

1. Wifi does not work

Why? Wifi turns off when machine is turned off and customer needs to connect when machine is turned on

Why? To save memory space and for safety purposes

Why? If it did not do this, anyone anywhere would be able to access their wifi network

Why? To protect customer privacy

Action:

Please instruct customers to connect to wifi each time they turn on the printer. For questions, please connect them directly with Monoprice customer service:

- Customer Support Number: 877-271-2592 select TECH then select 3D PRINTER (Monday through Friday 6am – 5pm PST)
- Email: 3dprinter@monoprice.com
- Live Chat: At Monoprice.com Monday through Friday 6am – 6pm PST

2. Build Plate is not heating

Why? This is not a common problem and may either be a problem with the printer or a set up problem.

Why? The printer may be set up incorrectly

Why? Because the customer needs to set the temperature correctly during set up.

Why? If the printer is defective then it needs to be replaced

Action:

-Double check the software to insure the temperatures are set up correctly

Please instruct customers to contact Monoprice's dedicated customer support team

- Customer Support Number: 877-271-2592 select TECH then select 3D PRINTER (Monday through Friday 6am – 5pm PST)
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3. Smoke appearing

Why? Customer is not using the product correctly

Why? Customer must review the safety options in the user manual

Why? Customer must check to insure there is no filament build up in the printer nozzle

Why? If the nozzle is not cleaned and there is a clog from previous prints then it will create a safety concern

Why? The old filaments will create a clog and may cause smoke to appear

Action:

-Advise customer to double check to insure there is no filament build up in the printer nozzle and clear clogs when and if necessary.

Vendor's customer support team are experts in troubleshooting their products. Please instruct customers to reach out directly or get on 3 way call with their team:

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