

Filament Stuck

Warning: We strongly recommend using the filament or metal stick to dredge the clogged extruder or the stuck filament inside the extruder instead of replacing the parts, so you don't have to disassemble anything. The metal sticks under the diameter 1.75 mm are ok. For example this loop metal stick:<https://www.aliexpress.com/item/2037221587.html> or www.amazon.com/dp/B01COSU6CW/ . We can push down the filament or metal stick by hand again and again to the heated extruder to dredge the clogged extruder or the stuck filament, and this way usually works.

Please be careful for human electrostatic especially in winter when touching the motherboard or extruders or laser. The easiest way to solve this problem is that we can touch the metal part nearby by hand first before touching the motherboard or extruders or laser. So the electrostatic usually will be gone before touching the motherboard or extruders or laser.

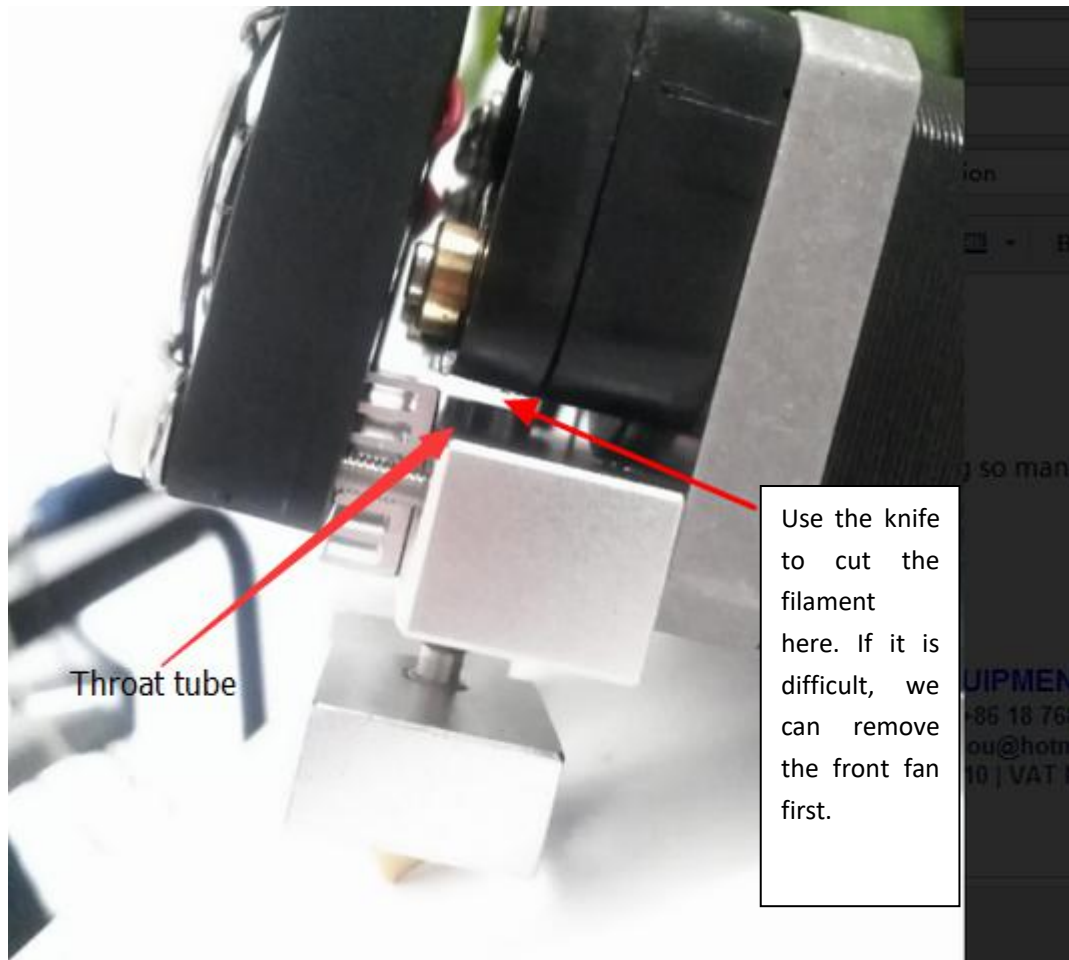
Sometimes the filament is stuck inside the extruder, and you can't load or unload the filament. The causes are below:

1. Bad quality filament or the filament exposes in the air for long time and absorbs the moisture.
2. Unload the filament directly. We should load the filament first, then unload the filament at once. In this way, there will be less extruder clog risk.
3. Power off the printer directly when the extruder is still hot. Usually we need to let the extruder temperature be below 50 degrees Celsius, then we can power off the printer. Or there will be more risk in extruder clog.
4. Not correct slicing settings such as retraction settings or dual extruders switch settings.

How to solve this problem?

