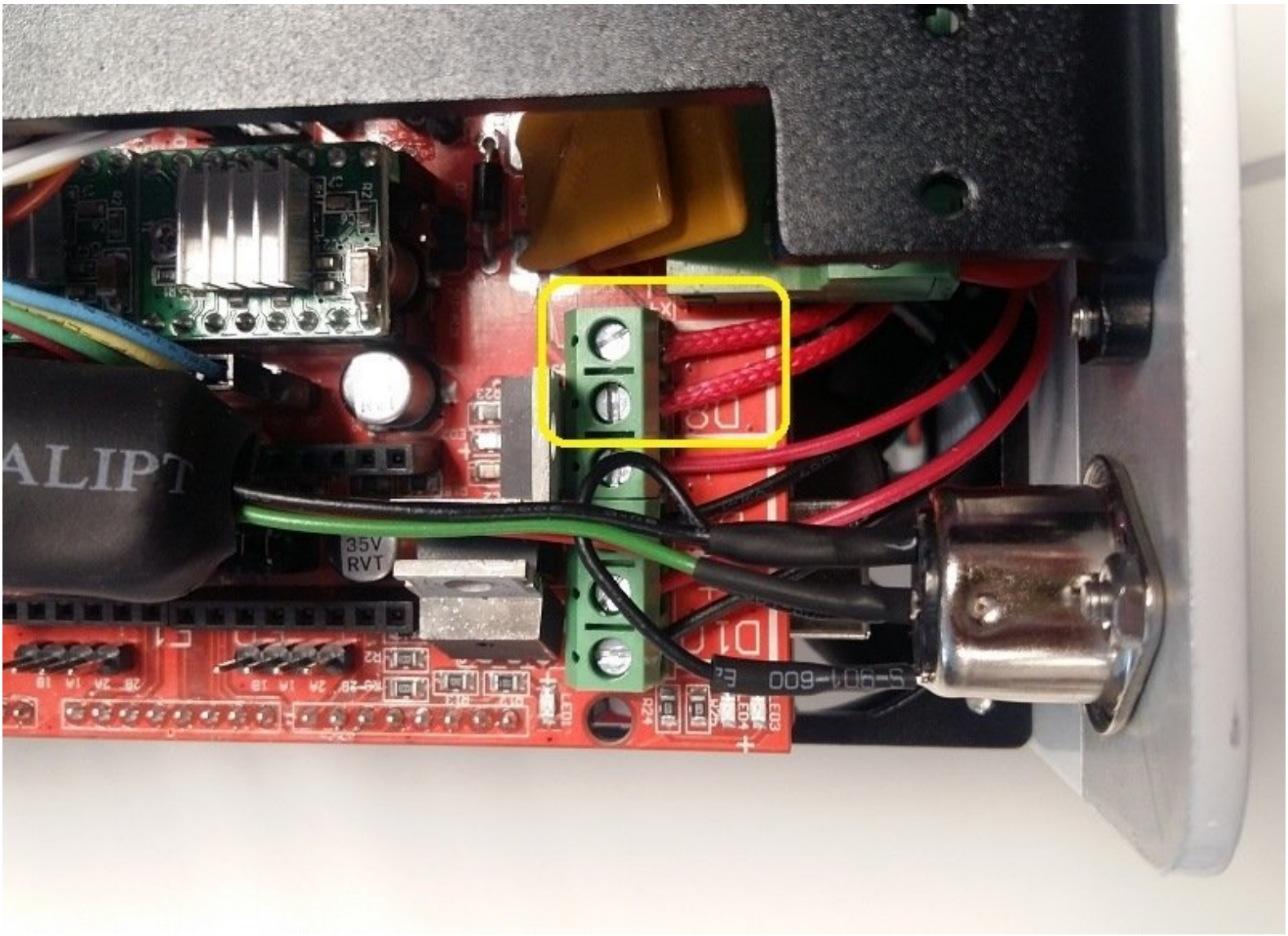
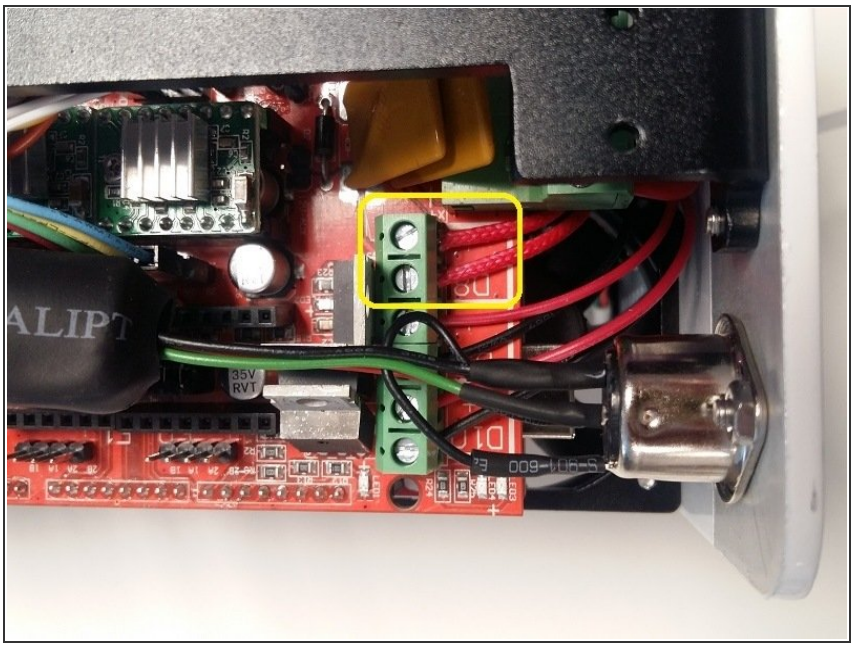
Replacing the Heat Cartridge

