

Packing MINI 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 MINI printer for return before proceeding.**

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

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 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.
- 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.

STEP 3 Needed tools and materials



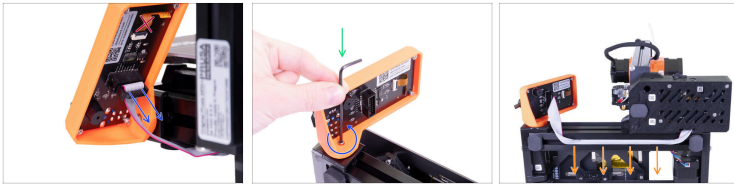
- Zip-ties in any color (6-10 pcs - over 150 mm/6 inches long)
- Cutters
- Packing tape
- Plastic foil
- Piece of foam/cardboard: 50 × 50 mm / 2 × 2 inches.
- Fragile sticker - Can be downloaded [here](#).
- Padding material like crumpled paper, bubblewrap
- Main cardboard box: 48,5×26,5×40,5 cm; 19×10×16 in (X×Y×Z)
- Smaller cardboard box for smaller components and parts, like the box filament is shipped in.

STEP 4 Disassembly



- ◆ To avoid any damage in transit we require the printer to be partially disassembled into 3 pieces.
- ◆ You will only need 2.5mm Allen wrench (comes with the printer) for the M3 screws we will remove.
- ⓘ Disassembly consists of only a few screws. Lets begin!)

STEP 5 Removing the LCD display



- ◆ Unplug the grey LCD ribbon cable from the LCD module.
 - ⚠ **DO NOT disconnect the orange flex cable above it.**
- ◆ Remove the LCD module by removing the M3x20 screw (M3x12 for the old version) securing the LCD.
 - 📌 Put the LCD aside for now. We will pack it down later.
- ◆ Gently extract the grey LCD ribbon cable from the aluminium extrusion.
 - ⚠ **Unplug the USB stick from the printer and place it with the LCD module. If plugged in during shipping it can damage the Buddy board!**

STEP 6 Disconnecting the Y-motor



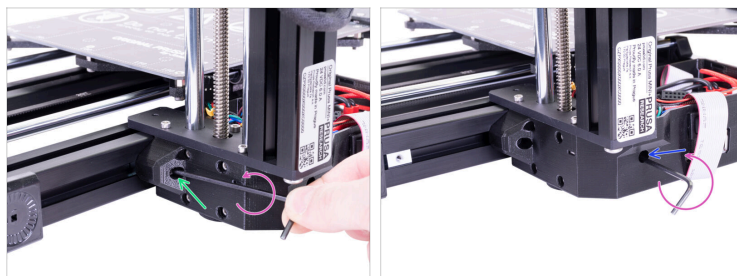
- ◆ Release and remove the M3 screw on the box with the electronics.
- ◆ Lift the electronics cover slightly. Before you remove it completely, pull it first towards the vertical aluminium extrusion to release both pins from the slots (holes on older design).
- ◆ Unplug the cable for the Y-motor from the board by depressing the latch and pulling out the connector.
- ◆ Unplug the LCD ribbon cable.

STEP 7 Disconnecting the heated bed



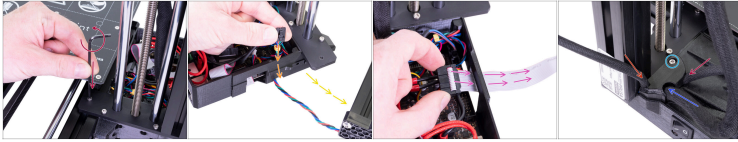
- ◆ Unplug the cable from the heated bed heater.
- ◆ Unplug the cable for the thermistor (H) from the board by depressing the latch and pulling out the connector.

STEP 8 Separating the Z-axis and the bed



- Remove the M3 screw in the hole below the aluminium extrusion.
- Remove the M3 screw in the hole below by the front of the Buddy case.

