



Firmware Error and Reset

Troubleshooting and recovery instructions for firmware errors (Marlin halts), including thermal runaways and irrecoverable errors.

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Firmware Error

Firmware has stopped due to THERMAL_RUNAWAY. Power cycle your Element to recover.

For more information, visit mm3d.co/firmware-reset or contact us at support@mosaicmfg.com.

✕
Close

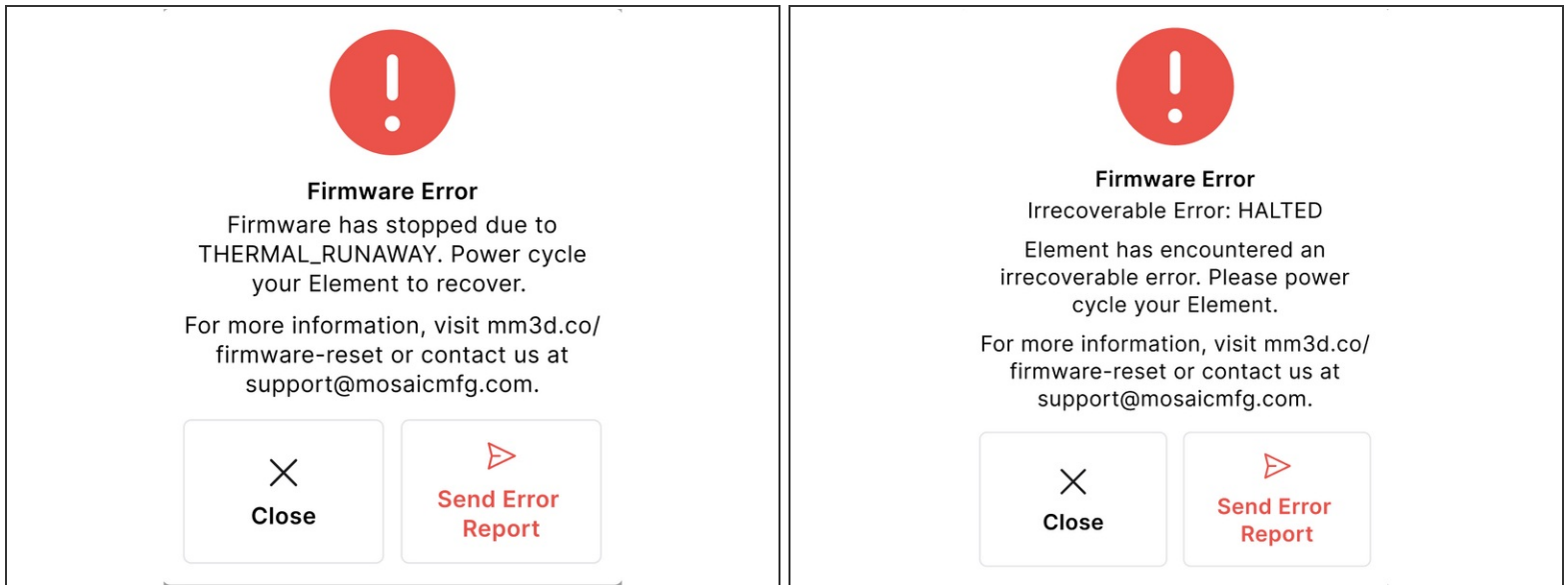
➤
Send Error
Report

INTRODUCTION

In the case of rare firmware errors, such as thermal runaway or other irrecoverable errors, the system will need to be powercycled.

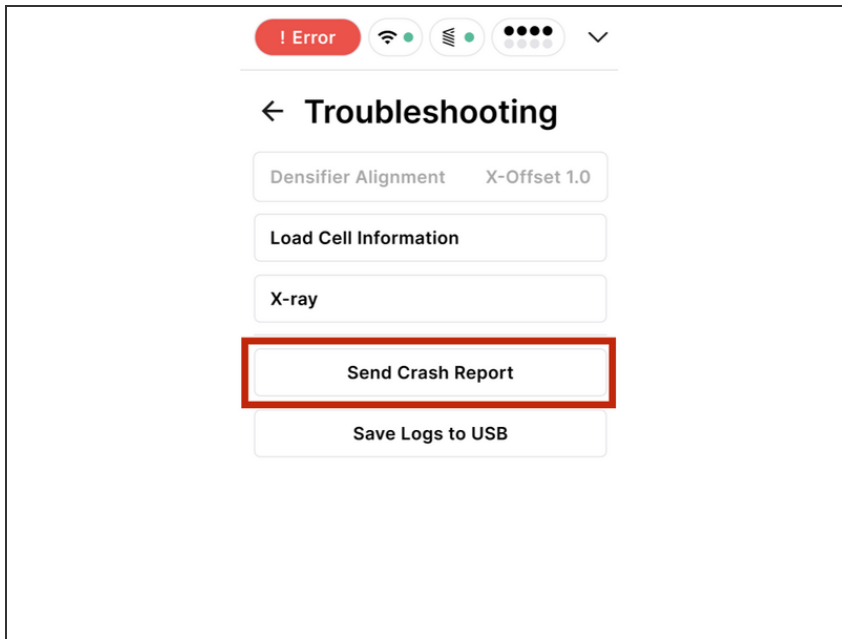
Please report any such error to [Mosaic Support](#) along with the relevant error information.

Step 1 — Error Identification



- Firmware errors occur when Marlin halts operation. Marlin is the firmware application which controls the real-time operations of Element, such as the heaters, steppers and sensors.
- There are two kinds of firmware error:
 - Thermal runaway, indicating an issue with one of Element's heating operations
 - Irrecoverable error, indicating a different issue, such as motor control
- Sharing more information with Mosaic Support will help us to identify and the error and prevent recurrence.

Step 2 — Gathering and Sharing Data



- If you see a firmware error, send a crash report while the printer is in the error state by navigating to *Settings > Troubleshooting*
- Contact Mosaic Support and let us know that you've seen a firmware error and have sent a crash report. Please also share the approximate time/date of the error, and [share the Canvas project](#).
- Mosaic Support will investigate the error further and provide any recommended next steps.

Step 3 — Powercycling



- Powercycle the device before continuing to print
 - Element Desktop - powercycle using the power button at the back of the printer
 - Element in Array - powercycle by deactivating and unplugging the power cable at the back of the printer. Plug the power cable back in, and reinitialise the printer.
- Thermal runaway errors may reoccur if the root cause is not identified - Mosaic Support will help to diagnose and resolve the issue.

