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



help.prusa3d.com/g829350

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STEP 1 Introduction



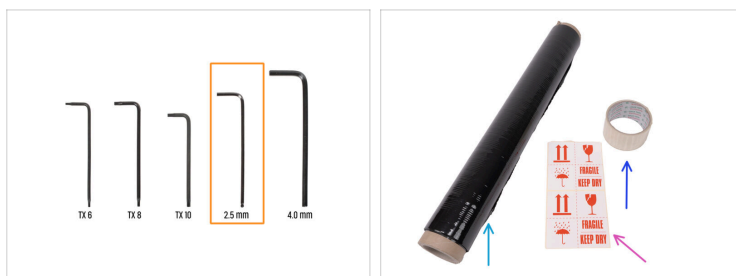
- ◆ This guide will outline how to prepare and pack your **Prusa CORE One** for return or repair using the packing material we supply with assembled printers.
- ◆ **For this manual, please prepare the complete original packaging material for the Prusa CORE One printer that was sent to you.**
- ◆ Contact our Customer support to receive the shipping 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 Prerequisites



- ① 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.
 - ① 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

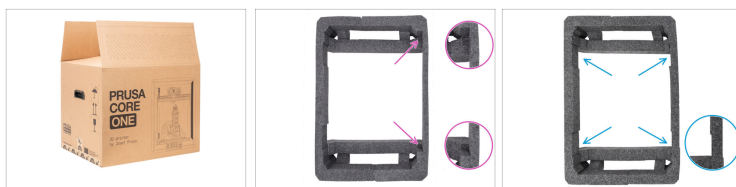


● **For this guide, please prepare:**

- 2.5 mm Allen key
- Black packing foil - optional, but recommended to add extra protection to the box.
- Wrapping tape
- Fragile stickers (4x) Can be **downloaded here**.

Packing material

STEP 4 Necessary packaging for this guide



◆ **For this guide, please prepare:**

◆ Prusa CORE One main box (1x)

◆ Bottom foam insert (1x)

ⓘ Note the cutout for the door handle.

◆ Upper foam insert (1x)

ⓘ Note the cutouts for the hinges.

◆ Continue to the next step...

STEP 5 Necessary fixations for this guide



◆ **For this guide, please prepare:**

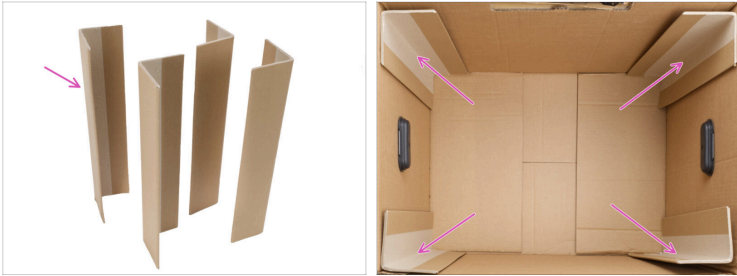
◆ Printer cardboard cover (1x)

◆ Top cardboard insert (1x)

◆ Prusament box for the accessories (1x)

◆ Inner cardboard CoreXY fixation (2x)

STEP 6 Securing the corners



- Place one of the four hardened cardboard inserts to each corner of the box.

Packing material
STEP 7 Printer preparation



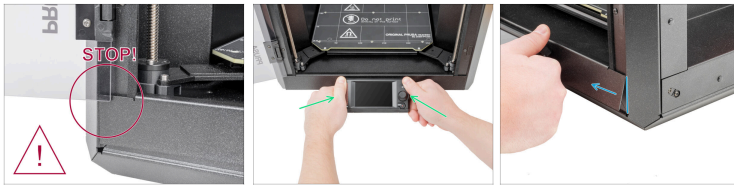
- i** If you have the CORE ONE+ version, the spool holder is different.
- ⬛** If you have loaded the filament, unload it from the hotend. On the screen, navigate to *Filament* -> *Unload Filament*.
- ⬢** Remove the filament from the hotend. It is necessary to completely remove it from the printer.
- ⬢** 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 8 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.

