



# Remove a Filament Jam from your Palette

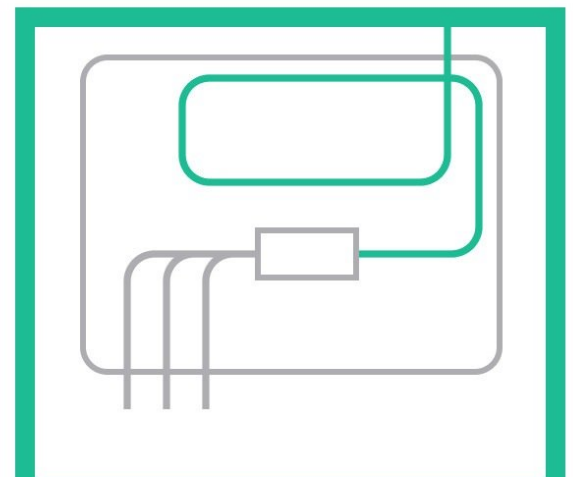
In this guide you will learn what to do in the rare case you see a filament jam in your Palette.

Written By: Hana

## Clear Palette

Palette will cut any filament present, and push the spliced filament out of the unit.

Once you are ready, press Clear.



**Cancel**

**Clear**

## INTRODUCTION

*How does a splice jam occur?*

Using the wrong filament diameter:

- We ask that you use 1.75mm filament that has a tolerance of +/-0.03mm. Larger filaments can jam within your Palette.

Incorrect splicing values for the material/filament brand being used:

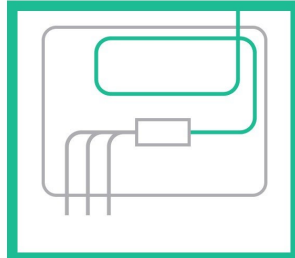
- Palette creates splices by using a combination of heating, cooling, and compressing of filaments. We recommend using the Splice Tuning feature anytime you introduce a new filament brand or material for use with your Palette.
- Please refer to our Splice Tuning guide [here](#).

## Step 1 — Clear Palette

### Clear Palette

Palette will cut any filament present, and push the spliced filament out of the unit.

Once you are ready, press Clear.

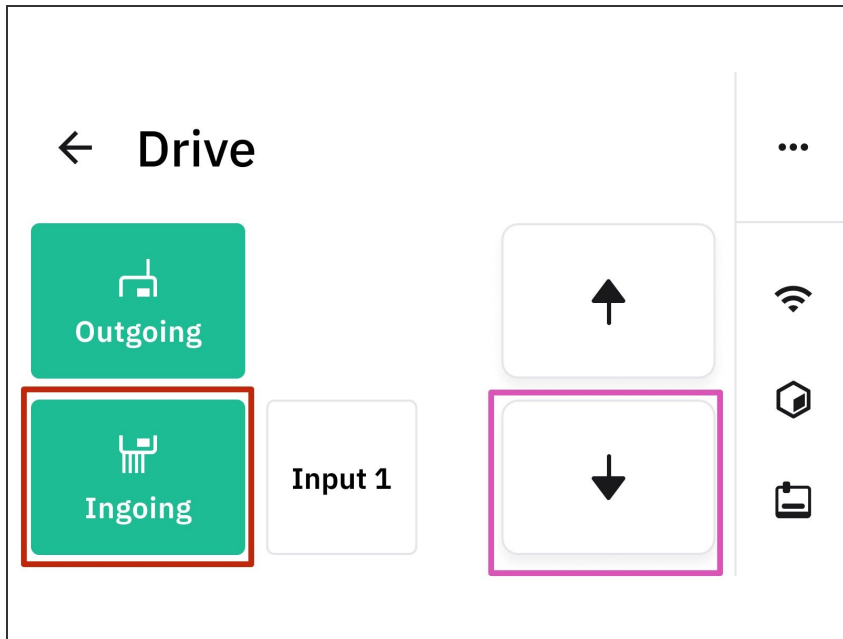


Cancel

Clear

- From Palette's main screen, *Controls > More*.
- Tap *Clear Output*.
- If this does not clear the jam, proceed to the next step.

## Step 2 — Clear Output



- Remove Palette's top lid.
- On the main screen, tap *Controls*. Then tap *Drive*.
- Click Ingoing, and then select the jammed output.
- Press and hold the arrow pointing down to retract the input.
- If during this, you hear the motor skipping, press the opposite arrow to advance the filament further into Palette, and attempt to remove it from the outgoing tube.
  - If this clears the filament, select the down arrow to retract all of the way in order to ensure the filament path is free of debris.
- If you find that the filament is jammed in the Splice Core, proceed to the next step.

### Step 3 — Remove Filament From Splice Core



- Turn your Palette off.
- Remove the thumbscrew holding the Splice Core in place.
- Attempt to pull the jammed filament out of the Splice Core. This may take some extra force, and may require a tool like pliers.
- If you find that you are still unable to remove the jam, we recommend replacing the splice tube. Instructions on how to do that can be found [here](#).

If you have any additional questions, please send us a message at [support@mosaicmfg.com](mailto:support@mosaicmfg.com)