

Von: [LiveChat](#)
An: [d. \[REDACTED\]@gmx.de](#)
Betreff: Transcript of Thursday, June 20, 2024, 09:28:03 pm. Operator: Sebastian R.. Visitor: Dennis [REDACTED]
Datum: Donnerstag, 20. Juni 2024 23:29:20

Chat transcript



Name: Dennis [REDACTED]

E-mail: d.[REDACTED]@gmx.de

Order number: (no answer)

What is the chat regarding? Technical support - Search the knowledge base here, also: <https://help.prusa3d.com/>

Have you already contacted us about this issue? Yes

Printer model (or product): MMU3

Serial Number: (no answer)

Printer type: Kit



Sebastian R.

Thu, 20 Jun 2024 22:04:24 CEST

Hello. How may I help you?

Dennis [REDACTED]

22:04

hello - that was a long minute!

Dennis [REDACTED]

22:05

I recently had contact with Nelson



Sebastian R.

22:05

Hello Dennis!



Sebastian R.

22:05

Sorry about the long queue time

Dennis [REDACTED]

22:05

Attachments:

- [biHQuUUu7h.jpg](#)

Dennis [REDACTED]

22:05

That is my Problem with MMU3



Sebastian R.

22:05

Oh no.

Dennis [REDACTED]

22:05

Nelson said, that this might was a problem with WiFi - it is not. I think i Found the root-cause



Sebastian R.

22:06

That's strange, usually prints start good and after layer shift they fail. Y our case is the opposite



Sebastian R.

22:06

Have you checked your belt tension? What do you think was the caus e of this? =

Dennis [REDACTED]

22:06

no

Dennis [REDACTED]

22:06

Attachments:

- [image.png](#)

Dennis [REDACTED]

22:06

Belt tension is fine

Dennis [REDACTED]

22:06

It is the wipe-tower

Dennis [REDACTED]

22:07

The wipe-tower has a strange behaviour: It is raising above z-level and nozzle collide with it. That causes the lost of coordinates and the shifts you see in the pictures



Sebastian R.

22:07

Yes, that can happen, the layer shift can happen if the wipe tower is not being printed correctly.

Dennis [REDACTED]

22:08

What can I do that the wipe-tower is printed correctly?



Sebastian R.

22:08

Are you using the stock MMU3 profile? Also, is it with a MK3S+ or a MK3.9/MK4?

Dennis [REDACTED]

22:08

MK4 with MMU3

Dennis [REDACTED]

22:08

Profile 1:1 from PrusaSlicer...

Dennis [REDACTED]

22:08

I have MMU3 now 1 week

Dennis [REDACTED]

22:09

but just one successful print out of 5

 Sebastian R.

22:09

Gotcha, is that the gcode that we have on our Printables models?

Dennis [REDACTED]

22:09

No, the G-Code for the sheep was for MK3.5 or something. I sliced it with MK4 profile

 Sebastian R.

22:09

Ok, that could be the cause

 Sebastian R.

22:10

Can you please share with me the 3mf that you have on your slicer that created that gcode?

 Sebastian R.

22:10

To make it, you go to PrusaSlicer > File > Save project as

Dennis [REDACTED]

22:10

sure, moment

Dennis [REDACTED]

22:10

Attachments:

- [Becherhalter.3mf](#)
- [3mf_3c_sheep_MK4.3mf](#)

Dennis [REDACTED]

22:11

these are my two files with my 5 attempts



Sebastian R.

22:11

Ok, the sheep was the latter one, right?

Dennis [REDACTED]

22:12

no, i tried the sheep 2 times with 3 colors. Both failed. Than I did not use WiFi and just two colors as suggested by your predecessor. That worked. And now I tried 2 times the file "Becherhalter", my first multi-color project

Dennis [REDACTED]

22:12

... both failed



Sebastian R.

22:12

I'm not sure if the WiFi has anything to do



Sebastian R.

22:13

It looks more like the wipe tower needs some care

Dennis [REDACTED]

22:13

No, it has not

Dennis [REDACTED]

22:13

But Nelson insisted

 Sebastian R.

