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3D Printers, Parts, and Plastics

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Service Bulletin

Affected product:	TAZ 3D printers, version 6.0
Effective date:	October 25 2016
Serial numbers affected:	KT-PR0041(NA/EU/AU)-15000 through 17691
Service issue:	Early LulzBot TAZ 6 3D printers have a heat sink adhered to the Z-axis driver. We have received isolated reports that this heat sink can come loose, leading to potential Z-axis travel issues caused by a reduction of airflow.

Indication:

Affected users report Z-axis movement difficulty, buzzing from the stepper motors, and/or a loss of synchronous movement between the two Z-axis stepper motors.

Corrective Action:

If your LulzBot TAZ 6 3D printer falls within the above serial range AND your Z-axis exhibits any of the above indications power off your 3D printer. Follow the guide listed below to remove the electronics cover and remove the Z-axis stepper driver heat sink. Take caution as you could damage your LulzBot TAZ 6 3D printer if you do not follow the directions closely. Instructions can be found here:

<https://ohai.lulzbot.com/project/taz-6-heat-sink-removal/service-bulletins/>

Our internal testing has determined that the heat sink provides no added benefits. Your 3D printer will operate normally without this installed. Test data can be found here:

http://devel.lulzbot.com/TAZ/Olive/documentation/test_docs/TP-RD-00015.pdf

If you remove the Z-axis stepper driver heat sink and your Z-axis is still exhibiting any of the above issues, or if you have any questions please contact the support team at Support@LulzBot.com or at +1-970-377-1111.