

## FAQ

### **The motors are moving in the wrong direction**

You might have connected the motors to the board the wrong way round, causing the polarity to be inverted. Disconnect the motors and then reconnect them in the correct position. Before you do this, make sure that the power supply to the board is disconnected.

### **There are anomalies on the LCD panel**

If the LCD blinks, turns white or displays strange characters, switch the machine off and then back on to resolve the issue.

### **The SD card is not being read correctly.**

Remove the SD card and reinsert it.

### **The extruder fans are not functioning correctly**

The cables that connect the extruder fans to the board go through the same connector. You could have positioned this connector incorrectly on the board so that the cables are the wrong way round. Make sure that the fan connector is correctly connected to the board.

### **I can't load the filament into the extruder**

Re-trim the end of the filament. Discard any areas which have been damaged, folded or bent. Check that there are no traces of previous filament remaining in the guide tube.

### **The piece doesn't stick to the print bed**

This is due to the extruder being too far away from the bed. Adjust the offset again to reduce the distance between the extruder nozzle and the print bed. Remember to apply lacquer, Fixpad or tape to the bed to increase the adhesion of the filament. Otherwise, the pieces will not adhere correctly.

### **The piece is being printed OK but the edges have started to come unstuck**

This is also due to incorrect levelling. If the distance between the extruder nozzle and the bed is too large, the filament at the ends of the piece will not adhere properly and will come away. Remember to apply lacquer to the base to increase the adhesion.

### **Can I pause a print job?**

You can pause a print job in progress by pressing the control wheel and selecting the Pause Print option. To resume printing, go to the menu and select Resume Print.

### **Can I stop a print job?**

You can stop a print job in progress by pressing the control wheel and selecting the STOP Print option.

### **The extruder is blocked**

Heat the extruder to 220 °C and push a needle through the nozzle to clear it. Clear away the residue until the filament has been extruded.

### Can I add a heated bed to my printer?

You can add a standard RepRap heated bed, but you will need to switch to a higher power supply unit. BQ accepts no liability for any resulting damage to the printer or injuries suffered by the user.

### The filament is being expelled from the extruder instead of going in.

You might have connected the motors to the board the wrong way round, causing the polarity to be inverted. Disconnect the motor and then reconnect it in the correct position. Before you do this, make sure that the power supply to the board is disconnected.

### My printer doesn't have the maximum specified print area

Print area can be lost depending on how the X and Y axes were adjusted during assembly. To obtain the maximum print area, ensure that your printer complies with these specifications:

- **Y axis:** the ball bearing of the Y tensioner must be as close as possible to the threaded rod, leaving a margin to allow the belt to tense so it faces slightly downwards. This gives the belt more room and means that the piece holding it to the bed will not collide with the tensioner. Also ensure that the base does not collide with the motor. To do so, you can separate the pulley slightly from the motor, which is in the motor shaft.
- **X axis:** the tensioner should be inserted as far as possible into the part which holds it, leaving enough margin to be able to tense the belt. This gives the belt more room.

### The endstop isn't working

This is due to a false contact error. Disconnect the endstop connector and then reconnect it.