

# Troubleshooting: Mechanical X/Y Endstop Error

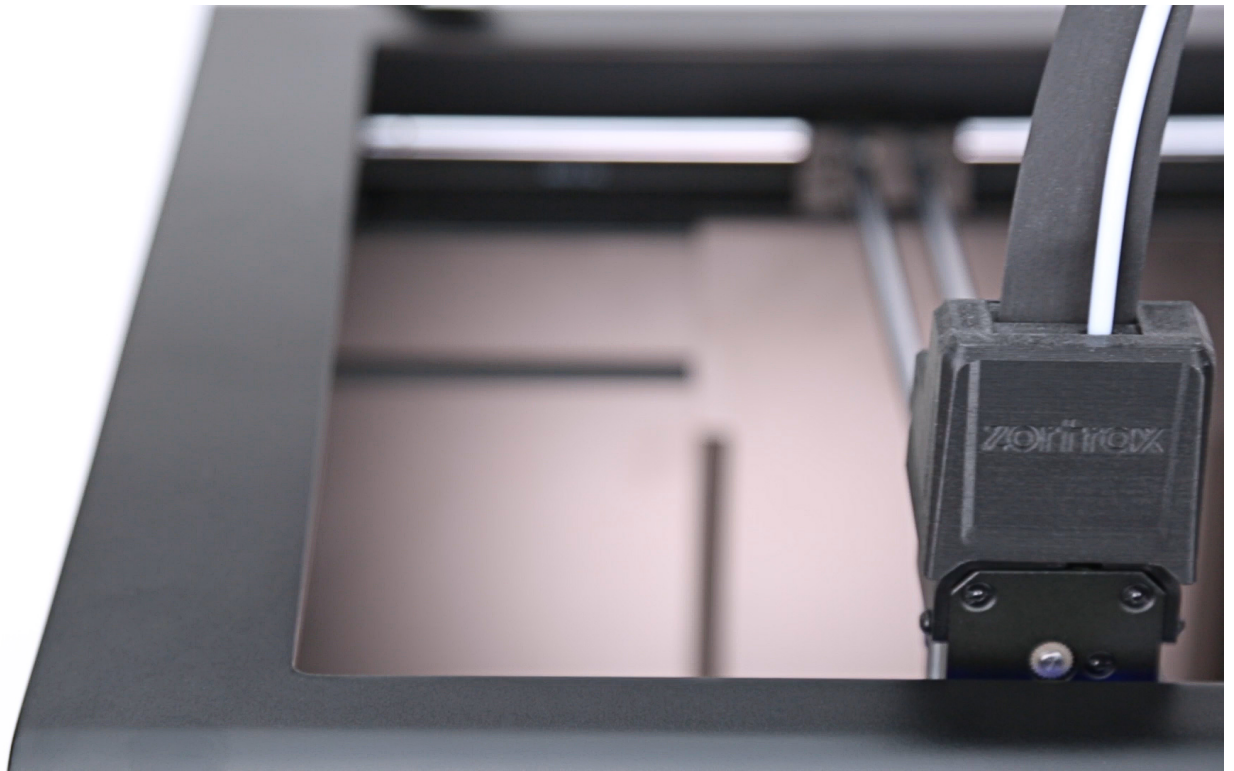
SOURCE:

<https://support.zortrax.com/troubleshooting-xy-endstop-error/>

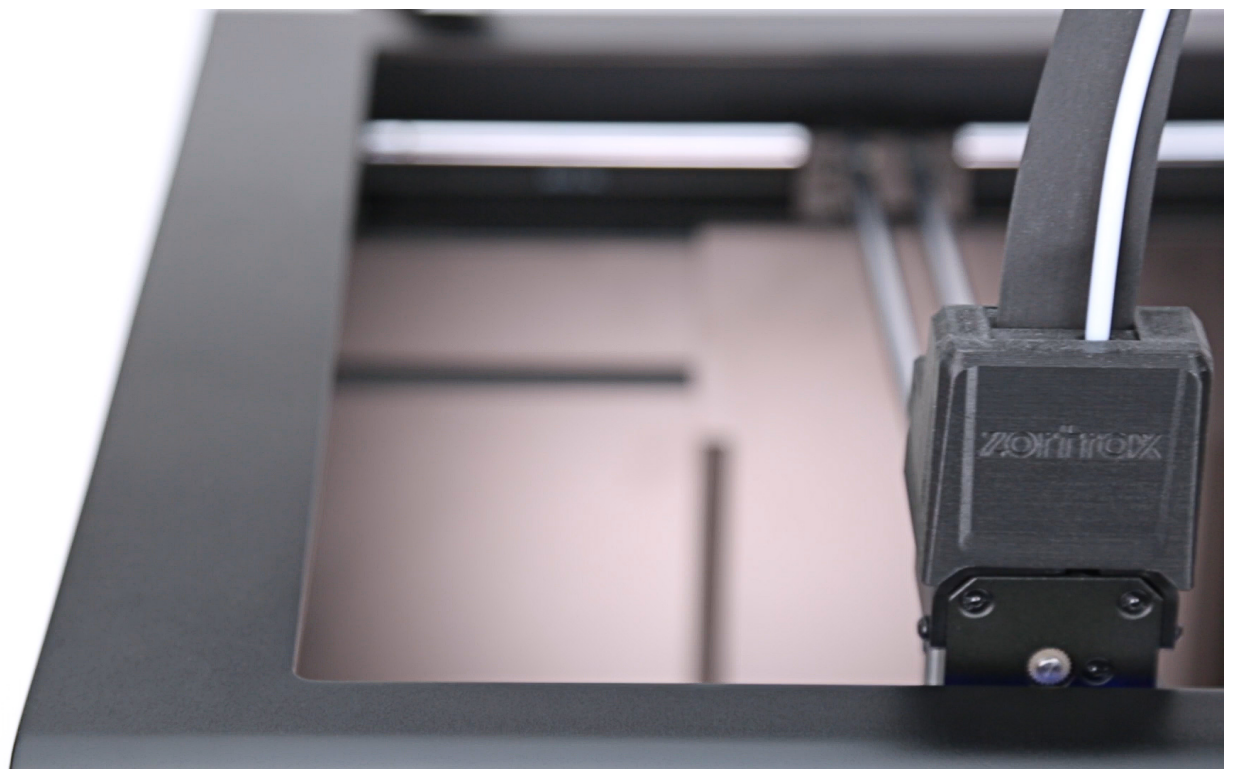
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## X/Y Endstop Error



