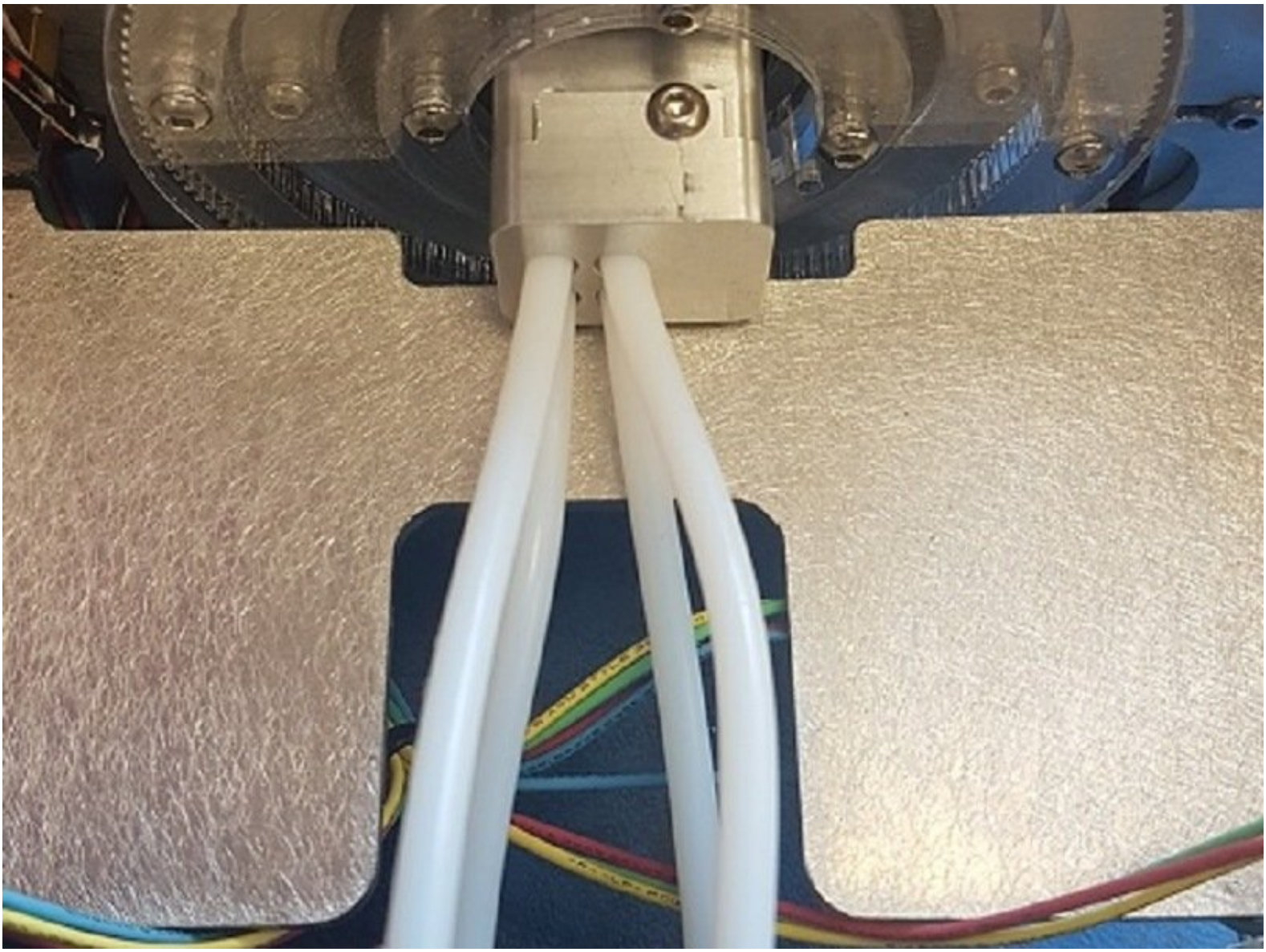
Blockage in the Merger

This issue arises when filament gets jammed in the merger portion of your Palette, which will cause your drives to not feed filament through your Palette.

