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# Packing the Original Prusa MK4 for return - Original Packing Material



[help.prusa3d.com/g423967](https://help.prusa3d.com/g423967)

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## STEP 1 Intro



◆ This guide will outline how to prepare and pack down your **Original Prusa MK4** for return or repair using the packing material we supply with assembled printers.

ⓘ Be sure to read each step carefully! Colors on the Hexagon bullet points correspond to markers in the photos.

📌 If you are sending with the Multi Material Upgrade, pack this down beforehand. It will be added during the packing process.

Packing Material  
**STEP 2** Before you get started



- i** Before you start packing it down, get out your phone or camera and take pictures of the printer before and during the packing process.
- 🛑** Make sure the Serial Number sticker is present on the rear plate on the back of the printer. If it is not present, please contact support right away.
- 📄** Download the Prusa Service List PDF and fill out the form. Summarize the issue to make it quicker for our technicians to fix your printer.
- i** The service list can be edited directly from the browser and should be sent together with pictures of the packing process.
- ⚠️** When filling out the service list, do not refer to chat or email correspondence! Write out a summary of the issues you are experiencing.

## STEP 3 Original packing material



🛡️ **For the following steps, please prepare:**

🟪 Plastic foil

🟡 Fragile sticker - Can be downloaded [here](#).

🟠 Packing tape

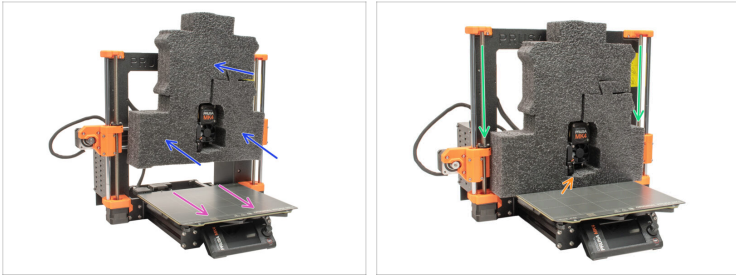
🛡️ In addition to this, you need the **original box** and **padding material**. Padding material has three parts, each with its own use:

🟠 Bottom padding

🟡 Extruder padding (in case you do not have this padding, skip to Step 5)

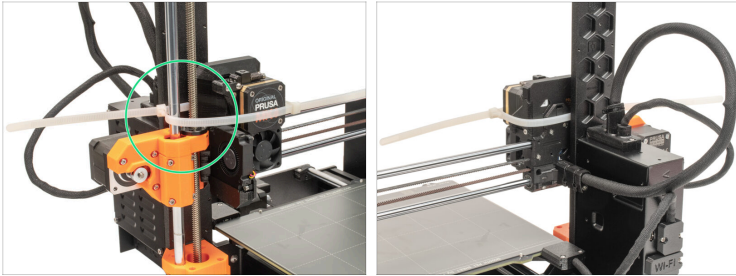
🟢 Top padding

## STEP 4 Placing the extruder padding



- i There is no need to secure components with zip ties when using the original padding material.
- ◆ Move the heatbed to the front of the printer (by the LCD panel)
- i The steel sheet should be placed on the printer during shipping!
- ◆ Place the extruder padding onto the extruder.
- ◆ By hand, turn the threaded Z-rods counterclockwise (CCW) to lower the padding until it stops on the bed.
- ◆ Be sure, that the extruder nozzle is slightly pushed into the extruder padding.

## STEP 5 Securing the extruder with zip-ties (Part 1)

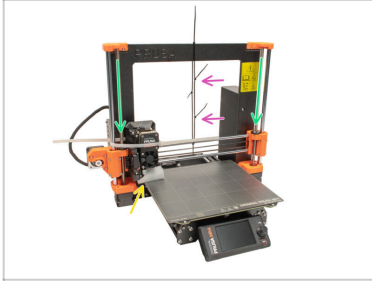


**i** Use steps 5 and 6 to secure the extruder only if you do not have the extruder padding - middle foam insert.

◆ Lead the zip-tie around the smooth rod of the Z-axis.

**!** **Make sure the zip-tie does not pinch any wires!**  
They can cause damage in transit.

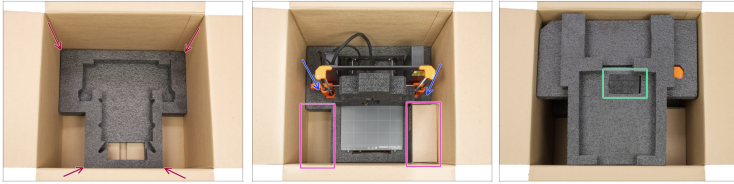
## STEP 6 Securing the extruder with zip-ties (Part 2)



- Place a piece of foam under the nozzle.
- Lower the X-axis by screwing both of the threaded Z-rods counterclockwise (CCW) by hand.
- ⓘ The nozzle should be seated in the foam and it should not be possible to lower the X-axis further.
- Connect together zip-ties to create a chain that reaches around the top smooth rod of the X-axis and the top of the XZ-frame.

**⚠ The USB drive must not be inserted into the LCD during transport! Attach it separately.**

Packing Material  
**STEP 7** Placing the printer in its box



- Place the *bottom padding* in the box.
- Place the printer in the box, on top of the *bottom padding*.
- If you are sending the Multi Material Upgrade with the printer, place it in the space on the side of the LCD module.
- Place the *top padding*. Make sure the *extruder padding* is going through the hole in the padding.

## STEP 8 Sealing the box



- i** Before sealing the box make sure you have documented the packing process, sent it to our shipping department, and received approval!
- !** **Damage that occurs to unapproved shipments is liable to be covered to the sender.**
- Close the box and tape it as described in the picture.
- Wrap the box up in plastic foil (cling film) to make it more sturdy and protect it from any water damage.
- Place the "Fragile" sticker on at least two sides of the box.

## Packing the Original Prusa MK4 for return - Original Packing Material

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### STEP 9 All done!



- That is all for the packing process! Proceed with emailing our shipping department, providing pictures of the packing process and the service list.
- i** You can contact the shipping department by either replying to their initial email or just emailing [info@prusa3d.com](mailto:info@prusa3d.com).
- Once the packing process has been approved, you will receive a shipping label for the return.



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