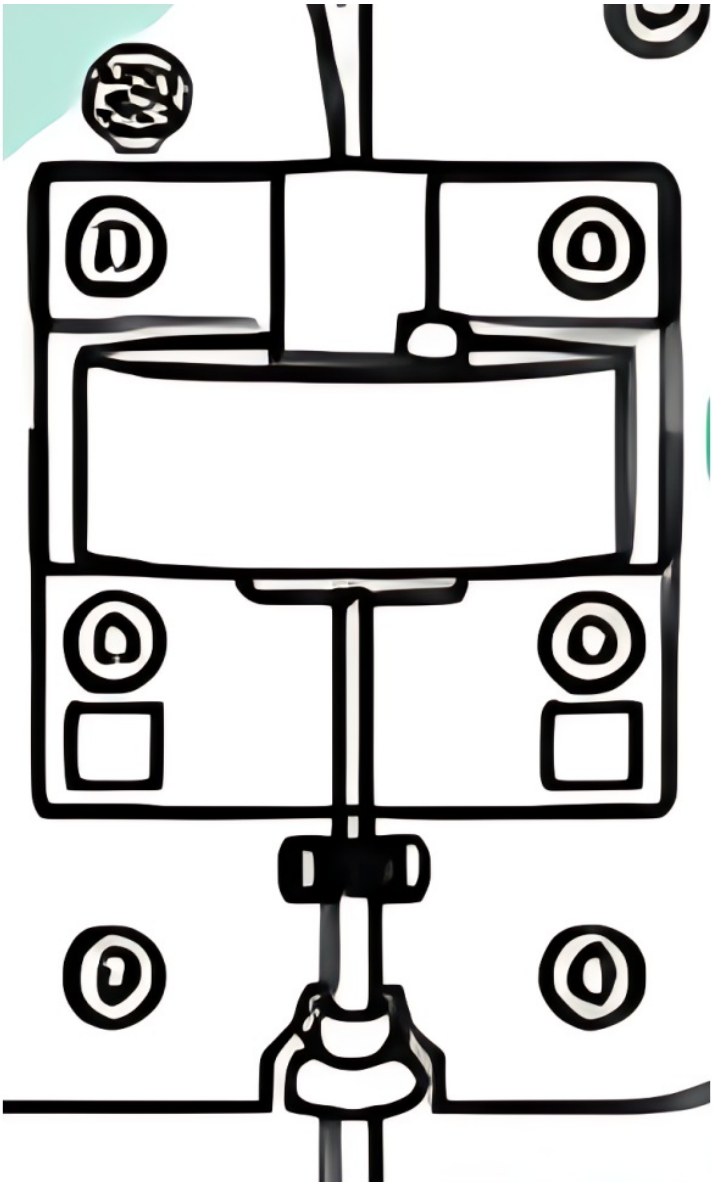
Cutter Troubleshooting

Troubleshooting steps for 'Failed to home cutter' error messages.

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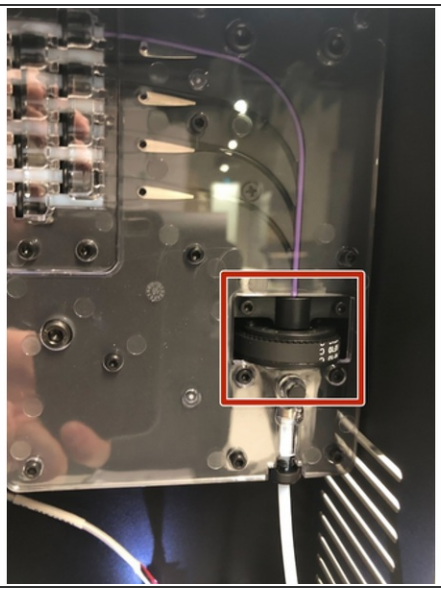
INTRODUCTION

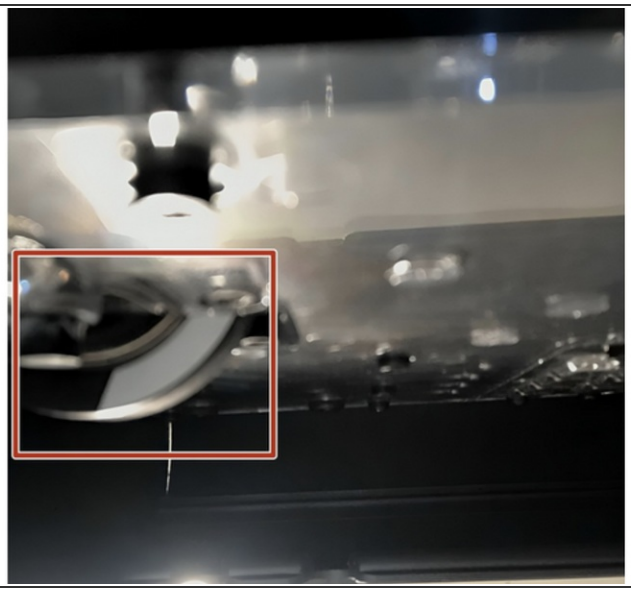
Cutter homing failures will prevent Element from starting a print.

By testing the cutter homing, we can quickly confirm if a replacement component is needed.

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Step 1 — Test Cutter Homing





- Remove the Palette X cover so you can see the assembly below, including the cutter.
- Perform a cut operation on Element's screen, under *Controls* > *More*, and inspect the cutter from below.
  - The cutter should rotate both ways, as per the video in step 2.
  - At the end of the cut operation, half of the white stripe should be visible, as in the picture.

Step 2 — Video



- Record a video of the cut operation, like the one shown, and share with Mosaic Support at support@mosaicmfg.com