PRUSA SERVICE LIST

PRUSA RESEARCH by **JOSEF PRUSA**

We would like to ask you to fill in this brief form, which will help our technicians to process your repair faster. Please cross out the questions you're unable to answer and include this list into the box with the printer before you ship it to our service center.

1 **Serial Number of the printer** (can be found on the silver sticker on the printer):

....

2 **Mark the model of the printer you are sending** (check 2 boxes if you're sending a printer with multi-material upgrade):

◯ MK2/MK2S

◯ MK2.5/MK2.5S

◯ MK3/MK3S

◯ MMU

◯ MMU2S

◯ MINI

◯ CW1

◯ SL1

3 If the problem occurs when printing a specific file, write the name(s) of **STL/3MF and G-code file(s)** on the included SD card:

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....
....

4 **What slicing software did you use?** (add the version, e.g. PrusaSlicer 2.1.0)

◯ PrusaSlicer ....

◯ Slic3r PE ....

◯ Slic3r ....

◯ PrusaControl ....

◯ Simplify3D ....

◯ Cura ....

◯ Other: ....

5 **Problem description** (Describe the issue as closely as you can. Did the printer show any error? How did the printer behave? – clicking noise from the extruder, …):

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6 If your **printer is modified** or improved in any way, describe it (e.g. nozzle type/diameter, Raspberry Pi, LED connection, enclosure, …):

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7 **List everything you are sending with your printer** (e.g. SD card, Steel sheet, Power cable, …):

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Thank you for your cooperation.
Surely this will help diagnose the problem more quickly. If you have any further questions, please contact us on **info@prusa3d.com**.