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# How to pack CORE One L for return



[help.prusa3d.com/g980143](https://help.prusa3d.com/g980143)

Scan the QR code to  
display the latest  
version of this  
chapter.



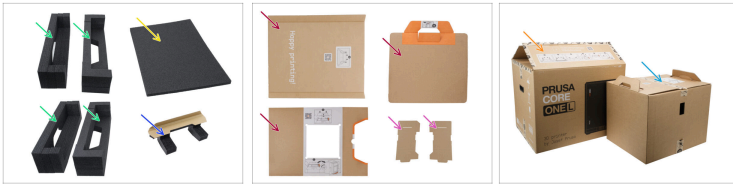
## STEP 1 Introduction



- ◆ This guide will walk you through the steps to pack the Prusa CORE One L for return.
- ◆ **The PRUSA CORE One L must be returned in its original, complete packaging.** Including all boxes, foams, and cardboard inserts with which you received the printer.
- ◆ Be sure to read each step carefully! Colors on the Hexagon bullet points correspond to markers in the photos.
- ◆ Contact our **Customer support** to receive the shipping label after you provide packing photos.
- ⚠ **The package with the printer is heavy! Ask another person for help with handling.**
- ◆ Take a photo of your packing progress anytime you see a camera icon in the picture of the step.

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## STEP 2 Original packaging



- To send the PRUSA CORE One L back, you will need the two original boxes, six original foam inserts, and five cardboard inserts. Ensure that you have all of these:
  - Side foam inserts (4x)
  - Door foam insert
  - LCD panel padding
  - Cardboard inserts (3x)  
These cardboard inserts are not mandatory for shipping the printer back.
  - X-axis cardboard inserts (2x)  
If you do not have these, use any two pieces of cardboard. The size of these has to be 14.5 cm x 31 cm ( 5.7 x 12.2 inches).
  - Main box
  - Printer box

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## STEP 3 Prerequisites

## How to pack CORE One L for return

A screenshot of the 'PRUSA SERVICE LIST' form. The form is titled 'PRUSA SERVICE LIST' and includes a 'PRUSA' logo. It contains several numbered steps (1-8) with checkboxes for various printer components and issues. The form is designed to be filled out by the user to provide details about their printer's problem.

**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.



Packing photos are needed to confirm that the printer was properly secured for transport. They serve as proof in case the printer is damaged during transport.

**◆** **The printer serial number is on the left.** Ensure the Serial Number sticker is placed on the rear of the printer. If it is not there, contact support right away.

**◆** The sticker on the right is the serial number of the Buddy3D camera. This serial number is not relevant for customer support.

**◆** Note that not all versions of PRUSA CORE One L contain the Buddy3D camera.

**◆** 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 4 Tools necessary for this guide



◆ **For this guide, please prepare:**

- ◆ 2.5mm Allen key
- ◆ Scotch tape
- ◆ Zip ties (4x)

ⓘ If you do not have any zip ties at hand, you can use two strings or rubber bands.

## STEP 5 Preparing the printer



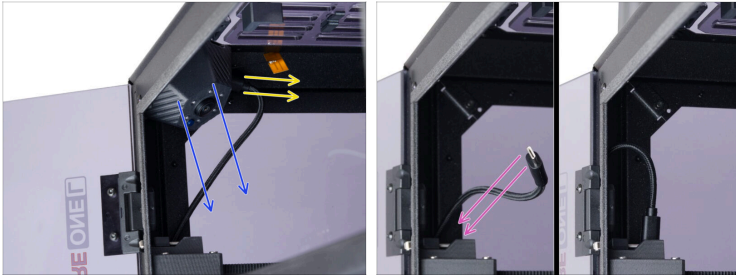
- ◆ Open the menu **Control -> Move Axis -> Move Z** and move the heatbed all the way down.
- ◆ On the rear side of the printer, flip the power switch OFF (symbol "O").
- ◆ Unplug the power cable.
- ◆ Remove the USB drive from the LCD and set it aside.
- ① **Sending the printer for repair:** The power cable and the USB drive do not have to be included in the package.
- ① **Sending the printer for replacement or refund:** The cable and USB stick must be included. If you will include these, set them aside for now.

## STEP 6 Removing the spoolholder



- ✦ Turn the Spool-holder counterclockwise.
- ✦ Pull the Spool-holder out of the Puck-universal and set it aside.
- **Sending the printer for repair:** The Spool-holder does not have to be included.
- **Sending the printer for a refund or replacement:** The Spool-holder must be included.

