

# COLOP<sup>®</sup>

## digital



***Operating and Maintenance Manual***

**e-mark**

**e-mark create**

**Electronic marking device**

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## Versions

Version	Date	Description
1	17/04/2019	Final version
2	10/02/2021	Changes and adaptations
3	20/12/2021	Changes and adaptations
6	30/09/2024	Changes and adaptations, extension by e-mark create

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# 1 INTRODUCTION

With the COLOP e-mark marking device you have a product that is exemplary in terms of safety for users and leading edge in terms of technology. In spite of this, the e-mark may be hazardous if used incorrectly or not as intended. We refer to potential hazards in [Section 2 'Safety'](#) and with safety notices throughout the entire documentation.

## Preface

This original documentation is intended to assure safety-aware work on and with the product. It contains safety notices that must be followed! Everybody who works with the e-mark must have access to this documentation and must observe the relevant specifications and instructions. The documentation must always be complete and easily legible.

COLOP Digital GmbH is not liable for technical or printing-related defects in this documentation, nor will it accept any liability for damage caused directly or indirectly by the delivery, performance or usage of this documentation.

## Identification

The COLOP e-mark is clearly identified on both the product and the packaging.

The e-mark and e-mark create have the same functions. For the sake of simplicity only the e-mark is mentioned in text and the pictures only show the e-mark, however the user manual is equally valid for the e-mark create.

## 1.1 Legal details

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## 1.2 Liability

The details in this documentation describe the properties of the product without assuring those properties.

No liability is accepted for damages that arise from:

- Unintended use of the product.
- Failure to follow the documentation.
- Improper work on and with the product.
- Operating the product while in a defective condition.
- Defective monitoring of parts of the product that are subject to wear.
- Improperly conducted repair work.
- Unauthorized modification of the product.
- Natural disasters, the action of foreign bodies and force majeure.

## 1.3 Intended use

The COLOP e-mark, hereafter referred to as e-mark, is a battery-operated mobile marking device. The device can be operated by smartphone, tablet or stationary computer. It can make imprints directly on a variety of absorbent surfaces including paper or cardboard. The e-mark is suitable for making individual imprints and for occasional multiple use.

The multicolor ink cartridge (CMY) uses inkjet technology. Surface navigation and/or speed control is managed by an optical sensor. The printing content is sent to the device directly from an application (pp) or computer software (SW). Transfer is via a WIFI connection from a smartphone or tablet or USB interface on a computer. Printing begins automatically if the e-mark is in print mode and the device is moved over the printing surface by hand. If rotation or height of the device above the surface exceeds a maximum range, printing is interrupted. When returned to the normal range, printing restarts.

The e-mark must be returned to the docking station after each use. Several imprints can also be saved on the device so that it can be used without the app or software (offline mode). The rechargeable battery (supplied) is recharged using the power adapter (supplied). Only use original batteries and original replacement ink cartridges.

After extended periods between uses, the ink cartridge must undergo a cleaning cycle. The e-mark should be used at least once a month.

**Target groups and previous knowledge**

Users of the e-mark are non-professionals, aware of the hazards associated with using the device via the safety pictograms on the e-mark and instructions in the Quick Setup Guide and in this Operating and Maintenance Manual. Users are able to recharge the e-mark with the power adapter (supplied) and replace ink cartridges. Users are not authorized to carry out repairs on the product.

Inspection and maintenance and/or repairs must only be carried out by qualified electricians.

**The content and purpose of this documentation**

Users can download this original Operating and Maintenance Manual at <https://emark.colop.com/usermanual> for information.

This documentation contains the relevant information for e-mark assembly, commissioning, operation, maintenance and disposal. This documentation is intended to ensure hazard-free work with the e-mark.

Compliance with the instructions contained within this document enables hazard-free working and avoids damaging the e-mark.

**Limits of use**

The limits of use for the e-mark are defined as follows:

- The device is intended for use in enclosed, clean and dry areas (offices, warehouses, private residences)
- Horizontal place of use on level, firm ground
- Ambient temperature: +59 °F to 95 °F
- Humidity range 5 % to 100 % (storage 5 % to 80 %)
- The e-mark is a marking device to stamp imprints sent via a software application
- It can print directly onto a variety of absorbent surfaces including standard paper, cardboard, fabric, wood, cork, dry wall, high-gloss paper, photo paper and other surfaces with special coatings.
- The e-mark is fitted with an LED light strip.
- The rechargeable battery of the e-mark is recharged using the power plug.

## 1.4 Principle

This product incorporates state-of-the-art technology and complies with applicable health and safety regulations. Nonetheless, the following hazards can arise as a result of incorrect transport, improper use, or failure to observe the safety instructions contained in this Operating and Maintenance Manual or in the event of misuse:

- fatal or serious injury to users or third parties
- damage to the product and other items of capital equipment
- impairment to the efficient operation of the product



## 2 SAFETY

This documentation is structured in accordance with valid US standards and contains safety notices. The user of the e-mark is responsible for complying with safety-related information in this documentation. This section contains a general description of the warning and safety instructions, and important safety notices.

### 2.1 Signal words used in safety notices



#### **DANGER!**

A safety notice with the signal word **DANGER** points to an **immediately threatening hazard** to the life and limb of people!

*This signal word denotes a hazard with a high level of risk which, if not avoided, can result in death or serious injury.*



#### **WARNING!**

A safety notice with the signal word **WARNING** denotes a **dangerous situation** that could cause personal injury (of a serious nature) and may also cause damage to items of capital equipment!

*This signal word denotes a hazard with a moderate level of risk which, if not avoided, can result in death or serious injury.*



#### **CAUTION!**

A safety notice with the signal word **CAUTION** denotes a **potentially hazardous situation** that can result in slight injuries or damage to items of capital equipment!

*This signal word denotes a hazard with a low level of risk which, if not avoided, can result in minor or moderate injury.*

#### **NOTICE**

A safety notice with the signal word **NOTICE** denotes a situation that could result in damage to items of capital equipment!

*This signal word denotes a hazard which, if not avoided, can result in damage to items of capital equipment or damage to the device.*

## 2.2 Symbols used in safety notices



Warning of possible hazards of electrical voltage!



Reference to the obligation to read the Operating Manual!



Warning of possible hazards of hot surfaces!



Warning of environmentally hazardous substances

## 2.3 Residual hazards

Even when the greatest care and attention is paid to the design and build of the product, and when full account is taken of safety-related factual content, residual hazards can still exist, which were evaluated in a risk assessment.



**DANGER!**

**Risk of a fatal electric shock in wet conditions.**



Never handle the charger mains plug with wet hands.

Never use the device in humid areas.

Never expose the battery and charger, including USB port, to water and/or rain.



WARNING!

**Danger of suffocation from plastic film.**

The packaging is not a toy.

Dispose of packaging materials immediately and in an environmentally appropriate manner.



WARNING!

**Risk of asphyxiation from small parts for children below the age of three.**

The device is not a toy.

Do not leave children alone with the device unsupervised.



WARNING!

**Hazard from cleaning.**

NEVER use inflammable substances near the e-mark. This may cause a fire or an electric shock.

Cleaning the outside of the e-mark:

- Ensure that the mains cable of the e-mark charger has been removed from the socket and the device is switched off.

- Use neutral cleaning agent. Using liquids such as thinners or petrol damages the outer surface of the e-mark.

- Do NOT use cleaning agents containing ammonia.

**WARNING!****Hazard from damaged electrical components or damaged insulation.**

In the event the device, housing or insulation is damaged, stop using the device and have it tested and repaired by an electrician or the manufacturer's customer service.

**WARNING!****Hazard from rechargeable batteries (short-circuit, overheating, fire).**

- Do not expose lithium batteries to heat, cold or water (do not leave in direct sunlight or charge or store outdoors).
- Do not (forcibly) open or expose to large impacts or shocks.
- Only use charging systems as recommended by the manufacturer.
- The manufacturer's safety instructions must be complied with throughout the entire disposal process.
- Battery contacts (outside the device) must not come into contact with metallic objects such as coins or keys to prevent a short circuit.
- The marking device and/or rechargeable battery must never get wet.
- Burning batteries can cause blow-outs, causing a battery to be blown away. Battery fires give off extremely thick, particularly toxic smoke.
- Following extended periods in storage or before taking to a collection point, the poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits. Maximum protected storage, e.g. in the original packaging and quick deposit in a collection point are recommended.
- Visually damaged, overheated or blown out batteries must not be reused and must not be stored in the house, flat or garage.

