

Troubleshooting Guide

Before You Begin, Note the Following Steps:



Begin by charging your 3Doodler Start+ to ensure the motor is able to run at full power. This will take 45 minutes to 2 hours. Do not use the 3Doodler Start+ while charging. The light will flash orange while charging, and will turn solid orange once it is fully charged. Once you turn the pen on, and click the feed button, it takes 30-40 seconds for extrusion to begin after first inserting a plastic strand. Push the plastic down the pen and gently twist it clockwise to get it to engage with the pen's gears. You will feel it lock into place.

START

Let your 3Doodler Start+ charge fully before use. Do not use the pen while charging. Once it is charged, turn the pen on. DOES THE LIGHT TURN ON?

NO

YES

WAIT TO FEED Insert a strand of plastic in the Feed Port, and click the Feed Button once to begin feeding the filament. It takes 30-40 seconds for the plastic to feed through.

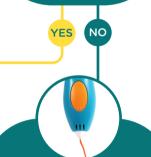
INSERT PLASTIC Feed the plastic and gently turn it a quarter turn clockwise, ensuring the plastic is gripped by the gears. If the strand is too short, insert another and push it through.

PROBLEM SOLVED?

NO

YES

IS THE CABLE WORKING? If lights aren't displaying while charging, please try another micro USB cable to see if it is an issue with the cable or the pen.

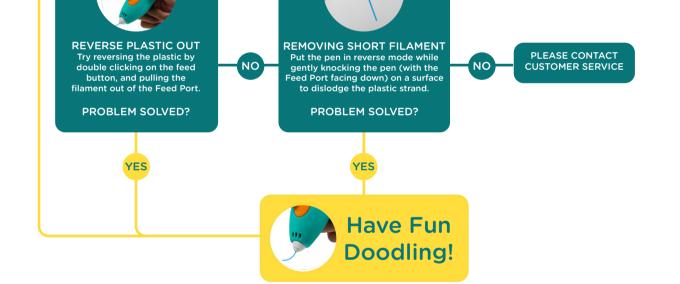


IS THE PLASTIC EXTRUDING? Insert a strand of plastic in the Feed Port, and click the Feed Button once to begin feeding the filament.

3Doodler Start+ Tips

Clogs and feed issues may be prevented by clearing out all filament from the pen in between uses, either by reversing the filament out or by finishing the strand you're using. We strongly recommend this as a best practice.

How-to and help videos on our YouTube Channel:



LED Lights Cheat Sheet

LED LIGHT COLOR	RED	GREEN	ORANGE
SOLID	Your pen is	Pen is	Pen is fully
	warming up	idle	charged
SLOWLY	Please Contact	Plastic is	Your Pen is
FLASHING	Customer Service	feeding	low on battery
QUICKLY FLASHING	Please Contact Customer Service	Plastic is reversing	Pen charging

Still having issues?

help@the3Doodler.com

(US) 718.618.9904

Please have your serial number ready for us. You can find it printed on the bottom of your pen.