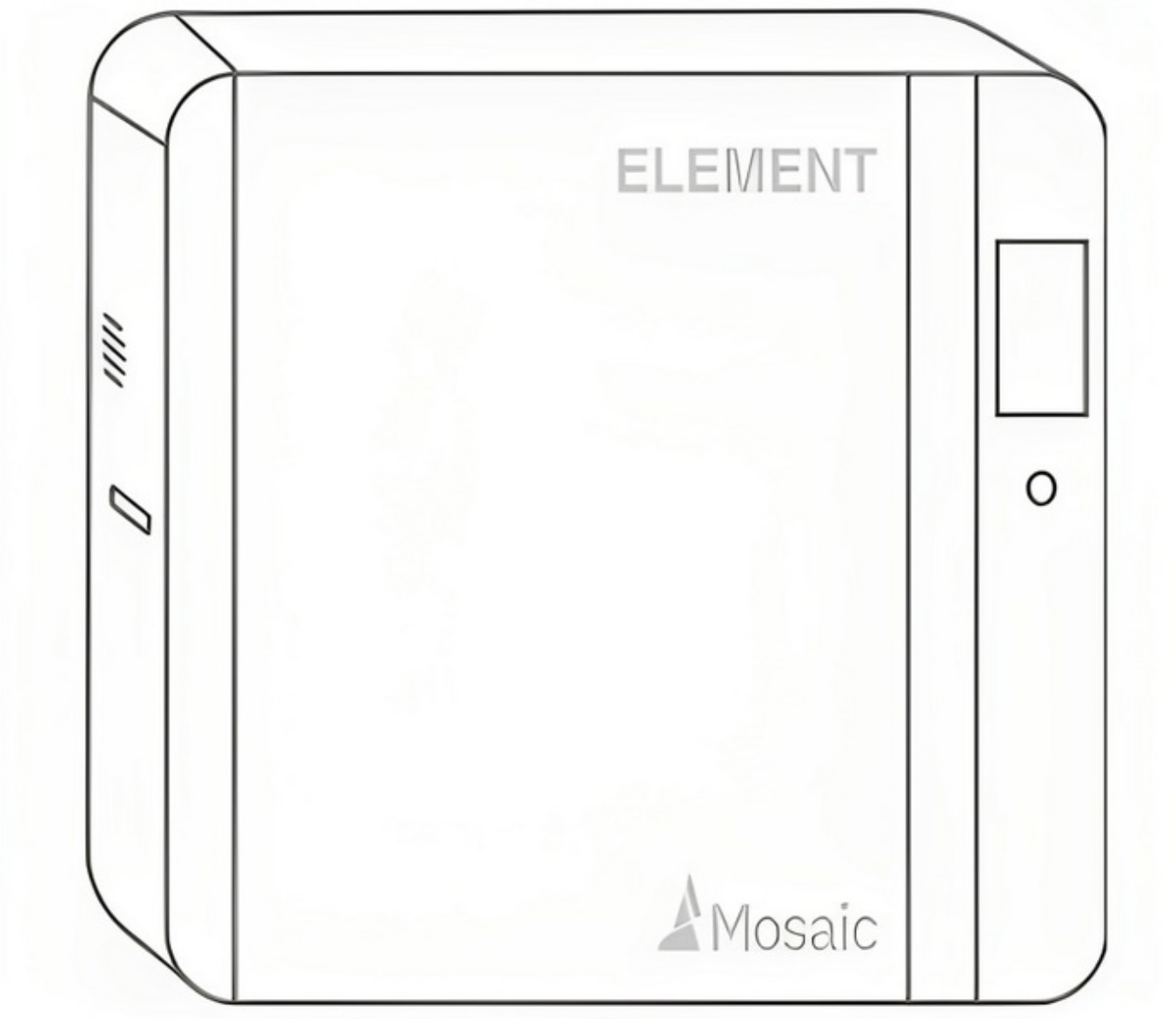
Lowering Bed Troubleshooting

Troubleshooting steps for 'Failed to lower bed' error messages

Written By: Guy Elston

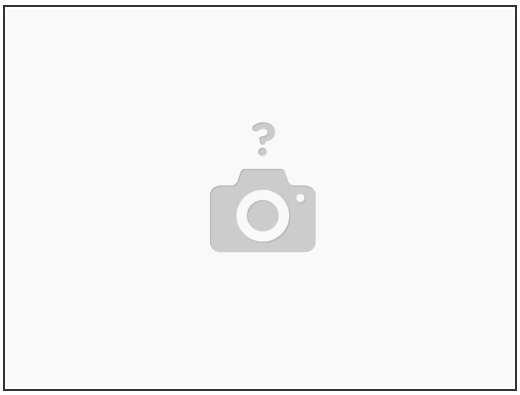


INTRODUCTION

The error message 'Failed to lower bed' may occur after a printer crash. There are simple steps for recovering the system and starting your next print.

