

No respond of touch screen or no heating

When **preheating or stop the printing**, the operation on touch screen will be not responded until the former preheating finished or touch screen go dead accidentally. Our touch screen like the computer function, connecting the motherboard, communication with motherboard by a cable, and sometimes it will be dead like phone or computer. You can restart the printer or just wait the former heating to be finished to solve this problem.

The printer can only **load or unload the filament for one extruder**, please do it one by one. During loading or unloading the filament, other operation on the touch screen will be delayed to respond except stop button, the same as preheating (if you are heating the extruder, other operation on the touch screen may not be responded). To solve this problem, you can wait the former operation to be finished or restart the printer.