**WARNING!****Hazard posed by improper use.**

Read the Operating Manual before switching on the device.  
Pay attention to all safety notices.  
The Operating Manual must be kept!

**CAUTION!****Hazard from hot surfaces.**

Immediately after using the e-mark, certain parts can be hot.  
Do not touch the print head on the underside of the marking device.  
Leave to cool before replacing.  
Pay attention when cleaning the print head. Never touch the print head directly.

**CAUTION!****Possible hazard from substances, slight eye and skin irritation from ink.**

- Do not direct the print head towards the eyes, face or skin.
- Do not open the ink cartridges.
- Do not swallow! Keep ink cartridge out of the reach of children.

**Risk of explosion if battery is replaced by an incorrect type.**

Dispose of used batteries according to the instructions.

**NOTICE**



Packaging materials (paper, plastic) must be disposed of separately. Dispose of components of the device in accordance with legislative stipulations. Dispose of materials separately and recycle as much as possible.

Electrical components of the product must be sent for recycling as waste of electrical or electronic equipment. Dispose of batteries at collection points in accordance with legislation.

**NOTICE**



The electrical components of the product must be sent for recycling as waste of electrical or electronic equipment.

## 2.4 General safety instructions and regulations




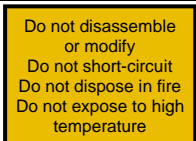
Without exception, observe the following safety provisions and obligations when working at or on the product:

- Always operate the product in operationally perfect and clean condition.
- It is prohibited to convert or modify the product.
- Faults must be remedied immediately.
- Always use genuine spare parts for repair work or when replacing damaged components.
- Always pay careful attention to the safety notices and operating instructions.

## 2.5 Safety notices on the product

Safety notice panels are fitted to the product to draw attention to potential hazards. Always pay attention to and comply with the safety designation instructions on the product. During the service life of the product, if the safety designation label fades or gets damaged, you must shut down the product.

The pictograms for warnings, prohibitions and stipulations on the product, together with their meaning:

Pictograms	Location	Designation	Description
	Underside Marking device	Warning: hot surface.	The print head surface may become hot. Do not touch the print head!
	Underside Marking device	Prohibition: Do not touch.	Do not touch the print head!
	Battery, cartridge, e-mark	Indications on disposing of electronic waste	Dispose of the appliance in accordance with legislation and recycle wherever possible.
	Battery	Indications on handling batteries	Do not disassemble or modify, do not short-circuit, do not dispose in fire and do not expose to high temperature

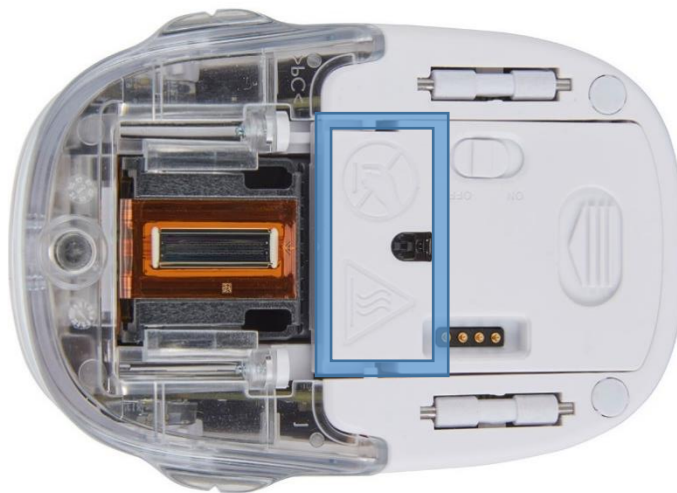


Fig. 1: Safety instructions on the underside of the e-mark

### 3 DESCRIPTION

The following chapter presents an overview of parts, assembly and function including technical specifications and product components.

#### NOTICE

Even if the illustrations in this document correspond to the e-mark and not the e-mark create, they are equally valid for the e-mark create. The same is valid for the respective packaging.

#### 3.1 Scope of supply



Fig. 2: Package content

The packaging of the e-mark contains the marking device with rechargeable battery (1), docking station (2), charger and cable (3), ink cartridge (4), USB cable (5)\* and the Quick Setup Guide (6).

The marking device comprises the housing with top section that can be opened (access to compartment for battery and ink cartridge), an on/off switch on the underside, a micro USB port, an LED light guide, sliding wheels on the underside for stable movement, 3 magnets for secure docking, contacts for charging on the docking station, a light sensor for position guiding, a WIFI module.

The docking station comprises a charging socket for the power adapter, contacts for charging the e-mark, rubber lips and flap to prevent the ink cartridge from drying out, an opening to access the on/off switch on the e-mark when docked, non-slip pads and an extendible wiper to wipe the underside of the ink cartridge.

The rechargeable battery is supplied with a plastic cover on the contacts. This prevents short-circuiting the contacts during transport. This cover must be removed before use.

The ink cartridge is packaged separately and must be inserted before use.

\*only for e-mark

### 3.2 Components

The following section contains an overview main components of the e-mark:



Fig. 3: e-mark parts

Main constituent elements			
No.	Description	No.	Description
(1)	Docking station	(4)	Battery
(2)	Electronics compartment	(5)	Ink cartridge
(3)	Cover		

### 3.3 Layout

Marking device:

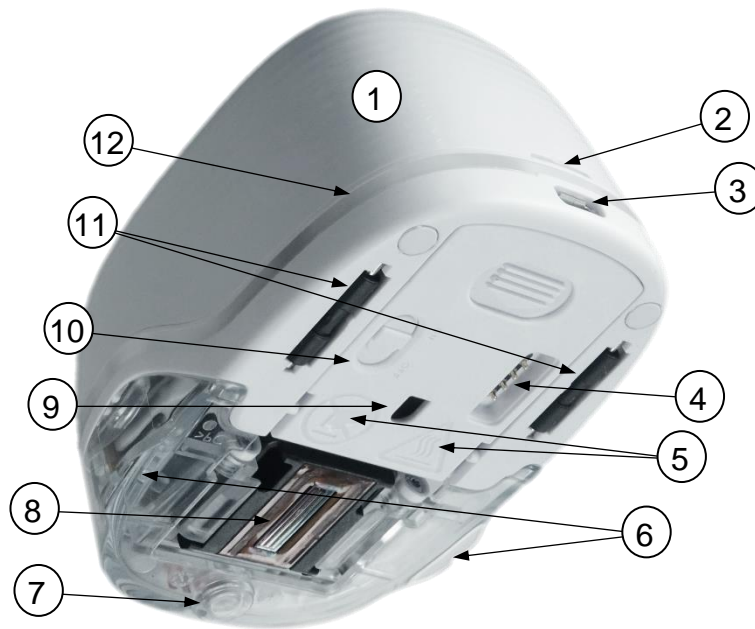


Fig. 4: Marking device assembly underside

Main components of the e-mark			
No.	Description	No.	Description
(1)	Cover	(7)	Magnet
(2)	Cover opening	(8)	Print head
(3)	USB port	(9)	Position sensor
(4)	Contacts (docking station connection)	(10)	On/off switch
(5)	Safety indications	(11)	Sliding wheels
(6)	Print position display lug	(12)	Light guide

