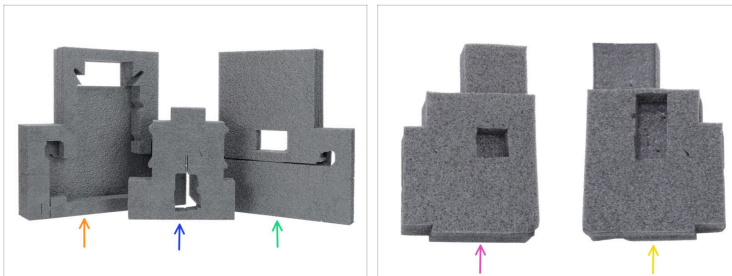
STEP 3 Original packing material



⬛ **For the following steps, please prepare:**

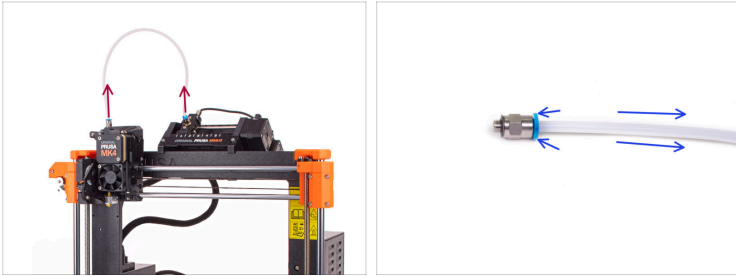
- 🟡 Black packing foil - optional, but recommended to add extra protection to the box.
- 🟢 Fragile label - Can be downloaded [here](#).
- 🟠 Packing tape
- 🟡 Two side cardboard inserts
- 🟠 Original box

STEP 4 Original packing material - foam inserts



- 🟠 Bottom foam insert
- 🟡 Extruder foam insert
- 🟢 Top foam insert
- 🟡 MMU3 foam insert - left
- 🟠 MMU3 foam insert - right

STEP 5 Removing the PTFE tube - extruder



To send the printer and the MMU back, you will need to remove the MMU from the printer.



Start by removing the PTFE tube leading from the MMU to the extruder. Pull the tube out from the fittings.

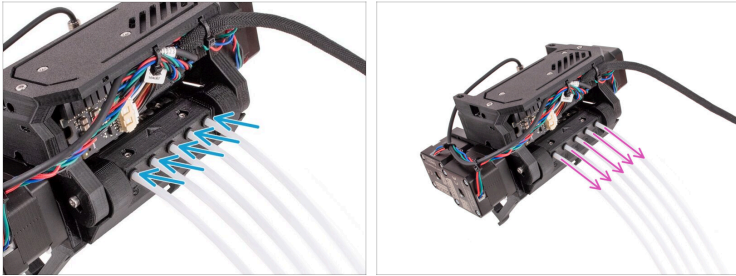


When removing the PTFE tube from the fitting, press the collet in. While the collet is pressed, first push the PTFE tube in slightly, then pull it out to remove it completely. Repeat this process anytime you remove any PTFE tubes from a collet.



Loosen the complete fittings by hand or use the uniwrench to be able to remove the PTFE tube if needed.

STEP 6 Removing the PTFE tubes - MMU



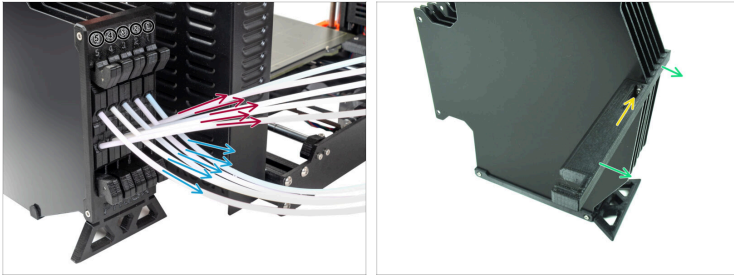
- i** Based on your preference, remove the PTFE tubes from the MMU either while it is still mounted or after it has been removed from the frame (see next step on how to remove the MMU from the printer frame).
- ◆** When removing the PTFE tube from the MMU, press the collet in first, similar to the previous step. While the collet is pressed, push the PTFE tube in slightly.
- ◆** After slightly pushing the PTFE tube inside the collet, it will be easy to pull the tube out completely now. Repeat this process anytime you remove any PTFE tubes from a collet.







STEP 7 Removing the MMU unit



- ◆ To remove the MMU from the printer frame, you need to disengage the bottom clamps.
- ◆ Lift the back part upwards to disengage the clamps and remove the MMU from the frame.

STEP 8 Removing the PTFE tubes - buffer



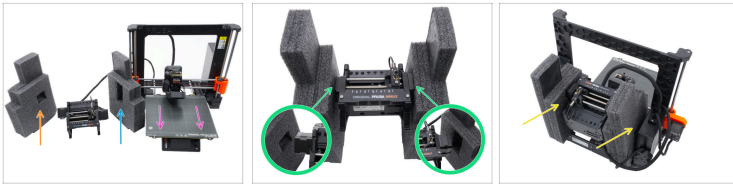
-  **If you are returning the MMU for replacement or refund, you will need to include the buffer and spool holders.**
-  Press the collets and pull out all the PTFE tubes leading from the buffer to the MMU - bottom row.
-  Press the collets and pull out all PTFE tubes leading from the buffer to the spool holders - top row.
-  The buffer does not have to be disassembled. You only need to remove the printer holder. Remove the M3x30 screw.
-  Dismount the printer holder.
-  Secure the buffer and the standalone printer holder together by wrapping them in paper or bubble wrap. We will place them into one of the side slots in the packaging in a later step.

