Troubleshooting

Where to find ...

Print quality and the printing process: find descriptions on general troubles with the extrusion of filament, aborting of print jobs, unsatisfying quality of printed and the like.

Mechanical issues: provides an overview on issues arising from or leading to mechanical faults such as dry shafts or wrong axes positions.

Electrical problems and communication/network errors: look up what to do if the connection between the 3D printer and the PC cannot be established, the boot process fails or the .log-file provides false time entries.

Slicing settings or CAD data: a list of topics not directly based on faults of the 3D printer but generally influencing the print result negatively or making operation uncomfortable.

Error messages: a detailed description of error messages appearing in the .log-file.

Defects / Issues

Printing process / print quality

No.	Symptom	Possible cause(s)	To do Additional in	
		Increased friction in the feed system by: - bent filament strand - bent or constricted supply hose - false insertion of filament strand in the inlet - wryly coiled filament spool - jammed dust wiping sponge	 ✓ Make sure that: the filament is coiled spirally and free of kinks; the supply hoses are not constricted, free of kinks and laid out in adequate radii; the filament is inserted in the inlet at an angle of 90° 	Software manual v1.0.5 or Software manual v1.1.0 ¹
		False idler lever preload.	 Measure and correct the idler lever tension. 	Service guide, Knowledgebase
		Flexible (e.g. textile fibers) or solid particles (e.g. soot) clogging the nozzle tip.	 Disassemble and clean the extruding components. 	Disassemebly, Cleaning
		Print bed leveled too close. Nozzle tip clogs due to internal pressure.	 Run the [Print Bed Leveling] wizard. 	Tips & Tricks, Software manual v1.0.5 or Software manual v1.1.0 ¹
P1	Print job finishing correctly but extrusion stops midway.	Filament diameter exceeds tolerances.	 Measure the filament diameter and roundness at at least 5 points with a distance of 0.5 m. Measure minimal two times at the same position at an angle of 90°. The diameter must lie between 2.75 - 2.95 mm (2.85±0.1 mm) Also check that the filament is free of kinks and bulges. If the diameter exceeds the stated value or there are other irregularities, there is a manufacturing fault in the filament. Contact your filament supplier for service. 	Tips & Tricks, If you ordered the filament directly from Kühling&Kühling, contact our technical support for replacement. Technical support
	Drive gear grinding the filament.	Print speed too high for the currently installed material.	The standard settings for the RepRap Industrial have been extensively tested with our snow-white ABS. Other materials show different melting behavior and friction. Try the following when printing new materials: ✓ Decrease the print speed. ✓ Increase the extrusion temperature. ✓ Always use very latest Slic3r profiles from our GitHub repository as starting point for individual profile customization.	Knowledgebase Slic3r software manual Kuehling&Kuehling GitHub repository
		Extrusion temperature is too low due to deviation of value measured at the hot end heater and real temperature at the nozzle tip. Target temperature is not reached due to lack of heat transfer between heating block and melter.	 Check the quality of the extruded filament and increase the extrusion temperature 5 - 10 °C if required. 	Knowledgebase
			✓ Remove the heating block, thoroughly clean the bore of plastic residues if necessary (only sheer metal must remain) and re-install. Fasten the set screw tightly.	Service guide
		Increased friction in the hot-end barre	l due to:	
		- clogging or blocking	✓ Deinstall the barrel and check for material residues. Clean the barrel thoroughly if required.	Service guide, Cleaning recommendation, Knowledgebase
		- deformation, scratched inner surface	✓ Deinstall the barrel and check for bends and excessive scratching of the inner surface. If such is present, replace the hot-end.	Service guide, order spare parts

