



Why Is My

Machine Not Cutting Through My Material?

If your Cricut Explore or Cricut Maker machine is not cutting all the way through your material or is only scoring the material, this issue can usually be resolved with some basic troubleshooting. Please check the following:

1. Make sure the material setting you have selected in Design Space or on your Smart Set Dial matches the material on your machine mat. For Cricut Explore models, if you have set the dial to Custom, ensure that you have selected the appropriate material from the Custom Materials list.
2. Open Clamp B and remove the blade housing from your machine. Ensure that you are using a Cricut brand blade. Then inspect the blade and blade housing and remove any debris that may be stuck to the blade or lodged in the blade housing. Once clean, perform a test cut. If the blade and housing are already free from debris or cleaning it did not help, proceed to step 3.
3. Open the Manage Custom Materials page through the account menu and increase the pressure for your material setting by 2-4, then perform a test cut. You may need to increase the pressure settings 2-3 times by increments of 2-4 to see a change in the cut result.
4. Attempt cutting a different material, such as printer paper, using the appropriate setting for that material. Do you experience the same result? If not, it may be an issue with the original material you are attempting to cut.
5. Clear the cache and cookies in your browser and attempt another test cut. If the issue persists, try a different browser (preferably Google Chrome or Mozilla Firefox).
6. If the issue persists after steps 1-5 have been completed, please contact Member Care for further assistance.

Older Machines

Applies to Cricut Personal, Cricut Create, Cricut Cake, Cricut Cake Mini, Cricut Expression, Cricut Expression 2, and Cricut Imagine.

Cricut Personal, Cricut Create, Cricut Cake, Cricut Cake Mini, Cricut Expression

1. Ensure that you are using the **correct cut settings**.

2. Remove the blade housing. Ensure that you are using a Cricut brand blade. Then inspect the blade and blade housing and remove any debris that may be stuck to the blade or lodged in the blade housing. Make sure to replace the blade housing back into your machine correctly. Once clean, perform a test cut. If the blade and housing were already free from debris or cleaning did not help, proceed to step 3.
3. Try an arm buoyancy test: gently press down on the black arms that surround the blade housing and then release them. Do they bounce right back up, or do they stick or rub in any way? If they stick or rub, please contact Member Care through one of the options below for further assistance. If they bounce right back up when released, proceed to step 4.
4. Increase the machine pressure setting and try a test cut. If this does not change the cut result, proceed to step 5.
5. Increase blade depth by turning the dial at the top of your blade housing. If this does not change the cut result, proceed to step 6.
6. Perform a ***hard reset*** on the machine.
7. Retry your cuts with a new blade housing.
8. If the machine is still not cutting through materials or is only scoring the paper, please contact Member Care for further assistance.

Cricut Expression 2, Imagine

1. Remove the blade housing. Ensure you are using a Cricut brand blade. Then inspect the blade and blade housing and remove any debris that may be stuck to the blade or lodged in the blade housing.
2. Make sure to replace the blade housing back into your machine correctly. If the blade and housing were already free from debris, proceed to step 3.
3. Increase machine pressure settings, which are located in the Project Preview screen, and try a test cut. If this does not change the result, proceed to step 4.
4. Increase blade depth by turning the dial on the blade housing and try a test cut. If this does not change the cut result, proceed to step 5.
5. Try an arm buoyancy test: gently press down on the black arms that surround the blade housing and then release them. Do they bounce right back up or do they stick or rub in any way? If they stick or rub, please contact Member Care through one of the options below for further assistance. If they bounce right back up when released, proceed to step 6.
6. Try a test cut with a new blade housing.
7. If this does not resolve the issue, please contact Member Care for assistance.