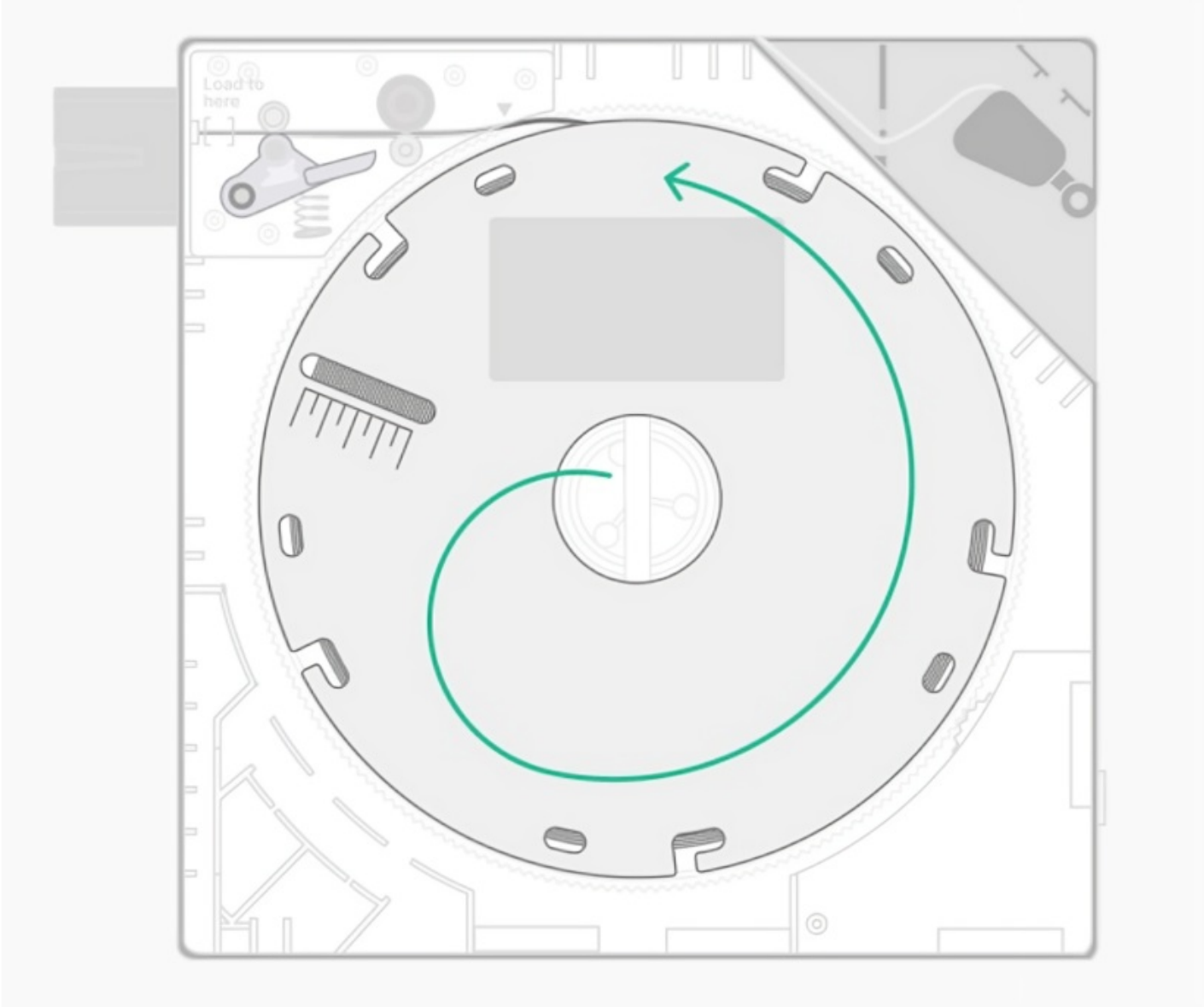
Material Pod Troubleshooting

Steps for troubleshooting Material Pod error messages at the start of prints.

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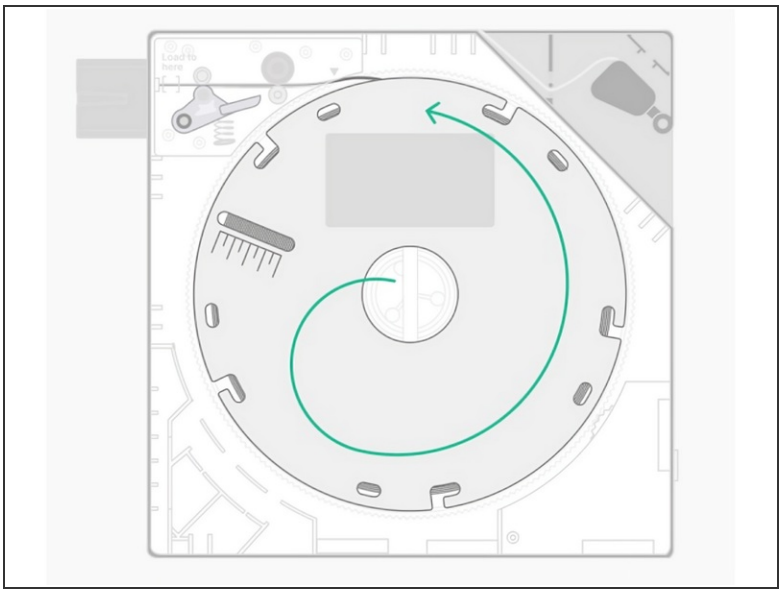
INTRODUCTION