**Docking station:**

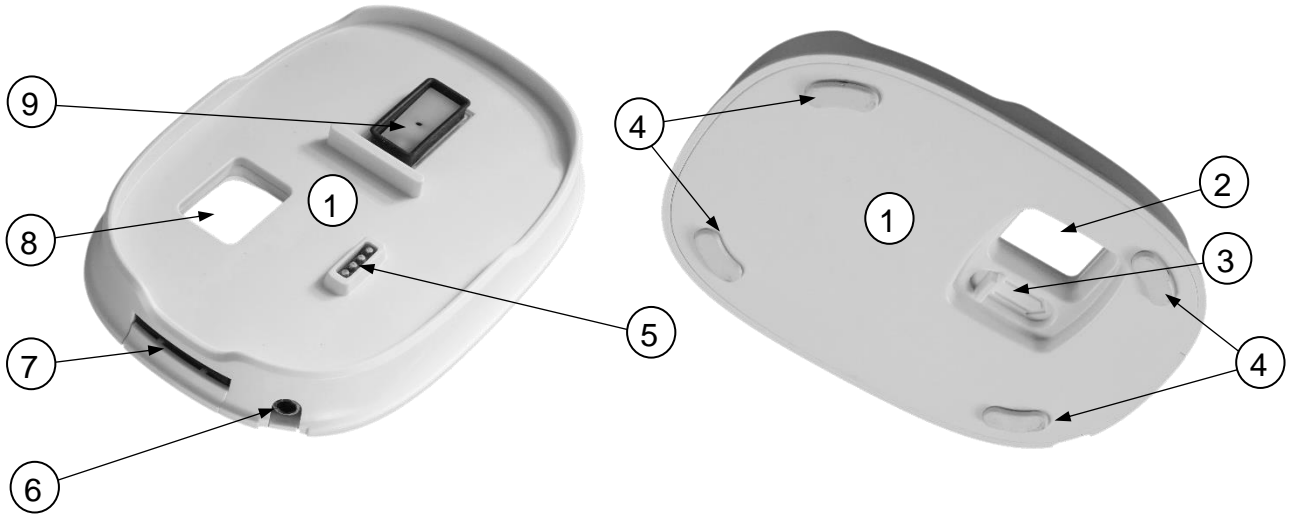


Fig. 5: Docking station assembly top section and underside

Main components of the docking station			
No.	Description	No.	Description
(1)	Docking station	(5)	Battery contacts
(2)	Opening for on/off switch	(6)	Charging socket
(3)	Slider to extend the print head wiper	(7)	Print head wiper
(4)	Non-slip feet	(8)	Opening for on/off switch
		(9)	Protective cap to prevent print head from drying out



## 3.4 Technical specifications and dimensions

Technical specifications of the e-mark	
Weight	224.5 g (approx. 450 g incl. packaging)
Dimensions L x W x H	4 3/8 x 3 x 2 7/8 in
Rechargeable battery (3 cells, each 3.7 V)	11.1 V Li-Ion with min. 600 mAh
Power consumption while operation with battery supply	5-6 W
Power consumption while battery is charging (WIFI activated)	15 V, 400 mA
WIFI interface	WIFI IEEE 802.11bgn
USB interface	Micro USB
Optimum print speed	4 in/s
Maximum print speed	11 3/4 in/s
Print quality	600 dpi
Protection class	III, Extra low voltage
Mains connection charger	100-240 V, 50/60 Hz
Print head 3-colour (cyan, magenta, yellow)	COLOP 3-color Ink Cartridge C2P06AE
Storage temperature range	40 °F to 120 °F
Operating temperature range	59 °F to 95°F
Non-Operating humidity range	20 to 80 %
Print on absorbent surfaces such as	Plain paper, cardboard, fabric, wood, cork, dry wall, high-gloss paper, photo paper

## 3.5 Operating systems

The COLOP e-mark app is available for mobile devices using Android and iOS, and also for Windows PCs, and is compatible from the following versions: <https://emark.colop.com/osversion>

Please always make sure to use the latest software version. There may be issues with previous versions and certain functions may be limited.

## 4 INITIAL OPERATION

This chapter explains using the e-mark for the first time and includes unpacking, visual inspection, assembly, switching on and performance testing the e-mark.

### 4.1 Transport and unpacking

When transporting the product, please note the following points:

Battery contacts are protected against short-circuits with insulating plastic tape. The plastic tape must be removed before using for the first time.

The ink cartridge is packaged separately. It must be inserted before using for the first time.

#### Unpacking

Carefully remove the e-mark from the packaging. Keep the original packaging for storing or transporting the e-mark. Dispose of other packaging materials appropriately. Never let children play with the packaging or with parts of it, since there is a risk of asphyxiation from small parts or plastic film.



#### **WARNING!**

**Risk of suffocation from small parts and plastic film for children below the age of three.**

The packaging is not a toy. Dispose of packaging materials immediately and in an environmentally appropriate manner.

#### Preparing for transport

Preparing the e-mark in its original packaging for transport. See below before sending or transporting the e-mark:

1. Remove the rechargeable battery
2. Protect the battery contacts against short-circuit with insulating tape.
3. Return the battery back to the housing.
4. Return the e-mark to the original packaging.



Fig. 6: Packaging

## 4.2 Assembly and switching on

Check the following points before commissioning:

### Visual inspection:

- Ensure that the Quick Setup Guide is legible, and is available in full.
- Are all product parts present: battery, docking station, e-mark body, power adapter, ink cartridge, USB cable and the Quick Setup Guide
- Are all parts required for assembly present?
- Is the product damage-free? Look for any deformations and cracks on the housing, cable damage, in particular.
- Are the USB cable\* and connection OK?
- Are the charging cable, mains plug and charging socket OK?

The product must not go into operation if it has any visible defects or signs of damage.

\*only for e-mark

### Commissioning

1. Remove the e-mark from the packaging.
2. Remove the mains plug and ink cartridge (in a pouch) which are under the inner base of the packaging.



Fig. 7: Opening and removing the cover

3. Open the e-mark cover as shown above and remove it.
4. Remove the battery from the battery compartment by pressing the lever on top of the battery to the rear



Fig. 8: Opening the battery compartment and remove battery

5. Lift the battery
6. Remove the tape from the battery contacts and dispose of responsibly.



Fig. 9: Battery contact insulating tape

7. Pull down the lower flap.

- Slide the underside of the e-mark in the direction of arrow 1.
- Press the panel downwards at an angle in the direction of arrow 2.



Fig. 10: Opening the sliding panel

**NOTICE**

Always press open the lower panel first, otherwise the ink cartridge cannot be removed or inserted without damaging the e-mark!

8. Remove the ink cartridge from the packaging and dispose of the packaging responsibly.
9. Pull off the strip from the print head and dispose of responsibly.



Fig. 11: Ink cartridge

10. Insert ink cartridge
  - Press towards the front end of the compartment (NOT downwards)
  - Cartridge snaps in.



Fig. 12: Insert ink cartridge

11. Close lower flap cover

- Close the cover (click).
- The cover moves against the spring into the closed position.

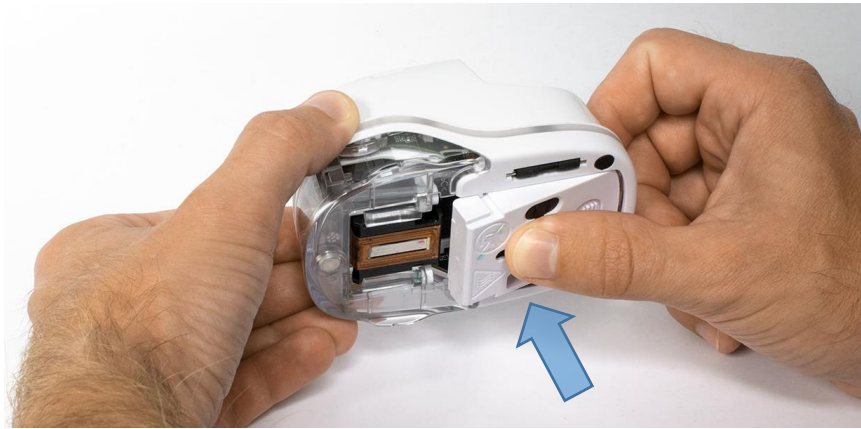


Fig. 13: Close lower flap cover

12. Insert battery

- Push towards the ink cartridge.
- Press the battery forward until the lever on the top snaps in.



Fig. 14: Insert battery

13. Close cover.

14. ALWAYS place the e-mark in the docking station.

---

**NOTICE**

ALWAYS place the e-mark in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
  - switched **off**: NO warning signal sounds
- 

Download and run the app, see below.

A QR code and link to the app download are provided on the Quick Setup Guide.

Set up the WIFI connection, see below.

**Performance test:**

1. Is the battery properly inserted and can the battery be charged with the power adapter?
2. Does the LED light work?
3. Does the print function work?
4. Make a test imprint.

## 4.3 Software

Download the app and install on the mobile device or computer, *see chapter 0*.

<https://getemarkapp.colop.com/>

## 4.4 WIFI connection

Setting up the connection between your device and the app starts with entering SSID and password.

The SSID and password (Fig.16) are automatically saved as an image on the e-mark and can be found in the Quick Setup Guide. Password should be remember or save it in a secure location. The password can be changed in the software.



Fig. 15: Example test imprint with SSID and password

If you are having trouble in setting up a connection, refer to the troubleshooting chapter (*see chapter 6.4*) or visit our homepage and see the FAQ (Frequently Asked Questions).

Homepage <https://emark.colop.com/faq/>



## 5 OPERATION

The product is designed for printing stamp templates and marking.

**Online mode:** The e-mark is controlled using software. Imprints can be loaded or created via the software, transferred to the e-mark and then printed. The software application (app) displays status symbols for the e-mark, including battery charge level, ink level, cleaning cycle request etc. Details can be found in the software description.