Restart the printer, then preheat the extruder to **250 or 260 degrees**. Push the filament down to the extruder **by hand** (if you have done the extrusion through touch screen menu after restarting the printer, the extruder motors will be locked, and you can't push the filament down by hand and have to restart the printer again) . **Please push the filament down and pull it back about 10mm and push the filament again.** Do this again and again, usually the clogged filament can come out from the nozzle.

If the above way doesn't work, **we can use the knife to cut the filament above the hot end's throat tube first** according to the photo below:



Then pull out the filament, and please use the metal stick (smaller than 1.75mm in diameter, and at least 80 mm long) to push the filament down inside the heated extruder instead of the soft filament . You can get the similar metal stick here:

www.aliexpress.com/item/2037221587.html (choose the loop shape stick)

USA: www.amazon.com/dp/B01COSU6CW/

UK: www.amazon.co.uk/dp/B002FOK63A/

DE: www.amazon.de/dp/B00B7WSC9G/

CA: www.amazon.ca/dp/B007E0I0UQ/

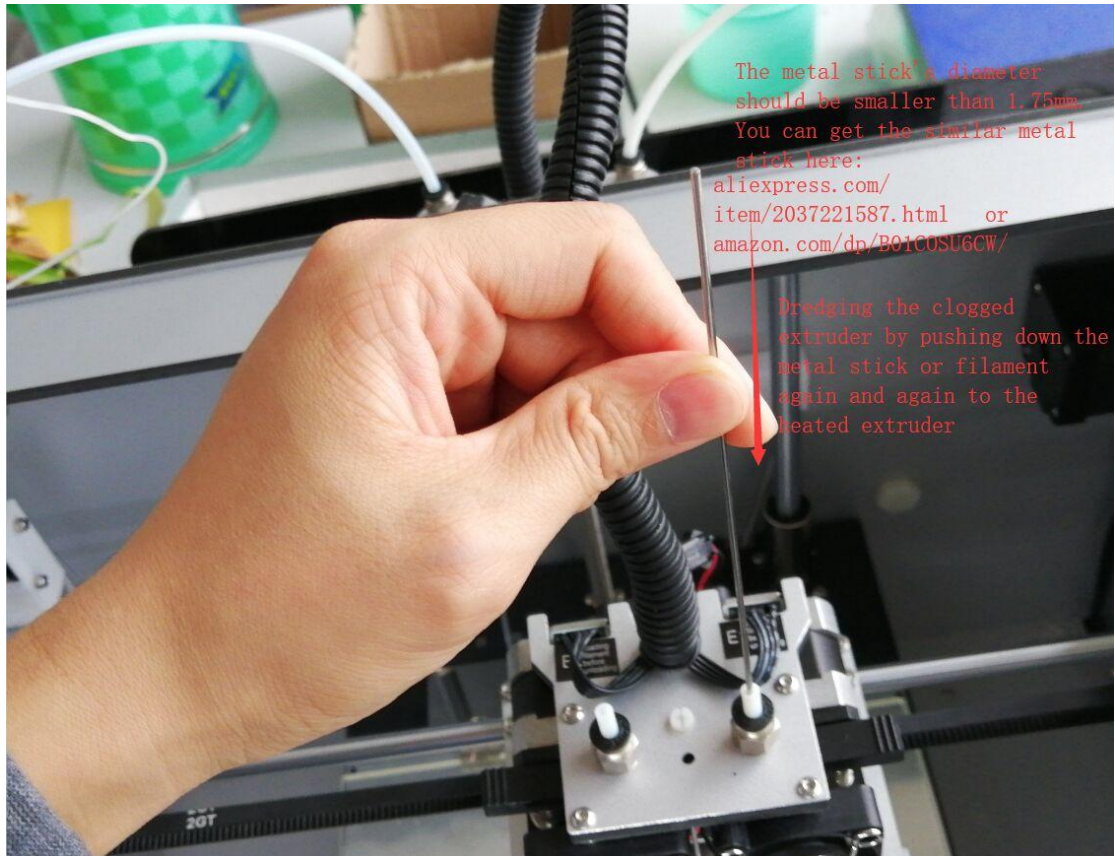
JP: www.amazon.co.jp/dp/B07QXMJVQP

FR: www.amazon.fr/dp/B00B7WSC9G/

ES: www.amazon.es/dp/B00B7WSC9G/

IT: www.amazon.it/dp/B002FOK63A/

The solution is below:



