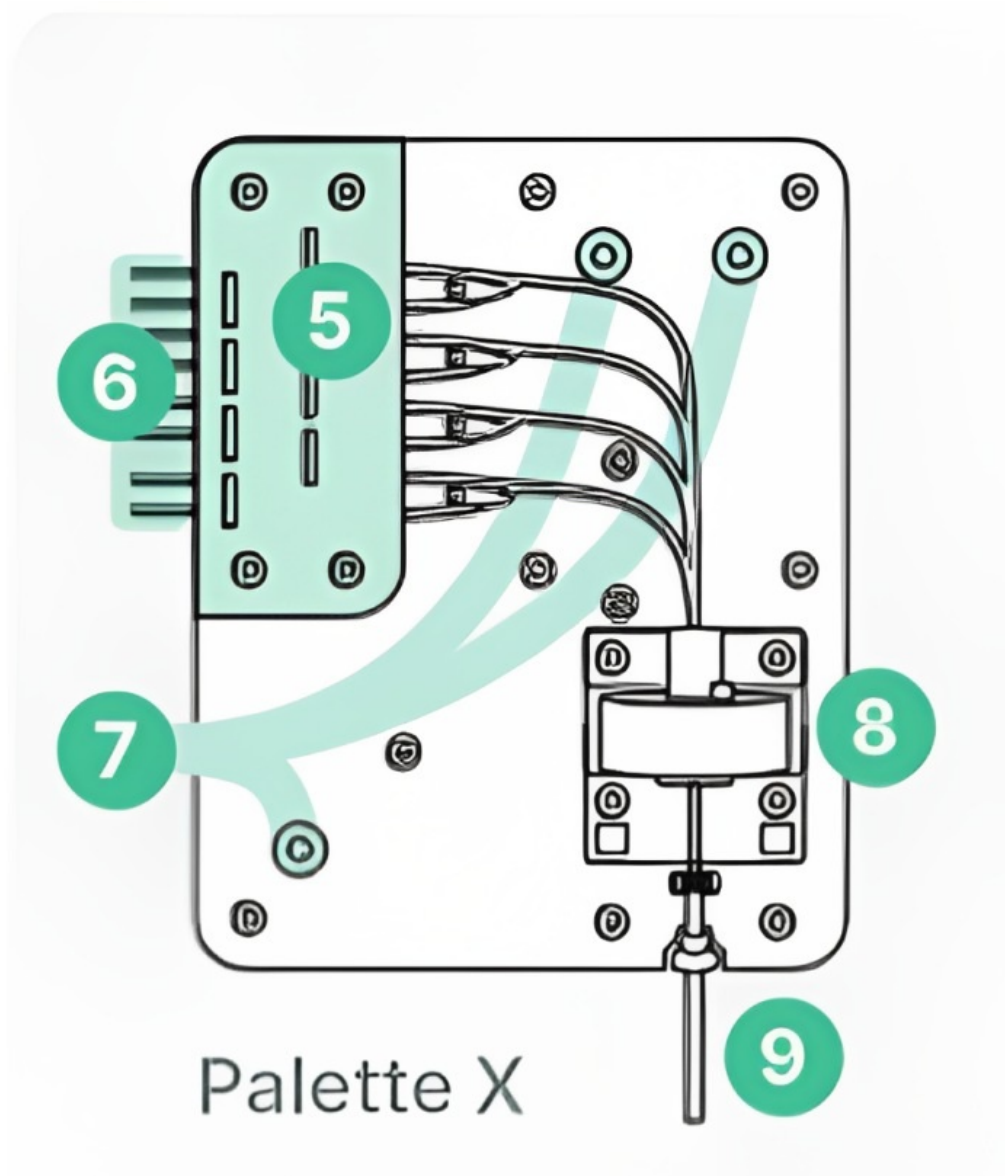




Palette X

How to clear the filament path and replace Palette X parts

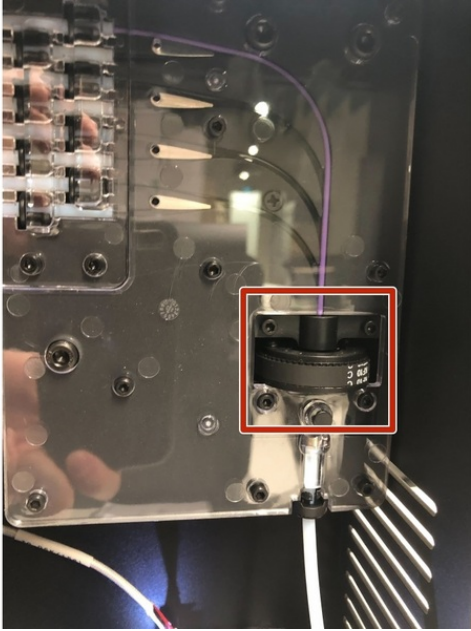
Written By: Guy Elston



INTRODUCTION

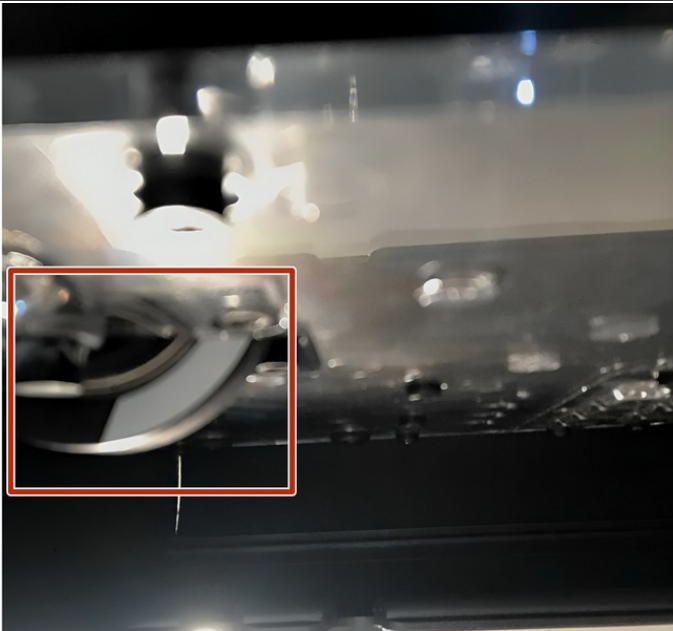
For full instructions on clearing the filament pathway, including Palette X, see [Filament Pathway Inspection and Clearing](#).

Step 1 — Clearing the Filament Path



- You can manually feed filament through one of the Material Pod slots and see if it gets stuck anywhere in Palette X, including at the cutter
- If filament gets stuck at the cutter, even after performing a cut operation, continue to step 2 and contact your Account Manager or support@mosaicmfg.com
- See [this article](#) for full instructions on inspecting for and clearing obstructions in Palette X

Step 2 — Inspecting the Cutter



- If the cutter does not home correctly, this will cause issues when feeding filament to the Print Head

- Perform a cut operation on Element's screen, under *Controls > More*, and inspect the cutter from below. Does the white stripe look damaged at all? If so, please contact your Account Manager or

support@mosaicmfg.com. At the end of the cut operation, half of the white stripe should be visible

If you have any additional questions, please send us a message at support@mosaicmfg.com.