In **offline mode** the e-mark is ready to print previously uploaded images at any time. Operating modes are displayed via the light guide (*see chapter 5.3*). Every printing operation follows these steps in the sequence below:

1. Switch on and wait until e-mark is ready
2. Take the e-mark out of the docking station.
3. Wait until completion of the automatic self-cleaning cycle (*see chapter 5.4*).
4. Place onto the paper (or the printable surface) and slide to the right or left.
5. Printing starts and a signal sounds when the end position is reached.

### NOTICE

ALWAYS place the e-mark in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
- switched **off**: NO warning signal sounds

6. Return the e-mark to the docking station immediately.

If the print quality is unsatisfactory, complete a manual cleaning cycle or clean the print head with a damp cloth.

#### Sleep mode:

If the e-mark is switched on and is not used for 3 minutes, the device goes into sleep mode. In the app this time can be set up to 15 minutes or turned off. The e-mark is not going into sleep mode as long as it is connected to the app.

#### Warning mode:


If the e-mark is not in the docking station and is not used for one minute, a warning signal sounds to prevent the print head from drying out. The Light Guide flashes red and has a warning signal sounds. Please return the device to the docking station immediately.

## 5.1 Image transfer

To transfer standard templates or customized imprints to the e-mark, refer to the software description.

#### Prerequisites:

If not connected by the USB cable:

1. The e-mark is connected via WIFI to the mobile device.
2. The Light Guide displays a steady blue light confirming a WIFI connection.
3. In the app, the WIFI symbol  confirms a WIFI connection.

Or if connected by the USB cable:

4. The e-mark is connected by USB cable to the computer.

**Image transfer:**

Refer to the software description for details.

Acoustic and optical signals:

- During image transfer to the e-mark, the Light Guide flashes blue continuously and a long signal sounds when the transfer is complete.

**NOTICE**

Saving the image file can take several seconds.

Do not switch off the e-mark before you hear the double beep confirming the saving process has been successful, otherwise saving is interrupted.

**Image saving:**

The e-mark takes time to save the newly transferred image to the internal Flash memory. During the saving time, the Light Guide displays a continuous purple flashing LED. Do not switch off the e-mark during the saving process, otherwise the image will not be saved correctly. A brief signal sounds at the end of the saving process.

## 5.2 Printing

Switch on the e-mark (in the docking station) by sliding the switch from OFF to ON. The Light Guide shows that the e-mark is powering up (flashing green LED).

The e-mark is held in the docking station by magnets.



Fig. 16: On/off switch

1. Switch on the e-mark by sliding the switch from the OFF to the ON position (Fig. 17).
2. Wait until the Light Guide indicates that printing can begin (back left green light on continuously)



Fig. 17: Remove e-mark from the docking station

3. Remove the e-mark from the docking station (Fig. 18).
4. An automatic self-cleaning process starts when removed from the docking station. Then place the e-mark on the surface to be printed.
5. Printing can be done from right to left or from left to right.
6. The e-mark automatically detects the direction of movement (indicated by a white LED to the right or left) and starts printing. A signal sounds when printing is complete (end position reached).

**Use the e-mark for printing as follows:**

1. Position the e-mark with the lugs on the left edge of the selected printing area. The recesses in the lugs indicate the middle of the printing area.

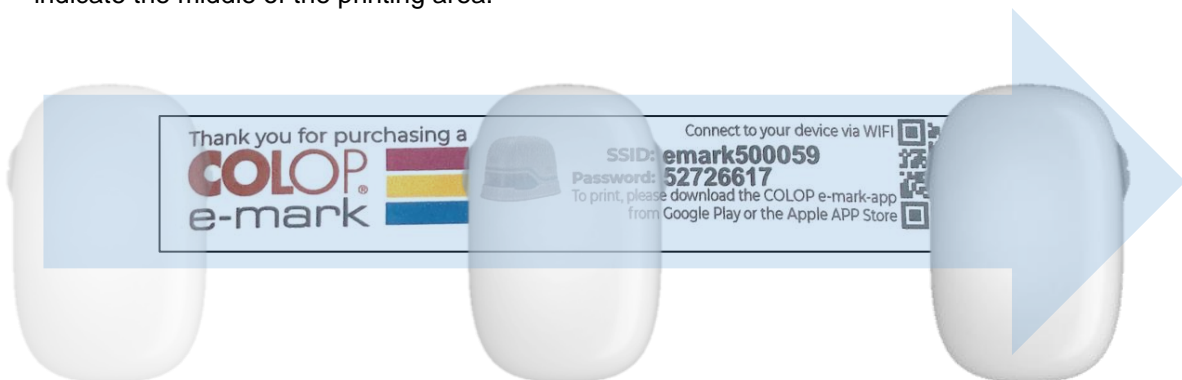


Fig. 18: Printing from left to right

2. Move the e-mark slowly and in a straight line from left to right over the surface (Fig. 19). Optimum printing speed is 4 in per second.
3. Position the e-mark on the right edge.

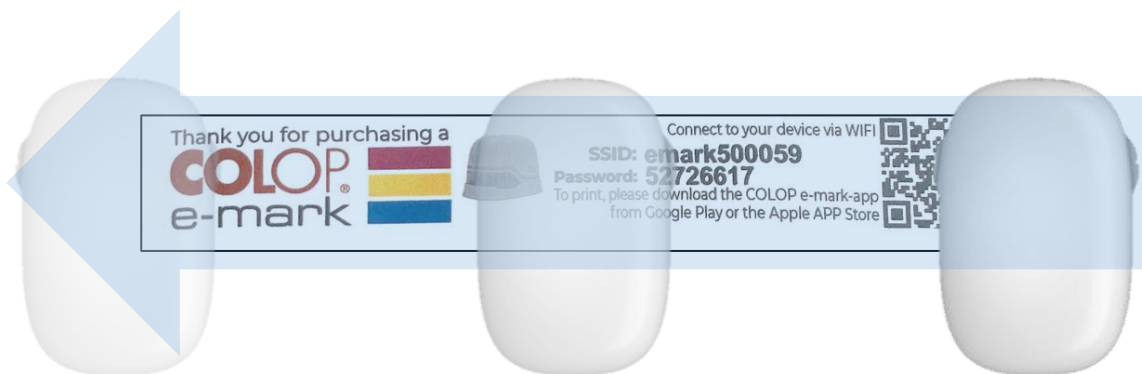


Fig. 19: Printing from right to left

4. Move the e-mark slowly and in a straight line from right to left (Fig. 20).
5. When the end position is reached printing stops and a signal sounds.
6. Return the e-mark to the docking station immediately after printing.

**Changing imprints stored on the e-mark:**

The last imprint that was sent to the e-mark, is always stored on the green position (green LEDs on the side of the e-mark). In addition, three further imprints can be stored permanently on the e-mark. These can be selected in the app (“Imprints on e-mark”) and can be deleted or exchanged any time. The imprints are indicated in the app by different colors which match the colors of the LEDs of the light pipe on the side of the e-mark. Thus, four imprints can be used even without connection to the app.

There are two possibilities to make one of these imprints that are stored on the e-mark. The respective imprint can either be chosen in the app or you can tap twice double on top of the e-mark (four times in total) to change between imprints. This functionality works best when the e-mark is in the docking station. The color of the light pipe changes (from green to blue, pink or orange) and after a short loading time and acoustic signal the imprint can be made. Be aware that the colors do not change if no imprints are saved on the device.

**Notice:** The e-mark can store the automatic date, time or numbering function only as last sent imprint (green position). These functions cannot be stored on the other 3 storage positions (blue, pink, orange).



Fig. 20: Light pipe changes from green to yellow (indicating one of the stored imprints as active position)

**Multi-line imprint option:**

The e-mark can also make 2-line or 3-line imprints. Proceed as follows:

1. Starting from the left, move the e-mark to the right until the signal sounds, indicating the end of the line has been reached.

