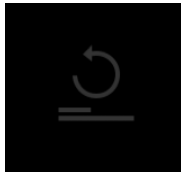






UP Mini & UP Mini 2 Help!



So you've had your students design some amazing 3D models using [Tinkercad](#) and you have your UP Mini or UP Mini 2 plugged in and ready to go...but something isn't right. Use the table below to troubleshoot your issues.

Problem	Possible Solutions	Picture/Link
The printer will not print.	<p>Make sure that both doors are closed completely (<i>UP Mini 2 only</i>)</p> <p>Make sure the printer is initialized</p>	
The supports and/or raft is difficult to detach from the print.	Check the filament temperature	Use this doc for guidance on the filament temperature.
There is a clicking sound coming <i>from the nozzle</i> when the printer tries to print.	<p>The stepper motor has dust covering it. You have to clean the dust off of the motor. Watch the video to the right for step by step directions.</p>  <p>Tip: Use the plastic PTFE tube to help reduce the amount of filament dust the gets into the motor.</p> 	<p>Video on how to disassemble and clean the extruder. UP Mini 2</p> <p>Video on how to disassemble and clean the extruder. UP Mini</p>



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<p><u>No</u> filament is coming out of the printer.</p>	<p>There is a jam in the nozzle. There are two things you can try.</p>	<p>Video on how to disassemble and clean the extruder. UP Mini 2</p> <p>Video on how to disassemble and clean the extruder. UP Mini</p>
	<div data-bbox="597 415 1011 661" data-label="Image"> A close-up photo of a 3D printer nozzle with a small amount of filament stuck inside. A pink circle highlights the jammed area. </div> <ul style="list-style-type: none"> - First try setting the material to ABS <ul style="list-style-type: none"> - This will increase the temperature of the nozzle and might force everything out. - If that doesn't work follow the directions to disassemble and clean the extruder. <ul style="list-style-type: none"> - When you disassemble the printer you'll probably see a little piece of filament sticking out - Pull that piece out with some tweezers - Reassemble and you'll be good to go! 	
<p>The nozzle appears to be too low and is rubbing the build plate (<i>original UP Mini only</i>)</p>	<p>The nozzle height needs to be raised:</p> <ul style="list-style-type: none"> - Fold a sheet of paper in half and follow the directions in the video linked to the right 	<p>Video</p>
<p>The filament coming out of the nozzle is above the build plate and printing in the air (<i>original UP Mini only</i>)</p>	<p>The nozzle height needs to be lowered:</p> <ul style="list-style-type: none"> - Fold a sheet of paper in half and follow the directions in the video linked to the right 	<p>Video</p>