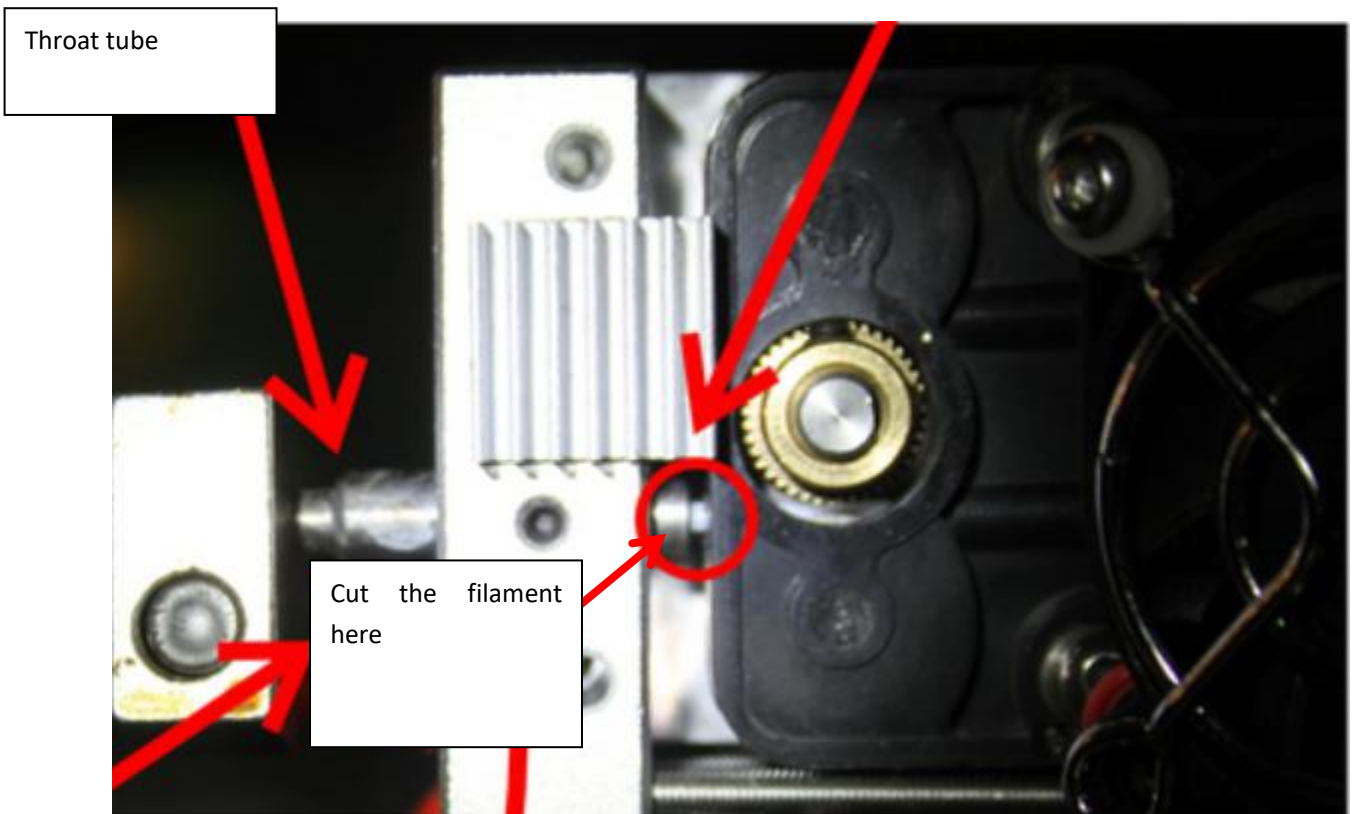
Now preheat the clogged extruder in high temperature such as 240 degree.

Insert the metal stick (**the diameter must be smaller than 1.75 mm, and at least 80 mm long**) to dredge the nozzle. Usually this way works.

If still doesn't work, please use the fire to heat the metal stick first, then push down the heated metal stick at once. Usually the heated metal stick will melt the stuck filament and solve the problem.

If the above way doesn't work, please disassemble the extruder. You can have a video reference on

https://drive.google.com/file/d/0B148jWiv_vJebE10Nm5DTIZNUDA/view?usp=sharing&resourcekey=0-eUFQm_Yq_iOTrDQ0sZbJCA . We can't remove the stepper motor away as there is filament inside. Please keep the stepper motor in the original place and remove the front fan, and you will see the extruder as the photo below:



Then we can dredge the stuck filament by pushing down the metal stick again and again to the heated hot end.

If still don' t work ,we have to replace the hot end. You can get the hot end on our amazon store or here:https://www.aliexpress.com/store/product/4pcs-lot-M6-3d-printer-throat-PTFE-Pipe-inside-stainless-steel-feed-tube-nozzle-throat-for/2212001_32691416405.html?spm=2114.12010608.0.0.399b6fcfyHT20a

If you need it urgently, you can choose the fast shipping way such as UPS, and it will arrive in 2 or 3 working days.

The normal delivery time for your reference:

USA: 7-14 working days.

UK: 5-10 working days.

Canada: 8-15 working days.

Germany: 8-15 working days.

Spain: 8-19 working days.

France: 8-12 working days.

Italy: 10-16 working days.