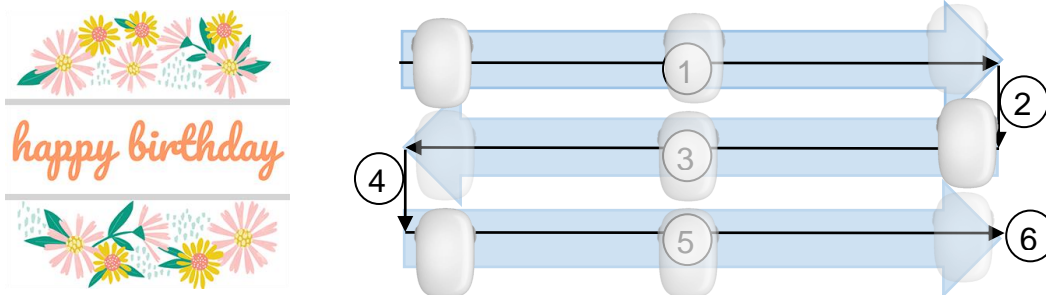


Fig. 21: Multi-line imprint procedure

2. Then move the e-mark downwards until the signal sounds, indicating the next line has been reached.
3. Move the e-mark to the left until the signal sounds, indicating the end of the second line has been reached.
4. and 5. For another line, repeat steps 2 and 1 until the signal sounds, indicating the end of the third line has been reached (number 6) (Fig. 22).



Fig. 22: Place into docking station

If the e-mark is switched on and is not placed in the docking station for one minute, a warning signal sounds and the Light Guide displays a flashing red warning light. A warning is also displayed in the app interface in online mode. Return the e-mark to the docking station. (Fig.23)

ALWAYS place the e-mark in the docking station after use! Otherwise, the ink cartridge print head dries out.

If the e-mark is switched off, NO warning signal sounds. Even when switched off, the e-mark must always be placed in the docking station, otherwise the ink cartridge print head dries out, considerably affecting print quality or it may be damaged.

**Recommendation:** Always place the e-mark in the docking station first and then switch it off

### 5.3 Light Guide and symbols



Fig. 23: Light Guide

Light Guide: Direction of the RGB LEDs and white bright light LEDs

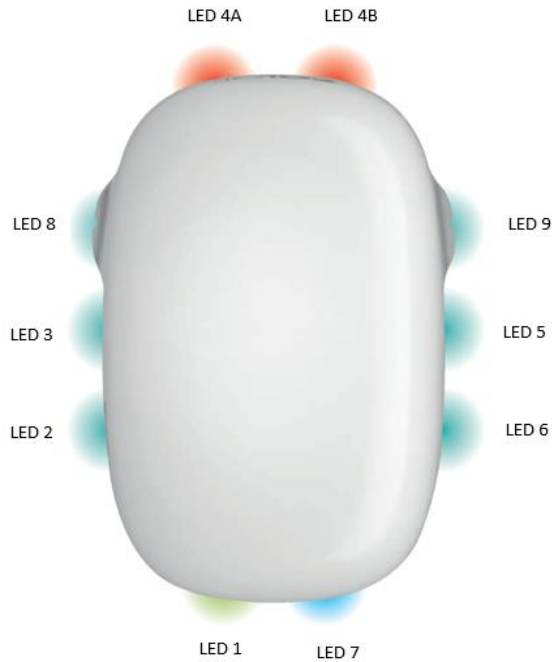




Fig. 24: Light Guide directions








The color LEDs 1 to 7 (right angle RGB LEDs) on the Light Guide indicate the e-mark operating modes depending on the color, light position and light pattern (Fig.25)



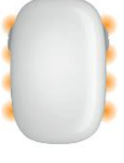


The white bright light LEDs 8 and 9 indicate the movement direction and light up through the viewing window rather than the Light Guide.

**Light Guide and signal tone table:**

Color code, flashing code, direction code and signal tones











Light Guide	Designation	Description
 LED 1, 7	Green light (only LED 1)	Battery level indicator (sufficient) The battery level is between 25 and 100 %
	During charging Green light	Charge indicator light The battery is fully charged (100%)
	During charging Flashing Green light	Charge indicator light The battery is charged (between 50% and 99%)
 LED 1, 7	Yellow light (only LED 1)	Battery level indicator (low) The battery level is between 10 and 24 %
	During charging Flashing Yellow light	Charge indicator light The battery is charged (between 0 % and 49 %)

Light Guide	Designation	Description	
 LED 1	Red light	Battery level indicator (very low)	The device must be charged battery level lower than 10%
 LED 4A, 4B, 8, 9	Flashing Red light front and side	No ink cartridge inserted	The ink cartridge must be inserted (correctly)
 LED 4A, 4B, 8, 9	Flashing Yellow light front and side	Wrong ink cartridge inserted	The right ink cartridge must be inserted
 LED 7	Blue light	WIFI connection	e-mark has an active WIFI connection
	Flashing Blue lights and sounds	WIFI connection	The WIFI connection has just been established
	Continuous blue flashing light, sound at the end	An image is being transferred	An image is being transferred to the e-mark via WIFI. A long signal sounds when transfer is complete
 LED 7	Pink light	USB connection	e-mark has an active USB connection
 LED 1, 7	Red double flashing of all lights and sounds	Warning: cartridge is drying out	The e-mark must be returned to the docking station immediately
 LED 8, 9	Green flashing light (left or right side)	During printing mode	Printing to the right or left side. A short signal sounds when the end of the imprint has been reached

Light Guide	Designation	Description
 LED 3, 5, 2, 6	Green light Ready to print	The e-mark has been removed from the docking station and powered up. Ready for printing.
 LED 3, 5, 2, 6, 8, 9	Pink light Ready to print	Storage position has been changed to pink storage
 LED 3, 5, 2, 6, 8, 9	Orange light Ready to print	Storage position has been changed to orange storage
 LED 3, 5, 2, 6, 8, 9	Blue light Ready to print	Storage position has been changed to blue storage
 No lights	e-mark switched off	
	Battery empty	
	Battery contacts are covered	
	Sleep mode	



**Symbols in the app:**

Symbol	Designation	Description
	WIFI symbol	Excellent WIFI connection to the e-mark
	WIFI symbol	Good WIFI connection
	WIFI symbol	Poor WIFI connection
	WIFI symbol	No WIFI connection
	Battery level display green	Battery level between 41 and 100%
	Battery level display yellow	Battery level between 20 and 40%
	Battery level display red	Critical battery level, below 20%
	Ink level display green	Ink level between 40 and 100%
	Ink level display yellow	Ink level between 20 and 40%
	Ink level display red	Critical ink level (below 20%)

## 5.4 Automatic cleaning cycle

Print head cleaning is required for optimum device performance. This can be run automatically and manually.

**Print head cleaning:**

A print head cleaning cycle is automatically activated when the e-mark is taken from the docking station. Ink drops in picoliter range (depending on the downtime) are released when the device is raised. These are dispersed as a thin mist in the air. This is necessary to ensure constant print quality. This process can also be found inside an inkjet printer. Do not rotate the e-mark directly after raising from the docking station. The automatic cleaning cycle is run when the e-mark is in a level position. No print head cleaning is completed for safety reasons if the e-mark is rotated more than 90°.

Do not touch the e-mark print head. Do not place on or immediately above light surfaces or clothing – ink stains can be hard to wash out!

If ink gets into the print head rest pad, it can stick together. This may happen if the e-mark has just been removed from the docking station (print head cleaning is activated) and is returned to the docking station without printing. Always print on a suitable surface after removing.



Fig. 25: Color sample released by automatic print head cleaning



Fig. 26: Do not direct towards eyes, face or skin. Light irritation possible

**CAUTION!**

**Possible hazard from substances, slight eye and skin irritation from ink.**

Do not direct the print head towards the eyes, face or skin. Do not open the ink cartridge. Do not swallow! Keep ink cartridge out of the reach of children.

The print head and housing must always be placed in the docking station when not in use to prevent drying out. The docking station contains a special pad with rubber lips to prevent drying out. ALWAYS place the e-mark in the docking station after use! Otherwise, the ink cartridge print head dries out.

**Recommendation:** ALWAYS place the e-mark in the docking station first and then switch it off. If the e-mark is switched off, NO warning signal sounds, but the e-mark should always be placed in the docking station even if switched off.

## 5.5 Manual cleaning cycle

### Wiping:

If printing quality drops and/or excessive ink can be seen on the print head, wiping is required. This cleans the print head.

Proceed as follows:

1. Before starting the manual cleaning cycle, place the e-mark on paper which can be disposed of after the cleaning cycle.
2. In the app settings, press "Start quick cleaning" to activate the print head cleaning.
3. 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.
4. Carefully wipe the print head from back to front once with the print head wiper (or with the damp cloth) as shown in Fig. 27: Clean print head with wiper



Fig. 27: Clean print head with wiper



Fig. 28: Clean print head with damp cloth

5. Place the e-mark on paper.
6. Press "Start quick cleaning" again in the app.
7. The e-mark is now ready for use again. A test image can be printed (*see chapter 5.2*) to test the print quality. Do NOT wipe the print head with the wiper again after the second self-cleaning cycle, otherwise this will dry it out.

