Filament Skipping During Homing Process

This issue occurs when you are first feeding filament into Palette and a number of clicking sounds occur, and the filament does not feed in any further.

Written By: Mosaic Support



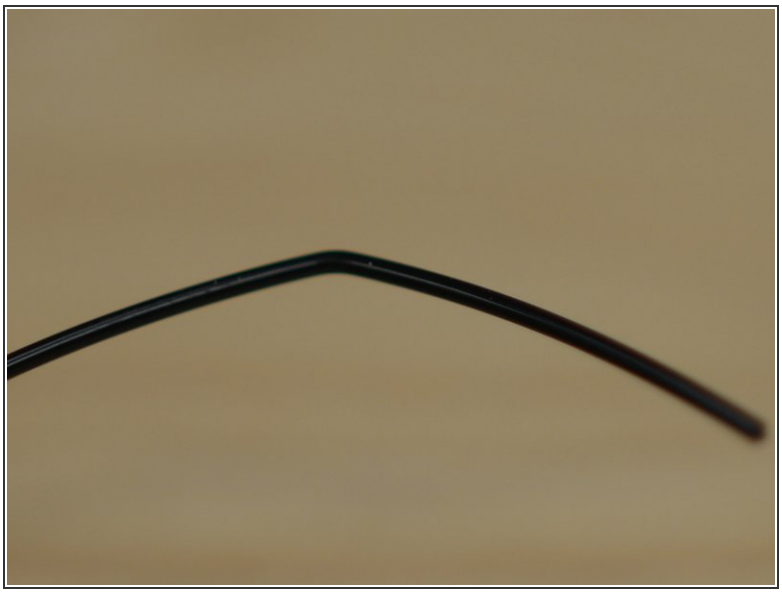
INTRODUCTION

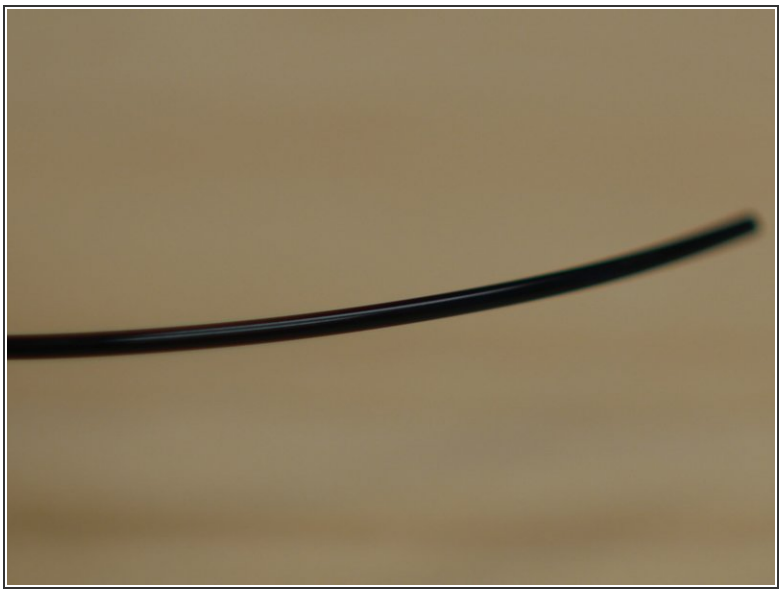
This issue occurs when you are first feeding filament into Palette/Palette+ during the startup sequence. When this happens, you hear a number of clicking sounds, and the filament does not feed in any further.

The cause is likely a bend in the filament, getting caught on the ingoing drive of Palette/Palette+.

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Step 1 — Check Filament Bend





- Plug the power supply in and turn on Palette/Palette+.
- Access the menu and select *Manual control > Jog mode > Drive 1* with outgoing drive.
- Manually spin the dial so that it pushes the filament all the way back out of your Palette/Palette+.
- Once you have done this and the filament is out of your Palette, straighten the filament with your hands, and feed it back into your Palette.

If you have any additional questions, please send us a message at support@mosaicmfg.com

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