No	. Symptom	Possible cause(s) To do		Additional information
		Poor first layer adhesion		Knowledgebase
		Print bed leveled too far away.	 Run the [Print Bed Leveling] wizard. 	Tips & Tricks, Software manual v1.0.5 or Software manual v1.1.0 ¹
	Warping of the print object during or after the print.	Print bed temperature is too low.	 Check temperature in the Manual Control menu; if necessary, increase print bed temperature in the Slic3r software (Filament settings). 	Slic3r software manual
P2	not merge, are deformed and/or	Wrong Slic3r settings	✓ Adjust the Slic3r settings for the first layer.	Tips&Tricks
	instead of being pressed.	Separating agents (e.g. fingerprints) on the print bed	 Clean the print bed with acetone. 	Service guide
		Z-positioning inaccurate due to:		
	Strands are separated by print head movement.	Stick-and-slip effects when shafts are very dry (see M1 also).	✓ Iubricate with Ballistol Universal NOTICE Only valid for RepRap Industrial 3D printers up to hardware revision 1.1.0.	Service guide
		Settling processes of the spindle adjusting ring (e.g. during transport).	 Reposition the adjusting ring and refasten the set screw. 	Follow the description given in the Service guide
Р3	Layer separation	(see P6 also) Extrusion temperature is too low.	✓ Check the extrusion temperatures via the Expert Control menu; if necessary, correct in the Slic3r software (Filament settings).	Knowledgebase, Slic3r software manual
			✓ Calibrate backlash.	Service guide
		ed circular tures (holes, ders) are Backlash in the X- and/or Y-axis. rmed and out of d.	 Check timing belt tension. 	Service guide
P4	Printed circular structures (holes, cylinders) are deformed and out of round.		 ✓ Check for loosened X-axis and/or Y-axis drive pulley. Refasten the set screws with a #1.5 Allen key. NOTICE Only valid for RepRap Industrial 3D printers up to hardware revision 1.1.0. 	Technical support
Р5	Print starts off-center	Wrong print bed center or origin settings in Slic3r.	 Check for correct settings according to your Slic3r-hardware combination. 	Service guide
P6	Gaps between extruded strands. Loose, open-stranded top/bottom layers. Loose, uneven honeycomb infill.	Under-extrusion; extrusion multiplier too low.	✓ Run the [Extrusion Calibration] wizard; save the calculated multiplier in the Slic3r filament profile.	Software manual v1.0.5 or Software manual v1.1.0 ¹ , Tips&Tricks, Slic3r manual
	Filament bends and twists between drive	Flexible materials (e.g. TPEs): the gap between drive gear and hot-end inlet is too wide for printing without modification.	 Download, print and install the required adapter at Kühling&Kühling GitHub 	Knowledgebase
P7	n inlet, the filament is not conveyed to the nozzle.	Build chamber temperature is too high for temperature-sensitive materials.	 Check the Vicat softening temperature of the material and reduce the build chamber temperature to a value 5 - 10 °C below. 	Tips&Tricks
P8	Print job cannot be finished although every mechanical or electronic issue has been checked. Strange artifacts appear in printed object.	.stl-file corrupted	 Check suitability of .stl-file for 3D printing. 	Tips&Tricks

No.	Symptom	Possible cause(s)	To do	Additional information
Р9	Extrusion temperature drops mid-print and extruder drive stops. All axes keep moving.	Broken thermistor at the heating block of the extruder. see EM1 also	 Check cable connections of the thermistors for damage or wear. If the fragile cables of the thermistor are broken, the heating unit must be replaced. 	Limit values are: 0 300 °C Service guide order spare parts
D10	Visible drop P10 formation (blobs) on external perimeters.	High-resolution models result in G- code-resolution finer than the printer can render; increased memory usage leads to buffer data loss and pause times.	 Increase the minimum detail resolution of the Slic3r software. 	Service guide, Slic3r software manual
P10		Downsizing (scaling) of high- resolution models in Slic3r increases the resolution further; 3D printer cannot translate resolution adequately	✓ Downscale the model before exporting it as .stl and adding it to Slic3r.	
P11	Print failures for no obvious reason and with varying effects (clogging of the nozzle, grinding of the drive gear, insufficient layer binding etc.)	.stl-data may be corrupted.	 Check the .stl-file for holes, intersections, misaligned edges and the like. Repair or redesign if necessary. 	Tips&Tricks, Slic3r manual, netfabb basic manual

Mechanical

No.	Symptom	Possible cause(s)	To do	Additional information
М1	Juddering of the print table during homing.	Very dry shafts lead to increased stick-and-slip effects.	 ✓ Lubricate the Z-shafts with Ballistol Universal NOTICE Only valid for RepRap Industrial 3D printers up to hardware revision 1.1.0. 	Service guide
М2	Increasingly rough vertical surfaces	Very dry shafts may lead to increased vibrations of the extruder.	 ✓ Lubricate the X- and Y- shafts with Ballistol Universal NOTICE Only valid for RepRap Industrial 3D printers up to hardware revision 1.1.0. 	Service guide
МЗ	Homing the X-axis leads to extruder head collision and blackout of the	X-axis limit stop bent by crash due to misinterpreted home-position.	 Disconnect the printer from the power supply and carefully bend back limit stop with tweezers. NOTICE Always power down the 3D printer before touching electronic components with conductive tools to avoid damages by short-circuiting. 	
	controis.	G-code home positions of X- axis incorrect.	 Check Slic3r for correct axes settings (depending on the release versions of the 3D printer version and the slic3r software). 	Service guide

No.	Symptom	Possible cause(s)	To do	Additional information
M4	Although the left extruder has been selected as reference during leveling, the print head moves the right extruder into the center position.	Extruder offset in the web interface has been set incorrect or for the false extruder (e.g. after an update).	 Check in the Setup tab of the web-interface for the following: Extr.1 X-offset [steps] set to 0 Extr.2 Y-offset [steps] set to 2078 Extr.2 Y-offset [steps] set to -21 Regard that these are factory presets. Run the [Extruder Offset Calibration] wizard to adjust these for your specific 3D printer. 	Upgrade information
M5	Filament jumps off the spool (especially when using new 2.3 kg spools).	The spool rim is too narrow for the amount of material. The material's elasticity is due to the manufacturing process and will cause the filament to uncoil when not under tension.	✓ Print the <i>filament spool</i> wings provided at the GitHub repository and fasten them to the spool's rim. If required, add a small amount of hot glue.	GitHub repository