## 5.6 Software

After downloading the software and/or the application (app) from the App Store (Google Play Store or AppStore) or website (<https://getemarkapp.colop.com/>) and installing on your computer or mobile device you can start using the e-mark. The display on your device may differ from the one illustrated here. Button names may differ due to continuous improvement on the app.

1. The language is selected automatically depending on the device language
2. Connect the e-mark via the WIFI interface. Enter the SSID and password and press "Connect" to set up the connection. The SSID and password can be found on the Quick Setup Guide in the packaging and have been saved as a test imprint on the e-mark. SSID stands for "Service Set Identifier" and provides information on the name of the WIFI network to your e-mark.

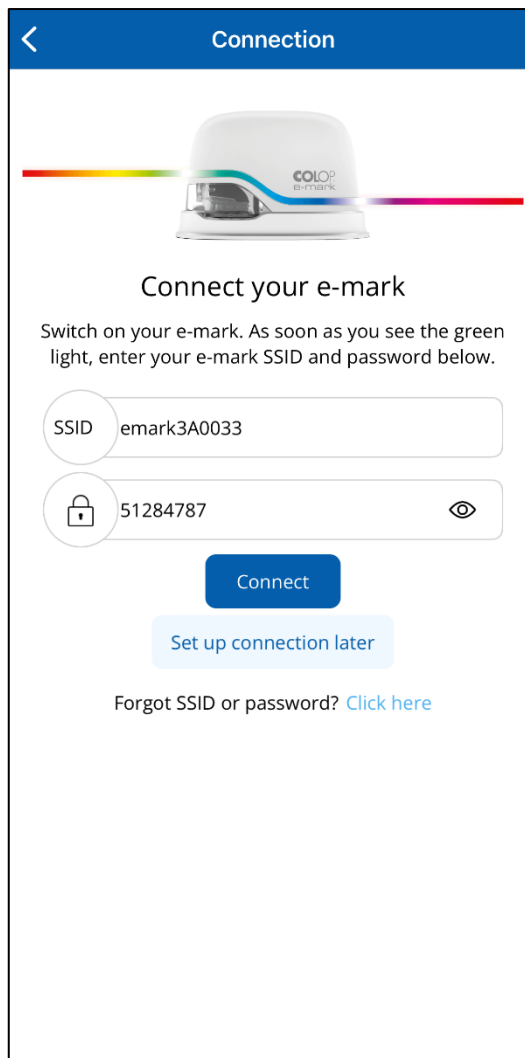


Fig. 29: Connection to e-mark

3. Press " Set up connection later " to continue without setting up the connection to the e-mark. The e-mark can also be used without connecting to the app or with a USB cable connection to a computer.

4. The e-mark is connected to your device via WIFI.
5. Name your e-mark to identify it easier or click „Next“ if you do not want to give the e-mark a personalized name.

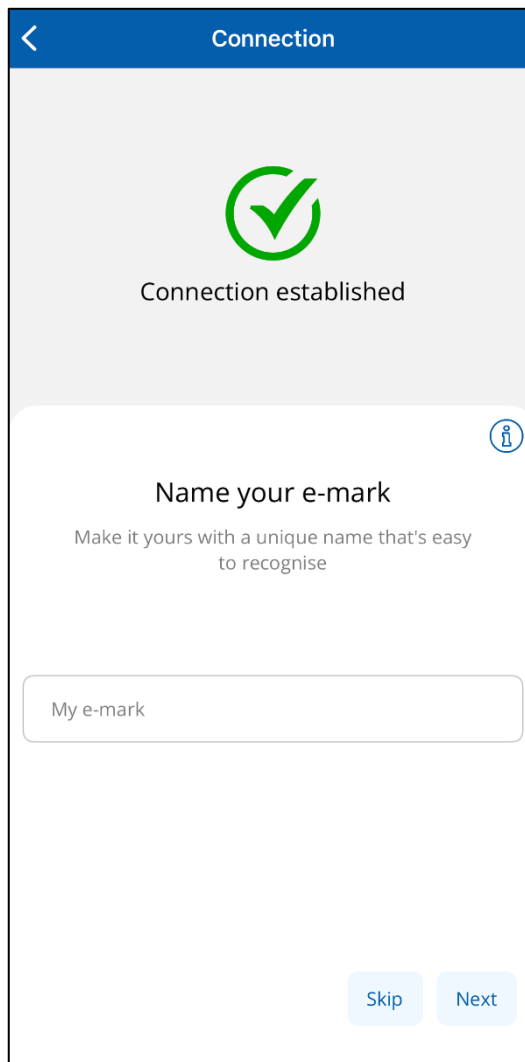


Fig. 30: Name the e-mark

6. The "e-mark connect" page will now be visible, it is the app homepage. On the upper side you can choose the e-mark to which you want to be connected, you can see the status of the connection, ink and battery level. Below you are able to store imprints on your e-mark.

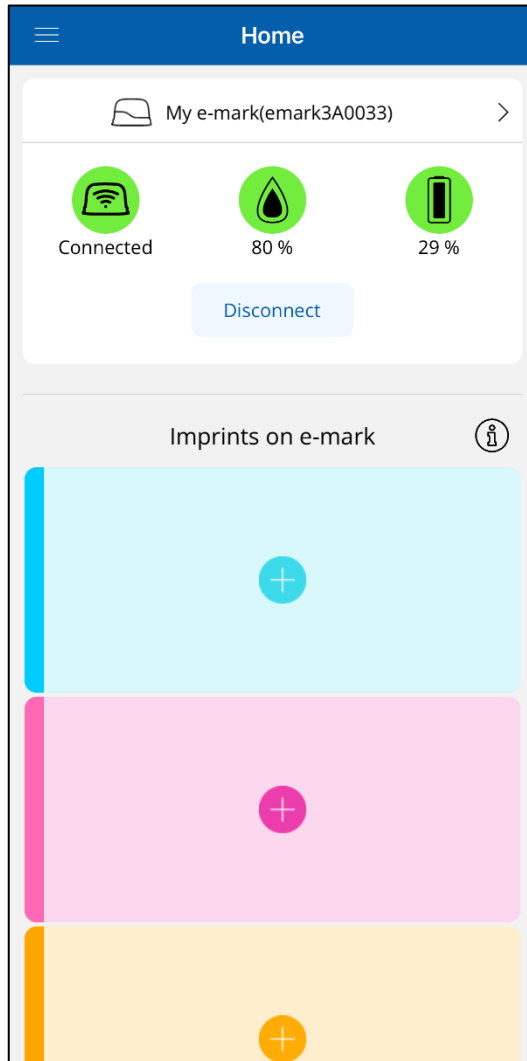


Fig. 31: e-mark connect page

7. You can switch to the “New imprint” page. From here you can directly start to create your own imprints or chose one of the templates.



Fig. 32: New imprint page

## 5.7 WIFI connection

If instructions on the wizard are followed when installing the app, the WIFI connection is set up and the software automatically connects with the device when required. Several devices can also be added and one of them selected from a list.

## 5.8 USB cable connection

The e-mark can also be connected via the USB cable (supplied) to a computer. Connect the USB cable to the e-mark and computer.



Fig. 33: USB connection

The computer software can be downloaded free of charge from the COLOP homepage (<https://getemarkapp.colop.com/>).

## 5.9 Storage

Store the product in a dry place. When storing the e-mark, always place in the docking station to prevent drying out the print head. Store batteries only when charged.

When stored for extended periods, keep it in the original packaging or in the additionally available transport case to protect it. It is recommended to activate the e-mark at least once a month to prevent the print head from completely drying out. Batteries should be charged, if required. Complete the self-cleaning process and make a test imprint. In the event the test imprint quality is poor, complete a manual cleaning cycle.

ALWAYS place the e-mark in the docking station during storage.

**Recommendation:** activate the e-mark at least once a month and to complete the automatic cleaning process (or manual cleaning process, if required).



## 6 MAINTENANCE

The following sections describe the tasks required for maintenance purposes.

### Inspection:

An inspection is required to ensure proper maintenance is carried out on the device. For more details on visual inspection and performance inspection at initial start-up, *see chapter 0*.

- Product cleanliness (general condition, damage, contamination)
- Check the e-mark housing, docking station, charger and cable, USB cable, LED light bar, contacts and battery for any obvious signs of damage or excessive dirt etc.
- If any damage is detected, stop using the product. If damaged, please contact your distributor.

