# Error 101 - Different Values between Thermistors

This guide will take you through solving error 101 on Palette.

Written By: Mosaic Support



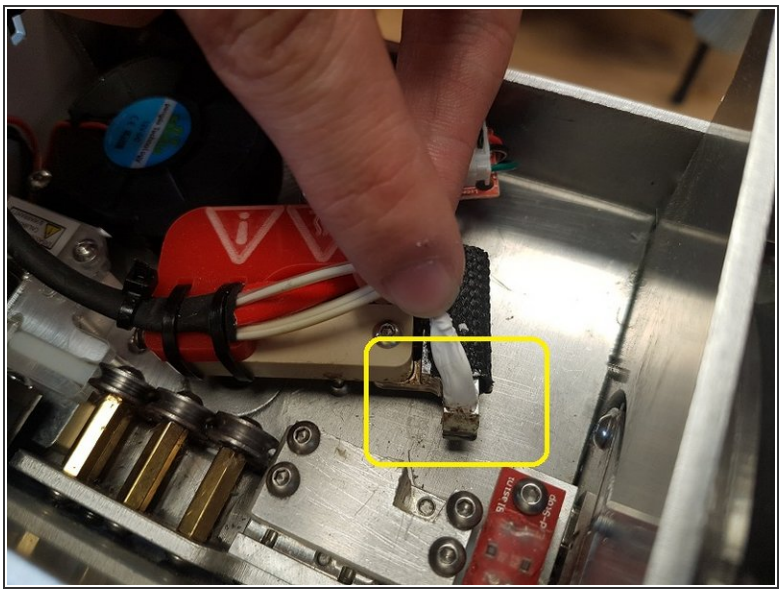
## INTRODUCTION

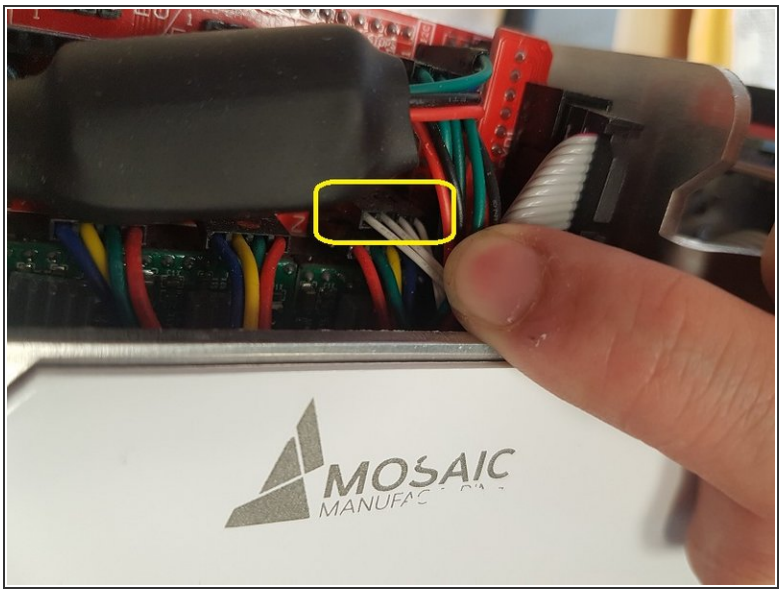
Palette has 2 thermistors to help regulate the hot tool's temperature. When the two thermistors register substantially different values, Palette shows an Error 101 to prevent possible overheating. Loose wires between the thermistors and the circuit board may be resulting in incorrect values from the thermistors.

## TOOLS:

- 2.0 mm Hex Key (1)

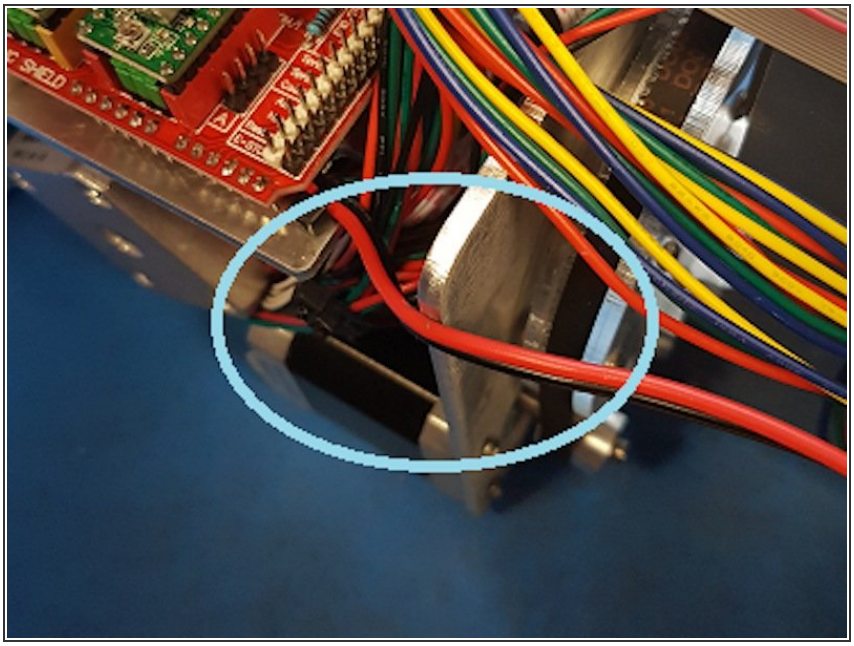
## Step 1 — Check for Loose Connections






- There are two areas to check for loose connections:
  - The wiring connected to your hot tool.
  - The white wires in your electronics tray,

## Step 2 — Further Troubleshooting



- If you are still receiving Error 101, please try these following steps:
  - Remove the bottom lid from Palette carefully and examine if there are any pinches in any of the wires.

- Please access Diagnostics from the Palette menu, under which you should see the temperature readout. With the lid open, please wiggle the thermistor

wires and see if the temperature reading changes. It should remain constant.

- When you replace the bottom lid of your Palette, please be sure to place the wires along the side of your Palette so that no pinches are created with the metal plate. Be especially mindful to not have the power supply cable pinched at the bottom. Please avoid this positioning.

If you have any questions, please contact us at support@mosaicmfg.com.