

Ultimaker² Extended

THINK LARGE, PRINT BIG

USER MANUAL

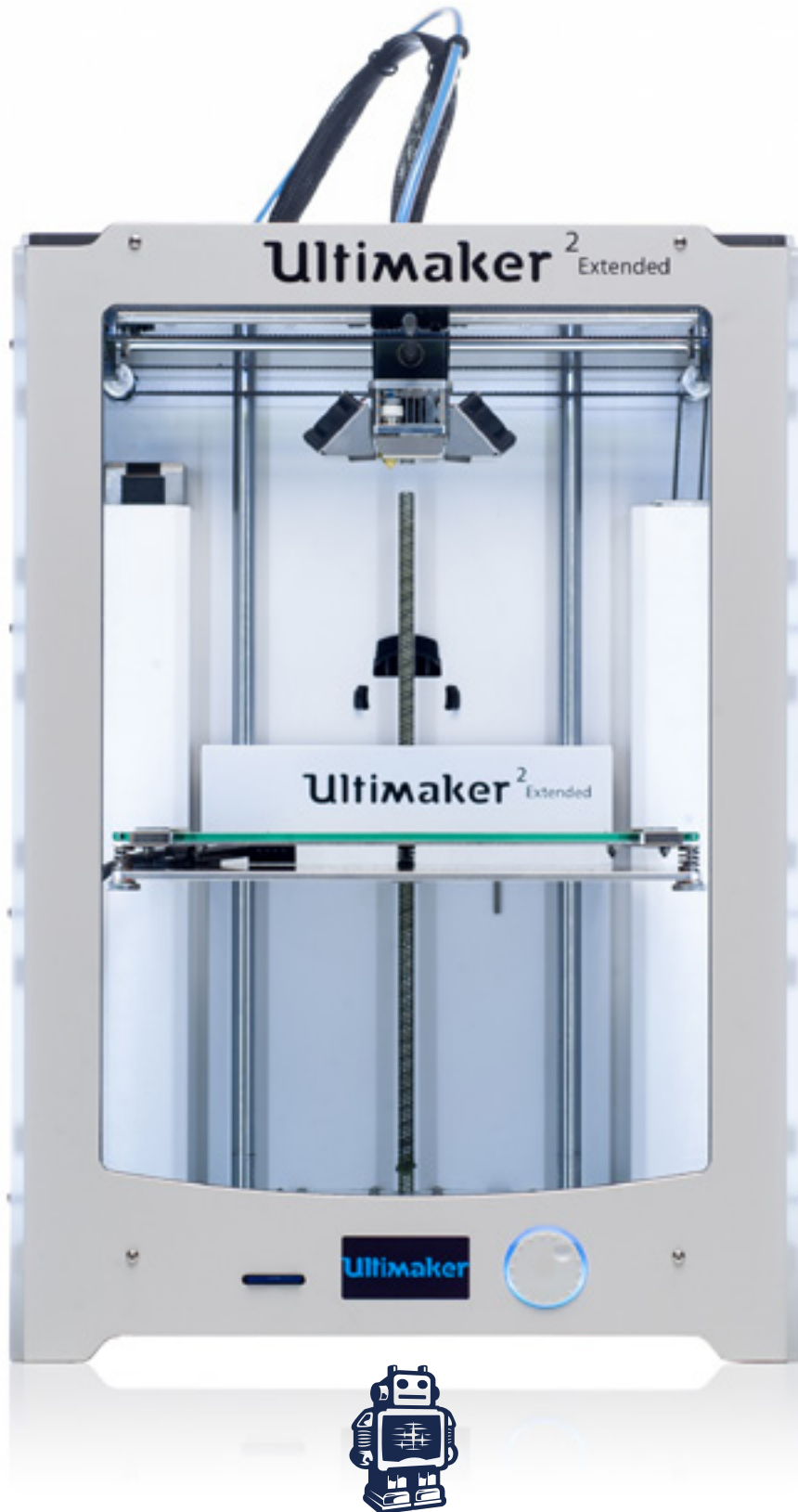


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1.

WELCOME TO THE **ULTIMAKER 2 EXTENDED**

This user manual is designed to help you start your experience with the Ultimaker 2 Extended. Within these pages, we want to show you how simple and easy it is to produce great quality prints.

You might be familiar with other types of Ultimakers or 3D printers. It is however essential that you read this manual carefully in order to get the best out of your Ultimaker 2 Extended.

SAFETY AND COMPLIANCE

ELECTROMAGNETIC COMPATIBILITY (EMC)

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

The Ultimaker 2 Extended can in very rare cases temporarily lose display function caused by ESD. Display function can be fully restored by turning the machine off and then on again.

The EMC test report of the Ultimaker 2 Extended is available on request at info@ultimaker.com.

ELECTRICAL SAFETY

The Ultimaker 2 Extended operates on 24 volts (Extra-low-voltage) and is therefore outside the scope of the low-voltage directive. The power supply meets all CE mark regulations and is protected against short-circuit, overload, over voltage and over temperature. For more information concerning electrical safety aspects we refer you to the Mean Well EC-Conformity Declaration for the GS220AX power adapters.

Only use the Ultimaker 2 Extended with power supplies and cables supplied by Ultimaker B.V..

CAUTION: Always unplug the printer before doing maintenance or modifications.

MECHANICAL SAFETY

The Ultimaker 2 Extended contains many moving parts, but the stepper motors do not have enough power to cause serious injuries and moving gears have been covered. Still, it is advised to only reach in the machine when it is turned off.

CAUTION: Always unplug the printer before doing maintenance or modifications.

RISK OF BURNS

There is a potential risk of burns, as the print head can reach temperatures of up to 260°C and the heated bed of up to 120°C. The nozzle of the print head is mostly surrounded by an aluminum cover to prevent contact, but still we advise against reaching in the machine when the print head and/or heated bed are hot.

CAUTION: Always let the printer cool down for at least 30 minutes before doing maintenance or modifications.

HEALTH

The Ultimaker 2 Extended is designed to print with PLA and ABS filaments. The use of other materials is at your own risk.