### 6.1 Charging the battery

Check the charge indicator light on the LED Light Guide (*see chapter 5.3*):

- The rear LEDs flash red when battery charge is lower than 10%

#### NOTICE

The battery must not be deep discharged. This may cause damage.  
Fully charge the battery before an extended downtime period.

Proceed as follows to charge the device battery:

1. Remove the charging cable from the packaging and unwind.



Fig. 34: Power plug



#### WARNING!

**Hazard from rechargeable batteries (short-circuit, overheating, fire).**

Only use charging systems as recommended by the manufacturer.

The battery must not be deep discharged!

The battery must not be short-circuited. Fire risk!

2. Connect the charging cable to the docking station.
3. Place the e-mark in the docking station.



Fig. 35: Charge battery

4. Connect the charger to the mains power supply.



**Risk of a fatal electric shock in wet conditions.**

Never handle the charger mains plug with wet hands. Never use the device in humid areas. Never expose the battery and charger, including USB port, to water and/or rain.

The e-mark can be charged when switched on or off. Charging starts whenever it is placed in the docking station.

5. Observe charging indicator lights on the Light Guide. The power adapter needs to be connected to the e-mark and mains supply and the e-mark needs to be switched on:
  - yellow flashing next to the charging plug forwards continuously: Charge indicator light, battery charge between 0% and 49%, battery charging
  - green flashing next to the charging plug forwards continuously: Charge indicator light, battery charge between 50% and 99%, battery charging
  - continuous green light next to the charging plug: Battery is fully charged (100 %). Charging stops automatically and the charger can be removed.

The light guide also shows the battery level when not charging

- Red flashing around the e-mark indicates low battery charge (below 10 %)
- Continuous yellow light next to charging socket indicates low battery level (between 10 and 24 %)
- Continuous green light next to charging socket indicates sufficient/high battery level (between 25 and 100 %)

If the app is on and there is a WIFI connection with the device, the charging process is also displayed in the app.

6. Disconnect the charger when fully charged.



**WARNING!**

**Hazard from rechargeable batteries (short-circuit, overheating, fire).**

- Do not expose lithium batteries to heat, cold or water (do not leave in direct sunlight or charge or store outdoors).
- Do not (forcibly) open or expose to large impacts or shocks.
- Only use charging systems as recommended by the manufacturer.
- The manufacturer's safety instructions must be complied with throughout the entire disposal process.
- Battery contacts (outside the device) must not come into contact with metallic objects such as coins or keys, to prevent a short circuit.
- The marking device and/or rechargeable battery must never get wet.
- Burning batteries can cause blow-outs, causing a battery to be blown away. Battery fires give off extremely thick, particularly toxic smoke.
- Following extended periods in storage or before taking to a collection point, the poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits. Maximum possible storage, e.g. in the original packaging and quick deposit in a collection point are recommended.
- Visually damaged, overheated or blown out batteries must not be recycled and must not be stored in the house, flat or garage.


**NOTICE**

Do not charge the battery longer than needed to protect the battery and to prevent impairment of the print quality of the ink cartridge.

**NOTICE**

Charging is only possible using the mains adapter and charger. Charging via the USB connection is NOT possible.

## 6.2 Changing the ink cartridge

An empty ink cartridge is indicated on the Light Guide as a red light and in online mode with the symbol  in the app. Change the ink cartridge as follows:

1. Open and remove the e-mark cover.



Fig. 36: Open and remove cover

2. Remove the battery from the battery compartment.



Fig. 37: Battery

3. Press the lever on top of the battery to the rear.



Fig. 38: Open battery compartment

4. Lift the battery and remove it
5. Open the lower sliding panel.

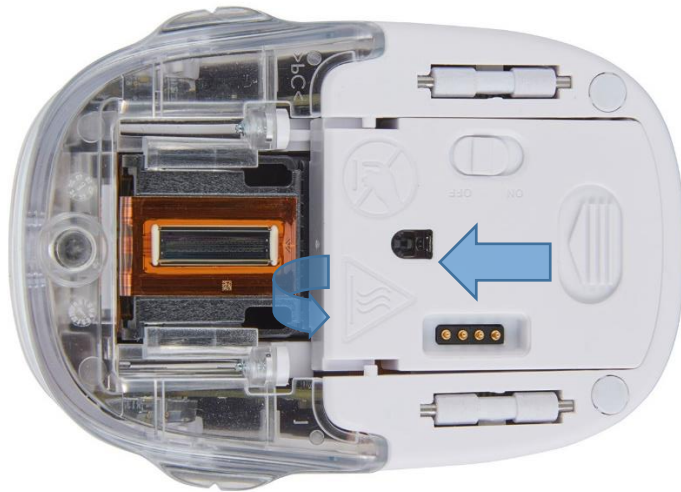


Fig. 39: Opening the sliding panel

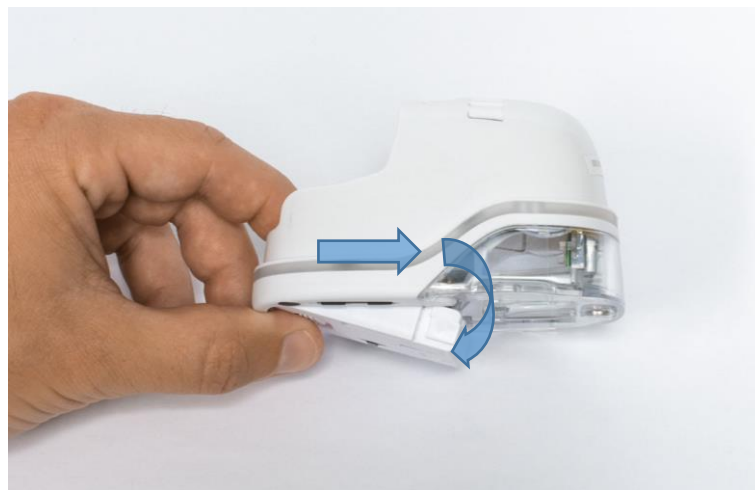


Fig. 40: Sliding panel open

6. Pull down the lower sliding panel.
  - Slide the underside of the e-mark in the direction of the arrow.
  - Press the panel downwards at an angle.
7. Remove the old ink cartridge and dispose of responsibly.
  - Pull the ink cartridge to the rear using the ridges
  - Remove the ink cartridge from the e-mark



Fig. 41: Pull out ink cartridge

ALWAYS press open the lower panel first, otherwise the ink cartridge cannot be removed without damaging the e-mark!

8. Remove the new ink cartridge from the packaging and dispose of the packaging responsibly.
9. Pull out the strip from the print head and dispose of responsibly.



Fig. 42: Ink cartridge

10. Insert new ink cartridge. New original ink cartridges available from your distributors
  - Press towards the front end of the compartment.
  - Cartridge snaps in.



Fig. 43: Insert ink cartridge

11. Close lower flap cover
  - Shut with a click.
  - The cover moves against the spring into the closed position in the opposite direction of the arrow.

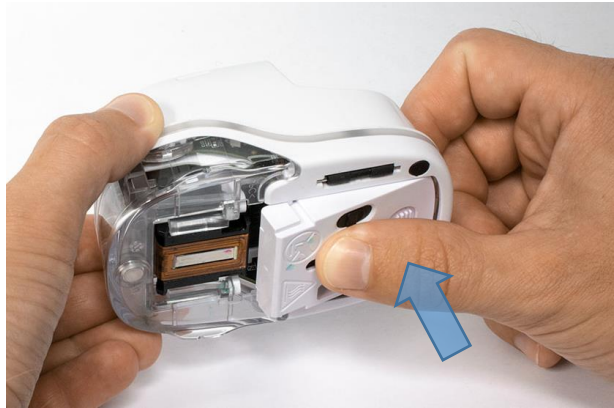


Fig. 44: Close lower flap cover

12. Insert battery

- Push towards the ink cartridge.
- Press the battery forwards until the lever on the top clicks in.



Fig. 45: Insert battery

13. Close cover.



Fig. 46: Cover closed

14. ALWAYS place in the docking station.



Fig. 47: Put into docking station

**NOTICE**

ALWAYS place the e-mark in the docking station after use.

Otherwise, the ink cartridge head dries out, affecting print quality.

If the e-mark is not placed in the docking station immediately:

- switched **on**: a warning signal sounds (return to docking station!)
- switched **off**: NO warning signal sounds

Tip: Always place the e-mark in the docking station first and then switch it off.