If your printer can properly carry out the extruder homing (as it is shown in the video), but you still receive the Endstop error notification, move on to the step 2 in this manual.



If the extruder hits the housing and the printer displays the error, move on to the step 3 in this manual.

Typically, the extruder hits the housing with force and makes loud noise if there's a problem with the endstops.

## Extruder Proper Homing



If you don't experience problems with the extruder homing, but receive the Endstop error, at first you should carry out the Axes check procedure. Open the *Tools* menu and select the *Axes check* option.

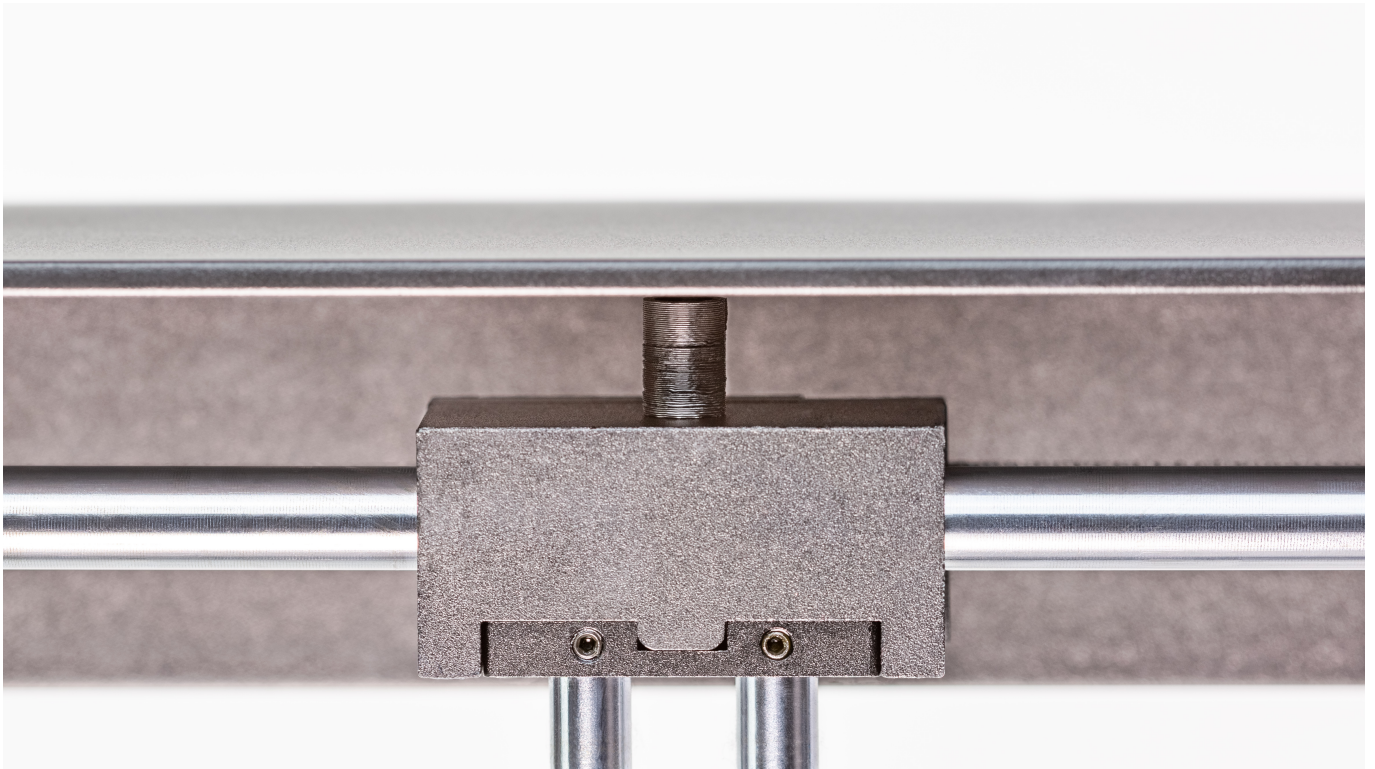


If the Axes check procedure fails\*, follow the instructions displayed on the screen. The printer may require:

- [axes maintenance](#),
- X/Y endstop maintenance, which is described in the step 3 in this manual.

\*Even if the procedure fails, your printer can still print, but with reduced speed.

## Extruder Hits the Housing



First, check if the endstop sleeves are installed on each axis block. Make sure the sleeves are not worn out. More details are available in the [Endstop sleeve installation](#) manual.



Check if the endstop cables are properly plugged into each endstop.



If the above instructions don't help, replace the endstop. More details are available in the [Endstop replacement](#) manual.