STEP 9 How to remove the bezel

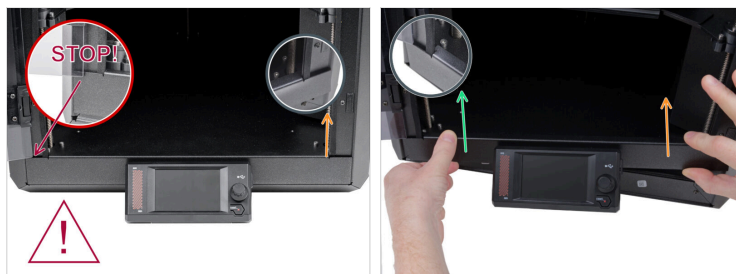


i Due to transportation requirements, the LCD assembly must be packed separately. This step shows how to carefully remove the bezel along with the xLCD assembly.

! 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 10 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:

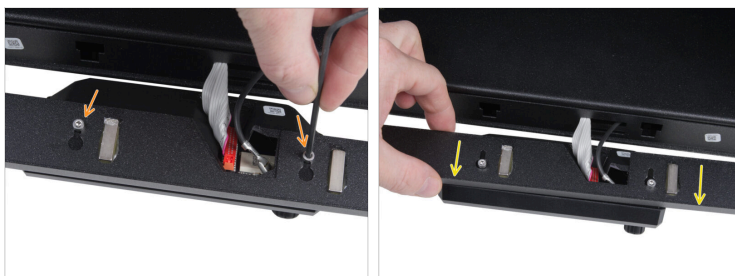
● Slowly lift the bezel on the right side.

● 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 11 xLCD detaching



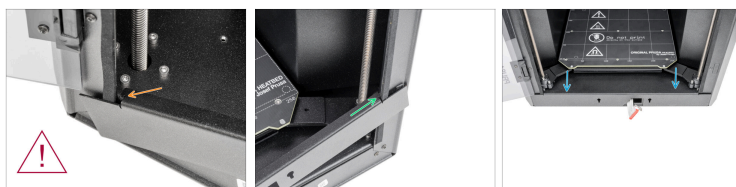
- Loosen the screws using a 2.5 mm Allen key, a few turns are enough.
- Remove the xLCD with the screws from the bezel by pulling it upwards.

STEP 12 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 13 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 14 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 15 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

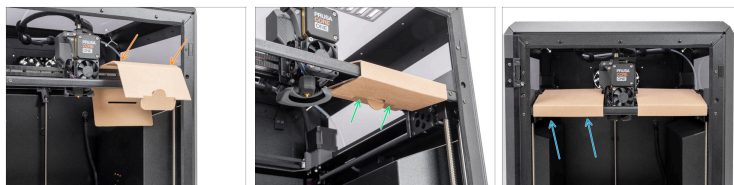
- ⓘ Follow the next point only if you had the Buddy3D camera installed:

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

- Close the box and put it aside for now.

Packing material

STEP 16 Securing the CoreXY



- Move the Nextruder into the middle of the CoreXY.
- Place the inner CoreXY cardboard insert onto the right side of the CoreXY and the front frame.
- Secure the inner CoreXY cardboard insert around the right side of the CoreXY and the front frame.
- Repeat the process on the left side of the CoreXY.
- Close the door.





STEP 17 Securing the printer cardboard cover



- Place the printer cardboard cover under the printer.
- Turn the printer cardboard cover around the printer.
- Secure the printer cardboard cover.
- Gently place the printer on its right side.





Packing material
STEP 18 Preparing the main box



-  **Make sure that the hardened cardboard corned inserts are in place before you insert the bottom foam.**
-  Insert the bottom foam insert into the main box.
-  Note the side with the door handle. Make sure to place the side with the door handle correctly, so the handle slides into the foam cut out.
-  Grasp the handles on the printer cardboard cover with both hands.
Lift with your knees and gently place the printer into the main box.

STEP 19 Securing the upper foam insert



-  Insert the upper foam insert.
-  Insert the Prusament box **filled with all the accessories.**
-  Place the packed print sheet.
-  Place and secure the top cardboard insert on top of the printer


Packing material
STEP 20 Wrapping the package



- ◆ Using wrapping tape, close and secure the box.
- ⚠ **Wrap at least three layers of tape around areas marked by red lines, which show where the cardboard box is sealed.**
- ◆ If you have it, we recommend using the black packing foil or transparent food wrap to add extra protection to the box.


STEP 21 Labelling the package



- Place the "Fragile" stickers on all four sides of the box. **Do not place them on the top or bottom of the package.** This is important for the handling the package on the carrier's side.
-  You get the shipping label from our Customer support.
- Place the shipping label on one side with the fragile sticker.

STEP 22 The printer is ready to ship



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