When printing ABS, small concentrations of Styrene vapor can be released. This can (in some cases) cause headaches, fatigue, dizziness, confusion, drowsiness, malaise, difficulty in concentrating, and a feeling of intoxication. Therefore good ventilation is required, and long term exposure should be avoided. It is advisable to use a fume hood (with active carbon filtering for ductless extraction). Fume extraction is mandatory for use in offices, classrooms and alike.

Printing pure PLA is considered safe, although good ventilation is still advised for possible unknown vapors released from coloring dyes in colored PLA.

CAUTION: Only use your printer in a well-ventilated area.

GENERAL SAFETY INFORMATION

The Ultimaker 2 Extended is not intended for use by persons (including children) with reduced physical and/or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Children should be under constant supervision when using the printer.

The above information is believed to be correct but does not purport to be all inclusive and shall be used only as a guide.

The conditions or methods used for assembling, handling, storage, use or disposal of the device are beyond our control and may be beyond our knowledge. For this and other reasons, we do not assume responsibility and expressly disclaim liability for loss, injuries, damage, or expense arising out of or in any way connected with the assembly, handling, storage, use or disposal of the product.

The information in this document was obtained from sources which we believe are reliable. However, the information is provided without any warranty, express or implied, regarding its correctness.

SPECIFICATIONS

Printing

Print technology	Fused Filament Fabrication
Build volume	223 mm / 223 mm / 305 mm
Layer resolution	Fast: 200 micron (0.2 mm) Normal: 100 micron (0.1 mm) High: 60 micron (0.06 mm) Ulti: 40 micron (0.04 mm)
Position precision	12.5 micron / 12.5 micron / 5 micron
Filament diameter	2.85 mm (generally known as 3 mm filament)
Nozzle diameter	0.4 mm
Print speed	30 mm/s - 300 mm/s
Travel speed	30 mm/s - 350 mm/s

Software

Supplied software	Cura - Official Ultimaker Software
File types	STL / OBJ / DAE / AMF
Supported OS	Windows / Mac / Linux

Electrical

AC Input	100 - 240 V Approx. 1.4 AMPS 50 - 60 Hz 221 Watt max.
Connectivity	Stand-alone SD card printing / WiFi printing ready

Physical dimensions

Desktop space	357 mm / 342 mm / 488 mm
Shipping dimensions	400 mm / 400 mm / 650 mm
Weight	12.0 kg
Shipping weight	21.0 kg

Temperature

Ambient operation temperature	15 - 32 °C
Storage temperature	0 - 32 °C
Nozzle operation temperature	180 - 260 °C
Heated bed operation temperature	50 - 100 °C

Sound

Average operational noise	49 dBA
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CAUTION: The Ultimaker 2 Extended generates high temperatures and has hot moving parts that can cause injury. Never reach inside of the Ultimaker 2 Extended while it is in operation. Always control the Ultimaker 2 Extended with the button on the front or with the power switch on the back. Allow the Ultimaker 2 Extended to cool down for 5 minutes before reaching inside.

CAUTION: When opening the Ultimaker 2 Extended for service, ensure that the power supply is turned off and the power cable is disconnected from the wall socket.

CAUTION: Only use the power supply provided with your Ultimaker 2 Extended.

2.

