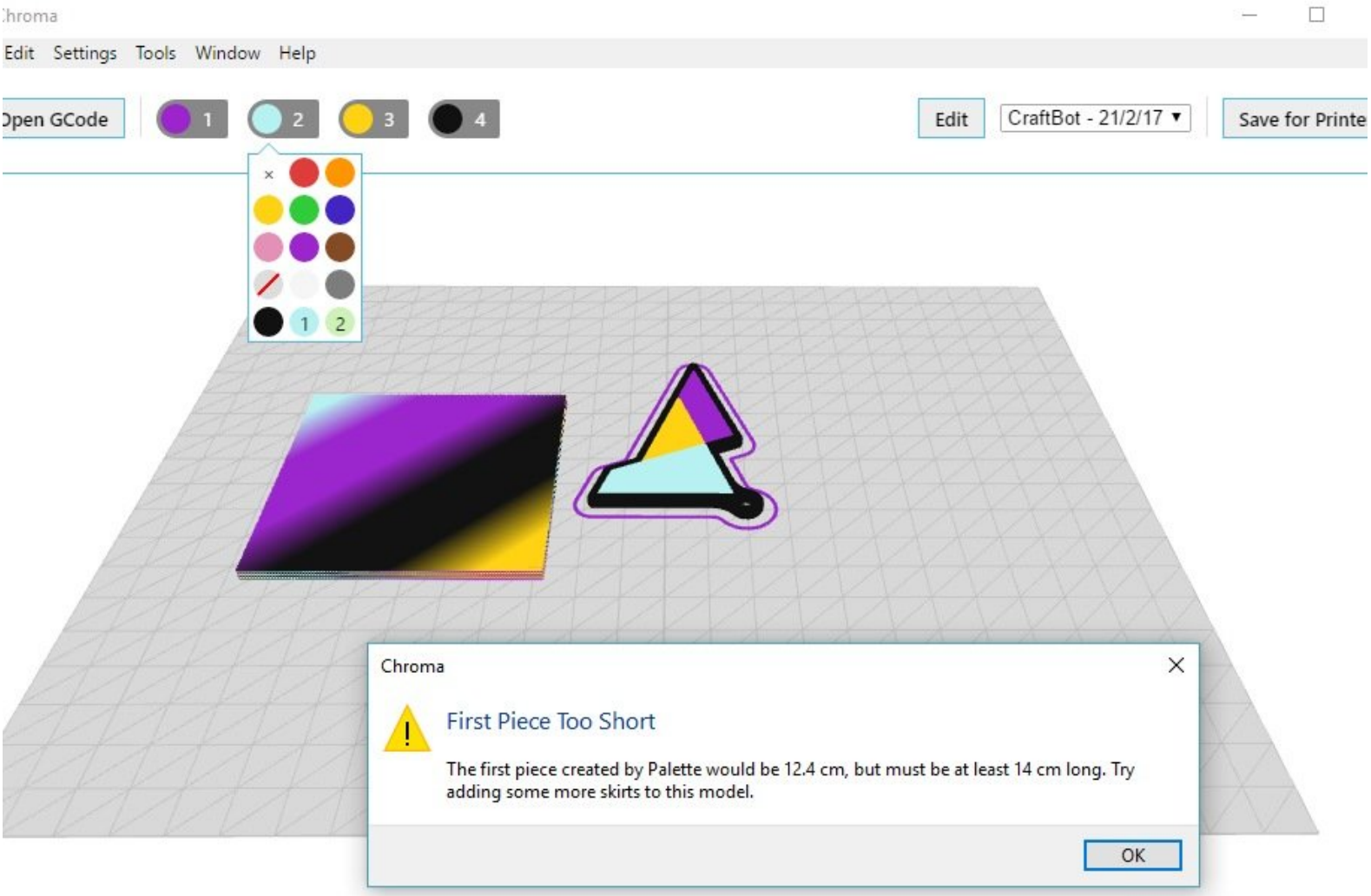
"First Piece Too Short" Error

"First Piece Too Short" error can appear when you've imported your GCode file into Chroma and are ready to export it to a MSF file.