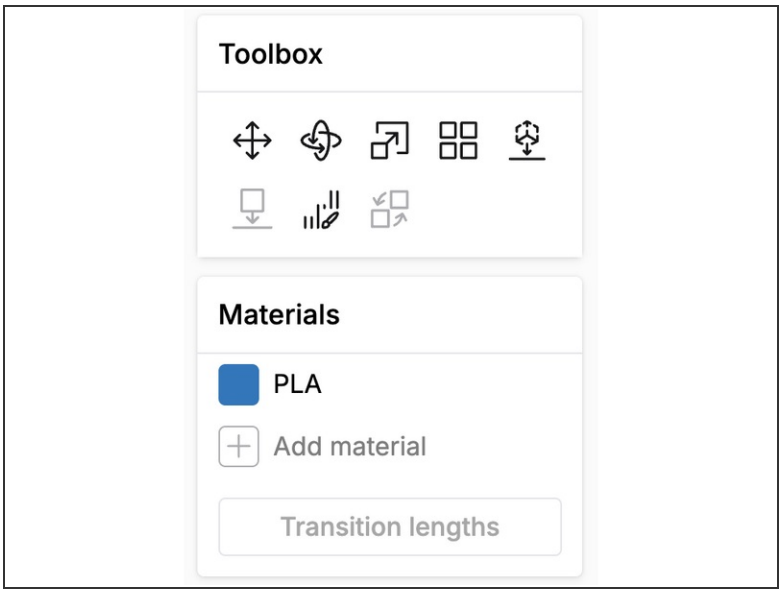
For Element to start a print, filament required for the print must be installed correctly in a Material Pod. The filament pathway must also be clear.

If your Material Pod is consistently disconnecting, please contact Mosaic Support and report the Pod's serial number.

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Step 1 — Loading Filament



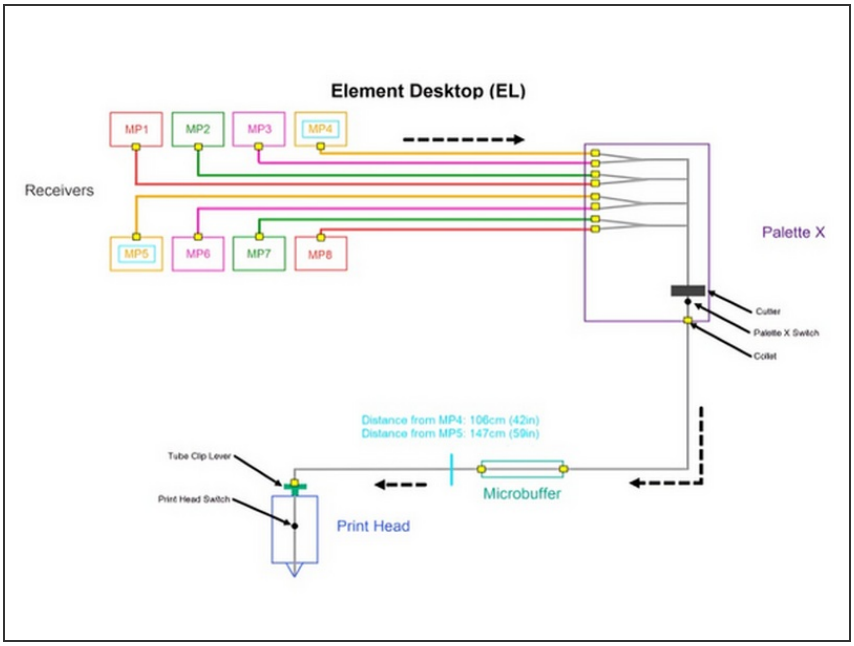


- Follow our Loading Filament into Material Pod article to ensure that your filament and Material Pod are installed correctly.
- Ensure that your Canvas project is sliced with the correct filament in the Materials box. If needed, re-slice the project and sent the print file to the printer again.

If you are using a 3rd party material for a single material print with Element, you can follow our Tagless Printing instructions.

If you are using 3rd party materials for a multicolor/multi-material print with Element, you will need to use our 3rd Party Material Tags

Step 2 — Filament Pathway



- If a Material Pod fails to retract at the start of the print, follow our Filament Pathway Inspection and Clearing article to check that the filament pathway is clear.
  - You can manually feed filament through the pathway, ensuring that it can reach all the way to the Print Head. If so, you reinstall the Material Pod and start your print.

Step 3 — Material Pod Disconnects



- If your Material Pod is consistently disconnecting, please contact Mosaic Support and share the Pod's serial number (eg, DRCA-MP).
- Use a different Material Pod to start your print.