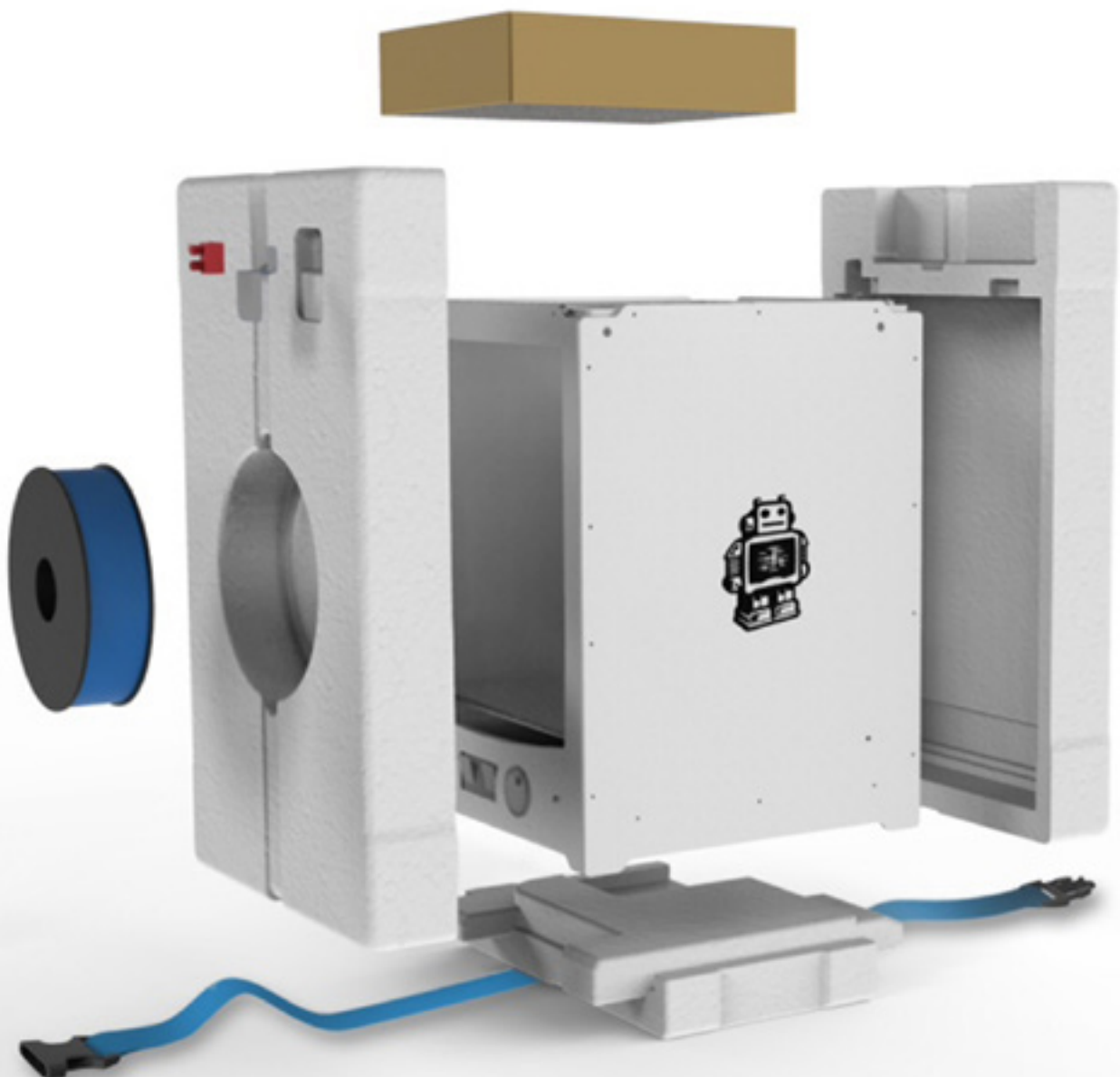
SETTING UP THE **ULTIMAKER 2 EXTENDED**

Now your Ultimaker 2 Extended has arrived you're ready to unpack it and set it up! We recommend to carefully unpack your Ultimaker 2 Extended and set it up according to the instructions on the next pages.

UNBOXING

The Ultimaker 2 Extended comes in reusable, durable packaging so you can easily transport your Ultimaker 2 Extended. To properly unpack your Ultimaker 2 Extended, please follow the steps described below.

1. After having opened the cardboard box in which your Ultimaker 2 Extended was delivered you can start unpacking it by first loosening the blue belt with which everything is kept together on the inside. After this you can remove the cardboard accessories box from the top.
2. Next, take the complete foam packaging parts with the Ultimaker 2 Extended out of the cardboard box. The easiest way to do this is by holding the blue belt and pulling it out of the box.
3. Now you can take out the spool of filament and factory test print from one side of the foam packaging.
4. Open up the complete packaging by removing the two foam side parts and take out the Ultimaker 2 Extended and place it on a stable surface.
5. At last, cut the tiewrap with which the print head is secured and your Ultimaker 2 Extended is ready to use!



WHAT'S IN THE BOX?

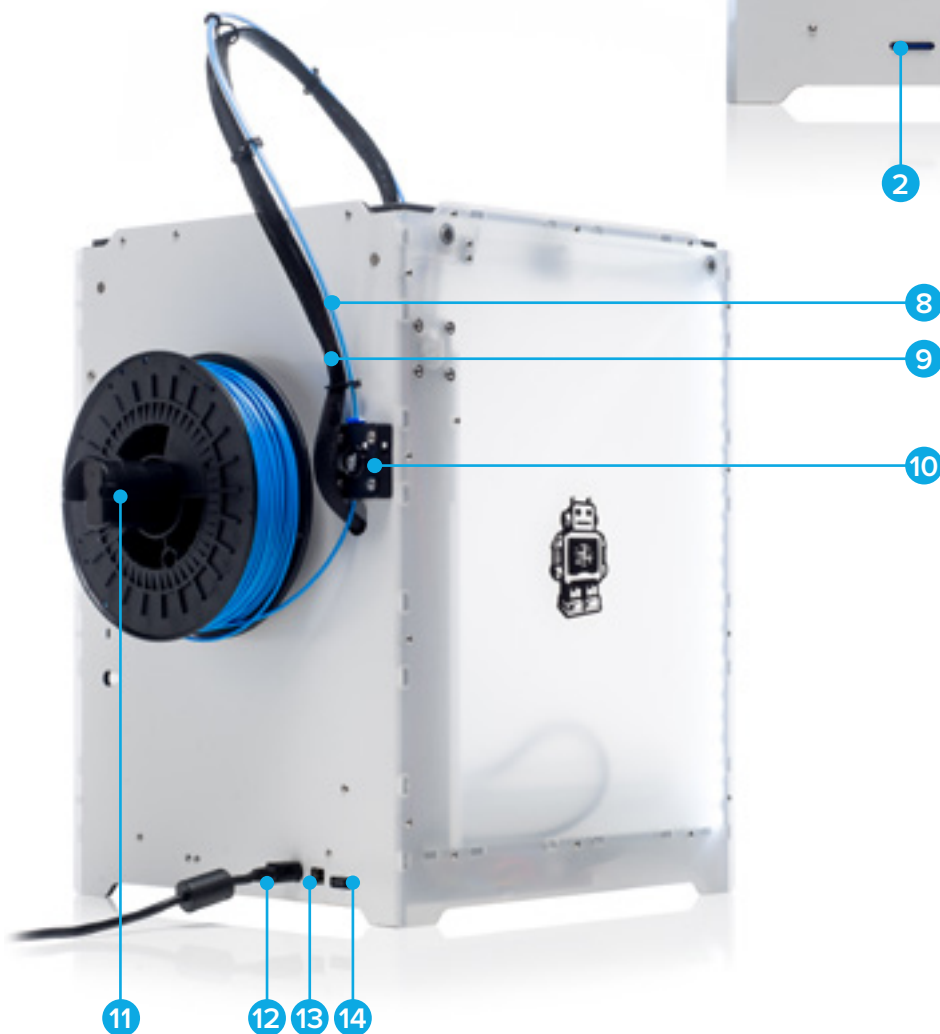
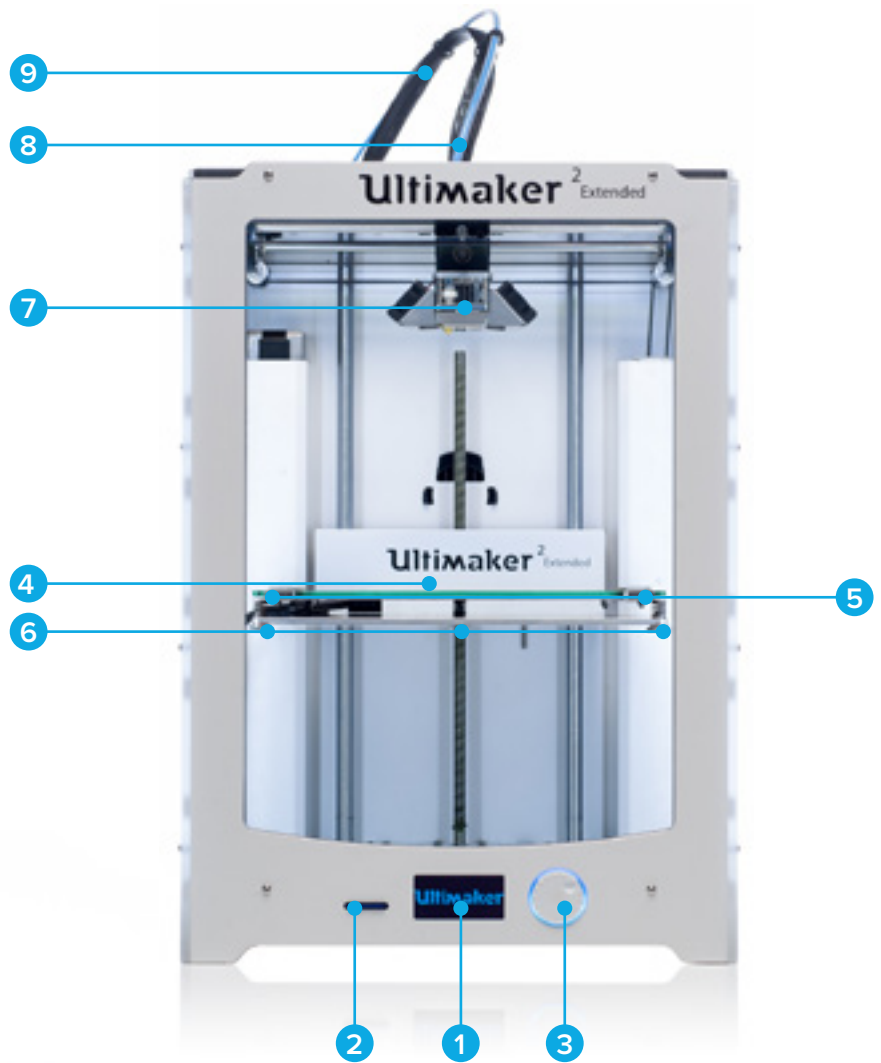
Besides your Ultimaker 2 Extended - supplied with SD card in the 3D printer - there are several accessories that come with the Ultimaker 2 Extended. This is everything you need to start printing.



