

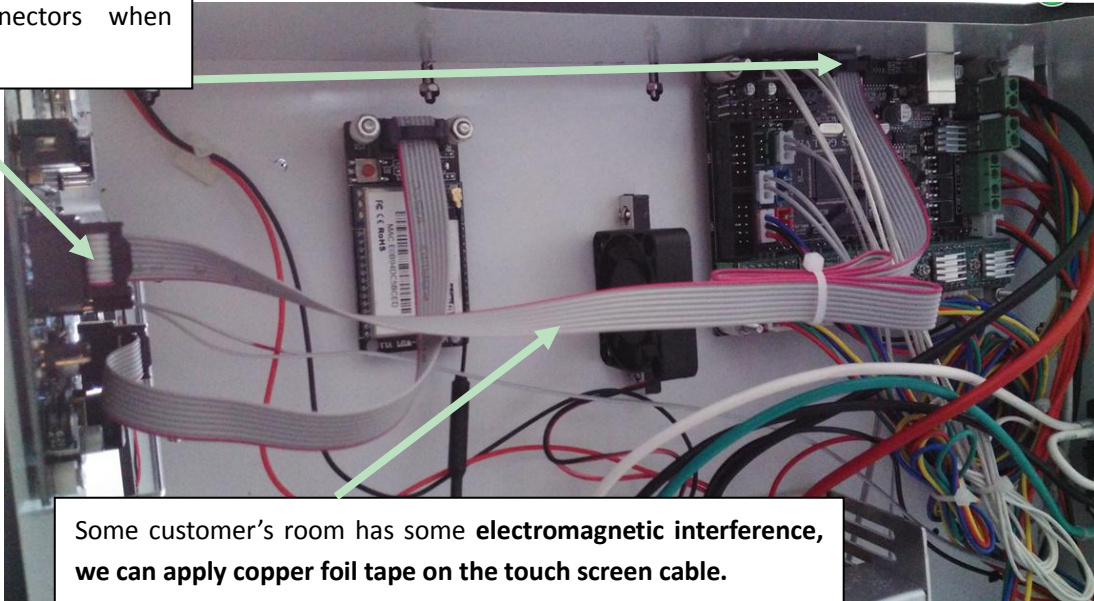
Printing Stopped randomly

There are some reasons that cause the printing stopping randomly as below:

1. As the summer coming, the room temperature will become higher, so we suggest you to make sure the printing condition under 30 degrees. If the room temperature is warmer than usual, please consider to take away the top chamber and open the door chamber. If the room temperature is warm and there is no wind, please try printing without the chamber.
2. Please kindly check the motor wire connectors near 5 stepper motors whether is loose or broken. We suggest you to power off the printer first, then re-plug all the motor wire connectors or re-fixed them.
3. If the printing speed is too slow (always below 20mm/s) for long time, the stepper would stop. So please improve the printing speed.
4. SD card is broken or not in good quality or SD card is inserted loose in SD card slot. Please kindly format it to FAT32 or use another SD card (class 4, less than 16GB).
5. Perhaps your printing temperature of settings is too low, which makes extrusion more difficult. The steppers would stop. If the printing time is longer. Thus, we suggest you to increase the printing temperature.
6. Some filaments are not wound on rolls, and the filament may be tied in knots, which make the extrusion harder. For long time printing, the steppers would also stop. Please sort out the filament. If the nozzles are jammed, please clean the nozzles.
7. If your layer thickness is too higher and printing speed is too fast, it will result in the extrusion too much. For long time printing, the steppers would stop. So please decrease the layer thickness and printing speed.
8. It is lots of movement and extrusion and retraction when printing special objects, which would also stop. So we suggest increasing the values of minimum travel before retraction and minimum extrusion before retraction in cura configuration.
9. The extruder's or bed's temperature is not right sometimes (0 degree or -20 degree or big number such as 368 degree) and the extruder's or bed's thermistor may be broken. The printer will protect itself and don't start the print or stop the print. The thermistor sometimes may be defect so sometimes the printing stopped.

10. Touch screen cable (touch model) or LCD screen cable (maker model) may be loose, should re-plug it again.

Re-plug two connectors when power is off



Some customer's room has some **electromagnetic interference**, we can apply copper foil tape on the touch screen cable.

11. Please kindly check the cooling fan under the bottom panel of the printer whether work or not. Or please kindly check the heat sink whether drop from the stepper driver chip on the electrical board. Both of them can make the steppers not work. So we recommend changing the new cooling fan and resticking the heat sink.