Table of Contents

Packing i3 printer for return - Custom Packing Material

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STEP 1 Intro

- This guide will outline how to prepare and pack down your printer for return or repair using packing material provided by you.

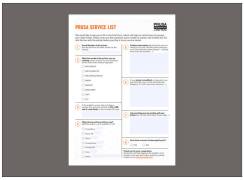
⚠ Make sure you have read the additional information found in Packing i3 printer for return before proceeding.

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

- If you have the original packing material please use the guide Packing i3 printer for return - Original Packing Material.

If you are sending with the Multi Material Upgrade, pack this down beforehand. It will be added during the packing process.

STEP 2 Prerequisites



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 frame. If it is not present, 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.

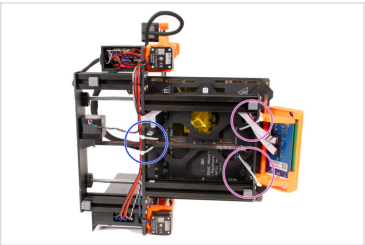
  The service list can be edited directly from the browser and should be sent together with pictures of the packing process.

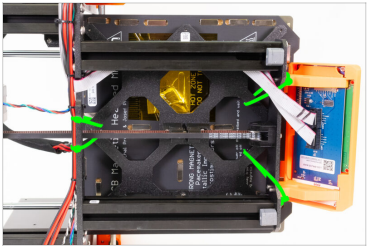
When filling out the service list, do not refer to chat or email correspondence! Write out a summary of the issues you are experiencing.

STEP 3 Needed tools and materials

- Zip-ties in any color (10-15 pcs - over 150 mm/6 inches long)
- Cutters
- Packing tape
- Plastic foil
- Piece of foam: 50 × 100 × 100 mm / 2 × 4 × 4 inches.
- Padding material like large pieces of crumpled-up paper, bubble wrap, or cardboard padding.
  - Pieces of styrofoam or finely shredded paper are not suitable as a packaging material.
- Fragile sticker - Can be downloaded here.
- **Cardboard box dimensions:** 540 x 510 x 475 mm (Height) / 21.5 × 20 × 18.5 inches.

STEP 4 Securing the heatbed



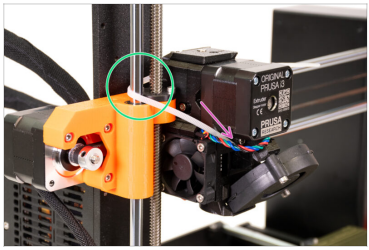


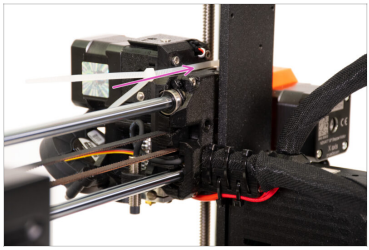
- Secure the front of the Y-carriage to the front plate of the printers Y-frame

  ⚠ Make sure you lead the zip-ties **below** the LCD cables (enhanced with green in the second photo)! They can cause damage in transit.

- Secure the rear of the Y-carriage to the printer's XZ-frame. Use two zip-ties, as shown in the photo.

STEP 5 Securing the extruder

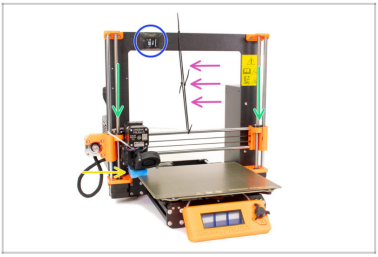




- Use zip-ties to secure the extruder to the Z-axis rods.
- Lead the zip-tie around the smooth rod of the Z-axis.
- Lead the zip-tie **below** the wire of the extruder motor and filament sensor.

⚠ Make sure the zip-tie does not pinch any wires! They can cause damage in transit.

STEP 6 Securing the X-axis



- Place a piece of foam under the nozzle.
- Lower the X-axis by screwing both of the threaded Z-rods counterclockwise (CCW) by hand.
  - ⓘ The nozzle should be seated in the foam and it should not be possible to lower the X-axis further.
- Connect together zip-ties to create a chain that reaches around the **top** smooth rod of the X-axis and the top of the XZ-frame.
- Tape the SD card to the frame. Make sure the G-code and STL of the print that caused issues are stored on it!

⚠ The SD card must not be in the LCD module during transport!

STEP 7 Placing the printer in its box

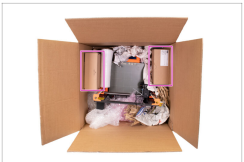
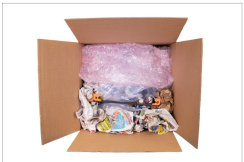


- Place a piece of cardboard big enough to cover the bottom of the box
- Follow with a piece of padding
- Add the printer to the box and fill in the back and sides of the PSU and RAMBo case with padding.

⚠ **Do NOT use packing peanuts (foam granules), styrofoam or finely shredded paper! These are not suitable for securing the printer during transport.**

  - Large pieces of styrofoam can break into smaller pieces during transport, rendering them unsuitable.

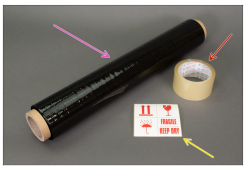
STEP 8 Adding accessories


- Place the box of accessories on one side of the heatbed and filament on the other.
- If you are sending the Multi Material Upgrade with the printer, place it in the space on the side of the LCD model.
- Add additional padding in front of the LCD-panel.
- Fill up all the remaining space of the box with padding material, making sure it is covered from all sides.

ⓘ Padding material can overflow slightly as long as the printer remains within the area of the box. Padding can be compressed, the printer can not.

STEP 9 Sealing the box



Before sealing the box, make sure you have documented the packing process and sent it to our shipping department for reference.

Damage that occurs to shipments that were not documented is liable to be covered by the sender.

- Close the box and tape across the top **in both directions.**
- 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 at least two sides of the box. Make sure that the arrows on the labels are pointing to the top of the box.

STEP 10 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.

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