1. Power supply and cable
2. Spool holder
3. Glass plate
4. Filament
5. USB cable
6. Glue stick
7. Grease
8. Hex keys (1.5 mm, 2 mm, 2.5 mm)
9. Factory test print
10. Spare parts (hot end, PT100 sensor)

ULTIMAKER 2 EXTENDED AT A GLANCE

- 1 Display
- 2 SD card slot
- 3 Push and rotate button
- 4 Build plate
- 5 Build plate clamps
- 6 Build plate screws
- 7 Print head
- 8 Bowden tube
- 9 Print head cable
- 10 Material feeder
- 11 Spool holder
- 12 Power socket
- 13 USB socket
- 14 Power switch



INSTALLING ACCESSORIES

SPOOL HOLDER

The first step of setting up your Ultimaker 2 Extended is attaching the spool holder at the back side of the 3D printer. In the end, filament will be placed on the spool holder in order to properly guide it into the material feeder. Make sure to install the spool holder as described below.

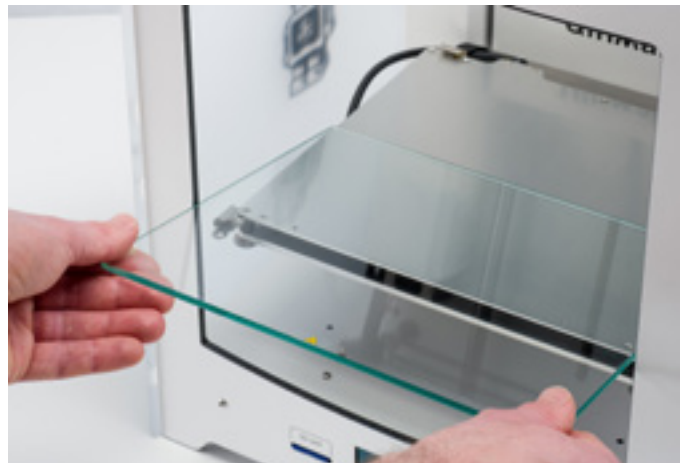
1. Take the spool holder and insert the top part in the corresponding hole at the back of the Ultimaker 2 Extended.
2. Push the spool holder down until it snaps into place.



GLASS PLATE

The glass plate is the print surface for prints on your Ultimaker 2 Extended. We are going to install it the following way.

1. Open up the two build plate clamps at the front side of the build plate by using a hex key.
2. Gently slide the glass plate over the build plate so that it snaps into the build plate clamps at the back side of the build plate.
3. Close the two build plate clamps at the front to secure the glass plate.



CAUTION: The build plate clamps can be sharp, therefore it is advised to use one of the hex keys for opening the build plate clamps.

POWER SUPPLY

To finish the installation the power supply will be connected, after which the Ultimaker 2 Extended can be turned on. Before connecting it, make sure the power switch is in the “off” position.

1. Connect the power cable to the power brick.
2. Plug the power cable in the wall socket and connect the cable at the other end of the power brick to the socket on the Ultimaker 2 Extended. The flat side of this cable needs to point upwards.



3.

GETTING STARTED

When you switch on your Ultimaker 2 Extended for the first time, it will guide you through the “configuration wizard”. This will help you preparing the Ultimaker 2 Extended for its first use. Make sure to follow these steps carefully in order to get a well set up Ultimaker 2 Extended.

CONFIGURATION WIZARD

USE OF THE DISPLAY

The display at the front side of the Ultimaker 2 Extended shows you all necessary information for setting up and using your Ultimaker 2 Extended. You can navigate through the menu by rotating and/or pushing the button at the right side of the display. By rotating you can select or control an action; by pushing you can confirm an action. When pushing the button you hear a “beep” sound to confirm the action. A blinking button means the Ultimaker 2 Extended is waiting for user input.