If Palette's hot tool does not reach the proper splicing temperature after a long period of time, there are a few steps to troubleshoot.

Written By: Mosaic Support

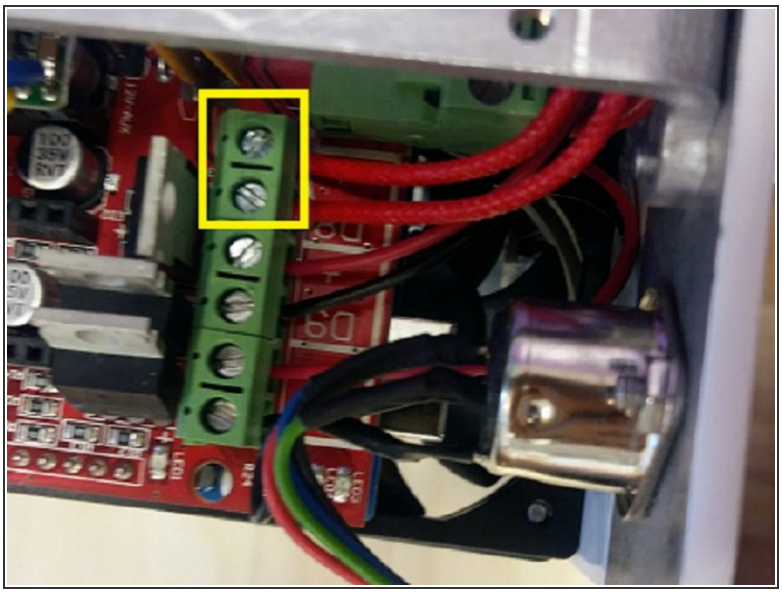


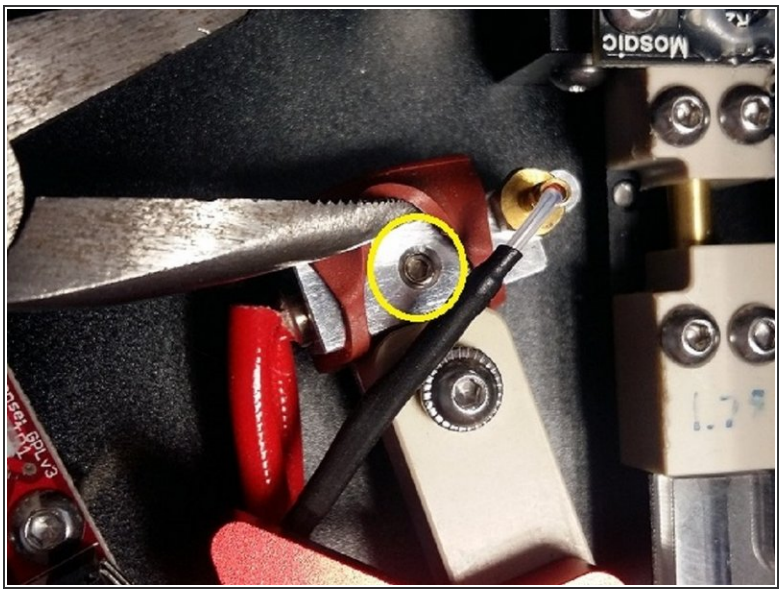
Step 1 — Check Temperature



- Re-flash Palette+'s firmware and on Palette+'s screen, go to *Utilities > Preheat*. Check to see if the temperature reaches 230C.
- Check that the connections of the heat cartridge to the electronics tray are firmly attached. This can found at D8.
- Ensure that your unit is receiving enough power by checking that the power supply and cables are secure and that the blue light appears on the power brick.

Step 2 — Replace Cartridge





- If you're still experiencing issues after checking the above steps, you'll need to replace your heat cartridge. Disconnect the heat cartridge plugs from D8 on the electronics tray.
- Using a screwdriver or pliers, pull back the silicone sleeve on the hot tool to expose a 1.5 mm screw. You'll need a smaller hex key to remove this screw as the hex key provided with the Palette package is 2 mm.
- You'll be able to pull out the heat cartridge from the hot tool. Replace with a new heat cartridge before securing to hot tool, re-feed the wires through Palette, and re-connect to D8 inputs.

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