STEP 9 Final disassembly



- ◆ Remove the last M3 top-screw securing the XZ axis to the aluminium extrusion of the bed.
 - ⚠ **Make sure you hold the Z-axis when removing the last screw!**
- ◆ Carefully separate the two pieces of the printer while guiding the Y-motor cable out of the hole in the side of the Buddy case.
- ◆ Remove the LCD ribbon cable to be packed with the LCD later.
- ◆ Put the cover of the buddy board back onto the case and secure it by the M3X10 screw.
 - ◆ Thinner wire looms goes into the sides
 - ◆ Thicker wire loom coming from the extruder goes into the notch on the edge of the case.

STEP 10 Packing it down



- Tape the USB stick with the problematic G-code and STL models to the top of the Buddy case. You can also pack it down with the LCD module in the next step.

⚠ The USB stick must be unplugged from the printer during shipping!

- All done with the disassembly. Let's pack this down.

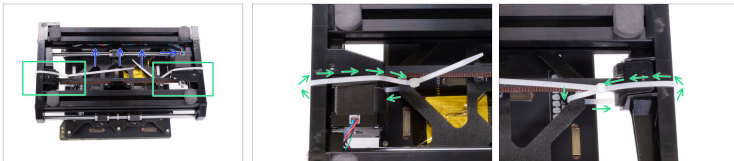
STEP 11 Packing the PSU and LCD



- Secure the PSU wires around its body with a zip-tie and place it in the box
- Wrap the LCD module and place it in the box.
- Put loose fasteners and the LCD ribbon cable in a small bag and place them in the box. You can also place the USB stick here.
- Fill up the remaining empty space with padding material.

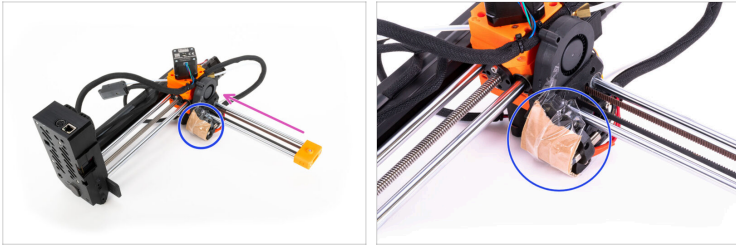
 **Let the padding protrude a little from the box.**
This will be compressed when closed.

STEP 12 Securing the heatbed



- Tuck the cable of the Y-motor into the side of the aluminium extrusion.
- Loop a zip tie through both ends of the Y-carriage and the front and pack plate.
- Put the heatbed aside until a later step.

STEP 13 Preparing the XZ tower



- ◆ Move the print head all the way against the Z-axis.
- ◆ Use a piece of cardboard and tape it so it covers the nozzle.
- ⓘ You can raise the X-axis by manually turning the threaded rod.
- ⚠ Remember that the USB flash drive must be unplugged from the printer and taped to the Buddy case or put in the accessories box!

STEP 14 Preparing the box



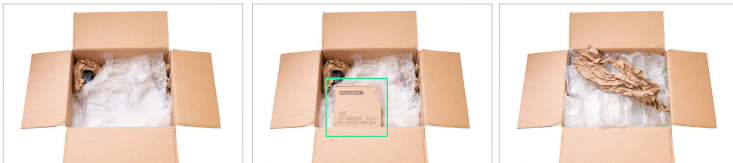
- ◆ Get the box and put an extra sheet of cardboard in the bottom for protection.
- ◆ Add a layer of padding material in the bottom.

STEP 15 Packing XZ-tower and bed



- Place the XZ-tower in the box with the Buddy case sticking up
- ⚠ **Make sure the USB stick is not plugged into the Buddy board!**
- Fill padding around the XZ-tower and the wall behind it.
- Place the bed in the space between the Z- and the X-axis.
- Fill the remaining space around and between the XZ-tower with padding material.

STEP 16 Accessories and more padding



- Add another layer of padding, covering both the bed and XZ-tower
- Place the box of accessories on top.
- Fill up the remaining empty space with padding material.
- ⓘ Let it protrude a little from the box. This will be compressed when closed.

STEP 17 Sealing the box



- i** 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 by the sender.**
- Close up the box and tape it across in both directions.
- Wrap the box up in plastic foil (cling 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 arrow pointing up.

STEP 18 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.