BED LEVELING

After the “Welcome” screen, the Ultimaker 2 Extended will guide you through some steps in order to calibrate the build plate. For printing it is very important that the first layer is nicely squished into the glass plate and sticks well to it. If the distance between the nozzle and build plate is too big, your print won’t stick properly to the glass plate. On the other hand, if the nozzle is too close to the build plate it can prevent the filament from extruding from the nozzle.

Before the bed leveling can be done, the Ultimaker 2 Extended will first do the “homing”. This means that it will move the print head to the left back corner and the build plate towards the bottom, in order to set the origin point. After this, you can follow the steps below for leveling the build plate.

1. The first step is to roughly level the build plate by rotating the button at the front of your Ultimaker 2 Extended until there is approximately 1 mm distance between the nozzle and build plate. The measurement here is not critical, just make sure that the nozzle is close to the build plate without touching it.
2. Next, further adjustment will be done by turning the left and right build plate screws. Turning the build plate screws to the left means that the build plate will get closer to the nozzle.
3. The last step will be fine-tuning of the build plate. With regular piece of A4 paper calibration on all 3 points will be checked and further adjustment will be done by turning the build plate screws. Place the piece of paper in between the nozzle and build plate on each point and adjust the build plate screws until you feel slight friction when moving the piece of paper.



NOTE: If you don't see the configuration wizard, navigate to MAINTENANCE > ADVANCED and confirm for a Factory reset. You can use this function at any time.

NOTE: After transportation you might want to level your build plate to ensure your 3D prints stick well to the build plate. You can access the bed leveling menu at any time by going to MAINTENANCE > BUILDPLATE.

LOADING FILAMENT

After bed leveling it is time to further prepare the Ultimaker 2 Extended for the first print by loading filament. Before doing that, first place the spool of filament on the spool holder with the filament in counter-clockwise direction, so that the filament can enter the material feeder from the bottom.

Now you can start loading the filament in the following way.

1. Wait a minute while the print head is heating up. By heating it up we ensure that the filament is being melted when it goes through the nozzle.
2. Take the end of the filament, insert it into the bottom of the material feeder and push it until the filament is being grabbed by the knurled wheel. This may require some force. Once the knurled wheel has grabbed the filament, it will slowly move it further into the bowden tube.
3. Wait till the filament reaches the first black bowden tube clip and then press the button to continue. The Ultimaker 2 Extended will automatically load the filament through the bowden tube, into the print head.

Now you just have to wait until the filament is coming out of the nozzle. You may notice a ticking sound at the feeder; this is nothing to worry about. If necessary you can manually push the filament in order to get it through the nozzle with a bit more force.



CAUTION: Make sure to not touch the nozzle/hot end during this procedure as it will become hot.

NOTE: Don't be surprised if the filament that initially comes out of the nozzle is not the color you expect. There is probably some residue from the factory test print left in the nozzle. Wait until you see the color of the filament that you loaded coming out of the nozzle.

START A PRINT

Now the build plate has been leveled and filament loaded you're ready to start your first print!

The SD card that came with your Ultimaker 2 Extended (it is in the SD card slot at the front side) already contains a couple of print files, which can be used directly. When going through the "configuration wizard" you will automatically be guided to these files. You can simply select one of the files and press the button to start the print.

After a print file has been chosen the Ultimaker 2 Extended will prepare itself by homing the print head and build plate and heating up the build plate and nozzle. Please note that this can take up to 5 minutes.

While printing, the display will show the progress of the print and the remaining time for completion. When the print has finished the display will indicate that the Ultimaker 2 Extended is cooling down. The progress bar also indicates when it is safe to remove the print from the build plate.

NOTE: For good platform adhesion it is recommended to apply a thin layer of glue to the glass plate. Therefore you can use the glue stick that was provided with the Ultimaker 2 Extended. You only need to apply glue to the area where the model will be printed.



CAUTION: Don't touch the print head/nozzle while it is heating, printing or cooling down. Temperatures can reach up to 260°C.

4.

ADVANCED PRINTING OPTIONS

Besides directly printing one of the files from the SD card with default settings the Ultimaker 2 Extended offers more options. You can use our open source software package Cura to prepare your own 3D print files and the Ultimaker 2 Extended even gives you the possibility to fine-tune settings during the printing process. This allows you to get full control over the printing process and helps you achieving the best print results.

CURA

For the Ultimaker 2 Extended we recommend to use our software Cura to prepare your 3D print files. Cura will help you converting 3D models into 3D print files within a couple of seconds and shows you a preview of the print in order to ensure everything is as you would like it to be.

