

15. Print then Cut

N. Troubleshooting Print then Cut

If your Cricut Explore machine is having difficulty reading the cut sensor marks, there are several variables that may contribute to the issue.

Lighting

- Direct sunlight, overhead reading lamps, or other lighting directed toward your machine may interfere with the machine sensors.

Material position

- All printable materials must be placed in the top left corner of the cutting mat and applied smoothly. Incorrect mat placement or wrinkles in the material may interfere with reading the cut sensor marks.

Cutting mat

- Verify that your cutting mat has been placed under the mat guides, ensuring that the mat is positioned snugly against the machine rollers before pressing the Load/Unload button on the machine.
- For best results, use a mat with few or no marks or smudges. A mat with smudges near the cut sensor marks may cause the machine to mistake the smudges for cut sensor marks.

Printable material

- Colored materials or materials containing any kind of pattern may interfere with the cut sensor marks read by the machine. Use 8 ½ x 11" white materials for all your Print then Cut projects.
- Glossy paper may interfere with the machine's ability to read the cut sensor marks. We recommend using matte paper.
- Any smudges around the cut sensor marks on your printable material could cause the machine to mistake the smudges for cut sensor marks.

Debris on the cut sensor light

- Your cut sensor light will need to be free of any debris. To clean the cut sensor light on your machine, sweep gently with a small, dry watercolor paintbrush.

Adjustments to the print settings prior to printing

- Changes made to your printer settings will affect the way your machine reads the cut sensor marks. Be sure to make any adjustments to your printer prior to printing from Design Space.

Printer type

- Laser printers use heat to melt the printer toner, whereas inkjet printers use ink at room temperature. Cricut printable materials are compatible with inkjet printers only, because heat from laser printers could melt the materials and ruin the printer.

Sensor light not powering on

- When the machine is scanning for the cut sensor marks, the sensor light should automatically turn on. If for some reason the cut sensor light is not turning on when the machine is trying to scan the cut sensor marks, try turning your machine off and back on again. The carriage should move back and forth, and the sensor light should turn on briefly. If the sensor light still doesn't turn on, power off the machine. Push the accessory clamp (Clamp A) and the blade clamp (Clamp B) into the down position as if the machine were writing and cutting. If the sensor light turns on, power the machine back on and attempt the scanning process again. If the cut sensor light does not turn on when both Clamp A and Clamp B are in the down position and the machine is powered off, please contact Customer Care for assistance.