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DREMEL AND MAKERBOT

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## 3D PRINTERS OUT-OF-WARRANTY REPAIR SERVICE OPTIONS



It is always advisable to initiate a call with the Manufacturer directly for a quick turn around and avoid any delays as MakerBot's technical support personnel can help you.

Basically there are four options for your reference:

**Option 1:** You may choose to attempt a few basic troubleshooting steps to solve Printer & Printing Issues by clicking this below link and choosing your product. If unsuccessful, please follow either Option 2 or 3 as outlined below.

[MakerBot Support - Troubleshooting](#)

**Option 2:** You could fill out a web form to get the process started and report and issues you experience with the hardware by clicking this link and complete the online form - [www.makerbot.com/support/select](http://www.makerbot.com/support/select)

**Note:** You will need your MakerBot username/email address and password to sign in.

**Option 3:** You may choose to call MakerBot's technical support at 1.925.529.8563 [Monday — Friday | 9am — 6pm ET]. You will have to call while having access to the 3-D Printer as MakerBot will troubleshoot the unit with you / end user.



It is always advisable to initiate a call with the Manufacturer directly for a quick turn around and avoid any delays as Dremel's technical support personnel can help you.

Basically there are four options for your reference:

**Option 1:** Connect with a Dremel expert in real time by way of live chat. [Available Monday — Friday | 10am — 7pm ET]

[Dremel Chat](#)

**Option 2:** You could fill out a web form to get the process started and report and issues you experience with the hardware by clicking this link and complete the online form and a Dremel Rep will contact the user directly for troubleshooting

[https://www.dremel.com/en\\_US/digilab-support](https://www.dremel.com/en_US/digilab-support)

**Option 3:** You may choose to call Dremel's technical support at 1-844-437-6533 [Monday — Friday | 9am — 6pm ET]. You will have to call while having access to the 3-D Printer as MakerBot will troubleshoot the unit with you / end user.



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**Option 4 for both products:**

If the schools preference is to have one of our Advanced technicians drop by at the school and diagnose what the issue is - we are more than happy to arrange for the same, however a service fee of \$ 210.00 applies for an onsite visit (see below rate chart). This covers the cost to have a tech onsite, diagnose what the issues are and help resolve. If the product is faulty / requires any repairs, the technician will have to bring the unit in to our service depot for a thorough check. If any parts etc are required to repair the unit, an estimate will be provided for approval prior to proceeding. **In addition to the onsite visit fee, a diagnostic fee of \$ 90.00 applies for out-of-warranty service.**

If the repair estimate is approved, the diagnostic fee is waived and the cost of repairs + onsite visit fee will apply. If however the repair estimate is declined you will only be billed for the diagnosis + onsite visit fee. The 3D Printer is then shipped back to the school and expenses borne by Advanced. If there is a need for a 2<sup>nd</sup> return visit, additional charges apply.

We would ask that to help expedite the process those responsible for reporting issues please have the below information ready when contacting Advanced support.

- Key contact name
- Location of school and secondary contact if required
- Model number of product involved and if possible serial # (this will help determine the warranty status)
- List of troubleshooting tasks conducted up to that point
- Any room access or availability challenges for an onsite visit if needed

Labour Rates for Onsite Support	
Description of Service	Rate
Technical Phone Support	Complimentary
Onsite Technical Service	* \$ 70 Per hour

\* Does not include cost of any parts required to resolve the issue

\* Our services on an hourly basis is billed in 30 minute increments, with a 3 hour minimum.

## Troubleshooting

PROBLEM	CAUSE	CORRECTIVE ACTION
Extruder head building off center.	Dremel 3D40 has lost track of the extruder head's exact location and is failing to build.	Sending the extruder head to the home position will recalibrate the Dremel 3D40. Cancel your object, clear build platform, send the extruder head to the home position, and restart the object.
PLA is not extruding or sticking to the build tape properly.	This can be caused by the build platform not being leveled with the extruder head.	Leveling the build platform will align the extruder head and ensure a better object quality. Cancel your object, clear build platform, level the build platform, and restart the object.
Print Studio software froze during use or computer froze.	Sometimes software isn't as smart as you are and locks up.	Save any open files if possible and either restart the Print Studio software or your computer.
Dremel 3D40 froze before my object started.	Dremel 3D40 may have received conflicting commands.	Turn power switch off, wait 30 seconds, and turn power switch on.
Support material does not break away during cleaning and results in decreased quality of the final object.	Orientation of the part is not optimized.	Reorient the position of the 3D file in Print Studio to minimize the support material or place the support material on a non-critical surface.
Spaghetti mess at end of build.	A layer of your object did not stick properly, model was saved with minimal surface area contacting the build platform, or object was built floating above the build platform with no support selected.	Use the preview feature in Print Studio to see the first layer height and position. Build with supports when necessary.
Part only built halfway.	Filament ran out. Filament clogged during build.	Replace filament and resume build. See "No filament coming out".
No filament coming out.	Clogged extruder.	Contact customer service.
Extruder will not home.		Contact customer service.
Stringy or fraying plastic layers on steep overhangs.	Object overhangs are too far apart or too steep (<45 degree angle).	Build with supports.
3D40 will not find my Wi-Fi network.	Printer too far from wireless router.	Reposition 3D40 to be closer to your router. Connect to network with Ethernet

PROBLEM	CAUSE	CORRECTIVE ACTION
3D40 will not connect to my network.	Printer too far from wireless router.	Reposition 3D40 to be closer to your router.
	Network password incorrect.	Re-enter your password or verify your password with your network owner.
3D40 will not retrieve a token.	Network password incorrect.	Re-enter your password or verify your password with your network owner.
	Network has a firewall.	Enter network proxy information.
Mobile App will not connect to 3D40 or shows "printer offline".	3D40 not connected to network.	Check 3D40 network settings and retry connection.
Token invalid.	Verify the current 3D40 token using "Tools/About" and retry.	Use "Get new token" to generate a new token and retry connection. Note this will remove any users that are sharing your printer.
Build did not start when sent over network.	Filament ran out.	Load additional filament and resume build.
	Doors open.	Doors must be closed to start builds over your network, start build from print queue.
	Model was already building	The build plate must be clear to start a build over your network, clear the build plate and start build from print queue.

## InkSmith (Cubicon)

In cases where printers that are no longer covered by warranty require repairs, InkSmith technicians are available and happy to help. The InkSmith team will ALWAYS provide support to North American customers. Parts and technician time will be billed for after repairs are completed, and repair costs will be quoted and agreed upon before work is completed. Where possible our team will provide remote assistance for support inquiries that do not require new parts or complex repairs/adjustments even after the warranty has lapsed at no cost.

The warranty is extendable for \$500/year per printer. Please contact InkSmith for additional information.

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**CUBICON**