Cura can be downloaded from our website: ultimaker.com/software

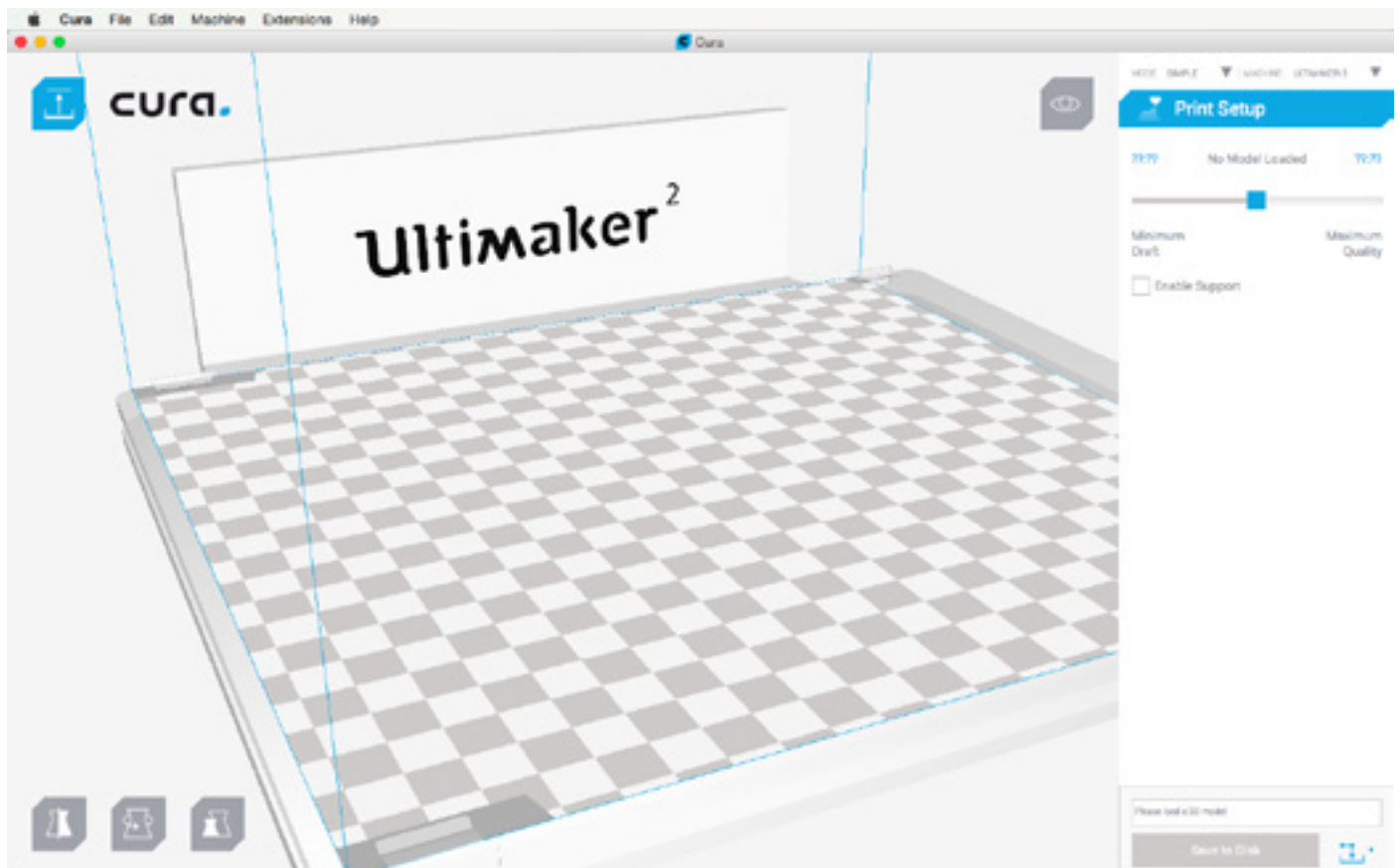
After downloading, open the installer and run the installation wizard to complete the installation. When you open up Cura for the first time, you will be asked to select the 3D printer that you have; select the Ultimaker 2 Extended. No other configuration is required and you can directly start using Cura.

The basic process of converting a 3D model to a print file in Cura is described below.

1. Load a 3D model (STL or OBJ file) into Cura via the “Load” button.
2. Position the slider in the Print Setup screen to the desired position and wait for Cura to slice the model.
3. After you have done the settings and Cura has converted the file, you can save the print file (G-code file) via the “Save” button in the bottom right corner.

When using Cura for the first time you will see the “Simple” mode in the Print Setup screen. This is perfect for beginners, but when you’re a more experienced user and want to have more control over the print settings you can also switch to the “Advanced” mode.

For more information on using Cura you can visit the Cura support pages: ultimaker.com/support/software



DISPLAY AND CONTROLLER

When turning on your Ultimaker 2 Extended, you will always see the Ultimaker logo first after which you will go to the main menu. The main menu offers three options, as shown in the image below.



PRINT

The PRINT menu simply allows you to select one of the print files on the SD card and will automatically start the print after that.

MATERIAL

Via the MATERIAL menu you can either change the filament on your Ultimaker 2 Extended or change the settings of material profiles. When selecting CHANGE the Ultimaker 2 Extended will automatically heat up the nozzle and unload the current filament, after which you can insert new material. In the SETTINGS menu you can select material profiles and change their settings in the Customize menu.

MAINTENANCE

The MAINTENANCE menu offers various options. By selecting BUILDPLATE you will be guided through the bed leveling steps. Especially after transport it is recommended to use this option to recalibrate the build plate. In the ADVANCED menu several options can be selected in order to manually do certain actions or change machine settings. Below a short overview of all these options is shown.

- LED settings Change the settings of the LED lights in your Ultimaker 2 Extended
- Heatup nozzle Set custom temperature to manually heat up the nozzle
- Heatup buildplate Set a custom temperature to manually heat up the heated bed
- Home head Homes the head in the left back corner of the Ultimaker 2 Extended
- Lower buildplate Moves the build plate to the bottom of the Ultimaker 2 Extended
- Raise buildplate Moves the build plate to the top of the Ultimaker 2 Extended
- Insert material Heats up the nozzle after which you can insert filament
- Move material Heats up the nozzle after which you can use the scroll wheel to forward the material
- Set fan speed Set the speed of the two fans at the sides of the print head
- Retraction settings Customize the settings for retraction
- Version Shows the current firmware version on the Ultimaker 2 Extended
- Runtime stats Shows for how much time the Ultimaker 2 has been on and printing
- Factory reset A complete reset of your Ultimaker 2 Extended through which you can completely recalibrate it

FINE-TUNING

If you want to change settings during printing you can use the TUNE and PAUSE menu. The TUNE menu basically shows you the same settings as in the ADVANCED menu, but it means that you can now change settings while it is printing, through which you can have more control over the printing process. Furthermore, it is possible to select PAUSE after which you can change the filament in the middle of a print and resume again.

5.

MAINTENANCE & **SUPPORT**

In order to have a smoothly working Ultimaker 2 Extended it is important to maintain it correctly. In this chapter the most important maintenance tips are described. It is recommended to read them carefully in order to achieve the best results with your Ultimaker 2 Extended.