Written By: Mosaic Support



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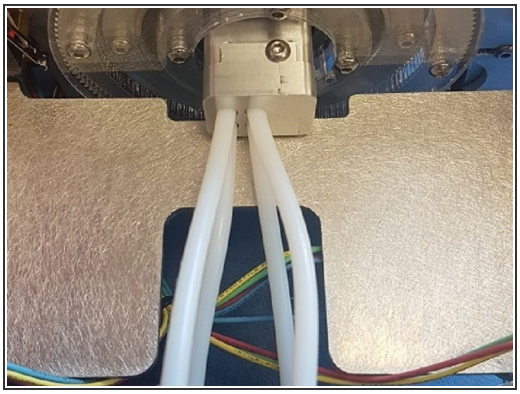
INTRODUCTION

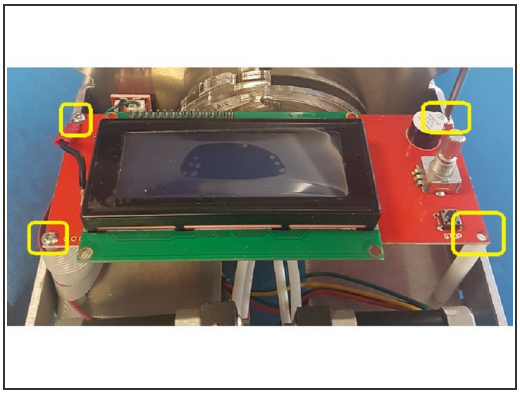
This issue arises when filament gets jammed in the merger portion of your Palette/Palette+, which will cause your drives to skip and will not feed filament through to the cutter or splicing portions of Palette. This usually happens if your filament is brittle and breaks off while it is being pushed through Palette, or if a short piece of filament is fed into Palette (such as at the end of a spool).

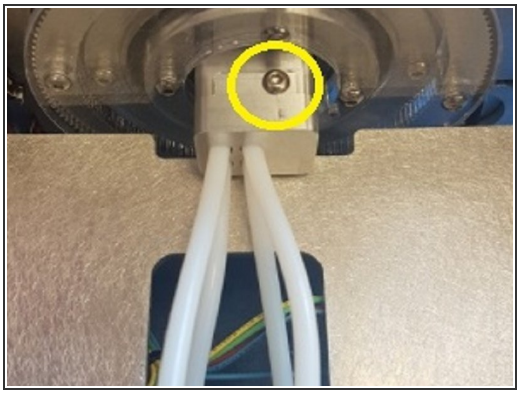
TOOLS:

- 2.0 mm Hex Key (1)

Step 1 — Palette+ Merger







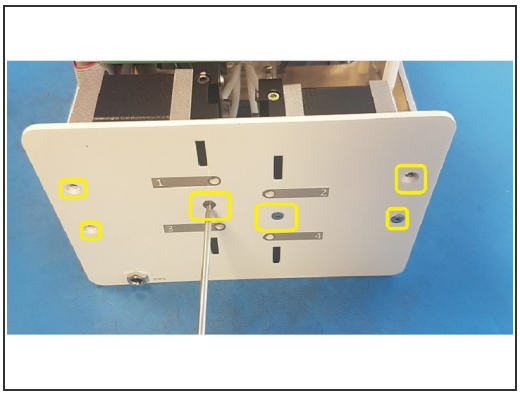
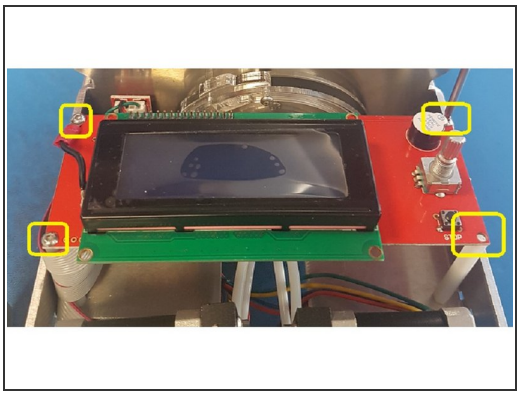
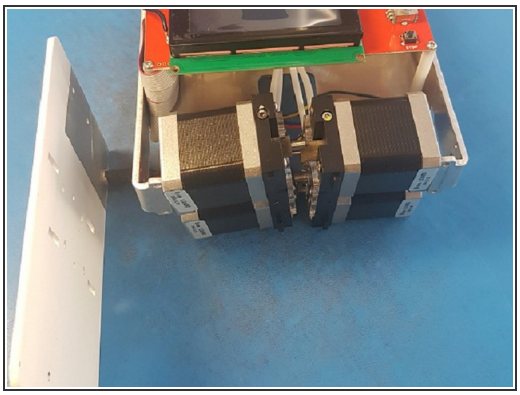
- Remove the top lid of your Palette+ by removing the top two screws on each side of your unit. Next, detach the screen by removing the 4 screws using the same 2.0 mm hex key.
- Once the screws are removed the screen is still connected to Palette+, so carefully place this piece to the side and you'll have a clear path to the merger. Next, remove the one screw which attaches the merger to the cutter.

