Remove a Filament Jam from your Palette

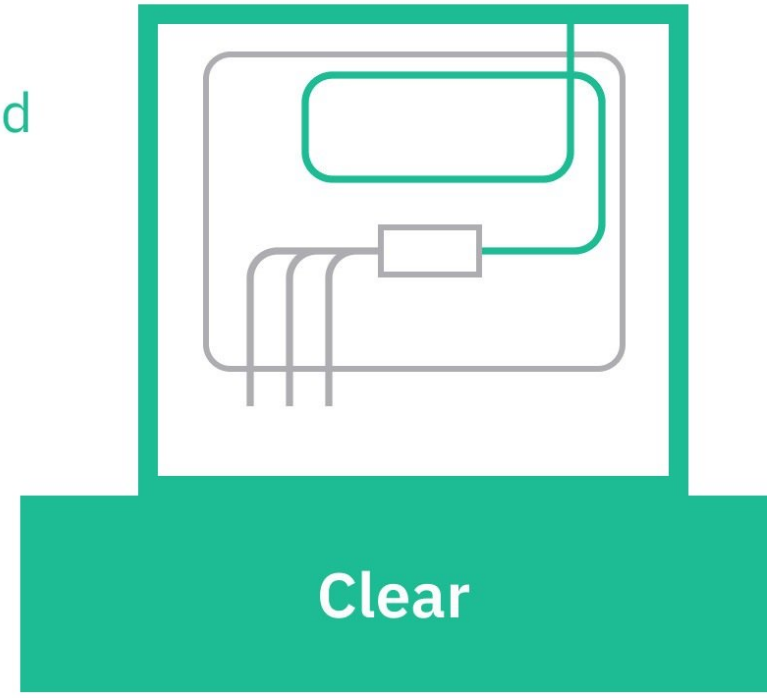
In this guide you will learn what to do in the rare case you see a filament jam in your Palette.

Written By: Hana

Clear Palette

Palette will cut any filament present, and push the spliced filament out of the unit.

Once you are ready, press Clear.



INTRODUCTION

How does a splice jam occur?

Using the wrong filament diameter:

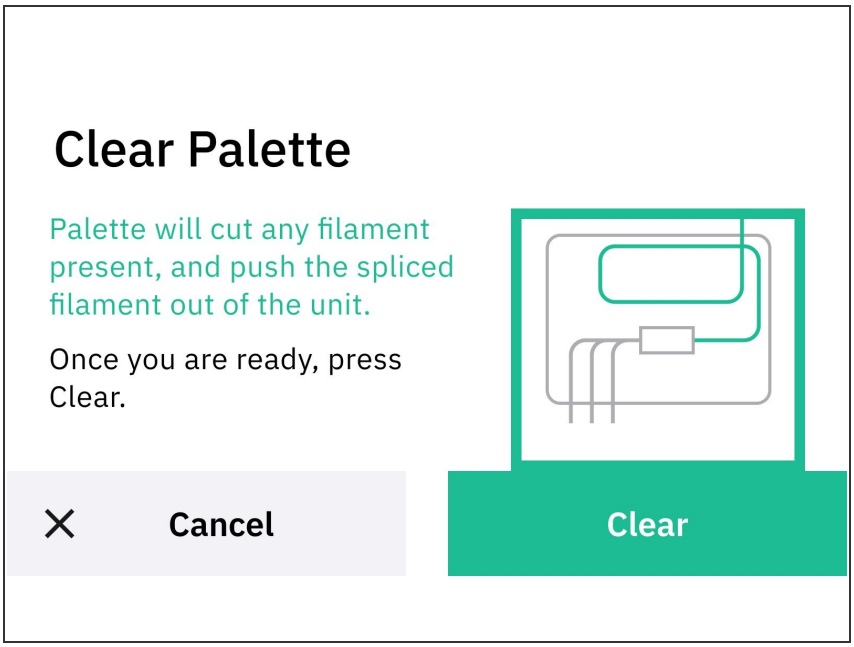
- We ask that you use 1.75mm filament that has a tolerance of +/-0.03mm. Larger filaments can jam within your Palette.