22:13

Are you printing with the stock nozzle?

Dennis [REDACTED]

22:13

yes, 0,4

Dennis [REDACTED]

22:13

quite new nozzle

 Sebastian R.

22:14

Ok, so brass 0.4mm nozzle.

Dennis [REDACTED]

22:14

yes

 Sebastian R.

22:14

Are those Silk filaments that you're printing with?

Dennis [REDACTED]

22:16

no, simple PLA

Dennis [REDACTED]

22:16

It looks like, that I am not the only one with the problems:

Dennis [REDACTED]

22:16

<https://forum.prusa3d.com/forum/original-prusa-i3-mm3-hardware-firmware-and-software-help/mm3-mk4-wipe-tower-issues-too-much-purged/#post-714160>



Sebastian R.

22:17

Ok, understood that it's not silk filament. Yes, with all due respect, there are thousands of printers out there with MMU3, some customers might experience the same issue.



Sebastian R.

22:17

Would you please be able to share a picture of the underside of the Wipe tower?

Dennis [REDACTED]

22:18

of course, moment

Dennis [REDACTED]

22:19

Attachments:

- [PXL_20240620_201826961.MP.jpg](#)
- [PXL_20240620_201832622.MP.jpg](#)



Sebastian R.

22:20

Thank you!



Sebastian R.

22:20

Do you see any warping in the wipe tower at all? On the bottom of it, I mean

Dennis [REDACTED]

22:20

no warping...

Dennis [REDACTED]

22:21

It looks just that it purges too much



Sebastian R.

22:21

Yes, looks like it. I see different filament temperatures on all materials. This could be related.



Sebastian R.

22:21

Have you tried printing all of the filaments at the same temp?

Dennis [REDACTED]

22:22

no, not yet...

Dennis [REDACTED]

22:22

But different materials needs different temperatures, correct?

Dennis [REDACTED]

22:23

Is it maybe related to some slicer-options? Did you check the files?



Sebastian R.

22:23

I am checking the files at this moment.



Sebastian R.

22:23

Well, yes, different materials certainly need different materials (say from PLA to PETG, and such), but when you're printing all in PLA, I think it could be causing an issue. Specially while moving from one material to another.



Sebastian R.

22:24

I would find an average to the materials, and print slightly over that.



Sebastian R.

22:24

What I'm thinking is that it's causing some issue while on the purge to wer. Maybe the temperature is fluctuating too much to cause this. Let me prepare a simple test tht will mostly work on the filament canges



Sebastian R.

22:25

changes

Dennis



22:25

ok



Sebastian R.

22:29

Thank you for your wait.



Sebastian R.

22:29

Let's please run this file, and with the first couple of changes we shoul
d find out if it helped or not

Dennis



22:29

Does the Sock I using for the Aluminium Heater, does have any effect
?



Sebastian R.

22:29

Attachments:

- [5 Colors Test _0.4n_0.2mm_PLA,PLA,PLA,PLA,PLA_MK4ISMM U3_3h59m.bgcode](#)



Sebastian R.

22:30

No, the Silicone sock should not have an affect on this. It actually should help

Dennis

22:31

Which position did you used? Currently I have PETG on Slot 1, Slot 2-5 are PLA...

Dennis

22:31

Attachments:

- [image.png](#)

Dennis

22:31

I have to change PETG to PLA, correct?



Sebastian R.

22:31

Oh, yes, all of them were PLA.



Sebastian R.

22:32

Are you using PETG and PLA on the sheep?

Dennis

22:32

Only PLA

Dennis

22:32

PETG is currently loaded, because of a recent print... I change it, ok?



Sebastian R.

22:32

Ok, good, because certainly if you will use PETG and PLA in the same print (although possible), it can be slightly harder to pull of.



Sebastian R.

22:33

Sure, please do change it

Dennis



22:38

print started



Sebastian R.

22:39

Awesome, if you can take a picture of the wipe tower on each layer, that would be great.

