



Tech Support Bulletin

Topic: CUBE III: OPERATIONAL & TROUBLESHOOTING TIPS

Date: 2/17/2015

FIRMWARE UPDATE

As of the date of this document, the newest firmware version 1.10 includes a new function “Purge Jets” which may assist in unclogging print jets and verifying correct operation.

SOFTWARE UPDATE

As of the date of this document, the newest software update is version 2.19 and has many “under-the-hood” improvements. Be sure to use this version in conjunction with firmware version 1.10. If you have build models created with previous versions of the firmware and software, you may want to “re-slice” your model(s) prior to printing. This will serve to ensure compatibility with the newer versions of the firmware and software.

TEMPERATURE ERRORS

You may want to try the following to resolve temperature errors:

1. Remove both cartridges without using the unload function and unplug the machine.
2. Wait about 10 seconds and plug it back in.
3. Then go through the reload cartridge function for both (make sure the dongles are completely clicked in place) and rerun a print.

This should fix most temperature error(s).

PLA TIP

PLA filament may absorb moisture and become brittle. In an unopened package the PLA is sealed and contains a desiccant. When not in use, storing each PLA cartridge in a bag with desiccant may extend the life of the cartridge.