

## Dimension BST/SST/Elite 768 Head Clog Clearing Guide

**\*\*\* NOTE: BE VERY CAREFUL WHILE WORKING WITH THE HEAD. THE TIPS CAN REACH TEMPERATURES OF 300 DEGREES CELSIUS. IT IS ADVISED TO WEAR THE PROTECTIVE GLOVES INCLUDED IN THE WELCOME KIT AT ALL TIMES WHEN TOUCHING THE HEAD\*\*\***

### Step 1:

- Gather the appropriate tools
- Most of these tools are included in your Welcome Kit that comes with the machine
- You will need:
  - o Needle Nose Pliers
  - o Phillips Head Screw Driver
  - o ¼ " Nut Driver
  - o 7/64" Allen Key
  - o Scissors or Wire Cutters
  - o Protective Gloves (Included in Quick Start Kit)
  - o Wire Brush (Included in Quick Start Kit)



### Step 2:

- Turn the machine on and allow it to boot up
- Put the machine into maintenance mode
- On the front of the machine from the main menu select: Maintenance → Machine → Head
- The menus may be different on your machine depending on the model and controller software version
- The machine may take up to 30 minutes heat up before you can work on the head



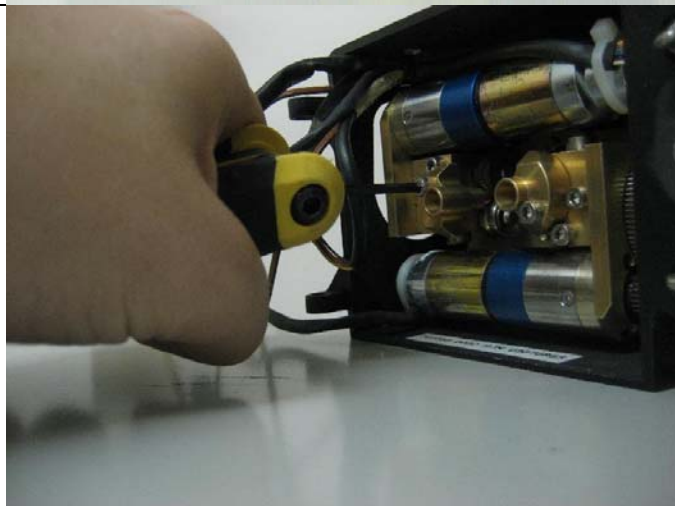
Step 2:

- Open the Head by unscrewing the two quarter turn screws to the left side of the head (circled in red)



Step 3:

- Slowly open the head
- Remove any clogged material and cut the material off that is feeding into the head
- After removing the material you can see, unscrew the Feed Funnel pictured to the right



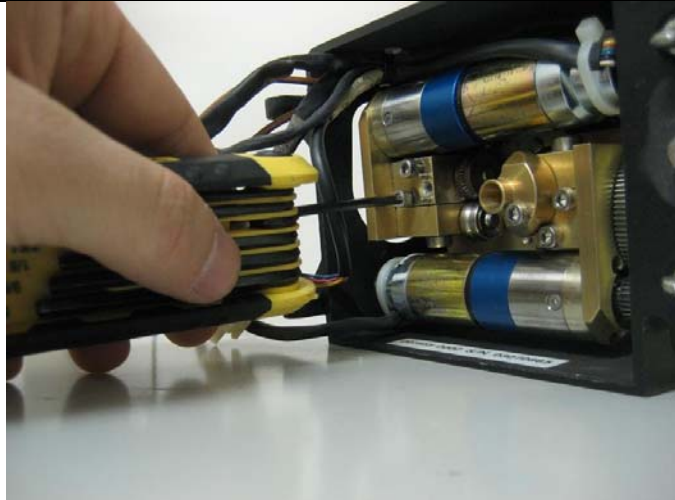
Step 4:

- Wearing protective gloves (included in the Welcome Kit), remove the Feed Funnel and set aside



Step 5:

- Unscrew the two motor screws with a 7/64<sup>th</sup> allen



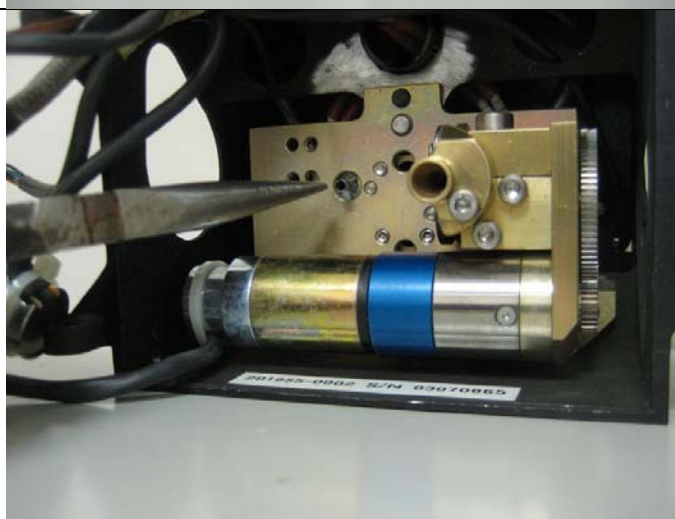
Step 6:

- Remove the motor with the pliers and let it hang



Step 7:

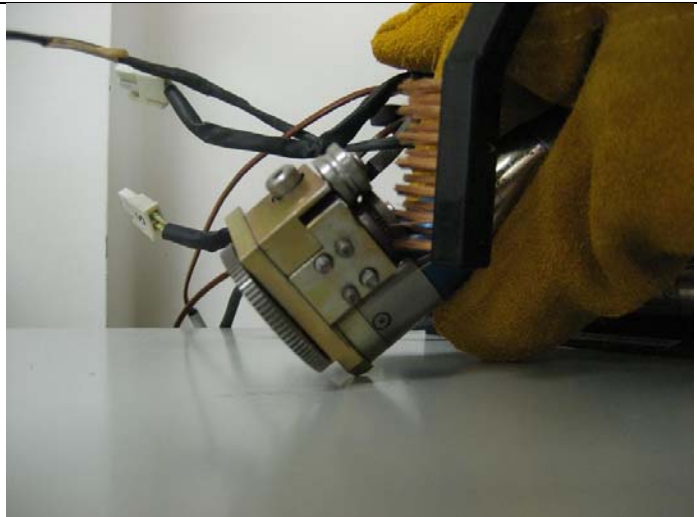
- Using the needle nose pliers, remove any excess material that is in and around the tube that feeds into the head
- On the front of the machine, select the appropriate drive motor and select reverse to run the motor, then select "High Heat" on the front of the machine. This will soften the material and help force it back out of the tube.
- This step could take a few minutes as you will probably have to remove some material, wait for more to bubble out, and remove more.
- Repeat this until as much of the material as possible is removed



from the tube

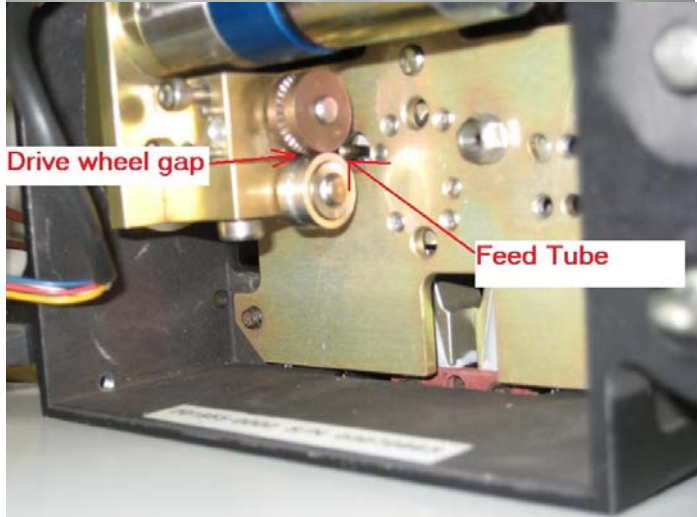
Step 8:

- With the brush included in the Welcome Kit, brush any material away from the drive wheel on the motor



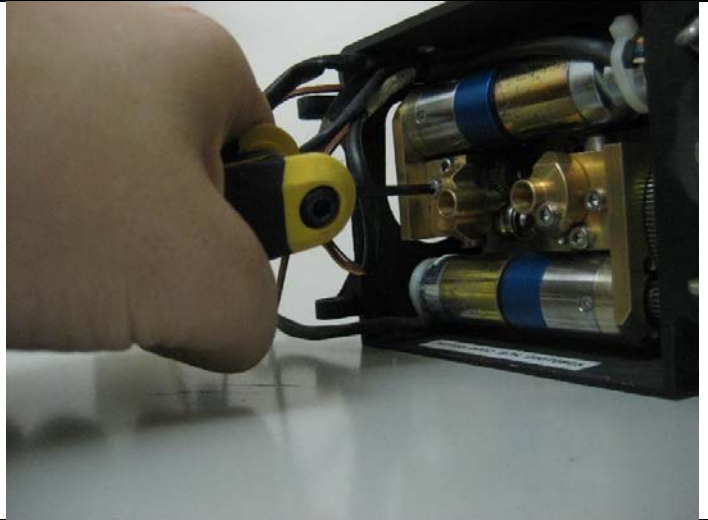
Step 9:

- Reattach the drive motor to the head
- The pegs on the motor (circled in red) line up with the holes on the head (circle in red)
- Another way to do this is to line up the drive wheel with the tube that the material was removed from (next picture with the other drive motor removed to be able to see)
- If you line these up then the pegs will be in the correct position



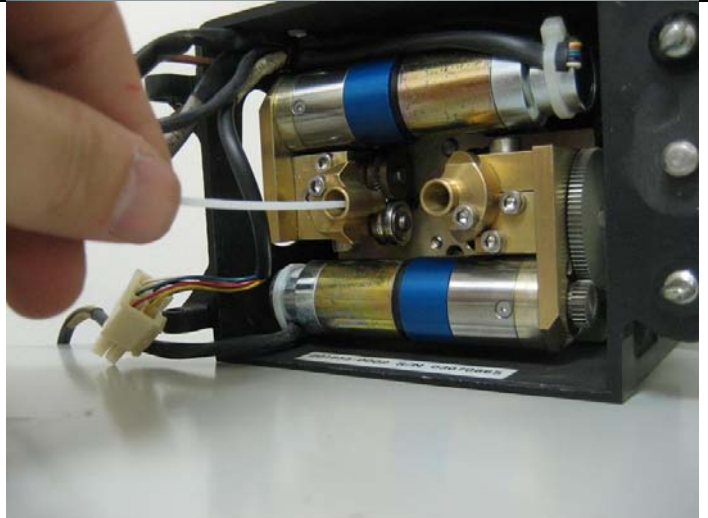
Step 10:

- Reattach the Feed Funnel



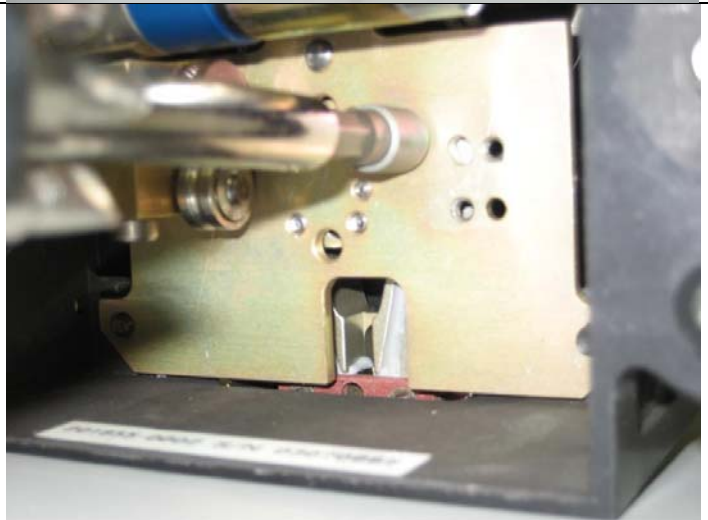
Step 11:

- On the front of the machine run the model motor forward
- Feed a piece of model material through the head
- The material should start extruding through the model tip after about 10 seconds
- If material does not feed through, repeat the previous steps



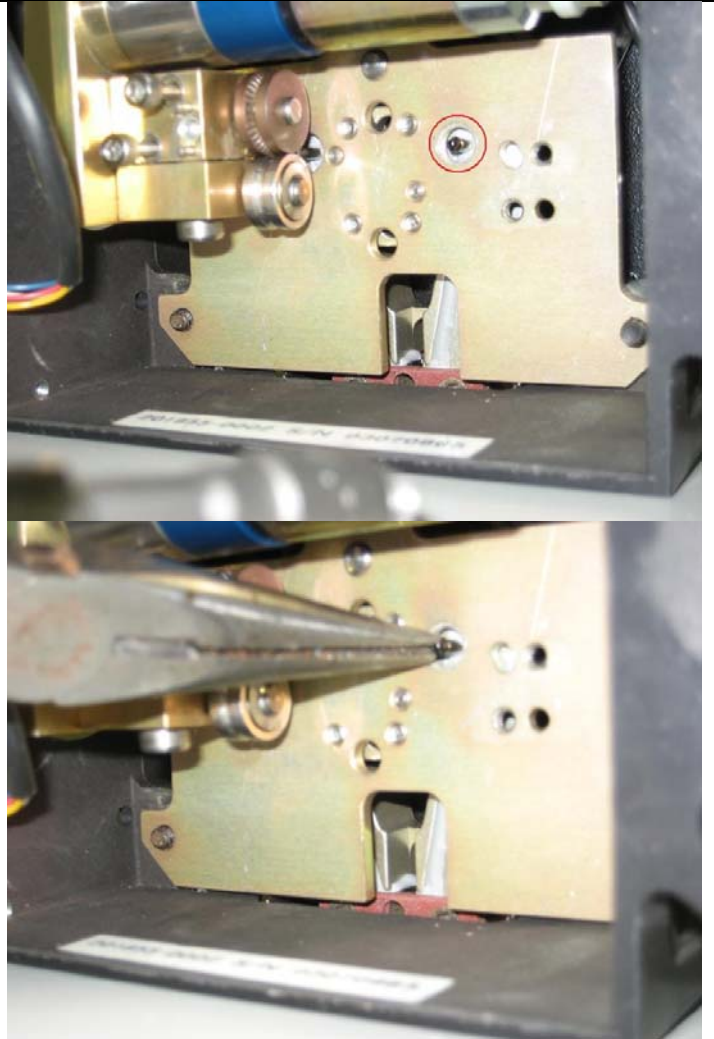
Step 12:

- For the support side use the same steps to detach the motor from the head
- Once the motor is detached, use the 1/4" Nut Driver to remove the nut that covers the feed tube. Be very careful not to lose this nut.
- This nut is pictured in Step 9, Picture 2 directly above the white text box that reads "Feed Tube".



Step 13:

- On the front of the machine run the Support Drive motor in reverse
- Select High Heat if needed
- Use Needle Nose pliers to remove any material in and around the feed tube
- In the first picture to the right circled in red is an example of some material that needs to be removed with pliers



Step 14:

- Reattach the motor and Feed Funnel
- Cut approximately 5 inches of support material
- Select Run Support Motor forward from the front of the machine
- The Support Material should start to extrude from the Support Tip within 10 seconds
- If no material extrudes repeat the previous steps