### 6.3 Cleaning



**WARNING!**

**Cleaning could make electrical components damp, causing injury to people through electric shock.**

During cleaning work, avoid any ingress of water, steam or cleaning agent in the electrical components of the product.

Wipe down the product with a damp cloth.

All cleaning work on the product must be carried out by people who have read this Operating and Maintenance Manual and who are informed of the hazards that can result from this product.

For cleaning purposes, the product can be vacuumed, brushed or wiped with a damp cloth that does not contain an aggressive cleaning agent.

Regardless of general cleaning activities, the following cleaning operations must be performed at the stipulated intervals:

Cleaning activity	Interval
Wiping/dusting	Daily and/or after every time in use
Cleaning	Every week or as required



## 6.4 Troubleshooting

Problems may occur with the product as listed in the table below, which includes their causes and actions to be taken. More troubleshooting tips can be found on our homepage (<https://emark.colop.com/faq/>). These are continuously expanded and updated.



### WARNING!

**Maintenance activities can be hazardous.**

Problems and unexpected changes to the product must be resolved immediately. Refer to the instructions in this documentation.

Problem	Cause	Action
Print quality deteriorates or individual colors are pale or no longer printed  Light Guide lights up red on the front  Empty container symbol display in the app	Ink cartridge empty	Change ink cartridge See chapter 6.2
Unsatisfactory imprint color gradient/quality  Parts of imprint missing and/or imprint not straight  Imprint too pale  Individual thin lines are missing in the imprint	Print head is (slightly) dried out  Uneven surface  Ink cartridge contact problem  Ink cartridge empty  Excessive printing speed	Manual cleaning cycle See chapter 5.5  Use flat base for printing  Remove ink cartridge and insert correctly See chapter 6.2  Change ink cartridge See chapter 6.2  Adjust printing speed: Move the e-mark by hand from right to left or from left to right 4 in/s (max. 11 ¾ in/s) See chapter 5.2
Imprint blurred	Unsuitable base, e.g. smooth plastic surface, glass etc.	Use absorbent surfaces as a base only See chapter 3.4
e-mark leaves spots	Automatic print head cleaning	Place e-mark in the docking station. After raising for the self-cleaning cycle, hold in the air and then return to the printing surface See chapter 5.4

Problem	Cause	Action
Imprint is not printed even though it was sent and e-mark is ready (self-cleaning cycle does not come)	Print head has dried out because e-mark was not placed in the docking station for too long	Clean print head with damp cloth or wiper <a href="#">See chapter 5.5</a>  Always place the e-mark in the docking station
Light Guide lights up red on the rear (USB connection)  Empty battery symbol display in the app	Battery almost empty	Charge battery <a href="#">See chapter 6.1</a>
Light Guide flashes red at front and side  Empty ink level display in the app	No ink cartridge inserted or not inserted properly	Insert ink cartridge or check position <a href="#">See chapter 6.2</a>
Light Guide flashes yellow at front and side  Empty ink level display in the app	Wrong ink cartridge inserted	Insert an original COLOP ink cartridge
Cannot remove ink cartridge	Lower flap closed	Open lower flap <a href="#">See chapter 6.2</a>
No data transfer possible	No WIFI connection possible	Check settings at "My e-marks" or WIFI settings on the mobile device <a href="#">See chapter 5.7</a>
No WIFI connection possible	Other e-mark already connected with the mobile device  e-mark is connected with other device via WIFI  Wrong password	Disconnect the other device and connect with e-mark  Enter right password
e-mark password entry not possible	Wrong password or password forgotten	Reset e-mark to factory settings <a href="#">See chapter 6.5</a>
Data transfer taking too long	Poor WIFI connection between e-mark and mobile device	Use the mobile device alongside the e-mark
e-mark signal sounds and flashes red	Not placed in the docking station; e-mark signal sounds after one minute	Always place the e-mark in the docking station

Problem	Cause	Action
e-mark sounds a signal and flashes red even though it is in the docking station	Contact problem e-mark is not correctly positioned in the docking station	Change e-mark position in the docking station
e-mark does not switch on	Battery is completely discharged	Charge device <b>See chapter 6.1</b>  The print head also needs cleaning, depending on printing quality <b>See chapter 5.5</b>
e-mark does not charge	Contact problem between e-mark and docking station or mains adapter  Battery is completely discharged or defective  Mains adapter defective	Charge e-mark for several hours and switch on again  Contact dealer if battery or mains adapter defective
No data transfer, even though e-mark switched on  Light Guide does not light up	e-mark has gone into sleep mode	Remove e-mark from the docking station, it switches on again automatically
Housing damaged	e-mark has been dropped	Send device away for repair <b>See chapter 6.6</b>

For further details and more problems, click here: <https://emark.colop.com/faq/>

## 6.5 Reset

The e-mark must be switched on for the reset to be successful. There is a small opening on the top next to the battery and ink cartridge compartment (Fig. 53). Press here with a small thin object (e.g. paper-clip) to reset the e-mark to its original factory settings. By that the SSID and password are reset, the image memory is deleted and initial test imprint with SSID and password will come when printing.



Fig. 48: Opening for device reset


## 6.6 Repairs & Return

Repairs may only be carried out by a licensed electrician. Contact the manufacturer for information on spare parts and procedures.

In case of returning the e-mark, the contacts of the battery (Fig. 54) need to be covered. A standard adhesive tape can be used for that. Put the battery back into the e-mark and pack it ideally in its original packaging or in similar quality packaging. Ensure that the e-mark is firmly secured and protected against impacts and other damage.







Fig. 49: Cover the contacts of the battery

 <b>WARNING!</b>	<p><b>Repair activities can be hazardous.</b></p> <p>Repairs should only be carried out by an electrician. The e-mark should not be dismantled further than is indicated in these instructions. The e-mark housing and docking station must not be dismantled. The battery must never be dismantled!</p>
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## 6.7 Spare and wear parts

There are various spare parts available for the e-mark which can be ordered from the manufacturer. More information is available here: <https://emark.colop.com/>

 <b>WARNING!</b>	<p><b>Unauthorized repairs on the product may be dangerous.</b></p> <p>Repairs should only be carried out on the product by an electrician. Only original spare parts should be used. All modifications to the product are prohibited.</p>
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Spare parts		
<p>Ink cartridge</p> 	<p>Docking station black/white</p> 	<p>Power adapter</p> 

## 7 SHUTDOWN AND DISPOSAL

This chapter contains information about discontinuing use and disposal of the product at the end of its service life.

### Principle:

Before disposing of product parts, check to see whether they can be recycled. Send away as much as possible for recycling. Negligent or improper disposal can result in unforeseeable consequences. Dispose of product materials and components in a manner that is verifiably compatible for mankind, the natural world and the environment. Comply with details provided by the manufacturer and with corresponding legislation and regulations.

### NOTICE



Packaging materials (paper, plastic) must be disposed of separately. Dispose of components of the device in accordance with legislative stipulations. Dispose of materials separately and send as much as possible away for recycling.

Electrical components of the product must be sent for recycling as waste of electrical or electronic equipment. Dispose of batteries in accordance with legislative stipulations.

### NOTICE



The electrical components of the product must be sent for recycling as waste of electrical or electronic equipment.

### Steps when shutting down:

The product has to be dismantled into individual parts as far as possible. These have to be disposed of separately.

The battery has to be removed without destroying it:

1. Take out the battery and remove the covers



Fig. 50: Remove covers

2. Remove the three screws on the housing



Fig. 51: Remove screws

### 3. Open the battery housing and remove the battery



Fig. 52: Open the housing

#### Product materials and parts:

Dispose of the segregated materials and components of the product separately:

1. Plastics
2. Return battery to collection point with taped contacts
3. Send electrical and electronic components away for recycling as electrical scrap, in accordance with the Waste Electrical & Electronic Equipment Directive (WEEE)



#### **WARNING!**

#### **Hazard from rechargeable batteries (short-circuit, overheating, fire).**

The poles on lithium rechargeable batteries should be covered with adhesive tape to prevent short circuits before taking to a collection point. Maximum possible storage, e.g. in the original packaging and quick deposit in a collection point are recommended.



#### **CAUTION!**

#### **Risk of explosion if battery is replaced by an incorrect type.**

Dispose of used batteries according to the instructions.

## 8 APPENDIX

### USA FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, see:

<https://emark.colop.com/>

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by COLOP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

### Industry Canada Statement

This device complies with RSS of the Industry Canada Rules.

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference received, including interference that may cause undesired operation.