Step 2



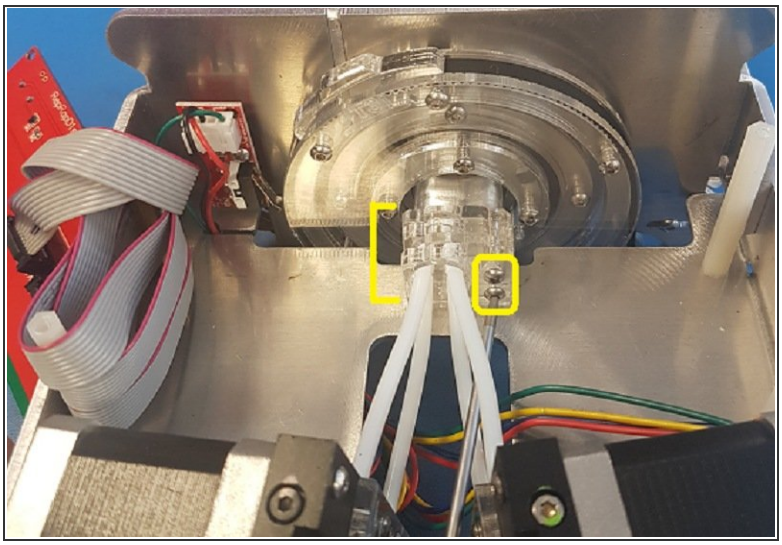
- Loosen the front plate of your Palette by removing the 4 screws and carefully removing the plate with the drives attached.
- Once this entire unit is loosened, you should be able to clear the blockage from your merger. You can do this by pushing a piece of filament through the merger's tubes. Once cleared, reverse the steps to reassemble your Palette carefully.

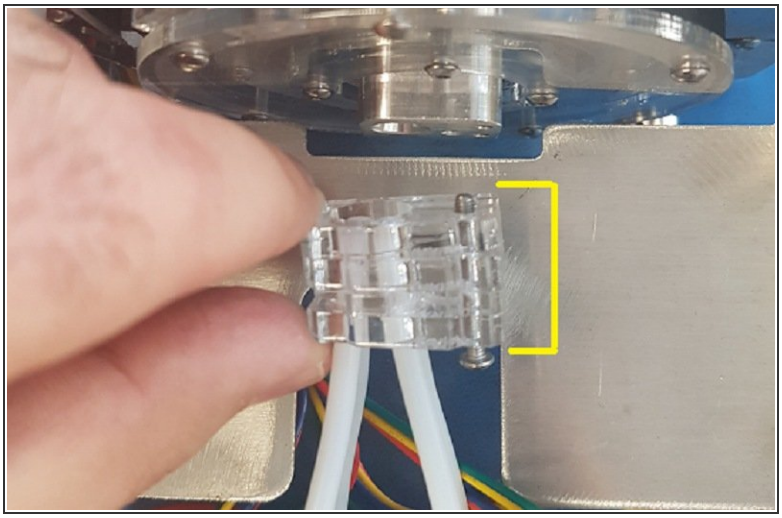
Step 3 — Palette Merger

- Remove the top lid of your Palette+ by removing the top two screws on each side of your unit. Next, detach the screen by removing the 4 screws using the same 2.0 mm hex key.
- Remove the front plate of your Palette by removing the 6 screws and carefully removing the plate.
- You'll notice that we did not remove the DC barrel nut from the front plate. You can place the front plate to the side, still attached to the tether.
- Next, detach the screen by removing the 4 screws using the same 2.0mm hex key.

Step 4





- Even once the screws are removed the screen is still connected, so carefully place this piece to the side and you'll have a clear path to the merger. Carefully shift the drives to the side so that you can access the two screws which attaches the merger to the cutter. Be sure to hold the acrylic pieces together when removing these two screws.
- If they slip or are separated, refer to this support article.
- Once you free the acrylic piece, you should be able to clear the blockage from your merger! Once this is cleared, reverse the steps to reassemble your Palette carefully.

If you have any additional questions, please send us a message at support@mosaicmfg.com