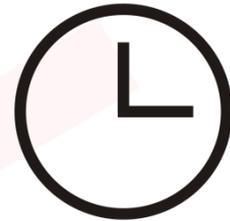
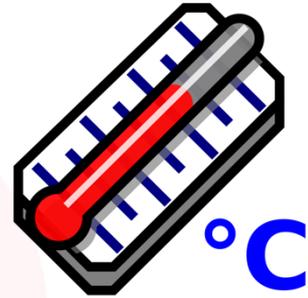


Causes

- Make sure the ambient temperature is within the recommended operating temperature. Excessively high temperatures accelerate the desiccation process, while too low temperatures can cause the ink to freeze. If the cartridge was exposed to such a temperature, place it in an operating temperature environment and allow it to acclimatize for a period of time (at least half an hour).
- After a shutdown period of several days, the print head may be dried out.
- If the e-mark hasn't been into the docking station he will dry out.
- If the docking station's protection cap does not seal properly, it may cause the printhead to dry out.
- If the protection cap of the docking station is too dirty, it may cause the printhead to dry out.



How to clean the printhead

- Take a damp, lint-free cloth and wipe it over the printhead from top to bottom.



- Then perform the automatic print head cleaning process via the app.



- Start the cleaning process via app.
 - Slide the print head wiper out (wiper, rubber lip) on the underside of the docking station. A lint-free cloth can also be used, moistened with distilled water.
 - Carefully wipe the print head from back to front once with the print head wiper (or with the damp cloth).
 - Place the e-mark on paper.
 - Press "Start quick cleaning" again.
 - The e-mark is now ready for use again. A test image can be printed to test the print quality.
- If the problem is not resolved after the first cleaning, do it a second time or replace the printhead.