Written By: Mosaic Support

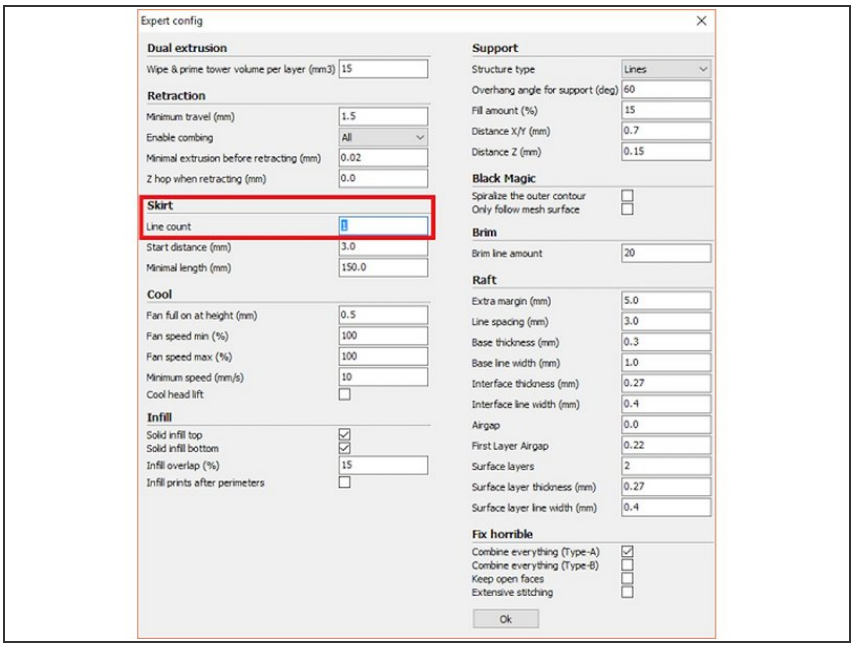


INTRODUCTION

This error can appear when you've imported your GCode file into Chroma™ and are ready to export it to a MSF file (*File > Save For Printer*).

This error occurs because the first piece of filament inputted into Palette needs to be long enough to pass through the cutter and reach the outgoing drive. Once the filament is grabbed by the outgoing drive, it is able to retract and extend to control the filament during the splicing sequence. Accounting for a few centimetres as a buffer zone, this minimum distance is 14 cm. If the first piece of filament is too short (<14 cm), Palette is unable to grab this filament at its outgoing drive, so we ask to either increase the number of skirts around the model or increase the size of the model as you have done.

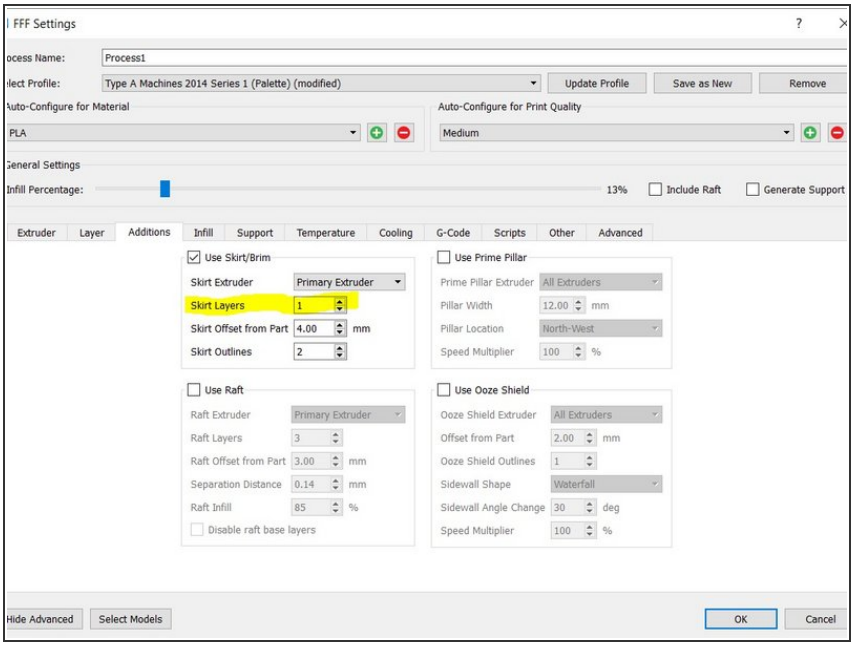
Step 1 — Increase the Number of Skirts (Cura)



- To increase the number of skirts in Cura, go to *Expert > Open Expert Settings*. On that screen, you would increase the **Line Count** portion under **Skirt**.

ⓘ Please note that this solution will not work with versions after Cura 15. If you're experiencing this issue while using Cura V2 or higher, please e-mail us your GCode.

Step 2 — Increase the Number of Skirts (S3D)



ⓘ For Simplify3D, please note that Chroma uses the topmost tool assignment/colour for the skirts instead of the bottom. If you need to adjust the number of skirts in a multi-colour print, ensure that the skirt is assigned to the same tool ID as the first extruder at the bottom of the Z-height.

- You can increase the number of skirts in Simplify3D by accessing *FFF settings menu > Additions*.

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If you have any questions, please contact us at support@mosaicmfg.com.

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