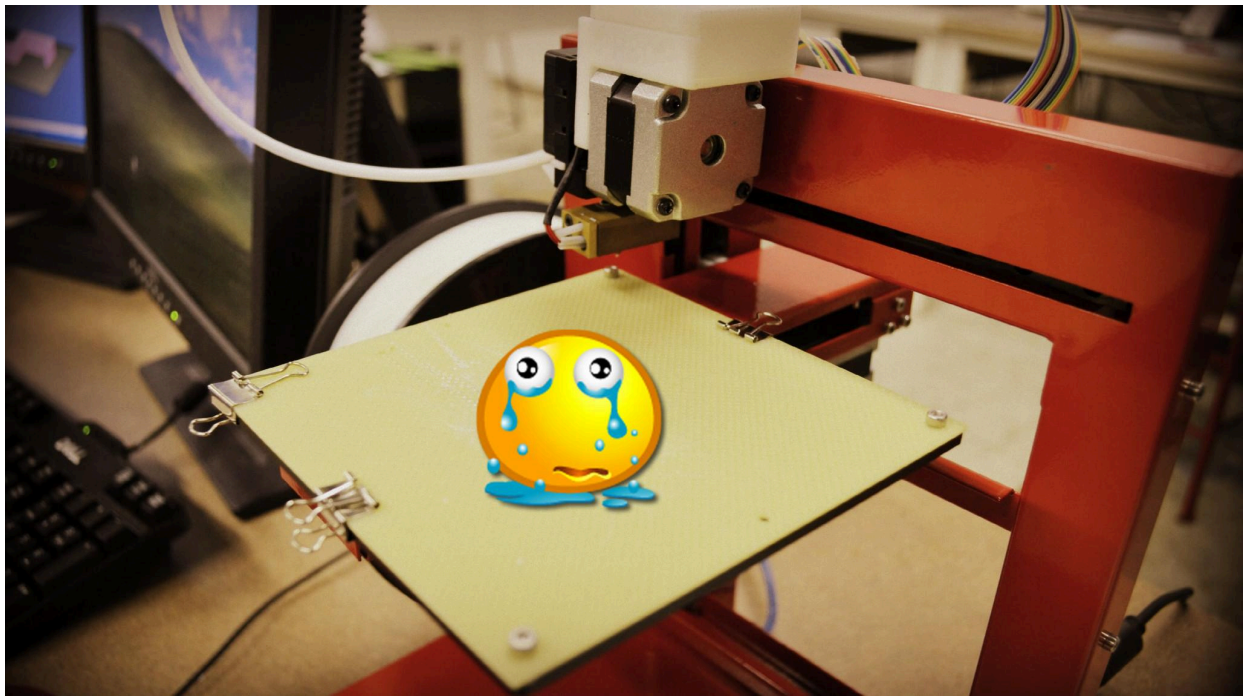# Common UP! 3D Problems and Questions

In case you run into trouble with the UP!3D printer

Champaign-Urbana Community Fab Lab

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List of Questions

1. Why isn't it going yet??
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1) Why isn't it going yet??

Patience young maker, the printer has to heat up both the nozzle and platform. It will beep like a raging microwave when it's ready. You can watch the heating progress through the maintenance interface.

If it still isn't working try initializing it again.

2) The printer isn't squeezing anything out on the platform. What gives?

This can be caused by at least a couple of issues.

First, check to make sure it's calibrated. Sometimes the printer can get bumped around and need to be reset. If the nozzle is dragging its head across the platform (you will see light scratch marks) it will need to be recalibrated. You can do this by going to the maintenance menu and moving the platform up until it is around 1mm away from the platform. If you can stick a folded piece of loose-leaf paper between the nozzle and the platform this will probably be the case. Make sure you do this for the highest point on the platform! Version 1.18 allows you to calibrate for different heights across the platform, but this may not always be reliable.

Second, if you're sure the printer is calibrated, you may just have clog in the nozzle. Try running an extrude operation from the maintenance interface. If it doesn't extrude anything go ahead and run the withdraw operation. It will take a few minutes to heat up but when it beeps gently pull the printer plastic tube out. Snip off the end of the plastic filament so it's a clean-cut edge. Make sure the printer thinks there is still sufficient material on the spool and then do an extrude operation to load the spool again.

3) My job is messing up! What do I do!

Stop the printer with the big stop sign in the upper right. Scrap off your messed up job, fix it in the program and then initialize the printer again when you're ready to go.

4) The extruder is just dumping plastic into mid-air

Make sure you hit initialize before printing. If you did it may need to be recalibrated (see #2). If it's doing this when the platform is up close then it means it's trying to draw parts that have no support under them - adjust your support settings.

5) When is this thing dangerous?

Generally it's not. Don't touch the extruder nozzle or platform while it's in operation because those heat up. When it's done printing give it 30 seconds to cool off.

6) I loaded my STL and there are red spots on it and it won't print

Try running a fix operation off of the menu. This may mess up your design more, or it may work perfectly. Try Googling the error it gives when it won't print to see what kind of issue it's having. It is most frequently an issue of print resolution or a situation when there are empty walls on the model.

7) How do I clean out the little holes on the yellow platform covering?

Sheer off the plastic buds on both sides using a sharp spatula and then use the red plastic cleaner tools (or a thin paperclip) to push the plastic out of the holes. It will take a lot of time and patience.

8) I'm trying to use the UP3D program or any given rendering program on a laptop with a trace pad

Get a mouse. Seriously.

9) I got lost trying to view my design in the software editor!

Hit the big 'fit' button at the top to bring your view back to the default home.

Need More Help?

Find helpful maintenance tutorial videos on our website:
http://cucfablab.org/book/3d-setup-and-maintenance