**From:** Zero (Snapmaker Support) <support@snapmaker.zendesk.com>

**Sent:** Wednesday, February 9, 2022 5:33 AM

**To:**

**Subject:** [Snapmaker] Re: Hi Support, Looking for your help in troubleshoot...

##- Please type your reply above this line -##

Your request (102495) has been updated. To add additional comments, reply to this email.

**Zero** (Snapmaker)

Feb 9, 2022, 18:33 GMT+8

Hi, ,

To me, it seems like the unit of the machine is somehow changed into inches. Please try to reset the controller. It might be the controller that causing the issue. **Reset the controller:**

1. Connect the machine with a computer via the provided USB cable and then open the console in Snapmaker Luban.
2. Enter command "M502"&"Enter" and then "M500"&"Enter".

**Reset the touchscreen:**

1. Go to *Settings -> About machine.*
2. Follow the below steps to enter the developer mode and reset

Click *Reset All.*

Have a nice day! Best regards, Zero

Feb 9, 2022, 12:28 GMT+8

Zero,

I disassembled and reassembled the entire SM 2.0 A350 machine. Per your instructions below, I can confirm that the 8mm lead linear modules are installed on the Z-Axis (vertical), 20mm lead Linear Modules are installed in the Y-Axis (heated bed) and a 20mm lead linear module is installed on the X-Axis as the rail for the tool head. The directions provided with the new rails are horrendous to say the least. Also note that your original email said “8mm lead ***one*** is for the Z-axis” (as in singular)

Nonetheless, the machine is still not working properly and is instead making horrible noises as if the linear modules have not been properly calibrated. Please see attached error logs along with screenshots of firmware/software and videos showing (1) homing; (2) X & Y Axis movements and (3) calibration. I have unplugged and replunged all cables for the

machine three times now, turned-off and on-again four times and manually updated the firmware via USB twice. Something is seriously wrong/broken with these linear modules, please review videos below and advise.

* Export Log – attached
* About Machine Screenshot – attached
* Videos showing:
	+ Homing ‐‐ https://1drv.ms/v/s!AmIjf 7aFI5ckLsNqa4v6914cRngVA?e=WMurkq
	+ X & Y Axis movements ‐‐

https://1drv.ms/v/s!AmIjf 7aFI5ckLsUydbsMsNpNuL3iQ?e=g7OQpR

* + 3D Print calibration ‐‐ https://1drv.ms/v/s!AmIjf 7aFI5ckLsVWpVdnUC4r361OA?e=mGxj5z

**From:** Zero (Snapmaker Support) <support@snapmaker.zendesk.com> **Sent:** Tuesday, February 8, 2022 3:13 AM

**To:**

**Subject:** [Snapmaker] Re: Hi Support, Looking for your help in troubleshoot...

Attachment(s) 2022.02.09.FW\_0.log

2022.02.09.FW 1.log

2022.02.09.SC\_201.log

2022.02.09.SC 202.log

2022.02.09.SC\_203.log

2022.02.09.About Machine.jpg

**Zero** (Snapmaker)

Feb 8, 2022, 16:12 GMT+8

Hi, ,

The 8mm lead linear modules are for the Z-axis.

The 20mm lead linear modules are for the X and the Y-axis. The X-axis is the rail for attaching the tool head.

The Y-axis is where the heated bed is attached to.

The Z-axis is the one installed vertically. You have enough linear modules.

Have a nice day! Best regards, Zero

Feb 8, 2022, 9:18 GMT+8

Hi Zero,

Therein lies the problem, Snapmaker shipped me ***two*** 8mm lead linear modules and ***three*** 20mm lead linear modules, meaning I cannot complete the configuration as directed below – I am missing a 20mm lead linear module. Please see attached photos evidencing. How quickly can Snapmaker send me the replacement 20mm lead linear module? My printer has already been down for the past two days while I troubleshooted this issue and come to find out, I was shipped the wrong parts. How can we fix this asap?

**From:** Zero (Snapmaker Support) <support@snapmaker.zendesk.com> **Sent:** Monday, February 7, 2022 3:38 AM

**Subject:** [Snapmaker] Re: Hi Support, Looking for your help in troubleshoot...

Attachment(s)

2022.02.07.Linear Module Photo 1.jpg 2022.02.07.Linear Module Photo 2.jpg

**Zero** (Snapmaker)

Feb 7, 2022, 16:37 GMT+8

Hi, ,

Thanks for contacting us. We sincerely apologize for the late response.

Please make sure that the 20mm lead linear modules are installed as X and the Y-axis. The 8mm lead one is for the Z-axis.

If you install or plug the cable incorrectly, the machine won't work properly.

**02124**

. II Linear Modules must be assembled intheir intended position.Now,

·dentify two Linear Modules wlth thelaser pattern "Lead 20 mm"; they will

betheY Axes.

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**Linear Module x 2**

, **There are three Linear Modules engraved with the laser pattern "Lead 20 mm".The unused**

* **one will be defined as X Axis in Step 13.**

If not, please try to replug all the cables.

Have a nice day! Best regards, Zero

Feb 6, 2022, 1:48 GMT+8

Hi Support,

Looking for your help in troubleshooting an issue. I recently upgraded my SM 2.0 A350 to the new linear modules (Order No. SMUS202148114).

The box I received did not contain labels to differentiate the linear modules between the X, Y, and Z axis, so I am wondering if that it the issue? Unless the new modules are interchangeable? I will triple check the boxes and the labels on the linear modules, but I checked multiple times and maybe I am just missing it, but I don't see labels.

After disassembling and reassembling the machine, which I can get to power on, certain components respond while others do not.

Components that respond:

* Heated Bet
* Heated Nozzle
* Enclosure Lights
* Enclosure Fan
* Emergency Stop Button

Components that do NOT respond:

* Any movement of the X axis
* Any movement of the Y axis
* Any movement of the Z axis
* Any movement of the heated bed (backwards or forwards)
* Load filament - although nozzle is heated the stepper motor does not feed filament into the nozzle

Attached is a video demonstration confirming that I have upgraded the firmware to the most recent version and showing components that work. I am also attaching copies of the Export Log as maybe this explains what the problem is.

Note: I have unplugged and re-plugged in all cables across the machine four times now and I have tried powering down and powering back on four times as well, without any success. I have also let the machine sit over night during one power down in case.

Link to video - https://1drv.ms/v/s!AmIjf 7aFI5ckLpaljYO-iNNAAW6SA?e=iudOeE (too large to upload as attachment)

thank you,

Submitted from: https://support.snapmaker.com/hc/en-us/categories/360005617793- Downloads

Attachment(s) 2022.02.05.SC 203.log

2022.02.05.FW\_1.log

2022.02.05.FW 0.log

2022.02.05.SC\_201.log

2022.02.05.SC 202.log

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