Von: <u>LiveChat</u>

Betreff: Transcript of Thursday, June 20, 2024, 09:28:03 pm. Operator: Sebastian R.. Visitor: Dennis

Datum: Donnerstag, 20. Juni 2024 23:29:20

Chat transcript

?

Name: Dennis

E-mail: d. gmx.de **Order number:** (no answer)

What is the chat regarding? Technical support - Search the knowledge ba

se 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

hello - that was a long minute!

Dennis 22:05

I recently had contact with Nelson

Sebastian R.

22:05

22:04

Hello Dennis!

Sebastian R.

22:05

Sorry about the long queue time

22:05 Dennis Attachments: • biHQuUUu7h.jpg Dennis 22:05 That is my Problem with MMU3 Sebastian R. 22:05 Oh no. 22:05 Dennis 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?= 22:06 Dennis no Dennis 22:06

Attachments:

image.png

Dennis 22:06

Belt tension is fine

Dennis 22:06

It is the wipe-tower

Dennis 22:07

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



Yes, that can happen, the layer shift can happen if the wipe tower is n ot being printed correctly.

Dennis 22:08

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



Are you using the stock MMU3 profile? Also, is it with a MK3S+ or a M K3.9/MK4?

Dennis 22:08

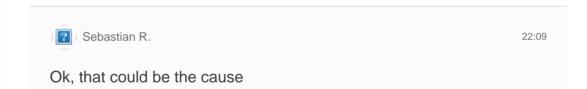
MK4 with MMU3

Dennis 22:08

Profile 1:1 from PrusaSlicer...

Dennis 22:09

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



Sebastian R. 22:10

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

Sebastian R. 22:10

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

Dennis 22:10

sure, moment

Attachments:

- Becherhalter.3mf
- 3mf_3c_sheep_MK4.3mf

Dennis 22:11

these are my two files with my 5 attempts



Ok, the sheep was the latter one, right?

Dennis 22:12

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

Dennis 22:12

... both failed

Sebastian R. 22:12

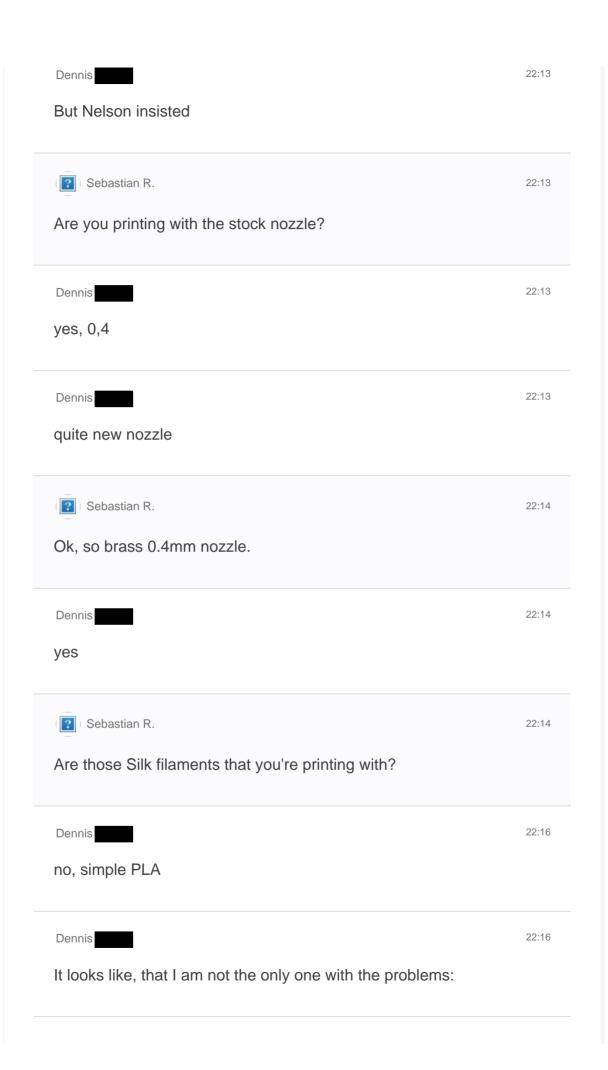
I'm not sure if the WiFi has anything to do

Sebastian R. 22:13

It looks more like the wipe tower needs some care

Dennis 22:13

No, it has not





https://forum.prusa3d.com/forum/original-prusa-i3-mmu3-hardware-fir mware-and-software-help/mmu3-mk4-wipe-tower-issuestoo-much-pur ged/#post-714160



22:17

Ok, understood that it's not silk filament. Yes, with all due respect, ther e are thousands of printers out there with MMU3, some customers mig ht 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

22:18

of course, moment

Dennis

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

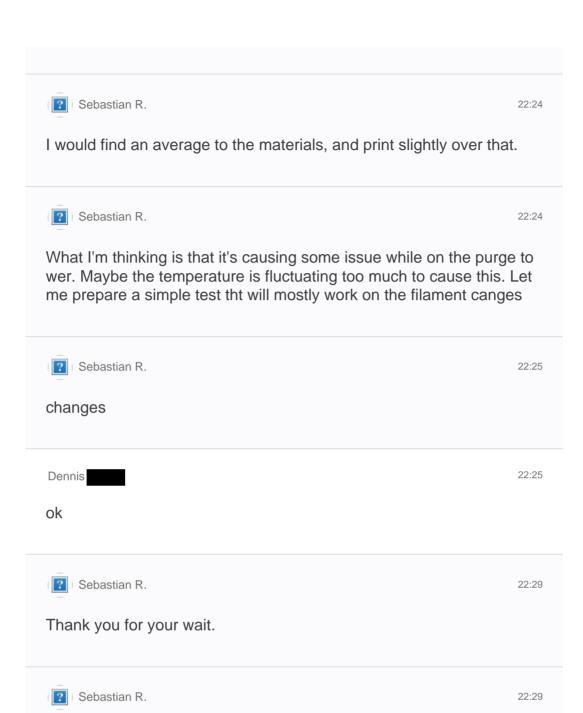
Dennis

22:20

no warping... 22:21 Dennis 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? 22:22 Dennis no, not yet... Dennis 22:22 But different materials needs different temperatures, correct? 22:23 Dennis 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 fro m 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.



