



Purging Troubleshooting

Troubleshooting steps for 'Failed to purge' errors.

Written By: Guy Elston

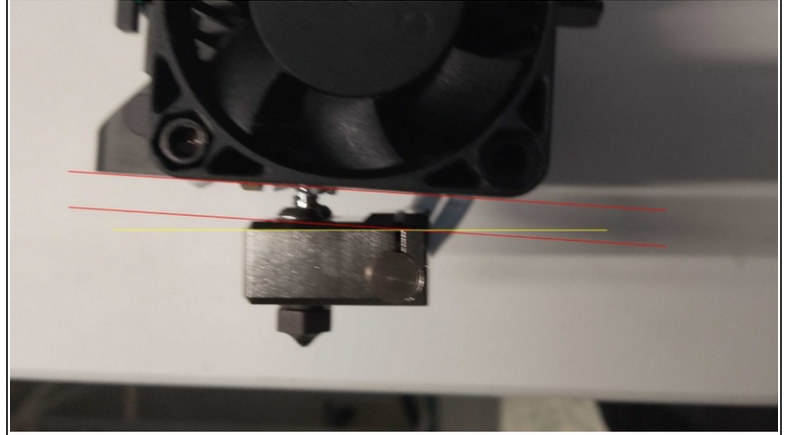
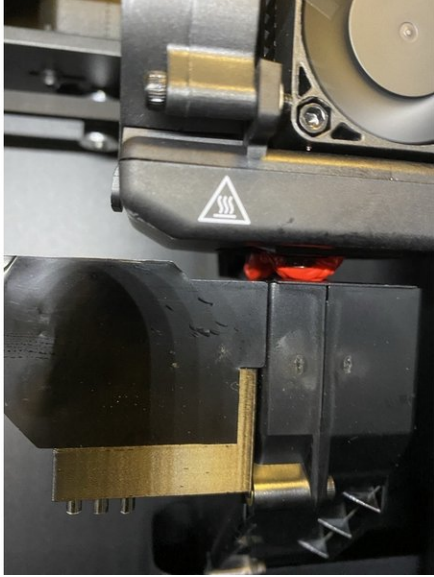


INTRODUCTION

Purging errors are typically caused by misalignment or filament build up at the densifier. Before printing again, users should check the condition of the Hot End and Densifier.

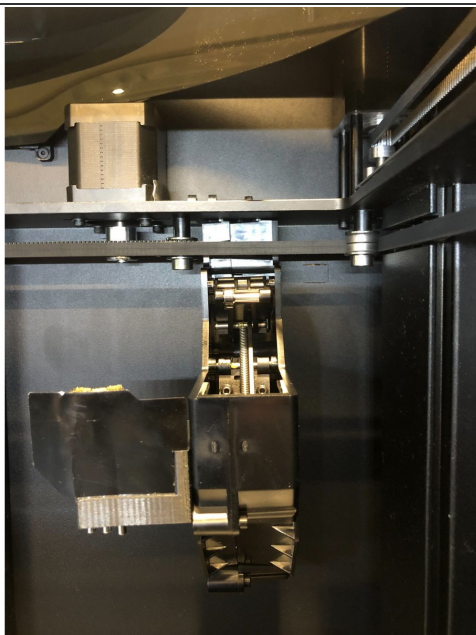
Some 3rd party materials may be more prone to purging errors, as their settings may need some tuning.

Step 1 — Check Nozzle



- A typical symptom of purging errors is a blob on the nozzle. Check the nozzle for any filament build up. Heat the nozzle and clean using a wire brush as needed
- Check if the nozzle is visibly bent or damaged. If so, you may need to [replace the Hot End](#).
- With a clean nozzle, check that the Hot End can extrude filament properly. Load filament and extrude using the on-screen controls.

Step 2 — Check Densifier



- The most common cause of purging errors is misalignment at the densifier, and/or filament build up inside the Densifier.
- Follow steps 2-4 of our [Densifier Alignment and Troubleshooting](#) article to check the condition of the Densifier.
- Follow step 7 of the same article to test the Densifier alignment, under *Settings > Troubleshooting*

Step 3 — 3rd Party Materials

Edit Material Profile

Cancel

Save material

General	Cooling time Time (in seconds) for the chip inside the densifier to cool and solidify before being ejected. Values are typically between 5 and 20 seconds. Materials that adhere readily to the nozzle, like TPU, typically require more cooling time.	5s
Style overrides		
Sequences	Number of actuations The number of times to try and eject the chip from the densifier. A value of 2 is typically recommended.	2
Colors	Chip size The amount of filament (in mm) to extrude into the densifier per chip. Values are typically between 30 and 40 mm. Flexible, foaming, or highly rigid materials may require smaller chip sizes.	40mm
Automation	Feedrate The speed (in mm/s) at which to extrude filament into the densifier.	5mm/s
Densifier	Extrusion temperature The ideal temperature at which to purge the filament. This is typically the same as, or close to, the print temperature of the material.	260°C
3rd party tags	Retraction distance The distance the filament should be retracted after densifying, to prevent or mitigate	1mm
Notes		

- If you're using 3rd party materials, and you continue to see purging errors, you may need to optimise

your Densifier settings in your Material Profile in Canvas.

- Increasing cooling time and reducing feedrate may help to reduce the occurrence of purging errors. Contact Mosaic Support for further assistance.
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