Electronic, network, communication

No.	Symptom	Possible cause(s)	To do	Additional information
E1	Status indicator on the touchscreen diplays "Offline" (after booting).	USB-to-Serial chip (RUMBA board) is in DFU mode (firmware programming mode); firmware is lost or corrupted	 ✓ More information and remedy see ⇒ 	Service guide
E2	Upon boot, the touchscreen stays black for more than 5 minutes and will not display anything. Inside the electronics chamber, the block of three LEDs on the BeagleBone Black is solid blue (no flashing).	The operating system for the BeagleBone	 Switch off the power supply main switch, switch on again. If the system is successfully booting now, the problem was only temporary and is resolved 	
		Black embedded computer could not be loaded from its SD card.	In case the behavior recurs frequently, the Micro-SD card may be malfunctioning. ✓ Try building a new Micro- SD card as detailed in the Software & Firmware upgrade guide	Software & Firmware Upgrades

No.	Symptom	Possible cause(s)	To do	Additional information
E3	Timestamps of log-file entries are incorrect and/or inconsistent.	Printer is connected to a local network that does not provide internet access (no gateway available). LAN network is firewall protected.	 ✓ Check your network's firewall and internet settings → free internet access must be provided for NTP synchronisation through port 123/UDP 	
	Timestamps of log entries are reset at re- start.	The 3D printer cannot keep accurate time by itself, it needs to occasionally synchronize with a public NTP time signal server (e.g. during boot)	✓ re-configure the printer to fetch a time signal from an in-house NTP-server if available	Tips&Tricks
		Network cable disconnected.	 Check that the network cable at the rear cover of the electronic chamber is in place. 	Manual
E4	The web-interface is not contactable via the network.	URL spelling mistakes	 Check for correct spelling of the URL. 	Software manual v1.0.5 or Software manual v1.1.0 ¹
		Network does not provide DHCP.	Ack your system	
		Printer and PC are not connected to the same network.	administrator for help.	
E5	The web-interface displays "Offline" while the 3D printer's touchscreen status indicator reads "Idle". The communication fails.	3D printer web-socket connection unavailable. Possible reasons (excerpt): - proxy-server or firewall settings - outdated internet browser versions - locked network ports etc.	 Try using another PC and/or another internet browser. Confer with your system administrator regarding: unblocked protocols/ports use of static or dynamic IP- adress firewall and/or network restrictions network proxy-server configuration 	
E6	After starting the 3D printer, the touchscreen stays completely black, the background lighting is off . The light ring of the wake button is illuminated. Communication via the web interface functions normally.	Defective HDMI port of the BeagleBone black.	✓ The BeagleBone black must be replaced.	Contact the sales team for a quote on the spare part or an in-house repair.

Slicing, CAD-files

No.	Symptom	Possible cause(s)	To do	Additional information
S1	Profile names are not readable in Slic3r drop- down menus.	Incompatibility of Slic3r (v1.1.7) and Windows operating software.	 Rename profiles with shorter description. Upgrade to higher version of Slic3r. 	Tips&Tricks, Slic3r
S 2	Crashing of Slic3r with .stl-file.	.stl-file corrupted	 Check suitability of .stl-file for 3D printing. 	Tips&Tricks

¹) If you are unsure about the valid software manual, check here.

Error messages

The *Log* tab of the touchscreen and of the web interface contain the communication and operation commands of the RepRap Industrial since the day of initial commissioning, including ERROR messages about false statuses (e.g. overheating, connectivity).

The following list provides all possible ERROR messages that may be found in the log file together with an explanation on the possible causes and, if required, available remedying procedures.

An ERROR message does not necessarily mean that the 3D printer has a malfunction. Such messages can also represent a status messages generated before another required process has been finished and fed back.

Use the below list if an ERROR message appears in your log file and you are unsure about its meaning and effects.

No.	Message	Possible cause(s)/ effects	To do	Further information
EMJ	Printer set into dry run mode until restart! followed by internal test (example): extruder 0: temp sensor defect extruder 1: working extruder 2: working heated bed: working	The named thermistor measured a limit value derivation. The measured temperature exceeded/came below the allowable limit value. All heating elements are switched off. Extrusion may stop mid-print.	 Check cable connections of the thermistors for damage or wear. If the fragile cables of the thermistor are broken, the heating unit must be replaced. see P9 also 	Limit values are: 0 300 °C Service guide Request a quote for the fully assembled replacement part via sales@kuehlingkuehling.de