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

Jakub K.:
Hello. How may I help you?
Can you please help me. I have talked to several support reps today, none of whom have been helpful. The best I have gotten is to reproduce the issue - which I have attempted to create the failure condition, but cannot. This is not a transient issue - it happens each time the "Retry" option is selected for the nozzle cleaning routine - but is does require this very specific failure condition to be met. Putting the onus on me (the customer) to reproduce an issue that only occurs when a very specific nozzle cleaning failure condition is met - one that I cannot control - it NOT appropriate and should not be the barrier to sending this issue to the engineering team!
Let me check the previous chats please
How often would you say it happens? If it doesn't happen, the print starts normally?

Me:
GOOD LORD! I already wrote the answer to this question!
This happens every time the "Retry" option is selected for the Nozzle Cleaning routine.

Jakub K.:
I am sorry if I ask a question that you have already answered. It is a lot of information, and I might need to confirm something.
Me:
Can you please send this issue to engineering and ship me a new print sheet.

Jakub K.:
I am afraid that we need additional information. Ideally, a video of the issue.

Me:
I told you! We cannot reliably reproduce the issue!!!

Jakub K.:

When the Retry option appears, please start filming and if it happens again, you will be ready

Me:
NO! What don't you understand!!! The Retry option does not consistently appear as the first-round Nozzle Cleaning routine doesn't always fail. There is no reliable way to reproduce a scenario where the first-round Nozzle Cleaning routine fails - thus generating the "Retry" message.

Me:
Please escalate this issue and send me a complete transcript of my entire chat history.
I have checked the transcript and there is not enough information, unfortunately. I just want to prevent a lengthy email thread where the developers will be asking you addition information

Me:
Please send me the entire transcript and escalate! I am fine talking to the engineering in a longer conversation as they will be better positioned to understand the problem and work with me collaboratively - rather than simply putting the responsibility for reproducing something that cannot be reliably reproduced on me!

Jakub K.:
I have sent you the transcript. You should receive it shortly

Me:
This is not the entire transcript. I need the current chat as well.

Jakub K.:
That will be sent after you close it. You can request the transcript in the menu of this chat

Me:
Even when I request a transcript be sent, is it not being sent. The transcript you manually sent does send and I have it. But for this chat, it is not being sent. Don't tell me it is in my junk mail or that I am filtering anything. I own the domain, I control any filtering (I work in cybersecurity so I know how these filtering platforms work), I have checked the filtering platforms and mail transit logs - I have not received the transcript for our chat. Meaning!!! it was not properly sent