STEP 9 Packing the spool holders



- ✦ Pull the PTFE tube out from each spool holder.
- ✦ The individual disconnected spoolholders can be shipped back assembled as in the first photo. Add them to a box from accessories or filament and set it aside. We will add them to one of the cardboard inserts in a later step.
- ⓘ Set the PTFE tubes aside for now. They will be placed in one of the cardboard inserts along with the secured buffer and printer holder.

STEP 10 Securing the MMU3 ^{packaging}



- Once the MMU3 is removed from the printer frame, set it aside next to the printer.
- Move the heatbed to the front of the printer (by the LCD panel). The print sheet should be placed on the printer during shipping!
- Prepare the two MMU3 foam inserts and align them with the MMU3 as shown in the photo.
 - The left foam insert has a smaller hole for the idler motor.
 - The right MMU3 foam insert has a bigger hole for the pulley and selector motors.
- Secure both sides of the MMU3 in the foam inserts.
- Place the MMU3 secured in the foam inserts to the back of the printer, between the PSU and the Buddy board.

STEP 11 Securing the extruder packaging



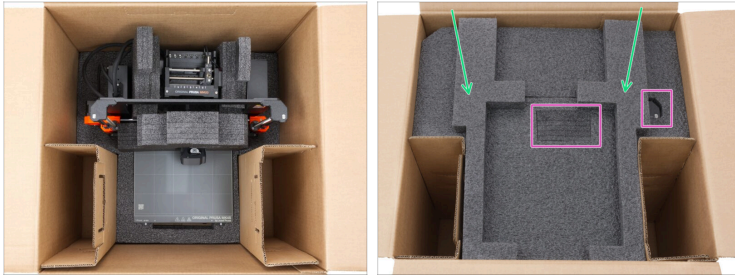
- Place the extruder padding onto the extruder.
- Turn the threaded Z-rods counterclockwise by hand to lower the padding until it stops on the bed.
- Make sure that the extruder nozzle is slightly pushed into the extruder padding.

STEP 12 Placing the printer in the box



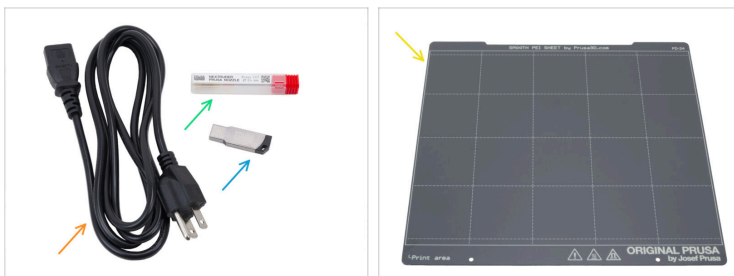
- Place the bottom foam insert in the box.
- Add the cardboard side inserts in the front corners.
 - i** If you are returning any accessories or Prusament that you received with your printer, put them in the original box and place the boxes inside these cardboard inserts.
- Carefully insert the printer into the box while holding the MMU3 foam inserts in place. Make sure that the printer slides into the bottom foam insert.

STEP 13 Securing the printer top



- Make sure that the printer and the MMU3 are secured in place, with all the foam inserts placed as shown in the photo.
- ⚠ Especially ensure that the MMU is firmly nested in place between the two foam inserts before adding the top foam.
- Add the top foam insert. Gently but firmly push it on top of the printer.
- Make sure that the top foam insert slides onto the highlighted parts of the middle foam insert and the right Z-axis holder.

packaging
STEP 14 Packing the accessories



◆ For the next step, prepare these accessories and spare items:

- ◆ Power cable
- ◆ Extra nozzle
- ◆ USB flashdrive
- ◆ Extra print sheet

STEP 15 Adding the accessories packaging



- ◆ First, protect the print sheet from getting scratched. Wrap it in paper/bubble wrap, or put it inside a plastic bag. Place the secured print sheet on the front of the top foam insert.
- ◆ Add the power cable and the USB flash drive to the back of the top foam insert. Also, add the extra nozzle if you are returning it.
- ◆ In case you are sending back the secured buffer and printer holder as well, place them in the left cardboard insert along with the PTFE tubes.
- ◆ In case you are returning the spool holders and other accessories packed in the box, place the box with the returning components in the right cardboard insert.

STEP 16 Sealing the box



i Before sealing the box, make sure that you have sent the packaging photos to our shipping department. We need these as proof in the unlikely case any damage occurs during transport!

! If we do not receive any packing photos, any damage related to insufficient packaging is to be covered by the sender.

◆ Close the box and secure it with tape in the highlighted areas.

📌 Optional: Wrap the box up in plastic foil to make it more sturdy and protect it from any water damage.

◆ Place the "Fragile" label on at least two sides of the box. Make sure that the arrows are pointing to the top of the box.

STEP 17 All done!



That is all for the packing process! Proceed with emailing our shipping department, providing pictures of the packaging and the service list.

i You can contact the shipping department to receive the shipping instructions by either replying to their initial email or emailing info@prusa3d.com