MAINTENANCE

FIRMWARE

Once in a while a new Cura version and firmware version are released. In order to stay up to date it is therefore recommended to download the latest version of Cura once available and update your Ultimaker with the latest firmware as well. The latest version of Cura (including latest firmware version) can always be found here:

ultimaker.com/software

In order to install the latest firmware to your Ultimaker 2 Extended, please take the following steps:

1. Connect the Ultimaker 2 Extended to your computer with the USB cable.
2. Attach the power supply and turn the Ultimaker 2 Extended on.
3. Start Cura and go to “Machine” > “Install default firmware” (make sure the Ultimaker 2 Extended is selected in the “Machine menu”). Cura will now automatically upload the latest firmware to your Ultimaker 2 Extended.

CLEANING THE GLASS PLATE

After a lot of printing, there sometimes can be too much excess glue stuck to the glass plate. This can cause an uneven print surface and it is therefore recommended to clean the glass plate once in a while. When doing this, always make sure that the Ultimaker 2 Extended is turned off and build plate has cooled down.

1. Before taking out the glass plate, first manually move the build plate to the bottom of the Ultimaker 2 Extended. This way damage on the print head or Z trapezoidal leadscrew is prevented.
2. Open up the build plate clamps at the front side by using a screwdriver.
3. Slide the glass plate to the front of the build plate until you can take it out of the Ultimaker 2 Extended.
4. For cleaning it is advised to use some warm water and to brush off any excess glue. If necessary you can also use some soap to clean it.
5. The glass plate can simply be place back by sliding it onto the build plate until it snaps into the build plate clamps at the back of the build plate. Close the build plate clamps at the front side by hand in order to secure it.



CAUTION: The glass plate is positioned on an electrical heating area, so make sure it is completely dry before placing it back.

NOTE: In order to be sure about a successful next print we recommend to re-level the build plate after having repositioned the glass plate.

THE FEEDER

Using the feeder in the right way and keeping it clean is important for a good extrusion. A few tips are described below.

In order to guide the filament properly through the feeder into the bowden tube and print head, it's important that the tension on the feeder is set correctly. If the tension is too high, it means that the knurled wheel of the feeder will dig into the filament, through which it flattens or - even worse - completely gets stuck. This is what we call grinding.

To prevent grinding of the filament it is therefore important to set the tension on the feeder as loose as possible, meaning that the white insert clip should be completely at the top. You can achieve this by inserting one of the hex keys in the hole on top of the feeder and turning it clockwise.

After a lot of printing, the knurled wheel in the material feeder can accumulate small plastic particles. You can clean this by blowing air on the knurled wheel or using a simple brush. It is also recommended to clean the feeder when you notice grinding of the filament.

LUBRICATING THE AXES

To keep your Ultimaker 2 Extended running smoothly it is recommended to lubricate the axes once in a while.

When you notice small ridges on the surfaces of your 3D printed objects or feel that the X and Y axes are dry it is advised to put a single drop of sewing machine oil onto the X and Y axes. This will help your Ultimaker 2 Extended running smoothly. Sewing machine oil is not included in the Ultimaker 2 Extended package, but we highly recommend to only use this for lubricating the X and Y axes.

Once every half year the Z trapezoidal leadscrew has to be lubricated with Magnalube. This is the green grease that was delivered with your Ultimaker 2 Extended. Make sure to spread about 10 drops of grease over the entire threaded rod. With your next print the Ultimaker 2 Extended will lubricate the axis itself by moving up and down.

NOTE: Magnalube should be applied to the Z trapezoidal leadscrew only; make sure to not put it on any of the other axes.



ATOMIC METHOD

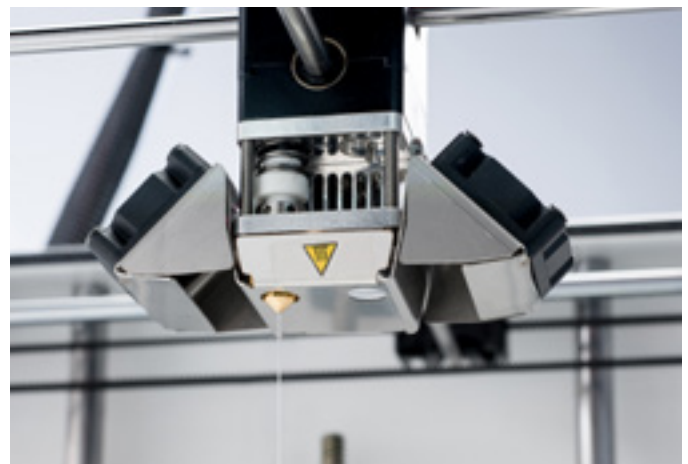
After a longer time of using your Ultimaker 2 Extended you might notice some signs of “under extrusion”. This means that your Ultimaker 2 Extended can’t extrude enough plastic and is usually shown by very thin or missing layers in a print. In most cases, it is caused by some dirt or carbonized material in the nozzle or another hot end part through which a (partial) blockage is created. When under extrusion appears it is recommended to use the Atomic Method in order to clean the nozzle and other hot end parts. Below, the process of this simple though very effective method is described.

NOTE: It is also advised to use the Atomic Method when switching from a material that needs a higher printing temperature to one that uses a lower printing temperature in order to make sure any residue from the previous filament is removed.