Dennis



22:41

ok

Dennis



22:46

Attachments:

- [PXL_20240620_204607771.MP.jpg](#)

Dennis



22:46

Nothing to see yet



Sebastian R.

22:47

Correct, let's give it a couple more of layers

Dennis [REDACTED]

22:50

Attachments:

- [PXL_20240620_204946628.MP.jpg](#)

Dennis [REDACTED]


22:50

First layer

 Sebastian R.

22:50

Thanks, looks good so far.

 Sebastian R.

22:51

With the second and subsequent layers we'll find out

The chat was transferred to Sebastian R.

22:57

Dennis [REDACTED]

22:59

Attachments:

- [PXL_20240620_205919460.MP.jpg](#)

Dennis [REDACTED]

22:59

Second layer

 Sebastian R.

23:00

Ok, still looking good, let's hope it works.

Dennis [REDACTED]

23:03

What did you do in this profile?



Sebastian R.

23:04

Not much, I only used the same filament preset for all extruders, and of course used the MK4+MMU3 Stock preset for 0.4mm nozzle



Sebastian R.

23:04

Attachments:

- [image.png](#)
- [PXL_20240620_210645750.MP.jpg](#)



Sebastian R.

23:08

Yeah, still looks good.



Sebastian R.

23:08

Let's allow it to continue.



Sebastian R.

23:09

However, it could still fail at some point, so I wouldn't call victory yet.

Dennis [REDACTED]

23:09

No, I know... if i compare latest prints which fail, they never fail in the first 20 layers...



Sebastian R.

23:09

Yeah



Sebastian R.

23:09

Well, if you want to have a real life result, instead of a lame test with 5 unusable cylinders



Sebastian R.

23:10

Please stop the print, and let's try a presliced sheep



Sebastian R.

23:10

Attachments:

- [Sheep_2PLA_MK4ISMMU3_1h32m.gcode](#)

Dennis 

23:10

it doesnt matter

Dennis 

23:10

I want to fix the issue



Sebastian R.

23:10

I know, I want to get it fixed as well



Sebastian R.

23:10

The good thing is that the filament changes appear to work without an issue, correct?

Dennis 

23:16

Attachments:

- [PXL_20240620_211547149.MP.jpg](#)

Dennis [REDACTED]

23:16

The changes works fine, yes



Sebastian R.

23:17

Ok, it's your call if you want to allow the print to continue, or if you want to switch to the sheep.

Dennis [REDACTED]

23:17

no we can continue

Dennis [REDACTED]

23:17

I think we can close Sebastian... we just have to wait... and it is late...

Dennis [REDACTED]

23:18

But basically you uniform the temperatures



Sebastian R.

23:18

Yes, that was the only change I did, I just used the same filament preset for all extruders



Sebastian R.

23:18

Sure thing, if this print comes out good, you can then try the sheep that I provided (which also has the same temperature for both filaments)

Dennis [REDACTED]

23:23

Attachments:

- [image.png](#)



Sebastian R.

23:26

I see that



Sebastian R.

23:26

It appears to have been from a previous layer



Sebastian R.

23:26

Attachments:

- [image.png](#)



Sebastian R.

23:26

It shouldn't affect too much the rest of the wipe tower, to be honest.

Dennis



23:27

lets see...

Dennis



23:28

Lets close... iam tired

Dennis



rated the chat as good

23:28

Dennis



left the following comment: !!

23:28



Sebastian R.

23:29

Sure thing! If you need further assistance tomorrow with your personal prints, please feel free to come back!

Dennis [REDACTED]

23:29

cheers!

Dennis [REDACTED] archived the chat

23:29

Conversation happened at: https://www.prusa3d.com/de/kategorie/original-prusa-mk4/?gad_source=1&gclid=CjwKCAjwps-zBhAiEiwALwsVYa-Xd6ejSeefjKVZwRm_ITxL3sCOWbqD5T0VLRcbr6otPv5sjkobExoCZ-oQAvD_BwE

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