## STEP 7 Disconnecting the Buddy3D camera



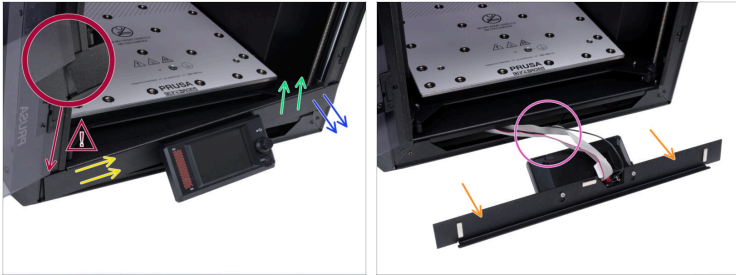
- i** If you have the **PRUSA CORE One L Critical Infrastructure version**, you can skip this step.
- Disconnect the USB-C camera cable from the Buddy3D camera.
- Pull the Buddy3D camera down from the printer. It is held in place by magnets.
- Place the USB-C cable into the casing in printer's frame.
- **Sending the printer for repair:** The Buddy3D camera does not have to be included. Unless the issues are directly connected to the camera.
- **Sending the printer for a refund or replacement:** The Buddy3D camera must be included. Set it aside for now.

## STEP 8 Securing the heatbed



- ◆ Remove the print sheet if you are sending the printer for repair.
- ◆ **Sending the printer for repair:** the print sheet does not have to be included in the package. Remove the print sheet
- ◆ **Sending the printer for replacement or return:** Include the **unused** print sheet in the package. You can leave it attached to the heatbed.
- ◆ Use the 2.5 mm Allen key to secure the heatbed in place with three M3x20 screws.
- ⚠ **It is essential to secure the heatbed in place with screws before shipping your printer back!**
- ◆ Ensure that all three M3x20 screws are securing the heatbed in place.

## STEP 9 Removing the LCD panel



- ◆ Lift the right side of the LCD panel so the ridge in the panel unhooks from the printer.
  - ⚠ **Be very careful not to damage the door when removing the LCD panel.**
- ◆ Once the right side is released, gently pull it slightly towards you.
- ◆ Move the LCD panel to the right to release the left side.
- ◆ Remove the LCD panel and place it onto the surface as shown in the photo.
- ◆ For the next few steps, continually **ensure not to damage or pull any of the LCD cables.**

## STEP 10 Parts preparation: LCD panel padding



Printers shipped after March 2026 had a bigger foam insert and did not have the LCD panel secured with zip ties. **If you have the updated foam insert, you do not need the zip ties.**

For the following steps, prepare:

- LCD panel padding
- LCD panel corner guards (2x)
- zip ties (4x)

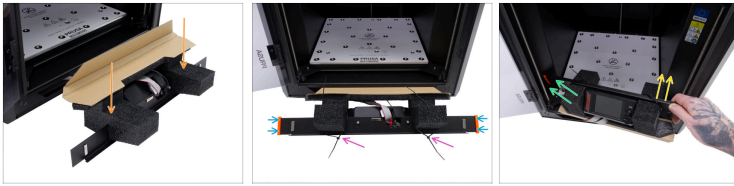
If you do not have any zip ties at hand, you can use two strings or rubber bands to attach the LCD padding.



In case you do not have the LCD panel padding:

- Remove two M3x10 screws from the LCD panel and gently pull the panel off the LCD. Unplug the cables and set the LCD aside to be packed along with other accessories later.

## STEP 11 Securing the LCD panel (part 1)



- Attach the foam and cardboard padding to the LCD panel.
- Attach corner guards to each end of the LCD panel.
- Connect two zip ties together and wrap them around the LCD panel and the LCD panel padding.
- ⓘ Reminder: you do not need to use the zip ties if you have the updated version of the LCD foam padding, as mentioned in the previous step.
- Flip the LCD panel and insert the left side behind the threaded rod inside the printer.
- Lift the right side of the LCD panel and insert it behind the threaded rod on the right side.

## STEP 12 Securing the LCD panel (part 2)



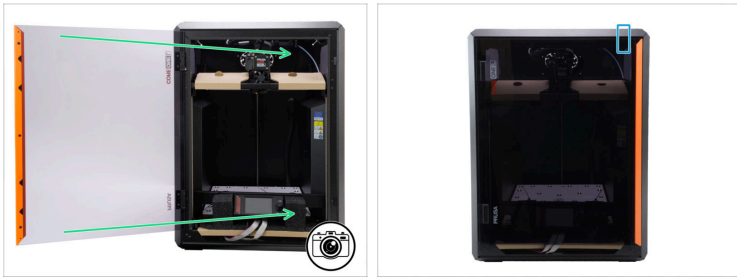
- ◆ Lower the right side of the panel once it gets behind the threaded rod.
- ◆ Lock the LCD panel cardboard insert in place by inserting it into the slit at the bottom of the printer.
- ◆ Slide the foam insert under the heatbed to secure it in place.
- ◆ Ensure that the LCD ribbon cables are not twisted.

## STEP 13 Securing the X-Axis



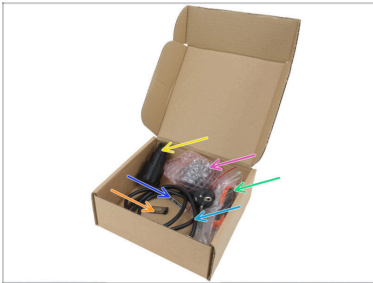
- ✦ Prepare the X-axis cardboard inserts. Use the same orientation as in the photo, as this is how they will be placed on the printer.
  - ✦ Wrap the cardboard insert around the front panel and the X-axis. Slide the flap into the opening and secure it in place.
  - ✦ Slide the flap into the opening and secure it in place.
  - ✦ Secure the other side using the same process.
- 📌 If you do not have the x-axis cardboard inserts, use any two pieces of cardboard:
- ✦ The size of these has to be 14.5 cm x 31 cm ( 5.7 x 12.2 inches).
  - ✦ Wrap them around the front panel and X-axis. Use scotch tape to secure them in place.