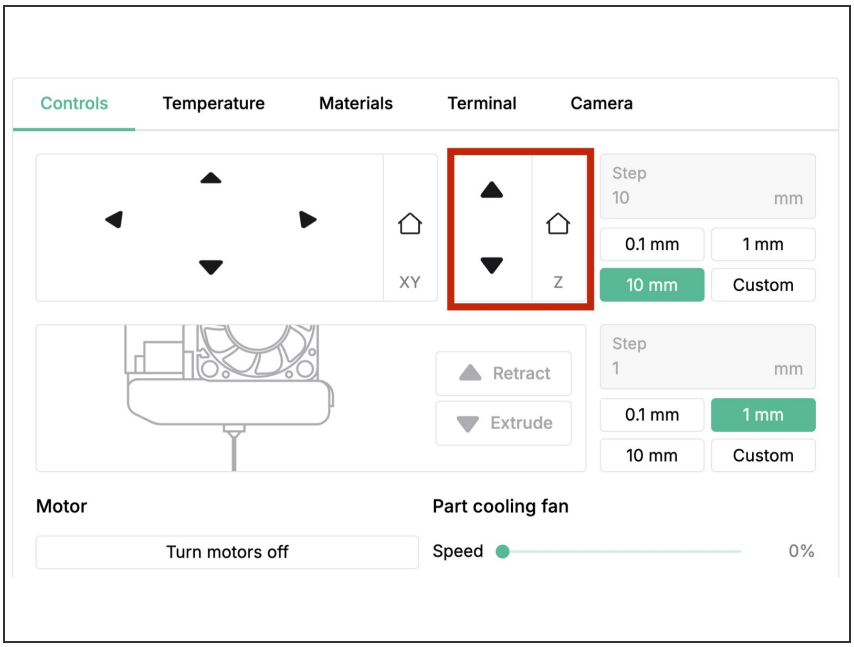
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Step 1 — Powercycle



- The printer will need to be powercycled before starting another print.
  - Element Desktop: powercycling using the button at the back of the printer.
  - Element in Array: deactivate the printer, and unplug the power cable from the printer at the back of Array. Plug it back in, then re-initialise and reactivate the printer through the back screen.

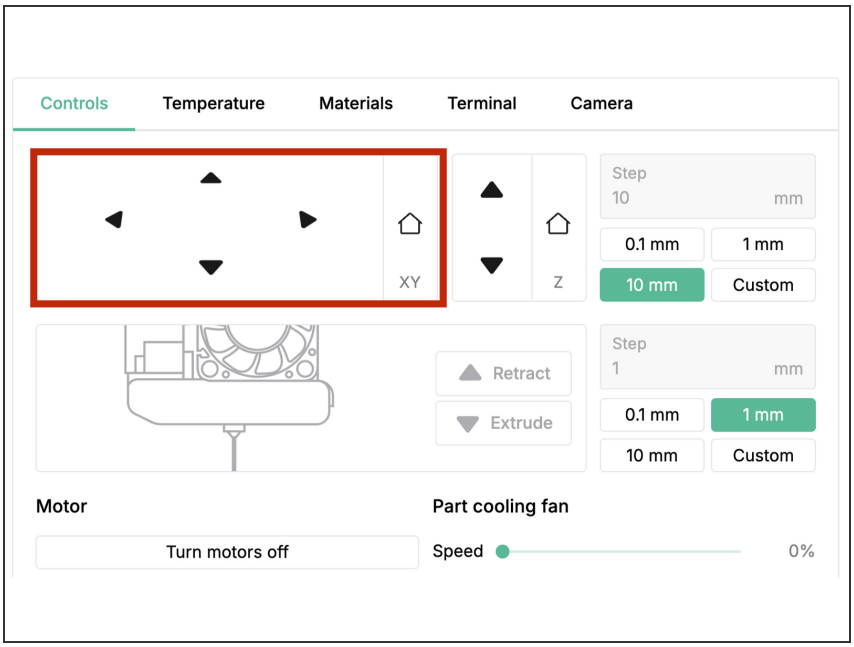
Step 2 — Z Homing



- Test Z Homing, following our Z Homing Error article.
- If the bed moves all the way up and contacts the nozzle, proceed to step 3.

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Step 3 — XY Homing



- Test XY Homing, following our XY Homing Error article.
  - If the Print Head homes correctly, you can start another print.
- If you have any concerns or questions, contact Mosaic Support.