Name: [Redacted]

E-mail: [Redacted]

Order number: [Redacted]

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? No

Printer model (or product): CORE One L

Serial Number: [Redacted]

Printer type: Factory Assembled

Giuliano Mon, 09 Mar 2026 12:24:06 EDT

Hello. How may I help you?

[Redacted] 12:28

Hello! I believe I have found a bug in the current firmware for the Prusa Core One L. When the beginning of print Nozzle Cleaning routine fails you are given the options to: "Retry", "Ignore", and "Abort"; however, after manually cleaning and selecting "Retry" I have noticed that the subsequent nozzle cleaning routines do not lower the print bed while the tool head moves between nozzle cleaning steps. This results in the brass nozzle causing scratches on the print bed. Furthermore, if the print is allowed to continue, the travel between the nozzle cleaning location and the bed leveling coordinates also has a tendency to scratch the print sheet. The first time this happened, I figured it was just a fluke, but I just went through this "Retry" nozzle cleaning process again and it once again scratched my print sheet. I watched the Z axis very closely during the subsequent nozzle

cleaning steps and noticed, that while there is Z movement, it is actually up and into the nozzle rather than down and away from the nozzle.

[Redacted] 12:29

Attachments:

- IMG_7687.jpeg

Giuliano 12:31

can you film this? I'd like to see if the problem is replicable and pass the video to the developers

[Redacted] 12:35

I can... I'd rather not have to cause further scratches to the print sheet - I'd rather not ruin this sheet; but, I will do it so it can be filmed. It will be a little while as I have an active print going. The other aspect is how would I force it to fail nozzle cleaning to meet this condition. Since having this printer, this has only happened twice. I can tinker and see if I can get the first nozzle cleaning routine to fail so I can reproduce cleanly. Are you able to open a support case tied to the Prusa3D account so I can get back to you once I have this reproduced and filmed?

Giuliano 12:37

the scratches are at the edge: that area won't be used during printing, so it's ok

Giuliano 12:38

we don't have a ticketing system for support cases, but the chat history remains, so in case you have to leave at a certain point, you can come back anytime and the next operator can read our conversation and continue from where we left

[Redacted] 12:40

Okay. As I said though, there is a scratch within the printable area caused by the travel post Retried Nozzle Cleaning - I will send a picture of that along with the video. I will see what I can do to film the problem. Do you have any ideas on how I could force the first Nozzle Cleaning routine to fail?

Giuliano 12:45

so it's not something that occurs systematically? How many times did it happen so far, more or less?

[Redacted] 12:47

This has happened every time I have told the printer to "Retry" the nozzle cleaning process at the beginning of a print - something clearly wrong in the "Retry" logic. I have only had to tell the printer to "Retry" nozzle cleaning twice since having the printer. So yes, it is happening systematically under the conditions of the first Nozzle Cleaning routine failing.

Giuliano 12:48

ok, then it's not necessary to force it in the first attempt, it will be enough to retry to have it on camera, no?

[Redacted] 12:50

No. Because the first Nozzle Cleaning routine (without Retry) works as expected. It is when the original / first Nozzle Cleaning routine fails and the printer gives you the options to: "Retry" nozzle cleaning, "Ignore" nozzle cleaning failure, and "Abort" the print. When you select the "Retry" option (to retry nozzle cleaning), is when the error occurs.

Giuliano 12:53

I didn't quite understand, as you wrote that the first nozzle cleaning works, but then the original/first fails

[Redacted] 12:54

No. The first nozzle cleaning routine runs as expected, but can fail to properly clean the nozzle.

[Redacted] 12:56

Runs as expected, as in: the bed is lowered properly for each toolhead move.

Giuliano 12:59

my time in chat is over for today, but I transfer you to the next operator to continue

Giuliano 12:59

have a good day Bryan

[Redacted] 13:04

Hello Steve. I'm hoping you are able to understand this issue better.

Steve 13:05

hello [Redacted]!

Steve 13:05

one moment while I have a look at the chat you had

Steve 13:10

can you send me photos of the lower part of hotend from all sides when filament is loaded and the video of nozzle cleaning

[Redacted] 13:16

I can. But, I still need to know how to force the first nozzle cleaning routine to fail in order to reproduce the problem.

Steve 13:16

no way to force it, just if you can try a few times if it fails or send the probing as it is

[Redacted] 13:17

The probing routine as is (the first Nozzle Cleaning routine) always works as expected - the bed is lowered several mm to avoid scratching the surface. It is when you attempt to "Retry" the nozzle cleaning when it has failed.

Steve 13:20

Okay please let us know when you can send the video of either or both

Steve 13:20

and photos of lower hotend from all sides when filament is loaded

Steve 13:20

Thank you