## STEP 14 Securing the door



- Take a photo of the secured X-axis and the secured LCD before closing the door.
- Close the door.
- Secure the top of the door with scotch tape to prevent it from opening.

## STEP 15 Packing the accessories



**Pack the accessories like this only when returning the printer without the filament spool!** If you are returning filament, insert it in the box instead of the accessories. We will inform you how to pack them later.



Insert the following parts into a Prusament or similarly sized box. **The box should be approximately 23 cm wide, 21 cm long, and 8 cm tall (9 x 8.2 x 3.14 inches).**



Spool-holder



Buddy3D camera secured in a plastic bag/paper/bubble wrap



Tools



Hardened 0.4 mm nozzle



USB drive



Power cord



If you removed the LCD from the front panel, wrap it in a plastic bag/paper/bubble wrap and place it into the box as well.

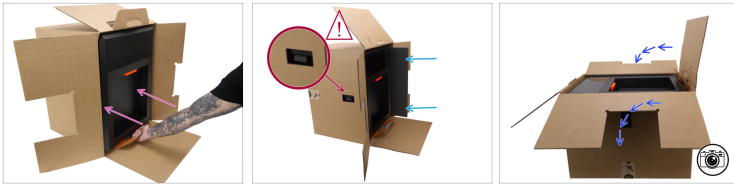
## STEP 16 Adding the bottom cardboard



- i** The bottom cardboard is not essential to send the printer back. If you discarded it, sliding the printer into the box in the next step will be slightly more difficult.
- Lift the printer on the side without the Puck-universal for the Spool-holder, as shown in the photo.
- Slide the bottom cardboard under the printer all the way. Ensure that the cardboard gets under the legs as well.

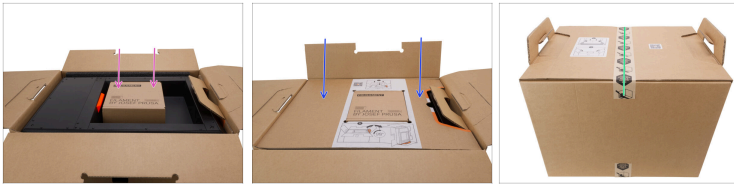
  - Lift the cardboard flap and tuck it under the printer. (Optional)
- Set the printer down onto the bottom cardboard.

## STEP 17 Placing the printer into the box



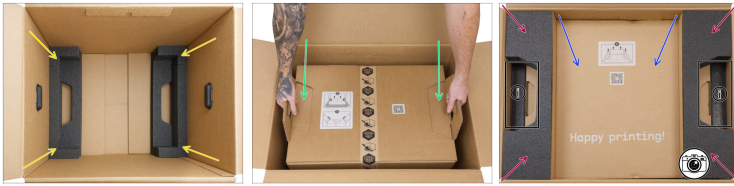
- ◆ Push the printer on the bottom cardboard into the box completely.
- ⚠ **Make sure the Wi-Fi module is on the correct side, protruding from the cutout in the side of the box.**
- ◆ Add the door foam insert to protect the door.
- ◆ Carefully flip the printer box onto its bottom side as shown in the photo.

## STEP 18 Sealing the printer box



- ◆ Insert the Prusament box with the accessories/filament.
  - ⓘ If you packed filament in the box instead of accessories, we will show you how to pack the accessories in the next step.
- ◆ Place the top cardboard insert onto the printer. Note that this insert is not essential to send the printer back.
  - ⓘ If you do not have the top cardboard insert, make sure to pad the empty area around the accessories box with crumpled-up paper. The box can not be able to move.
- ◆ Close the printer box, ensure that it looks the same as in the last photo, and use the scotch tape in the highlighted area to seal it.

## STEP 19 Securing the printer box



- ◆ Place two side foam inserts into the main box as shown in the photo.
- ◆ Use the handles on the printer box to lift it from your work surface and place it gently into the main box.
- 📌 Ensure that the box properly slides into the foam inserts in the bottom.
- ◆ Add the two side foam inserts to the top. Ensure that these are positioned as shown in the photo.
- ◆ Insert the middle cardboard section. If you are returning any extra print sheets or nozzles, place them here.
- ⓘ If you could not pack the accessories into a box earlier, place them into these grooves in the top foam padding. Ensure that all accessories are secured.

## STEP 20 Sealing the main box



- Seal the main box with a few layers of scotch tape in the highlighted places.
- Once the packing photos are approved and you receive the return label, attach it here.
- Move the main box using the handles on the side.
- ⚠ **CAUTION: The package is bulky and heavy - handle with care!**
- ⓘ Contact our **Customer support** to receive the shipping label after you provide packing photos.
- Well done. You have successfully packed your PRUSA CORE One L for return.



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