## TROUBLESHOOTING GUIDE



## **TRY REVERSING**

Reverse the plastic out of the pen and insert a new strand.





## **USE UNBLOCKING TOOL**

Remove the nozzle while the light is blue or green. Then force through plastic from the back or the front with the unblocking tool.



## Is the LED light red for more than 2 minutes?

Exit idle mode by unplugging your pen and plugging it back in or by turning your pen off and on again.

Still having trouble?





