

Troubleshooting

TIP: For our complete list of Cricut™ troubleshooting tips, plus the latest updates to the User Manual, visit www.cricut.com

Problem: The Cutting Mat won't load when I push the **Load Paper** key.

Possible Cause and Solution: Try pushing the Cutting Mat slightly into the roller bar as you press the **Load Paper** key.

Problem: The Cutting Mat didn't load when I pushed the **Load Paper** key. And now, when I try to push it again, it doesn't do anything.

Possible Cause and Solution: You need to press **Unload Paper** first. Your Cricut™ machine "thought" that it loaded the mat, even if it didn't pull it in. The machine needs to be given the command to unload before another paper load attempt is made. Pressing the **Unload Paper** key will reset the roller bar, allowing for another paper load attempt.

Problem: The blade is not cutting all the way through the paper.

Possible Cause and Solution 1: The first and easiest possible solution would be to increase the cut pressure. Do this with the Pressure Dial found on the left side of the front of the Cricut™ machine. See page 16.

Possible Cause and Solution 2: The blade depth may need to be adjusted, particularly if you are trying to cut through thicker stock. See page 15.

Possible Cause and Solution 3: The blade may be getting dull. The greatest key to a sharp cut is a sharp blade. Try replacing the blade. Refer to the "Replacing the Cutting Blade" section on page 17.

Problem: The paper lifts off the mat as my Cricut™ machine is cutting.

Possible Cause and Solution 1: Make sure you press the paper firmly onto the mat when setting up the cut.

Possible Cause and Solution 2: The mat may be getting old. Each mat will last anywhere from 25-40 full-page cuts, depending on the size of cuts and the kind of paper/cardstock you use. Try using a different or new mat.

Problem: I can't get some letters, shapes, or phrases to cut out with one of the Features selected.

Possible Cause and Solution: Some letters, shapes, and phrases don't always work with all of the Features available on a font or shape cartridge. Refer to the particular cartridge's handbook for which Creative Features work with which letters, shapes, and phrases.

Problem: I've placed a smaller sized paper on the mat, for example, 5" x 5" (12.7 cm x 12.7 cm), and navigated to the upper right corner of the Cutting Mat. But when I cut a line of letters, the blade returned and started cutting back at the top of the Cutting Mat.

Possible Cause and Solution: After you've navigated to the upper right corner using the Blade Navigation Buttons, you need to press the **Set Paper Size** key. This will tell the Cricut™ machine that you have selected a smaller paper size, and it will know where to begin cutting. Otherwise, the machine "thinks" that a 6" x 12" (15.2 cm x 30.5 cm) paper is loaded.

Problem: The Cutting Mat is too sticky. It's ripping my paper when I try to remove it from the Cutting Mat.

Possible Cause and Solution: The best solution is to use the Cricut™ Tools (sold separately) to successfully remove the paper/cardstock from the mat. These custom tools are built for lifting, pulling, or cleaning up the cut letter, shape, or phrase. You may also want to use an older or more worn mat for thin papers and use your new mats with cardstock for optimal results.