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 ?



• 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 shou ld help 22:31 Dennis Which position did you used? Currently I have PETG on Slot 1, Slot 2-5 are PLA... Dennis 22:31 Attachments: • image.png 22:31 Dennis 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 22:32 Dennis

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



Sebastian R.

22:47

Correct, let's give it a couple more of layers Dennis 22:50 Attachments: PXL_20240620_204946628.MP.jpg 22:50 Dennis 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 22:59 Dennis Attachments: PXL_20240620_205919460.MP.jpg Dennis 22:59 Second layer Sebastian R. 23:00 Ok, still looking good, let's hope it works.



What did you do in this profile?



23:04

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



Sebastian R.

23:04

Attachments:

- image.png
- PXL_20240620_210645750.MP.jpg



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

23:09

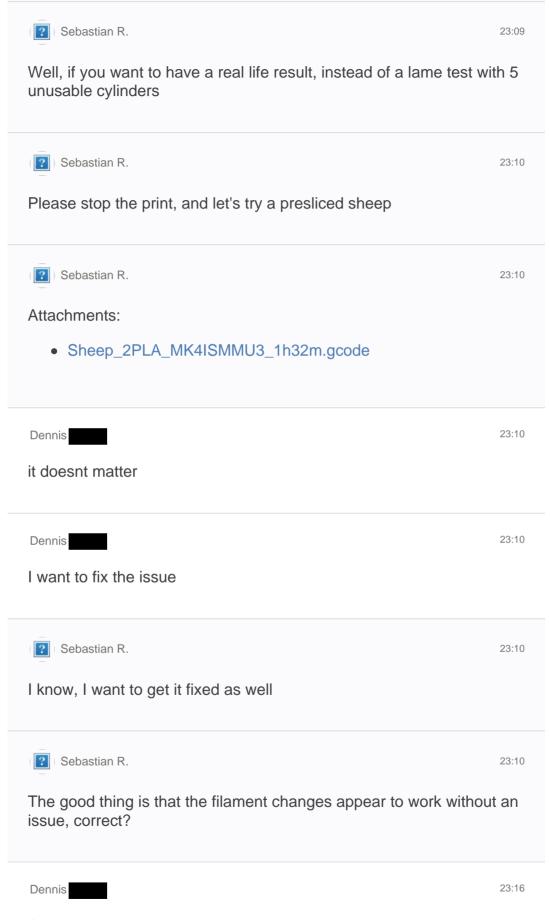
No, I know... if i compare latest prints which fail, they nevery fail in the first 20 layers...



Sebastian R.

23:09

Yeah



Attachments:

PXL_20240620_211547149.MP.jpg

Dennis 23:16

The changes works fine, yes



23:17

Ok, it's your call if you want to allow the print to continue, or if you wan t to switch to the sheep.

Dennis 23:17

no we can continue

Dennis 23:17

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

Dennis 23:18

But basically you uniform the temperatures



23:18

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

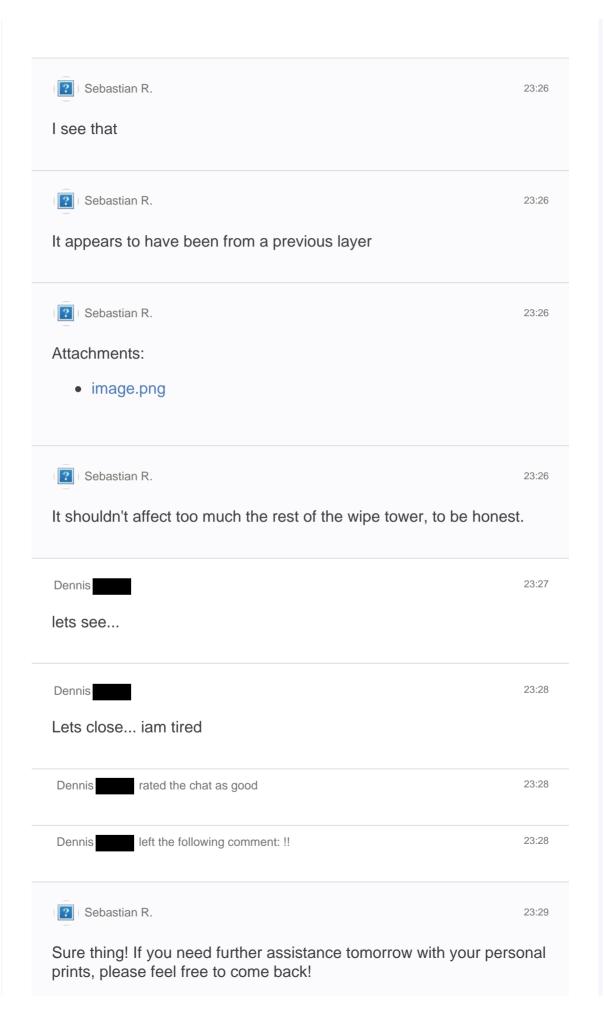
Sebastian R. 23:18

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

Dennis 23:23

Attachments:

• image.png



	Dennis	23:29
	cheers!	
	Dennis 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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