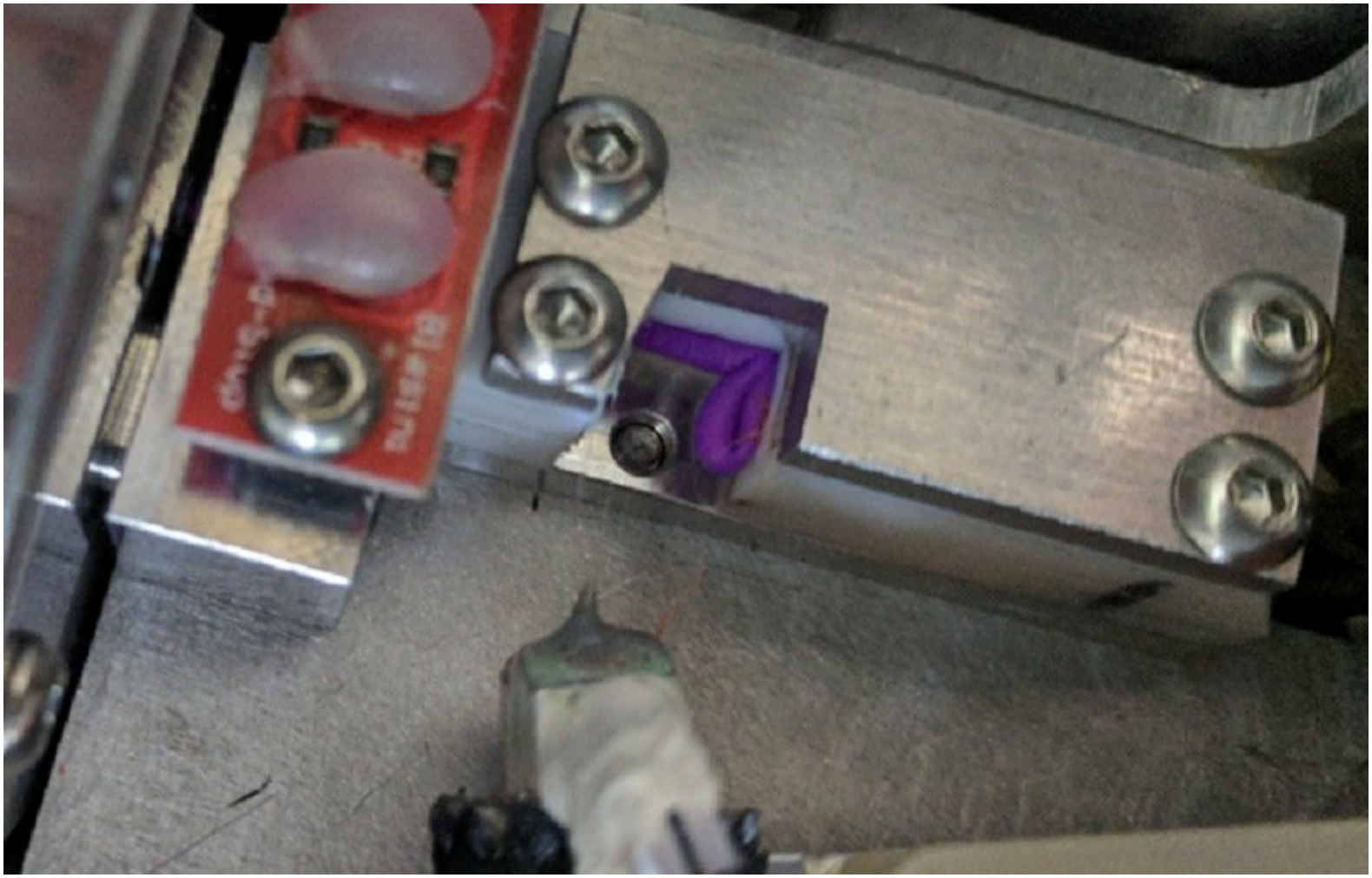
Filament Folding in Splicer Area

This issue occurs when filament gets caught and folds over on itself within the Teflon block of the splicing area.

Written By: Mosaic Support



INTRODUCTION

This issue occurs when filament gets caught and folds over on itself within the Teflon block of the splicing area. This can be cause by very curly filament being fed into Palette, or may be due to parts shifting slightly during the shipping process. To fix this issue, please follow these steps.

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Step 1 — Clean Hot Tool



- Clean the hot tool, especially if you had completed a lot of printing prior to the error. Find the support article here.
- Run *Calibration > Splicer Distance*. This re-calibrates the distance that the hot tool closes when splicing/welding filament. If it closes too much, the hot tool's stepper will "bounce back", which can pull the filament and cause the filament to fold. Too little and the splices will not be strong enough.
- Run Palette in *Splice Demo > Without Printer* mode to examine splices.

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