1. Remove the filament from the Ultimaker 2 Extended.
 - Go to MATERIAL > CHANGE in order to remove the filament and instead of inserting new material, select CANCEL
 - Manually move the print head towards to center of the Ultimaker 2 Extended for easier access during the next steps
2. Removing the bowden tube from the print head.
 - Open the black plastic clip that is around the bowden tube and print head cable closest to the print head
 - Remove the (blue or red) clamp clip
 - Press down the tube coupling collet and pull the bowden tube out of the print head



3. Heat up and preparation
 - Cut off approximately 20 cm of filament with a straight cut and try to straighten the filament as much as possible
 - On the Ultimaker 2 Extended, go to MAINTENANCE > ADVANCED > Heatup nozzle and set it to 260 degrees
 - When the temperature is reached, insert the straightened piece of filament manually all the way down to the nozzle
 - Push it slightly until either the new filament comes out of the nozzle or until the filament can't be pushed any further



4. Remove the new filament

- Lower the temperature to 90 degrees (for PLA) or 110 degrees (for ABS)
- Once the temperature has been reached, pull the filament out with a quick, firm pull
- Check the color and shape of the tip of the filament; the goal is to have a clean, cone-shaped tip
- Repeat step 3 and 4 until the filament comes out without any residue and has a cone-like shape



5. Re-assembly

- Insert the bowden tube through the tube coupling collet all the way down into the PTFE coupler
- Place the clamp clip around the tube coupling collet so that it secures the bowden tube



TROUBLESHOOTING

There are a few printer specific issues that could show up while using your Ultimaker 2 Extended. If you ever happen to get one of these issues, you can easily troubleshoot the issue yourself. Below a short overview of the most common issues is shown. And the next page will show an overview of possible errors on the Ultimaker 2 Extended. For more instructions please take a look at our website: ultimaker.com/support

EXTRUSION PROBLEMS

Extrusion problems can occur in different ways and can have several reasons. The nozzle could simply be completely block, through which no material is coming out of the nozzle at all. But it could also mean that the Ultimaker 2 Extended just doesn't extrude enough plastic, leading to very thin or missing layers in a print. This is what is called "under extrusion".

In most cases, extrusion problems are caused by some dirt or carbonized material in the nozzle or another hot end part through which a (partial) blockage is created. In order to get rid of this there are a few things that can be done:

- Check if the filament has not grinded in the feeder. If it did, remove it from the machine first.
- Make sure the tension on the feeder is as loose as possible (white insert clip at the top).
- Try to manually extrude some material by using the 'Move material' option in the Advanced menu. You can put some extra force on it by manually pushing the material at the feeder while doing this.
- Use the Atomic Method to remove any dirt or carbonized material from the hot end.

After having used the Ultimaker 2 Extended for a longer time already it could also mean that the PTFE coupler has deformed, causing friction to the filament. This consumable item has the tendency to wear over time due to the heat and pressure from the hot end. If none of the above described options works, it is advised to take a closer look at the PTFE coupler. A deformed PTFE coupler can be recognized by a (small) brim on the inside at the bottom. Instructions for this can be found on the website.

CAN'T CONNECT TO CURA

If Cura doesn't recognize your Ultimaker 2 Extended when you want to upload firmware, there is a problem with the connection due to software or hardware failure. The following checks are advised in this case:

- Make sure everything is connected properly (power supply and USB cable) and that the Ultimaker 2 Extended is turned on when uploading firmware. If possible, you can also try another USB cable.
- Check if the latest version of Cura is installed on your computer.
- Try connecting on a different computer, preferably with a different Operation System.

PRINT NOT STICKING TO BUILD PLATE

When you're experiencing difficulties with prints sticking to the build plate, there could be a few things going on. It could either mean that the first layer just doesn't stick well enough or that the prints gets loose due to "warping" of the plastic. Warping basically happens because of the properties of the plastic. Plastics have the tendency to shrink when cooling down fast (some plastics more than others), which could eventually lead to your print curling up (at the corners). You will especially notice this behaviour when printing ABS, which has a relatively big shrinkage.

In order to decrease the amount of warping and have a good first layer you can do the following:

- Check if the heated bed is set to the correct temperature (60°C for PLA and 90°C for ABS).
- In order to have a nice first layer, make sure that the build plate is properly leveled.
- For good adhesion you will either need a completely clean glass plate (e.g. no oil on it) or a thin layer of glue applied to the glass plate.
- A nice feature in Cura to help preventing warping is called "Brim". It will place a single layer thick flat area around your object, thus creating a bigger adhesion surface.

ERROR MESSAGES

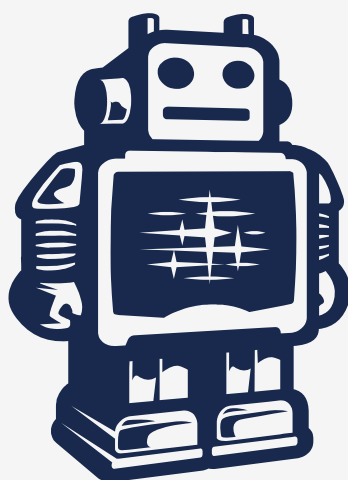
ERROR - STOPPED TEMP SENSOR	This refers to a problem with the PT100 B sensor, which is the sensor that measures the temperature of the nozzle. It means that the sensor registers incorrect values and due to safety reasons it will prevent the nozzle from heating up. The most likely reason for this is connection problem, which could either happen due to a bad connection at the main board or damage of the sensor itself.
ERROR - STOPPED TEMP SENSOR BED	This error refers to a problem with the sensor of the heated bed. It means that the sensor registers incorrect values and due to safety reasons it will prevent the heated bed from heating up. The most likely reason for this is connection problem, which could happen due to a bad connection on the heated bed or main board, or damage of the sensor itself.
ERROR - HEATER ERROR	The heater error can appear when the sensor doesn't register a steady (increase in) temperature. This could mean that the heater cartridge is not connected properly and to prevent overheating of the nozzle it will therefore turn the heater cartridge off.
Z-SWITCH BROKEN or Z-SWITCH STUCK	If you get one of these errors it means that there is a problem with the Z limit switch. It either tells you that the Z limit switch can't be pressed or that something is preventing the lever of the switch from switching back.
X OR Y SWITCH BROKEN	This error occurs when either the X or Y limit switch is not activated while the print head is homing.

SUPPORT

In case you run into any difficulties with your Ultimaker 2 Extended or need advice on using your Ultimaker 2 Extended, then please take a look our website: ultimaker.com/support

The website contains a wealth of (troubleshooting) information and is a great source for quickly trying to solve issues on your own and getting more experienced with 3D printing. We also have a very active online community with experienced users who are willing to share tips and solutions and can help you getting the best out of your Ultimaker 2 Extended as well.

If you ever need personal help resolving an issue with your Ultimaker 2 Extended you can also get in touch with one of our local support teams. Therefore, please take a look at the website for contact details.



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