Incorrect splicing values for the material/filament brand being used:

- Palette creates splices by using a combination of heating, cooling, and compressing of filaments. We recommend using the Splice Tuning feature anytime you introduce a new filament brand or material for use with your Palette.
- Please refer to our Splice Tuning guide here.

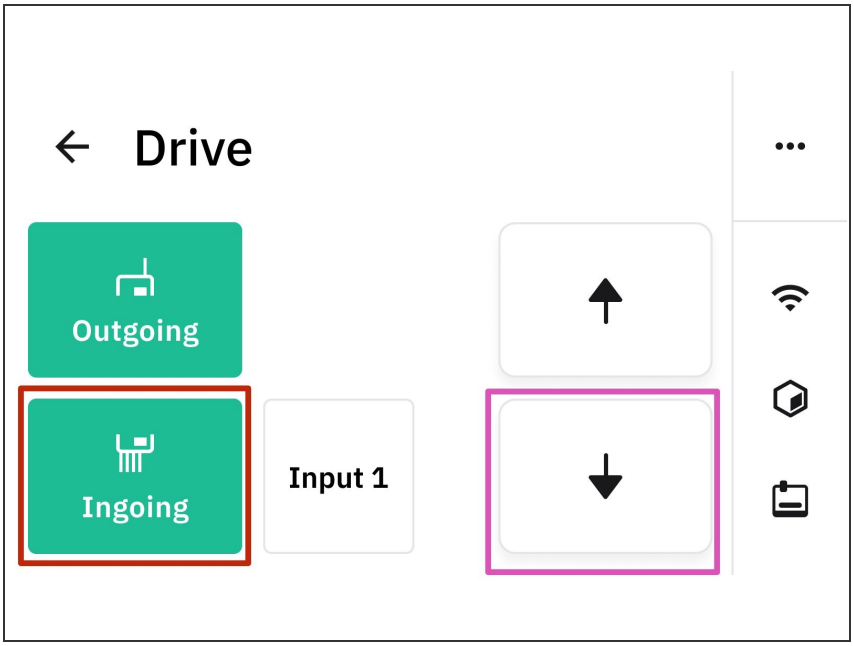
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Step 1 — Clear Palette



- From Palette's main screen, C*ontrols > More.*
- Tap *Clear Output.*
- If this does not clear the jam, proceed to the next step.

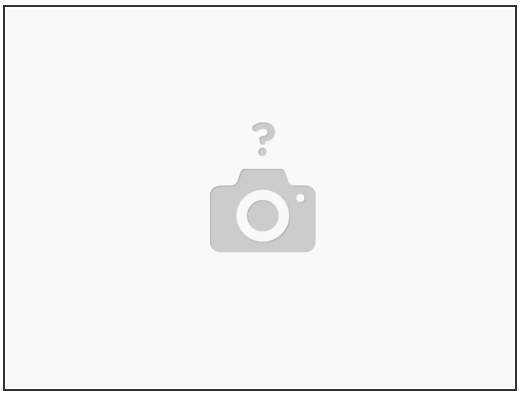
Step 2 — Clear Output



- Remove Palette's top lid.
- On the main screen, tap *Controls.* Then tap *Drive*.
- Click Ingoing, and then select the jammed output.
- Press and hold the arrow pointing down to retract the input.
- If during this, you hear the motor skipping, press the opposite arrow to advance the filament further into Palette, and attempt to remove it from the outgoing tube.
  - If this clears the filament, select the down arrow to retract all of the way in order to ensure the filament path is free of debris.
- If you find that the filament is jammed in the Splice Core, proceed to the next step.

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Step 3 — Remove Filament From Splice Core



- Turn your Palette off.
- Remove the thumbscrew holding the Splice Core in place.
- Attempt to pull the jammed filament out of the Splice Core. This may take some extra force, and may require a tool like pliers.
- If you find that you are still unable to remove the jam, we recommend replacing the splice tube. Instructions on how to do that can be found here.

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