



TM

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3D SYSTEMS University

Cube 3D Printer

“Lesson – Troubleshooting Cartridge Issues”

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Objectives

After completing this lesson you will:

- Be able to troubleshoot and diagnose cartridge issues

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Cartridge Not Found

Symptom	Test	Cause	Solution
“Cartridge Not Found” displayed in Cartridge Info menu	Try cartridge in different bay	Faulty cartridge bay	Contact Cubify support for warranty replacement of cartridge bay
		Faulty cartridge; broken chip (should be visibly broken)	Contact Cubify support for warranty replacement of cartridge

Cartridge Error

Symptom	Test	Cause	Solution
“Cartridge Error” displayed on touch screen		Manufacturing Fault	Contact Cubify support for warranty replacement of cartridge

Cartridge Empty when new/full

Symptom	Test	Cause	Solution
Cartridge shows empty in Info menu when new and/or full	None	Manufacturing Fault	Contact Cubify support for warranty replacement of cartridge

Cartridge shows wrong color

Symptom	Test	Cause	Contact Cubify support for warranty replacement of cartridge
Cartridge shows incorrect material/color in Info menu	None	Manufacturing Fault	Contact Cubify support for warranty replacement of cartridge

* If only color is incorrect, the cartridge can still be used as-is if the customer does not mind. If material is incorrect, an error will be given when trying to print.

Cartridge Jam

Symptom	Test	Cause	Solution
Cartridge Jammed	Can material be pulled from cartridge easily by hand?	Bound filament	Contact Cubify support for warranty replacement of cartridge

Broken Filament

Symptom	Test	Cause	Solution
Filament broken in Feed Tube		Brittle filament	Contact Cubify support for warranty replacement of cartridge